

Centers for Medicare and Medicaid Services: Emergency Preparedness Requirements Sept. 16, 2016 "FINAL RULE" CMS Adopts New Regulations for All Providers & Suppliers November 16, 2016 Nov. 15, 2017 Implementation ("Compliance") Date

Steps to a Compliant Emergency Preparedness Program

- 1. Assess your Current Program to the 2016 CMS Final Rule
- 2. Update and Complete Hazard Vulnerability Assessment (HVA)/Mitigation Plans with Community Partners
- 3. Create an Action Plan for Compliance and Continuous Readiness
 - ► Enhance your Emergency Operations Plan
 - ▶ Test your Plan for Resources & Assets Capabilities
 - ► Conduct Training for all Levels of Leadership and Staff
 - ▶ Conduct 1 Full Scale Exercise with Community Involvement
 - ► Conduct 1 other exercise
- 4. Develop and Implement an Annual Compliance Calendar

Community Partners	
Emergency Preparedness	
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How to Conduct an Asse	ssme	nt?	
PART 482 — CONDITIONS OF PARTICIPATION FOR HOSPITALS	Related Joint Commission Standards CAMH, Jan 2017	Compliance C = Compliant P = Partial N = Non- compliant	Notes: Please Provide a description on how this is met
§ 482.15 Emergency Preparedness. The hospital must comply with all applicable Federal, State and local emergency preparedness requirements. The hospital must develop and maintain a comprehensive emergency preparedness program that meets the requirements of this section. The emergency preparedness program must involute, but not be inimide to, the following elements:			
(a) Emergency plan. The begodel most developed most amendan an emergency preparedness plan that many the plan of the following the plan most do all of the following. (1) Be based on and include a documented, facility-based and community-based risk assessment, station an all-hazards according to the community based risk assessment.	EM 01.01.01 EPs 1-8		
(2) Include strategies for addressing emergency events identified by the risk assessment. (3) Address patient population, including, but not limited to, persons at risk; the byes of services the hospital has the ability to provide in an emergency, and continuity of operations, including delegations of authority and succession plant.	EM 02.01.01 EP 1		
(4) Include a process for cooperation and collaboration with local, tribial, regional, State, or Federal emergency proparedness officials' efforts for maintain an integrated response during a disaster or emergency situation, including documentation of the hospital's efforts to contact such officials and, when popilisation, and an expensive process of the proces			

Affected Provider and Supplier Types					
Inpatient	Outpatient				
Critical Access Hospitals (CAHs)	Ambulatory Surgical Centers (ASCs)				
Hospices	Clinics, Rehabilitation Agencies, and Public Health Agencies as Providers of Outpatient Physical Therapy and Speech-Language Pathology Services				
Hospitals	Community Mental Health Centers (CMHCs				
Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID)	Comprehensive Outpatient Rehabilitation Facilities (CORFs)				
Long Term Care (LTC)	End-Stage Renal Disease (ESRD) Facilities				
Psychiatric Residential Treatment Facilities (PRTFs)	Home Health Agencies (HHAs)				
Religious Nonmedical Health Care Institutions (RNHCIs)	Hospices				
Transplant Centers	Organ Procurement Organizations (OPOs)				
17 Provider Types: are they in	Programs of All Inclusive Care for the Elderl (PACE)				
your organization???	Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs)				

Is it Only You?

Integrated Health Systems

Healthcare facilities that are part of a system may elect to be part of the system's "unified and integrated emergency preparedness program"; however, the program must:



- ▶ Demonstrate that each facility actively participates
- Develop and maintain, taking into account the uniqueness of each individual facility (services, residents, circumstances, etc.)
- Must demonstrate each individual facility is capable of actively using the unified and integrated emergency preparedness program (Training, Testing, and Live Events Documentation)
- Must have facility-specific Hazard Vulnerability Assessments (HVAs) and may also have a Regional HVA

Complete your HVA and Mitigation Plans

Hazard Vulnerability Assessment (HVA)

- Systematic approach to recognizing hazards that may effect the ability to care for residents.
- The risks associated with each hazard are analyzed to prioritize planning, mitigation, response and recovery activities.
- "All-Hazards" approach



The Annual Risk Assessment

Why Conduct an **HVA?**Because it's REQUIRED to be done annually.



