

Emergency Preparedness and Primary Care Medical Practices

Session 4 – Evaluation of the Plan
Training and Exercises

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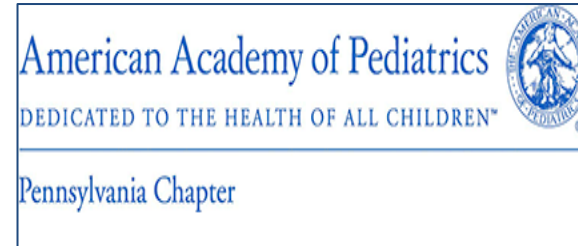
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Primary Care Partners



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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
- US HHS Health Resources and Services Administration:
 - Policy Information Notice (PIN) 2007
 - 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



Building Block Approach to Training and Exercises

				<i>Full Scale Exercises</i>		
			<i>Functional Exercises</i>			
		<i>Tabletop Exercises</i>				
		<i>Drills</i>				
<i>Workshops</i>						
<i>Trainings</i>						

Adapted from Emergency Preparedness Toolkit for Community Health Centers And Community Practice Sites, Columbia University School of Nursing Center for Health Policy, July 2007

Definitions

- **Training or Seminar:** A seminar is an informal discussion, designed to orient participants to new or updated plans, policies, or procedures (e.g., a seminar to review a new Evacuation Standard Operating Procedure).
- **Workshop:** A workshop resembles a seminar, but is employed to build specific products, such as a draft plan or policy (e.g., a Training and Exercise Plan Workshop is used to develop a Multi-year Training and Exercise Plan).
- **Tabletop Exercise (TTX):** A tabletop exercise involves key personnel discussing simulated scenarios in an informal setting. TTXs can be used to assess plans, policies, and procedures.

Training

- Training
 - On hire, minimum once yearly (up to quarterly)
 - HRSA Annual Emergency Preparedness Report: “periodic training on disaster preparedness”
 - Different for managers, clinical staff, support (non-clinical) staff:
 - Managers need training on management during disaster, coordination with other organizations
 - Clinicians – relevant skills and protocols
 - Support staff – emergency roles, communication with other staff and patients



Training in Emergency Plan

What to Include (1)

- Life safety plans
 - Location of fire extinguishers, emergency exits
 - Location of fire alarms, how to turn off
 - Location of crash cart
 - Location of oxygen
 - Emergency code procedure in clinic
 - How to assist patients, other staff in an evacuation
- Staff notification procedures during an emergency (home and on-site)
- Who to contact in an emergency (911)



Training in Emergency Plan What to Include (2)

- Employment expectations about attending work in an emergency
- Criteria for practice closure
- Likely employee role(s) when emergency plan is activated
- Practice plans for mass prophylaxis, surge
- Personal and family preparedness
- How to provide psychological first-aid

Infection Control Training

- General practice policies for contagious patients
 - Pathogen transmission
 - Standard, droplet, contact, respiratory precautions
 - Influx of contagious patients (if appropriate)
- Use of personal protective equipment
 - What to wear, when
 - Training in donning and removing
 - Respiratory protection (N95 fit testing if appropriate)



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Definitions

- **Drill:** A drill is a coordinated, supervised activity usually employed to test a single, specific operation or function within a single entity (e.g., a fire department conducts a decontamination drill).
- **Functional Exercise (FE):** A functional exercise examines and/or validates the coordination, command, and control between various multi-agency coordination centers (e.g., emergency operation center, joint field office, etc.). A functional exercise does not involve any “boots on the ground” (i.e., first responders or emergency officials responding to an incident in real time).
- **Full-Scale Exercises (FSE):** A full-scale exercise is a multi-agency, multi-jurisdictional, multi-discipline exercise involving functional (e.g., joint field office, emergency operation centers, etc.) and “boots on the ground” response (e.g., firefighters decontaminating mock victims).



