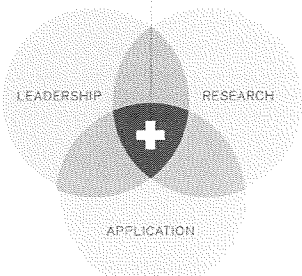


Does Your Disaster Plan Measure Up?



RPA RUSSELL PHILLIPS & ASSOCIATES
Fire and Emergency Management
for Healthcare Facilities

RPA
EFFECTIVENESS



LEADERSHIP RESEARCH APPLICATION

Our goal is to assist you in being as well prepared as possible for a fire or other

Program Outline

- + CMS Emergency Preparedness Checklist
- + How does MassMAP fit in?
- + DPH, LTC Facility Provider Attestation
- + Modified Assisted Living Regulations
- + Gaps in your plans?
- + Where do you go from here?

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DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop 222H 10
Baltimore, Maryland 21244-1850

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Center for Clinical Standards and Quality/Survey & Certification Group

Ref: S&C-14-12 ALL

DATE: February 28, 2014

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Survey and Certification Emergency Preparedness Initiative: S&C Emergency
Preparedness Checklist Revision

Memorandum Summary

Revised Emergency Preparedness Checklist: The Centers for Medicare & Medicaid Services (CMS) is alerting healthcare facilities that we have revised current emergency preparedness checklist information for health care facility planning. These updates provide more detailed guidance about patient/resident tracking, supplies and collaboration.

02/20/2016 11:27 AM

02/20/2016 11:27 AM

DEPARTMENT OF PUBLIC HEALTH
DIVISION OF HEALTH CARE QUALITY
99 Chauncy Street
Boston, MA 02111

ALL HAZARD EMERGENCY PLANNING LTC Facility Provider Attestation

Directions: Administrator, please complete and sign this attestation. Check each item that applies and is included in this facility's emergency plan. Return the completed signed form to the Survey Team Coordinator by the end of the second day of survey.

Facility Name _____	
Town _____	
Name of person completing form _____	Title _____

Attestation:

The undersigned representative(s) of the provider hereby attest that, pursuant to the facility's responsibility to ensure the continuation of essential services as the above-named facility, the provider has developed an All Hazard Emergency Plan that addresses, at a minimum, each of the essential elements described below.

_____ <small>Name and Title (please print)</small>	_____ <small>Signature</small>
_____ <small>Date</small>	

The Plan addresses the following elements:

HANDOUT
#4

Seal of the Commonwealth of Massachusetts
Department of State Police
Office of the Director
One Ashburton Place, 5th Floor
Boston, Massachusetts 02108

20. *Admitted Living Residents and Other Interested Parties*
21. *Police Personnel, Armed Forces, and Other Officers of the State*
22. *Incumbents of the Admitted Living Policy Statement*

ADMITTED LIVING POLICY STATEMENT
Guideline 100A-10-1

Your Emergency Management Program



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& ASSOCIATES

Assemble Your Team

- + Administrator
- + Nursing
- + Facilities
- + Safety
- + Security
- + Infection Control
- + Training & Education




This is your Emergency Management or Safety Committee!




CMS  **MAP**  **MutualAidPlan**  **RPA**
RUSSELL PHILLIPS
& ASSOCIATES

Hazard Vulnerability Analysis (HVA)

- + Analyze ~45 threats / hazards:
 - + Natural
 - + Technological
 - + Human
 - + Hazardous Materials




+ Risk = Probability x Mitigation x Preparedness





CMS  **MAP**  **MutualAidPlan**  **RPA**
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Threats / Incidents

- + Natural
- + Heavy Snow, Blizzard
- + Hurricane
- + Flooding
- + Technological
- + Fire in the facility
- + IT Systems Failure
- + Generator Failure
- + Loss of Heat



- + Human Related
- + Pandemic
- + Outbreak in facility
- + Missing Resident
- + Workplace Violence
- + Hazardous Materials
- + Radiological Incident
- + Chemical Spill
- + Biological Event