The Annual Risk Assessment

Why Conduct an HVA?

Because events happen, what is YOUR risk?













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The Annual Risk Assessment

Why Conduct an HVA

- Annually assesses hazards to assist facility in developing:
 - ▶ **Mitigation Plans** (can infrastructure be hardened to mitigate hazards, equipment purchased, etc.)
 - Preparedness Plans (what emergency response plans should be in place for known hazards)
 - Exercise / Drill Plans (what should the focus be for the year)

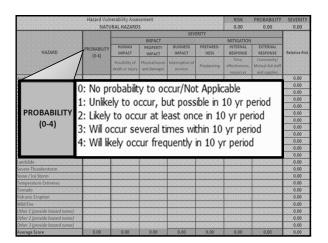
Get Organized First – Then Do It!

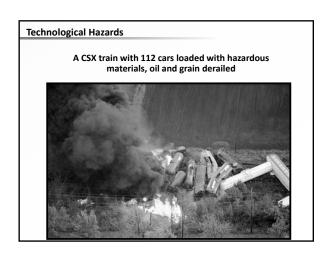
How to Conduct an HVA

- ▶ Pick a model
- Assemble a Multidisciplinary Team
- ► Leadership, Clinical, Facilities, Safety
- Engage Local/Emergency Management partners
- ► Conduct an Internal and Exterior Tour
 - ► Review External Hazards
 - ► Review Internal (Facility) Hazards
- ► Complete the HVA
- ▶ Develop Mitigation & Preparedness Plans

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/ Team	

▶ RPA 20	17 (to			nduct			HVA too	I)	
RPA	Hazard Vuln	erability Asse	isment			RISK	PROBABILITY	SEVERITY	
TOPA SHEET STATE	NATU	RAL HAZARD	3			0.00	0.00	0.00	
				SEV	ERITY				
			IMPACT			MITIGATION			
HAZARD	PROBABILITY (0-4)	HUMAN IMPACT	PROPERTY IMPACT	BUSINESS IMPACT	PREPARED- NESS	INTERNAL RESPONSE	EXTERNAL RESPONSE	Relative Risk	Commer
	(0.4)	Possibility of death or injury	Physical losses and damages	Interruption of services	Preplanning	Time, effectiveness, resources	Community/ Mutual Aid staff and supplies		
valanche								0.00	
lizzard								0.00	
oastal Tsunami / Erosion								0.00	
am Failure								0.00	
rought								0.00	
ust / Sand Storm								0.00	
arthquake								0.00	
ooding (External) amaging Winds								0.00	
amaging winds ail Storm								0.00	
urricane								0.00	
fection Disease (SARS, Flu, etc)								0.00	
indslide								0.00	
evere Thunderstorm								0.00	
now / Ice Storm								0.00	





Mitigation Plans

How to develop **Mitigation Plans**

- ▶ Develop following your HVA Annually
 - ▶ May be carry over year-to-year
- ▶ Determine "Top Relative Risks"
 - ▶ Using the HVA as a tool, what risks are rated high
 - ► Could be "Top 10" or any > 50% Risk, etc.
- ▶ Review what can be done to minimize the risk?
 - ► Infrastructure Improvement
 - ► Equipment Purchases
 - Planning
 - ▶ Training
 - ► Collaboration with other Partners

