5a. Emergency Preparedness

Presented by:
Barbara B. Citarella, RN, BSN, CHCE, NGDP-BC, President, RBC Limited Healthcare & Management Consultants
Disaster Preparedness

State Regulations-558

- An agency must have a written emergency preparedness and response plan that comprehensively describes its approach to a disaster that could affect the need for its services or its ability to provide those services.
- The written plan must be based on a risk assessment that identifies the disasters from natural and man-made causes that are likely to occur in the agency's service area. Except for a freestanding hospice inpatient unit, HHSC does not require an agency to physically evacuate or transport a client.
Agency personnel that must be involved with developing, maintaining, and implementing an agency's emergency preparedness and response plan include:

- the administrator;
- the supervising nurse, if the agency is required to employ or contract with a supervising nurse, as required by §558.243

Plan includes:

- the agency disaster coordinator; and alternate disaster coordinator
- include a continuity of operations business plan that addresses emergency financial needs, essential functions for client services, critical personnel, and how to return to normal operations as quickly as possible;
Plan includes

how the agency will monitor disaster-related news and information, including after hours, weekends, and holidays, to receive warnings of imminent and occurring disasters;

procedures to release client information in the event of a disaster, in accordance with the agency's written policy required by §558.301(a)(2); and

describe the actions and responsibilities of agency staff in each phase of emergency planning, including mitigation, preparedness, response, and recovery.

The response and recovery phases of the plan must describe:

the actions and responsibilities of agency staff when warning of an emergency is not provided;

who at the agency will initiate each phase;

a primary mode of communication and alternate communication or alert systems in the event of telephone or power failure;
Plan includes:
Procedures for communicating with:
- staff, clients or persons responsible for a client’s emergency response plan;
- local, state, and federal emergency management agencies and other entities including HHSC and other health care providers and suppliers.

Procedures to triage clients that allow the agency to:
- readily access recorded information about an active client’s triage category in the event of an emergency to implement the agency’s response and recovery phases.

The plan will categorize clients into groups based on:
- the services the agency provides to a client; the client’s need for continuity of the services the agency provides; and
- the availability of someone to assume responsibility for a client’s emergency response plan, if needed by the client.

The plan must include procedures to identify a client who may need evacuation assistance from local or state jurisdictions because the client cannot provide or arrange for his or her transportation; or has special health care needs requiring special transportation assistance.
The plan includes identification of those who may need evacuation assistance, agency personnel then must provide the client with the amount of assistance the client requests to complete the registration process for evacuation assistance, if the client:

- wants to register with the State of Texas Emergency Assistance Registry (STEAR), accessed by dialing 2-1-1;
  - the actions and responsibilities of agency staff during and immediately following an emergency;

- the client's responsibilities in the agency's emergency preparedness and response plan;
- materials that describe survival tips and plans for evacuation and sheltering in place; and
- a list of community disaster resources. The list of community disaster resources must include information on how to contact the resources directly or instructions to call 2-1-1 for more information about community disaster resources.
- Orient and train employees, volunteers, and contractors to their responsibilities in the agency's emergency preparedness and response plan.
complete an internal review of the plan at least annually, and after each actual emergency response, to evaluate its effectiveness and to update the plan as needed, test the response phase of its emergency preparedness and response plan in a planned drill, if not tested during an actual emergency response.

Except for a freestanding hospice inpatient unit, a planned drill can be limited to the agency’s procedures for communicating with staff.

If written records are damaged during a disaster, the agency must not reproduce or recreate client records, except from existing electronic records. Records reproduced from existing electronic records must include:

- the date the record was reproduced;
- the agency staff member who reproduced the record; and
- how the original record was damaged
### State Regulations- Relocation

No later than five working days after an agency temporarily relocates a place of business, or temporarily expands its service area resulting from the effects of an emergency or disaster, an agency must notify and provide the following information to the HHSC HCSSA licensing unit:

- if temporarily relocating a place of business: the license number for the place of business and the date of relocation;
- the physical address and phone number of the location; and
- the date the agency returns to a place of business after the relocation; or
- if temporarily expanding the service area to provide services during a disaster: the license number and revised boundaries of the service area; the date the expansion begins; and the date the expansion ends.

### National Response Framework (NRF)

- Updated in 2019

- This Framework is always in effect, and elements can be implemented at any time.

- The National Response Framework is a guide to how the Nation responds to all types of disasters and emergencies. It is built on scalable, flexible, and adaptable concepts identified in the National Incident Management System to align key roles and responsibilities across the Nation.
NRF Emphasizes Partnerships

Federal Government Supports State

State Government Supports Local Response

Local Government First Response!