HAZARD AND VULNERABILITY ASSESSMENT TOOL
NATURALLY OCCURRING EVENTS

EVENT	PROBABILITY	SEVERITY - (MAGNITUDE - MITIGATION)						RISK
		HUMAN IMPACT	PROPERTY IMPACT	BUSINESS IMPACT	PREPAREDNESS	INTERNAL RESPONSE	EXTERNAL RESPONSE	
Winter Storm	2	2	3	1	1	1	1	415
Thunderstorm	2	1	1	2	1	1	1	205
Flash Flood	2	1	1	2	1	1	1	335
Heavy Rain	2	1	1	2	1	1	1	335
Ice Storm	2	1	2	2	1	1	1	305
Earthquake	1	1	2	3	1	2	1	135
Tornado	2	2	3	3	2	2	2	615
Wildfire	2	2	1	2	1	1	2	615
Drought	1	1	1	2	1	1	1	135
Heat Wave	2	2	2	2	2	2	2	135
Volcano	0	0	0	0	0	0	0	05
Landslide	0	0	0	0	0	0	0	05
Disinfection	0	0	0	0	0	0	0	05
Valcano	0	0	0	0	0	0	0	05
AVERAGE SCORE	1.51	0.94	1.00	1.56	0.81	0.89	0.69	143





RISK = PROBABILITY * SEVERITY
0.14 0.44 0.33

HANDOUT #5, 6 & 7

Develop an Emergency Operations Plan

HANDOUT #5, 6 & 7

- + Command Post
- + Communications
- + Emergency Lists
- + Nursing Home Incident Command System
- + <http://cahfdisasterprep.com/NHICS/GuidebookTools.aspx>
- + Full Building Evacuation
- + Surge Capacity / Influx
- + Specific Disasters
- + Recovery

MutualAidPlan.org

Welcome to the MutualAidPlan.org website. This site provides a central location for all the resources you need to develop and maintain your emergency plan. The site is organized into several sections:

- Statewide Tools (e.g. Influx / Surge Guides, Transportation Surveys)**
 - Influx / Surge Guidelines
 - Influx of Residents Log
 - Influx / Surge Guidelines – PDF Version
 - Influx / Surge Guidelines – MS Word Version (to customize)
 - Attachments E - D Tools (Microsoft Excel Tool - Prints on 11 x 17)
 - Attachment E: DPH Waiver Request - Sheltering Evacuated Residents
 - Attachment F: DPH Waiver Request - Shelter Special Populations
 - Transportation Evaluation Survey Tool
 - Instructions - Transportation Evaluation Survey (Online Version)
 - Transportation Survey Spreadsheet
 - MassMAP (Updated 7/20/12)
 - Region 2 MMAP (Updated 9/2012)
- FAQ and Why Join the Plan**

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Collaborate with Local Emergency Management & Emergency Services

- + Plan Development
- + Education
- + Meetings
- + Drills and Exercises
- + Plan activations
- + Notification algorithms

CMS
COLUMBIA METROPOLITAN SHELTER SERVICES

MutualAidPlan.org

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Long-Term Care Ombudsman Program

- + Prior to a Disaster
 - + Discuss facility's emergency operations plan (EOP) with a representative from the Ombudsman Program
- + Responding to a Disaster
 - + Notify the Ombudsman Program of the incident
 - + Representatives may visit evacuated residents to provide assistance



Suppliers and Providers

- + Resident Accepting Facility Members
- + Stop Over Point Organizations
- + Local Emergency Services
- + Vendor Support



Decision Criteria for Plan Activation

- + Internal EOP Activation for "All Hazards"
 - + Thresholds
 - + Notifications to leadership and staff
 - + Phone Tree
- + MassMAP Activation Algorithms assures external notifications are made.
 - + Electronic Notification Systems (HHAN)



Massachusetts Long Term Care Mutual Aid Plan

REGION 1: INDIVIDUAL FACILITY AND REGIONAL COORDINATING CENTER

DISASTER OCCURS

Disaster Struck Facility (DSF) Actions:

1. Notify appropriate Emergency Agency (911 or non-emergency number); complete incident report.
2. Notify DPH Emergency Preparedness Duty Officer Pager #: 1-617-339-8351 (after hours) or 1-617-339-8351 (during hours).
3. Activate Long Term Care Coordinating Center (Jewish Geriatric Services) - To ACT x 1314
4. Activate Emergency Reporting at www.massmap.org
5. Notify DPH DHCO for Reportable Incidents (NORMAL HOURS) 1-617-753-8000 or for Assisted Living Residences, notify EOE at (NORMAL HOURS) 1-617-222-7550


DPH: Contact the DSF to verify information and distribute the pre-set HHAN message to the impacted Long Term Care (LTC) Coordinating Center (See Attachment B for phone numbers and contact information). Establish communications with the Media.


