



Incorporating Emergency Management into Daily Operations: A New Approach for Enhanced Resiliency

LPCA Conference 10.11.2017

Introductions

Barrie Black



Tiffany Netters



Wanda Ross





Objectives

- ❖ Understand the challenges of current approaches to EM
- ❖ Identify strategies for incorporating EM into your operations
- ❖ Learn strategies for identifying future integration or alignment options

The importance of Emergency Management...

Strengthening Community Resilience is critical



DISASTERS
MORE
COMMON



DISASTER
COSTS
INCREASING



NEW
DISASTERS
EMERGING



Context

- ❖ Emergency Management Initiative (EMI)

Component of the GRHOP: Primary Care Capacity Project (PCCP)

- ❖ Create an integrated approach braiding Primary Care Emergency Management and Community Resilience best practices with quality improvement efforts.

The Gulf Region Health Outreach Program (GRHOP) is funded from the Deepwater Horizon Medical Benefits Class Action Settlement which was approved by the U.S. District Court in New Orleans on January 11, 2013.

The Team

- ❖ GRHOP – Louisiana Public Health Institute
- ❖ Primary Care Development Corporation
- ❖ RAND Corporation
- ❖ LA Primary Care Association
- ❖ MS Primary Health Care Association
- ❖ AL Primary Health Care Association
- ❖ FL Association of Community Health Centers





Emergency Management & Community Resilience: A Capacity-Building Toolkit for Health Centers

14 work plans

Over **30** tools

Geared for **Community Health Centers**

Opportunity for Alignment

Community Wellbeing Promotion	Community Resilience	Emergency Preparedness
Routine surveillance	Assessment of population, structural vulnerabilities and assets	Emergency risk assessment
Community education	Education about ongoing mitigation	Risk communication
Provision of direct services (e.g., immunizations, home visiting, social services)	Ongoing assurance of health and social service access; skill building (e.g., PFA, economic supports)	Provision of shelters, evacuation plans, mass prophylaxis
Policy support re: community impact on health and wellbeing	Policies that prepare for routine and emergency conditions	Policy support re: disaster response and recovery

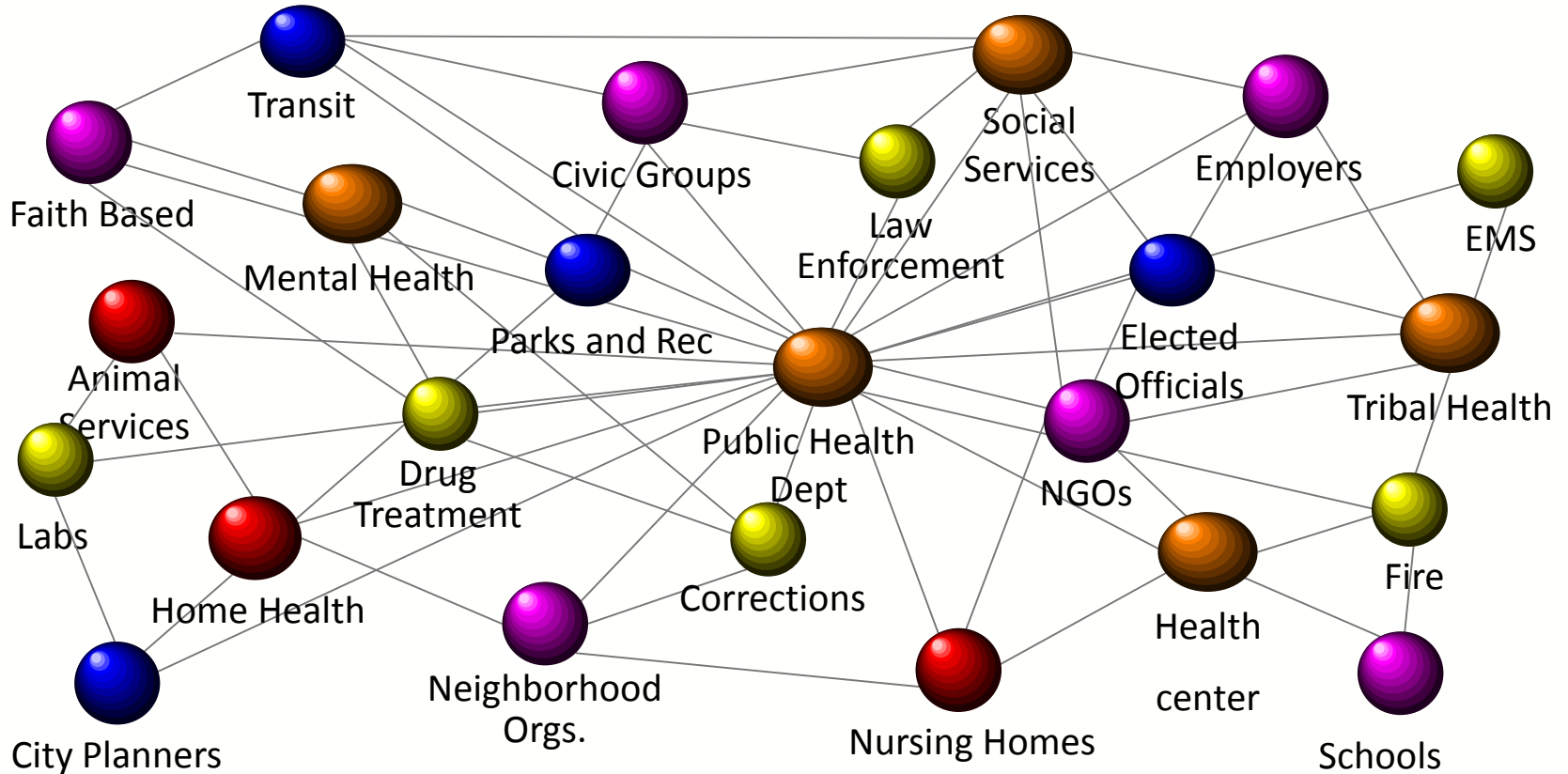


Community resilience acknowledges the intersection between individuals and organizations