Joint Commission Requirements for Exercises

- Conduct exercises twice annually at each site
 - JC EM.03.01.01 “organization activates its EMP twice each year”
- Incorporate scenarios that allow practice to evaluate communications, handling of resources and assets, security, staff, utilities, and patients
- At least one full-scale
- Participate in at least one health system or community-wide exercise
- To include one or more of following:
 - Clinic evacuation, infectious disease emergency, mental health response, coordination with government agency, COOP, expanding clinic capacity
 - If clinic offers emergency services or is a community-designated disaster-receiving station, at least one of the annual drill should involve influx of simulated patients



HRSA Requirements and CMS Proposed Regulation

DEPARTMENT OF HEALTH AND HUMAN SERVICES		FORM 10-ANNUAL EMERGENCY PREPAREDNESS REPORT	
HEALTH RESEARCH AND SERVICES ADMINISTRATION		FOR HEALTH CARE ONLY	
FORM 10-ANNUAL EMERGENCY PREPAREDNESS REPORT		Application Tracking	Board
		Number	Number
SECTION 1: EMERGENCY PREPAREDNESS AND MANAGEMENT PLAN			
1. Has your organization conducted a thorough, thorough "Threatening Assessment"?			
1.1	Yes, with a score of _____	1.1.1	1.1.2
2. Has your organization been an approved "PPE"?			
2.1	Yes, with a score of _____	2.1.1	2.1.2
3. Does your PPE plan specifically address the four disaster phases? (This section includes 3 sub-sections)			
3.1	Prevention	3.1.1	3.1.2
3.2	Preparedness	3.2.1	3.2.2
3.3	Response	3.3.1	3.3.2
4. Has your organization implemented a "Hot" line for reporting emergency plans? (This section includes 4 sub-sections)			
4.1	Yes, with a score of _____	4.1.1	4.1.2
5. Does your organization have an emergency plan? (This section includes 5 sub-sections)			
5.1	Yes, with a score of _____	5.1.1	5.1.2
6. Does your organization have an emergency plan? (This section includes 6 sub-sections)			
6.1	Yes, with a score of _____	6.1.1	6.1.2
SECTION 2: READINESS			
7. Does your organization provide education for providing primary care to your current patient population if you are unable to do so during an emergency?			
7.1	Yes, with a score of _____	7.1.1	7.1.2
8. Does your organization conduct annual disaster drills?			
8.1	Yes, with a score of _____	8.1.1	8.1.2
9. Does your organization have disaster training for disaster preparedness?			
9.1	Yes, with a score of _____	9.1.1	9.1.2
10. Has your organization been required to display staff in Health Center elevators according to the emergency preparedness plan for the last emergency?			
10.1	Yes, with a score of _____	10.1.1	10.1.2
11. Does your organization have arrangements with Federal, State, and/or local agencies for the recovery of staff?			
11.1	Yes, with a score of _____	11.1.1	11.1.2
12. Does your organization have a back up communication system?			
12.1	Yes, with a score of _____	12.1.1	12.1.2
13. Does your organization have disaster training for disaster preparedness?			
13.1	Yes, with a score of _____	13.1.1	13.1.2
14. Does your organization coordinate with other systems (e.g., fire, police, etc.) to provide an integrated emergency response?			
14.1	Yes, with a score of _____	14.1.1	14.1.2
15. Has your organization been designated to serve as a point of distribution (POD) for providing medicines, vaccines, and medical supplies?			
15.1	Yes, with a score of _____	15.1.1	15.1.2
16. Has your organization implemented measures to prevent fraud/abuse and facilities loss due to an emergency? (e.g., insurance coverage, fire, disaster, etc.)			
16.1	Yes, with a score of _____	16.1.1	16.1.2
17. Does your organization have an off-site back up of your information technology system?			
17.1	Yes, with a score of _____	17.1.1	17.1.2
18. Does your organization have a disaster recovery plan?			
18.1	Yes, with a score of _____	18.1.1	18.1.2

- Drills and exercises

- “RHCs/FQHCs to participate in a community or facility-wide mock disaster drill and a tabletop exercise at least annually” (*CMS Proposed Emergency Preparedness Regulation for Rural Health Clinics and Federally Qualified Health Centers, December 2013, §491.12*)
- HRSA Emergency Preparedness Report: “Does your organization conduct annual planned drills?”