DISASTER RESULTS IN:

CMS **MMP** **MutualAidPlan.org** **RPA**
RUSSELL PHILLIPS & ASSOCIATES

Communications Infrastructure

- + Redundant technologies
- + Plain Old Telephone System (POTS)
- + Cell Phones / Text Messaging
- + Portable Radios or "Walkie Talkies"
- + E-mail
- + HAM (Amateur) Radio
- + Satellite Phones
- + MassMAP Section 4 - Communications



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Continuity of Operations (COOP) Planning

- + A separate plan
- + Business Continuity & Strategies
- + Building Operations
- + Human Resources
 - + Succession Planning
- + Information Technology



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Shelter-in-Place Plan

- + Engineering Assessment
- + Areas of Safe Refuge
- + Supplies for 7 days...
 - + Generator Fuel
 - + Potable water
 - + Non-perishable food and meal plans
 - + Pharmaceuticals and medical supplies















Resource & Asset Support






- + Internal Stockpiles vs. Just-in-time inventory
 - + Power (Generators), Fuel
 - + Flashlights
 - + Food, Water, Ice
 - + Oxygen
 - + Medications
- + MassMAP – Section 8: Sharing, Vendors and LTC Coordinating Center support

Evacuation Plan


- + Pre-determined evacuation locations
 - + "Like" facility = Categories of Care
 - + 10 identified for each member in MassMAP
 - + *At least one is 50 miles away (CMS)*
- + Evacuation routes, maps and times
 - + Google maps links








Evacuation Plan


- + Food and water supply & logistical support
- + Medication transport – RN protection
- + Medical Records
 - + Electronic Health Records vs. Paper Charts








Evacuation Plan



- + Accountability – "Closing The Loop"
- + Resident tracking including personal belongings
- + Resident emergencies during transport
- + Mental Health counseling
- + Missing resident procedures








Transportation & Other Vendors




- + Transportation Evacuation Survey
 - + Stretcher vs. Wheel Chair vs. Ambulatory
- + Local emergency services
- + LTC Coordinating Center / RMCC support
- + MassMAP Members Owned Vehicles
 - + 371 vehicles, 3372 seats, 609 wheelchairs

Facility Reentry Plan

- + Reentry authorization
 - + State and Local AHJ
- + Facility inspection procedures
 - + Engineering, Health Department, Others
- + **Return travel to the facility (overlooked)**

Residents & Family Members






- + Communications Plan
 - + Residents
 - + Families
- + Personal belongings & possessions
 - + Packing for evacuation
 - + Security





Resident Identification

- + MassMAP Section 6: Resident Identification & Tracking
 - + Name (Photo if possible)
 - + Date of Birth
 - + Code Status
 - + Resident Emergency Evacuation Form
 - + Slow Out vs. Fast Out

Training & Education Programs

- + Annual training - all staff
- + Specific training - leadership
- + New hire orientation programs
- + Topics
 - + Mutual Aid Plan (MassMAP)
 - + Regional opportunities
 - + Materials for *internal training*
 - + Facility Disaster Plan
 - + Fire Training and other safety programs



Training For Transportation Vendors and Volunteers

- + Training programs focus on:
 - + Needs of chronic, cognitively impaired and frail population
 - + Transfer Trauma / Readjustment Stress Syndrome

How can we accomplish this?



Emergency Plan Review


- + Annual review and updates
 - + Changes in standards and regulations
 - + Re-prioritization by the Annual HVA
 - + Improvements from drills, exercises and real world events
- + Infrastructure and building changes





A Function of the Emergency Management or Safety Committee



Drills & Exercises

- + Testing vs. Training
- + Semi-annual (minimum)
 - + Quarterly Emergency Reporting Drills (Practice)
- + Annual Regional Exercises
- + After Action Reports
- + Lessons Learned









HANDOUT #5, 6 & 7




What's Next?

HANDOUT #5, 6 & 7

- + Form your team
 - + Establish a meeting schedule
 - + Work plan timeline
- + Conduct an HVA
- + Develop your EOP outline
- + Start with **basics & priorities**
- + Training Programs
- + Drills & Exercises




DOCUMENT! DOCUMENT! DOCUMENT!

MassMAP 2015 Exercise Dates

• Region 1 – April 30	9:00am - 12:45pm
• Region 2 – April 27	1:00 pm - 4:45pm
• Region 3 – April 28	9:00am - 12:45pm
• Region 4 – April 29	9:00am - 12:45pm
• Region 5 – May 1	9:00am - 12:45pm

* Mock Patients need to arrive at DSFs one hour earlier (8:00 am / 12:00 pm)



Questions?

Andy McGuire
amcguire@phillipsllc.com

Jim Garrow
jgarrow@phillipsllc.com

860-793-8600