Requires building neighbor to neighbor resilience and organizational connections

- ❖ There are strong relationships between organizations
- ❖ Organizations are ready and prepared to respond and recover
- ❖ There are enough volunteers to help in a disaster
- ❖ People can relay on each other: neighbor-to-neighbor
- ❖ Individuals/ families have the knowledge to prepare for and respond to disaster

Who Is In Your Network?





Community Resilience is continually developing

The ongoing and developing capacity of the community to account for its vulnerabilities and develop capabilities that aid in:

- 1) preventing, withstanding, and mitigating the stress of an incident
- 2) recovering in a way that restores the community to a state of self-sufficiency and at least the same level of functioning after an incident
- 3) using knowledge from a past response to strengthen the community's ability to withstand the next incident



Trends

Community

Resilience

Coalitions and Partnerships

More EM Planning

Organization

Business continuity

Higher stakes

I THINK WE MAY NEED TO
UPDATE OUR DISASTER RECOVERY PLAN.
THIS ONE SUGGESTS WE ALL RUN
AROUND IN CIRCLES SHOUTING
'WHAT DO WE DO?!!' 'WHAT DO WE DO?!!'



Challenges of Current Approaches

Emergency Management Fundamentals



CMS rule – November 2017

3 goals

- ◆ Address Systemic gaps
- ◆ Establish consistency
- ◆ Encourage coordination

4 provisions

- ◆ Risk Assessment and Planning
- ◆ Policies and Procedures
- ◆ Communications Plan
- ◆ Training and Testing



Strategies for Incorporating EM into Your Operations

Align with Your PCMH Efforts

PCMH Concept	PCMH Activities	Connection to EM	Example
Care Management	Use patient data to identify vulnerable populations.	Demographic and health data that is captured in structured, searchable fields can be used to identify patients at high risk.	Use address information to prioritize outreach to patients in areas experiencing the most severe impacts of an emergency.
	Medication management	Up-to-date medication lists can provide critical information for patient care during and after an emergency.	Practice uses medication list to prioritize outreach after an emergency (eg. patients taking insulin).
	Referral management	Co-management agreements specify how patients will be managed and how information will be exchanged in an emergency.	Formal co-management agreement includes emergency contact information for specialty practice.

PCMH Concept	PCMH Activities	Connection to EM	Example
Electronic Access to Patient Information	Provide two-way communication between patients and practice via a secure electronic system.	The ability to communicate with patients directly via a secure electronic system provides the ability to communicate with patients before, during, and after an emergency.	Use patient portal to send patients information on how to access care during emergency recovery.
	Connection to a health information exchange	Health information exchange can facilitate continuity of care.	Providers at other facilities that care for patient during an emergency use HIE to access current diagnoses and medications.
Self-Management Support	Work with patients/families/caregivers to develop an individualized self-management plan. Self-management resources are provided (directly or via referral) as needed.	Incorporate emergency preparedness into individual self-management plans.	Educate patients on how and when to obtain refills of medication during/after an emergency.

Incorporate into Your Regular Practice...

- ◆ Organization Incident Management Team
- ◆ Ongoing drills and exercises
- ◆ EM presentations at staff meetings
- ◆ Knowledge is Power! EM training for staff
- ◆ FEMA Courses for staff

[FEMA Training IS-100](#)

[FEMA Training IS-200](#)

[FEMA Training IS-700](#)

[FEMA Training IS-800](#)



Strategies for Identifying Future Integration/Alignment Options

- ◆ Identify staff champions
- ◆ Incorporate into existing workgroups, committees, and meetings
- ◆ Work with staff to identify best times for drills and exercises
- ◆ Use creative and memorable ways to highlight the importance of
Emergency Preparedness
- ◆ Others?



Training Exercise



Looking to the Future

- ◆ EM is becoming even more critical and FQHC play a vital role in a community's Recovery
- ◆ Ensure there is a plan for recovery
- ◆ Preparedness is critical to recovery
- ◆ Training and drills provide necessary practice
- ◆ CMS Rules requires more focus on EM
- ◆ EM must become an integral component of the organization

Current Statewide Coordination Efforts by LPCA

- ◆ State-level Taskforce with LDH's Office of Public Health, Bureau of Primary Care and Rural Health, LA Rural Health Association to coordinate and align delivery of the following to Health Centers:
 - ◆ EM Training and Technical Assistance
 - ◆ Response and Recovery Efforts
 - ◆ Communications
- ◆ Emergency Preparedness, Response and Recovery Resource Distribution
- ◆ Monitoring and Communications System for Federal Funders



Questions...

Barrie Black, MPH

ablack@lphi.org, 504.301.9852

Louisiana Public Health Institute (LPHI)

Tiffany Netters, MPA

tnetters@lpcanet.net, 225.927.7662, ext.214

Louisiana Primary Care Association (LPCA)

Wanda Rose

wrose@jchcc.org, 504.206.7738

Jefferson Community Health Care Center (JCHCC)