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	EVENT TYPE	EVENT	Relai Thre		Comments	2017 Mitigation Plans to Consider
		Tomado	48 % No		Naturally occurring events cannot be avoided, however, this facility has committed action plans	Staff training on these plans
	Natural	Humcane	48		when these events occur and conducts robust pre- planning prior to storm seasons, and forecasted	Provide transportation evacuation survey to EMS provider that shows what tops of ambulances and vehicles may be needed in
	Natural Hazards	Natural supply to definited and supplement or our shows in	shows what type of ambulances and vehicles may be needed in an evacuation			
		Bizzard	52		Likely to occur, minimal human or property impact but business impact "high" due to need to export	Consider plans, equipment and evaluate process in this first year Vir annual resource.
	senerator 48 % bldg); no external connect		rs with no redundancy (ea serve 1/2 of rnal connection; external generator but needs 50 ft connection and set-up	Consider infrastructure improvements to have outside quick connect and set-up MOUs, etc.		
Loca of Water 52 % Only one r		main	n feeds campus, consider alternate connections, storage, etc.	Consider infrastructure improvements to have outside quick connect and set-up MOUs, etc. Consider more on-site water storage (only 60 gallons of water storage today)		
		Bomb The	eat 48	4		Develop Plans and review with local PD Provide EOC and PD with Floor Plans
	Human Hazards	Active Shi Hostage Situation	oteri 48		Ranked 'moderate' due to concerns due to no planning in place and location near large population center & staff concerns.	New Local FD evene security of building, considering locked doors, access point, use of sections sign in Fiss Pass's, access to FD of Cameras, etc. Review PD access to all pasts of the building, including Knox Box use loot great for FD. Cand access for FD, etc. Develop and implement a training plan for STAF by the Local
	Hazardous Materials Hazards	Chemical Exposure Internal	48		Have chemicals on site, have some response plans, but in process of re-doing SDS binders to update and make accessible to all	Et and PO (excluding training drills, etc.) - Update and distribute SUS Binders, educate staff - Reviews in house split kits, consider adding to them - Review training of in house staff, consider review training cossibly by membration of solid kit organized.

The Foundation

- ▶ Plan Activation & Incident Command
- **▶** Communications Plans
- ► Full Building Evacuation Plans
- ► Surge / Influx Plans

"THIS IS WHY → THIS IS HOW"

Develop or Enhance Your Emergency Operations Plan

Emergency Operations Plan (EOP)

The facility must develop and maintain an emergency preparedness plan that must be reviewed and updated at least annually.



- ▶ Based on your risk assessment (HVA)
- Addresses patient population, services provided and continuity of operations
- Collaboration with local, state and federal partners





Em	ergency Operations Plan: TOC					
	SAMPLE TABLE OF CONTENTS					
	MANAGEMENT PLAN					
	PROCEDURES APPLICABLE TO ALL HAZARD RESPONSES	SN				
	INCIDENT COMMAND SYSTEM	EMERGENCY OPERATIONS PLAN				
	FULL BUILDING EVACUATION & SURGE PLAN	Y OPE				
	EMERGENCY PROCEDURES FOR SPECIFIC EVENTS	SENC				
	EMERGENCY LISTS (96 Hour Capabilities)	MERC				
	COOP & RECOVERY PLAN					
	APPENDICES					

Code Words or Plain Language?

One Facility's "Hybrid Approach"

- ▶ The following are emergency coded announcements:
 - ▶ Fire: "Code Red"
 - ► Emergency Operations Plan Activated: "Code D"
 - ▶ Bomb Threat: "Code Black"
 - ► Hostage: "Code Silver"
 - ► Missing Resident: "Code Green"
- ▶ The following "plain language" announcements:
 - ► Active Shooter / Person with Weapon: Announce "Active shooter or person with weapon" and the location
 - Building Lockdown: Announce the need to lockdown the building for an external threat

Simple Concept – YES! Incident Command System (example of LTC) Key Concepts INCIDENT COMMANDER The Leader The Helpers INCIDENT COMMANDER The Leader SAFETY OPERATIONS SPECIALIST OPERATIONS SPECIALIST OPERATIONS SECTION PLANNING SECTION PLANNING SECTION The The The The The The The The Payers

The Big One in 2017 – Communications Plan

$\pmb{C}ommunication \ \pmb{P}lans$

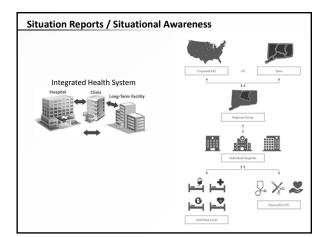
- ▶ The Facility must develop and maintain an emergency preparedness communications plan that must be <u>reviewed and updated at least</u> <u>annually</u>.
- Names and contact info for:
 - ► Staff, providers, patients physicians, "other facilities", volunteers
 - Federal, state, tribal, regional and local Emergency Management agencies, State Licensing Agency, Ombudsman
- Primary and alternate means for communication internally and externally



