

Emergency Preparedness and Primary Care Medical Practices

Session 2 – Assessing Risk: Hazards and Vulnerabilities

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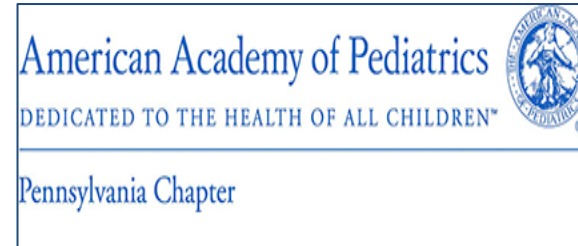


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- Planners/faculty have no relevant relationships to disclose.

Primary Care Partners



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Overview of Series – Systems Approach to Community Medical Practices and Emergency Preparedness

6 Mini Webinars

- Primary care physicians and preparedness
- Hazard and risk assessment
- Emergency planning for practices
- Evaluating the plan
- Communication with patients and partners
- Preparing patients with special health care needs for disasters

What are the standards for emergency preparedness and management planning for community medical practices?

- Joint Commission Standards for Ambulatory Care - 2014
- HRSA
 - Policy Information Notice – Emergency Management Expectations for Health Centers
 - Form 10: Annual Emergency Preparedness Report
- Center for Medicare and Medicaid (CMS) Emergency Preparedness Regulations for Rural and Federal Health Centers
 - Issued for review in December 2013, under revision

Emergency Plan Template for Practices

EMERGENCY MANAGEMENT PLAN

For Primary Care Medical Practices

Pennsylvania Department of Health

Center for Public Health Readiness & Communication,
Drexel University School of Public Health
June 2014

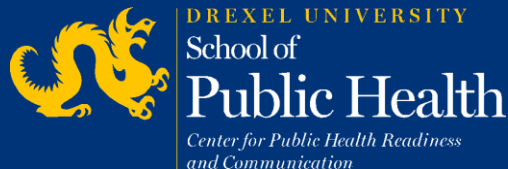


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Centers for Medicare & Medicaid Services



Emergency Planning Process (1)

- Identify planning team
 - Leaders participate in the development of the organization's plan
 - Coordinator is designated for planning and for plan activation
- Conduct hazard/vulnerability analysis
- Develop emergency preparedness and management plan that addresses for priority hazards:
 - Mitigation
 - Preparedness
 - Response
 - Recovery

Emergency Planning Process (2)

- Integration of plans into local or regional plans
- Plan addresses continuity of operations
 - Communications
 - Facility loss
 - Information technology system
 - Financial/revenue loss due to an emergency
- Plan addresses surge, mass prophylaxis/immunization
- Training and drills

Risk Assessment – the First Step in Planning

- A hazard-vulnerability analysis (HVA) is an assessment of the threats or hazards that have potential to disrupt practice operations
- Local or state emergency management and public health agencies have HVAs
 - Request them
- Hospitals and health systems have HVAs
- Subjective assessment made by practice planners
 - Annual review

Assessing Hazards and Vulnerabilities

- Assessing probability of an event or incident (qualitative or subjective)
- Assessing the severity of its impact on the practice
 - High, medium or low impact – *overall practice*
 - High, medium, or low impact on specific practice operations or infrastructure
- Assigning overall planning priority for specific hazards based on impact

Hazard	Likelihood	Operational Impact / Disruption Scenario							Planning Priority
		Surge (increased # of Patient Encounters)	Loss of Database/ Records	Facility Unavailable	Loss of Communication Systems (including computers)	Loss of Vendor Services/ Supply Depletion	Loss of Staff	Loss of Utilities: Electricity/ Water	Vulnerability Summary
	High = Likely Medium = Probable Low = Unlikely	High = Severe Medium = Mild Low = None	High = Complete Medium = Some Low = None	High = Complete Medium = Some Low = None	High = Complete Medium = Some Low = None	High = Complete Medium = Some Low = None	High = Complete Medium = Some Low = None	High = Complete Medium = Some Low = None	Reflects priority given to planning for event based upon judgment / assessment of impacts
External Incidents									
Flood	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>
Fire	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>
Winter Storm / Blizzard / Ice Storm	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>
Tropical Storm / Thunderstorm / Tornado	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>
Hazmat Incident	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>
Influenza Pandemic	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>
Earthquake	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>
Utility Interruption	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>
Radiation Dispersal Device / Dirty Bomb	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>
Nuclear Facility Radiation Release	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>
Active Shooter	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>
Cyber Threat	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>
Local Infectious Disease Outbreak	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>	<High/Med/Low>