A response to an actual emergency is a test or exercise of the emergency plan.



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Exercise Goals and Planning

- Purpose:
 - Evaluate practice plan and its implementation
 - Identify planning or performance gaps
 - Evaluate staff knowledge, training needs
 - Revise plan and provide training based on outcomes
- Pre-exercise planning:
 - Identify aspects of plan to be tested
 - Which personnel to participate
 - The roles to be activated

Exercise Planning

- Develop scenario with staff, planning team
- Talk-through areas that are known to need improvement
- Finalize scenario
- Work with health care system
- Work with local and regional emergency management agencies, public health departments, regional health care coalitions to participate in exercises with public safety partners

Conducting an Exercise

- Briefings and preparations
- Initiate, facilitate, observe exercise activity
 - Identify ‘players’ and ‘observers’
- “Hot wash” or immediate debriefing
- After-action review
- Plan revision



Evaluation

Questions for Participants and Observers

- What went well (3 things)
- What didn't go well (3 things)
- How to redress?



Evaluation

Questions for Participants and Observers

- Was the plan adequate?
- Was implementation of the plan successful?
- Was plan implemented quickly? Efficiently?
 - Communications?
- Were staff trained sufficiently? Were roles executed?



Review and Revisions

- Use after-action process to document lessons learned
- Create specific improvement plan that includes:
 - Revisions to practice emergency plan
 - Assignments of responsibility, purchase of equipment, etc. (as appropriate)
 - Timetable for making changes
 - Schedule for re-testing plan once changes made

Exercise Log

Date	Brief Description	After Action Evaluation?	Plan Maintenance?
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>
		<yes/no>	<yes/no>



Emergency Plan Template for Practices

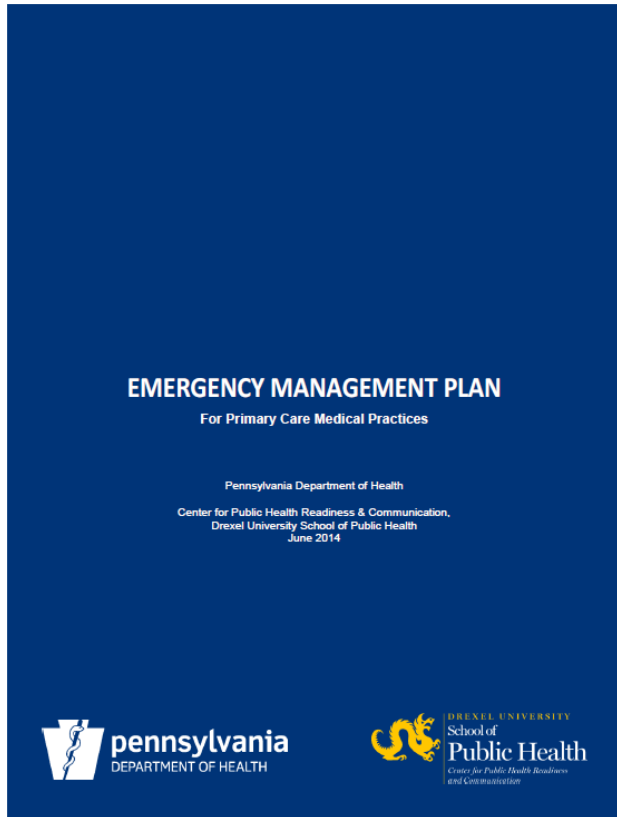


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Next Steps

- 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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