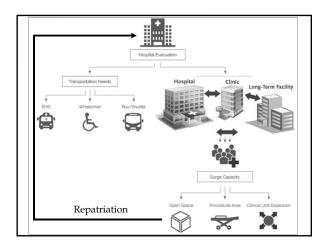
Methods

$\pmb{C}ommunication \ \pmb{P}lans$

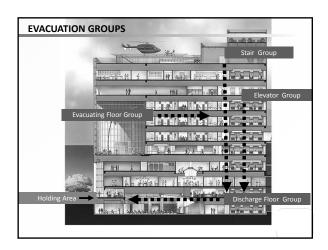
- ► Method for communication with staff and the Local/County Emergency Operations Center (AHJ) – COMMAND CENTER PLAN
 - ▶ No frequency requirement by CMS TRAINING PLAN
- Method for sharing medical information in the event of an evacuation or special circumstances (1135b waivers, PHI, etc.) to maintain the continuity of care – FULL BUILDING EVACUATION PLAN







Full Building Evacuation Plan Establish Incident Command System with roles and responsibilities to manage the event Labor Pool & Evacuation Groups Prepare patients on the Clinical Units Move to an internal Holding/Staging Area Transport from Holding/Staging Area to an Alternate Care Site, receiving facility, or discharge to home Communication Plan: addresses communication with patient, families, providers, etc. and sharing medical information (electronic or paper-based)



The Equipment...When Things Are Non-functional Evacuation Chairs & Sleds

Evacuation Sites - Plan them Early

Pre-Established Evacuation Sites

- Primary sites should be pre-selected, written agreements
 Patient Categories of Care
- ► Address highest acuity patients first
- Address surge numbers next; assume they have no open beds
- Process to communicate
 - ▶ Where they are, point person, and contact information
- ▶ Need to identify one facility at least fifty miles away as an evacuation site

Medical Records - Easy but Challenging

Sharing Medical Records



(4) A method for sharing information and medical documentation for patients under the facility's care, as necessary, with other health care providers to maintain the continuity of care.

(5) A means, in the event of an evacuation, to release resident information as permitted under 45 CFR 164.510(b)(1)(ii).

(6) A means of providing information about the general condition and location of residents under the facility's care as permitted under 45 CFR 164.510(b)(4).

Procedures Applicable to All Hazard Responses

- ▶ Managing Security and Safety during a Disaster
- ▶ Management of Staff during a Disaster
- ▶ Management of Utilities during a Disaster
- ▶ Managing Patients during a Disaster
- ▶ Managing Resources and Assets during a Disaster

On Your Own...or With Partners

► Managing Security and Safety during a Disaster



Campus Lock Down

Secure Campus with local Law Enforcement

Or, with own staff, if local Law Enforcement is not available



How to Notify and Organize Staff

► Management of Staff during a Disaster

- ➤ Notification of Off-duty Staff
 - ▶ Phone Trees simple, but need updating!
 - ▶ Mass Notification Systems are an option (\$\$'s)
 - Accountability for On-duty Staff: What does this mean?

Emergency Credentialing / Volunteers

► Management of Staff during a Disaster

- Emergency Credentialing Plan: the facility will manage the activities of individuals who receive disaster privileges:
 - ► Verify ID (duplicate ID)
 - ► Working under observation of facility staff
 - Verification with state licensing authorities (within 72 hrs)
- ➤ Managing all "volunteers" and outside assistance



Strategies to Remain Operational

Managing Resources and Assets during a Disaster



- Stockpiling
- ➤ Conservation Strategies
- Status Reports & Monitoring
- Sharing Resources







Subsistence, Say That 3 Times Fast

- ▶ Managing Resources and Assets during a Disaster
- "... must address ... The provision of subsistence needs for staff and patients, whether they evacuate or shelter in place, include, but are not limited to the following...."
- ➤ Must include at least the following (Required):
 - ► Water (Potable, Fire Protection, Other)
 - **▶** Food
 - ► Medical Supplies
 - ► Pharmaceutical Supplies