Service Impact Assessment

- Different types of emergencies and disasters have specific impacts on the functions and services provided by the practice
- The results of this assessment should drive business continuity planning
 - Informs prioritization of disasters for planning
 - Informs specific mitigation, preparedness, response and recovery strategies

Assessing Service Disruption Impact

Class	Description	Time Period
Class 1	Services/functions which must be provided immediately or a loss of life, infrastructure or significant loss of revenue will definitely result. Services must be maintained during recovery.	<ex: 0-3 days>
Class 2	Services/functions which should be provided as soon as possible or a loss of life, infrastructure or significant loss of revenue could result. Services will be restored as soon as capacity allows.	<ex: 4-7 days>
Class 3	Services/functions that could be delayed during recovery, but are required in order to return to normal operation conditions and alleviate further disruption to normal conditions. Services will only be restored when other priorities have been met.	<ex: over 7 days>



Process	Class 1	Class 2	Class 3
Clinical			
Patient Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical and Clinical Documentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient Records Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<Insert function>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<Insert function>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial Accounting			
Insurance Claims Processing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accounts Receivable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accounts Payable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<Insert function>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<Insert function>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administration			
Scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Registration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Procurement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inventory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supply Chain Processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<Insert function>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<Insert function>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Resources			
Payroll	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staffing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<Insert function>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<Insert function>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information Technology			
Hardware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Back ups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications: online , wireless, POTS, PBX	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<Insert function>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<Insert function>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facility Maintenance			
HVAC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housekeeping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



LIST OF PRIORITY DISASTERS

Name of Medical Practice:

Address:

Telephone:

Based upon the results of the Hazard Vulnerability Analysis, the prioritized list of disasters³ that could potentially impact *<Name of Medical Practice>*, from those that pose the greatest threat to those that pose the smallest threat, is as follows:

1. *<Highest Priority Disaster>*
2. *<etc.>*
3. *<etc.>*
4. *<etc.>*
5. *<etc.>*
6. *<etc.>*

Latest Revision Date:

Updated By:

Reviewed By:

Title:

Date:

Reviewed By:

Title:

Date:

Reviewed By:

Title:

Date:

Reviewed By:

Title:

Date:



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The 4 Phases of Disasters – Practice Planning

- Mitigation
 - Reduces impact of disasters before they occur. Can target threat or practice vulnerability
- Preparedness
 - Pre-event planning
- Response
 - Actions taken during a disaster to reduce its impact
- Recovery
 - Actions that restore or return the practice to normal functioning

STRATEGIES TO REDUCE DISASTER IMPACT

Disruption Scenario	Disaster Examples	Mitigation ⁴	Preparedness ⁵	Response ⁶	Recovery ⁷
Surge (increased # of Patient Encounters)	Infectious disease outbreak or pandemic	<i>Example: Use communications platforms to provide patients with health information off-site</i>			
Loss of Database/ Records	Severe storm, utility disruption	<i>Example: Store data off-site or in "cloud"</i>			
Facility Unavailable or Damaged	Severe storm, utility disruption, Tornado, Radiation release		<i>Example: Have a plan to use an alternate facility.</i>	<i>Example: Move practice to another facility</i>	<i>Example: Have a list of contractors ready to repair damage to the facility; maintain insurance</i>
Loss of Communication Systems (including computers)	Utility disruption, Cyber-event			<i>Example: Use back-up system of paper charts for patient encounters</i>	
Loss of Vendor Services/Supply Depletion	Pharmaceutical shortage				
Loss of Staff	Pandemic, Ice Storm	<i>Example: Vaccination of staff</i>	<i>Example: MOU with local or state Medical Reserve Corps</i>		
Loss of Utilities: Electricity/Water	Weather event		<i>Example: generator for practice</i>		



Recommendations

- Use risk assessment planning to identify resources in your health system and in your community
 - Build relationships with health care partners
 - Health care coalitions
 - Build relationships with public safety and public health partners
 - Build relationships with private sector



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Next Steps

- Materials on PA Medical Society and Drexel CPHRC websites:
 - <http://www.pamedsoc.org/MainMenuCategories/Practice-Management/Management/Emergency-Preparedness>
 - <http://publichealth.drexel.edu/research/research-centers/center-for-public-health-readiness-communication/our-projects/pcp-resources/>
- Technical assistance

Continuing Medical Education Credit

- If you have registered for the live webinar, you will receive an email with a link to obtain CME and complete an evaluation.
- If you are viewing the archive of the webinar, please follow the instructions on the webpage where the training information is located to obtain CME.

QUESTIONS?



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