Isomorphic Learning

to argue that lessons derived from one setting can be relevant to settings that are similar

We use isomorphic learning in disaster preparedness.
Preparedness Cycle

- Quality improvement process

Normalcy Bias
Normalcy Bias

- extreme mental state people enter when facing a disaster. It causes people to underestimate both the possibility of a disaster occurring and also its possible effects.
- This often results in situations where people fail to adequately prepare for a disaster.
- Causes people to underestimate risks
- Cognitive dissonance

Optimistic Bias

- Someone will come.
A component of all-hazards planning is the development of the capacity to deal with multiple hazards through functional planning. This is based on the assumption that certain core functions, such as warning, evacuation, and sheltering, will be needed in most disasters and will be to a large extent be handled the same way. This creates a baseline capability that can not only deal with anticipated risk but can be modified to deal with the unexpected.
Explosions

Radiological Event
Biological

- Monkeypox
- Coronavirus
- Polio

Also Include (Recommendation)

- Cyber Security
- Active Shooter
- Civil Unrest
- Violence in the Workplace
Emergency Preparedness  4 Main Components

Plan
- Policies
- Procedure
- Communication
- Train/Test

Agency Specific Planning

- Address your participant population
- Your Cultural Population
- Special Needs Population

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Risk assessment
Establish a plan
Policies and procedures that address the plan
Communication plan
Train and orient staff
Test the plan

Facility information-inspections, emergency contact info, Chain of command
Organizational chart
Succession Plan
Orders of succession are a formal, sequential listing of organization positions (rather than specific names of individuals) that identify who is authorized to assume a particular leadership or management role under specific circumstances.
Risk Assessment

- Hazards
  - Fire
  - Explosion
  - Natural hazards
  - Hazardous materials
    - Spill or release
  - Terrorism
  - Workplace violence
  - Pandemic disease
  - Utility outage
  - Mechanical breakdown
  - Supplier failure
  - Cyber attack

- Assets at Risk
  - People
  - Property including buildings, critical infrastructure
    - Supply chain
    - Systems/equipment
    - Information Technology
    - Business operations
    - Reputation of or confidence in entity
    - Regulatory and contractual obligations
    - Environment

- Impacts
  - Casualties
  - Property damage
  - Business interruption
  - Loss of customers
  - Financial loss
  - Environmental contamination
  - Loss of confidence in the organization
  - Fines and penalties
  - Lawsuits

Identify Essential Functions

- Continuity of services
- Triage
- People resources
- Supply functions/resources
- Communication
- Link to community resources

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Alert/Notification Process
Succession

- How each person will communicate to each other, team.
  Various offices
- List of succession for officers
  roles and responsibilities
  5 deep if possible

Vital Information

Databases and backups
- Financial records
- Employee list
- participant list
- Legal authority list
Document List

- Contracts- software vendors, licenses, personal protective equipment, independent contractors, health care benefits, recovery contracts
- Organizational chart
- Job descriptions- ICS

Alternate Facility Operations

- Locations
- Primary/secondary
- Redundancy
- Plan for that facility
Reconstitution

- Identification of who will do what
- Time frame estimates
- Damage assessments

How Do You Get The Business Back Up and Running

Policies and Procedures

- Address natural and manmade disasters
- Procedures to inform local and state on who needs to be evacuated
- Tracking of evacuated participants
- System of documentation that has security and readily availability
Evacuation

- Transportation arrangements
- Documentation
- Exchange of information
- Roles and responsibilities
- Predetermined locations
- Mutual aid agreements
- Communication with families
- Participant accounting

Communication

- Provide information to authority with jurisdiction about:
  - agency needs
  - ability to provide assistance
- How to communicate with staff
"According to your HIPAA release form I can't share anything with you."

Characteristics of Communication

- Consistency
- Continuity
- Frequency
- Circularity
- Redundancy
Communication

- Contact information
- Provide information and location of participants
- Methodology for sharing information
- Primary/secondary means of communication
- GETS/WPS card

GETS Card

- The Government Emergency Telecommunications Service (GETS) provides NS/EP personnel priority access and prioritized processing in the local and long distance segments of the landline networks, greatly increasing the probability of call completion. GETS is intended to be used in an emergency or crisis situation when the network is congested and the probability of completing a normal call is reduced.
Wireless Priority Service (WPS) supports national leadership; federal, state, local, tribal and territorial governments; and other authorized national security and emergency preparedness (NS/EP) users.

It is intended to be used in an emergency or crisis situation when the wireless network is congested and the probability of completing a normal call is reduced.

Testing, Training, Maintenance of the Plan

- Initial training of plan
- Orientation and Annual training
- Documentation of such training
- Staff must be able to demonstrate knowledge of plan
- Participate in 2 drills, one full scale disaster drill and second full scale/tabletop
- AAR
Exercises

- Evaluate the preparedness program
- Identify planning and procedural deficiencies
- Test recently changed procedures or plans
- Clarify roles and responsibilities
- Obtain feedback and recommendations
- Measure improvement compared to performance objectives
- Improve coordination
- Increase awareness and the potential impacts of hazards
- Assess the capabilities of existing resources and identify needed resources

Get Started Now

- Review Your Current Plan
- Enhance Communication
- HVA
- Safety of staff
- Culling down essential functions
“Chance favors the prepared mind”
- Louis Pasteur
  1822-1895

RBC Limited
48 West Pine Road
Staatsburg, NY 12580

T- (845) 889-8128
F- (845) 889-4147
E - rbc@netstep.net
www.rbclimited.com
Resources

- https://www.fema.gov/
- www.dhs.gov
- 81 FR 63859 The Federal Register
- www.gets.com

**Federal Regulations**
- 484.102 CoPs for Home Health Agencies
- 418.113 CoPs for Hospices
- State Operations Manual, Appendix Z

**State Regulations**
- TAC Title 26, Part 1, Chapter 558, 558.256