1	•
- 1	

☐ Resource U	sage Calculator				-	
Census Patients +	Staff +	Visitors	= 561		-	
Normal Usage Units Per Day	Units/Day/Person		Hours	Days	_	
230	0.41	Expected Duration	10.96	0.46		
Contingency Usa Units Per Day	age Units/Day/Person		Hours	Days	-	
150	0.2674	Expected Duration	16.8	0.7		
use is based on .5 g day)	tes 🕜 allons per day, per perso	n for at least Pat	ients & Staff (461	total per	_	
					_	

▶ Managing Resources and Assets during a Disaster ▶ Conduct an assessment to determine what other resources and assets are critical to your operation and providing care ▶ Capture in your assessment and review annually: ▶ Who is responsibly for ensuring critical supplies? ▶ Where are they stored? ▶ Access to the resources and assets? ▶ Vendor lists for resources and assets? ▶ Utilities, what are the back-up plans, contingency plans and external resources to support the loss?

IMPOR	TANT: Process of Assessment
Mana	aging Resources and Assets during a Disaster
➤ Ca	apture in your assessment and review annually:
•	If the resource is consumable, how long will on-hand supplies last if used?
•	Consider who is using it (e.g., patients, staff)
•	Consider worst case scenario ("Supplies the day before your next delivery")
•	 Are there conservation measures that can extend the supplies (e.g., limit bed changes to dirty or every other day)
•	Are there alternate supplies to supplement (e.g., "Bath in a Bag" for water loss scenarios)

What CMS Says...

Managing Resources and Assets during a Disaster

> Interpretive Guidelines:

- Facilities must be able to provide for adequate subsistence for all patients and staff for the duration of an emergency or until all its patients have been evacuated and its operations cease.
- Your emergency plan needs to include policies and procedures for the provision of subsistence needs including, but not limited to, food, water and pharmaceutical supplies for patients and staff by reviewing the plan.
- Facilities have flexibility in identifying their individual subsistence needs that would be required during an emergency.

Alternate Sources of Energy

- ► Managing Resources and Assets during a Disaster
- > "... must address ... Alternate sources of energy to maintain:
 - Temperatures to protect patient health and safety and for the safe and sanitary storage of provisions,
 - ► Emergency Lighting,
 - Fire Detection, extinguishing, and alarm systems; and
 - ► Sewage and waste disposal"



Constitution of States of

CMS Says...

- ▶ Managing Resources and Assets during a Disaster
 - > Interpretive Guidelines:
 - ▶ It is up to each individual facility, based on its risk assessment, to determine the most appropriate alternate energy sources to maintain temperatures to protect patient health and safety and for the safe and sanitary storage of provisions, emergency lighting, fire detection, extinguishing, etc.

Policies, Procedures and Communications Plan

How to develop **Procedures for Specific Events**

- ▶ Build around your HVA
- Use your multi-disciplinary team to work out expected responses
- ▶ Bring in Subject Matter Experts (SMEs) as necessary (e.g., Police for Active Shooter, FD for fire response & evacuation)
- Develop plans or response guides that address all levels of response:
 - Activation / Notification
 - ▶ Immediate Actions (Area or origin, facility, person-in-charge)
 - Facility Leadership Response
 - Local, Regional or Mutual Aid Plan response

Training and Testing

- ► Training: requirements for all staff
 - ▶ Who
 - When
 - ▶ What
- Exercises: requirements, types
- ▶ Documentation of Training and Exercises

"THIS IS WHY → THIS IS HOW"



Who?

$\textbf{T} raining \ \textbf{P} rograms - \textbf{WHO}$

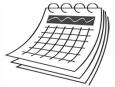
▶ Initial training for new and existing staff, individuals providing services under arrangement, and volunteers consistent with their expected role



When?

Training Programs - WHEN

- ▶ Provide training at least annually
- ► Maintain documentation of training
- ▶ Demonstrate staff knowledge of emergency procedures



The Overview and Actions

$\textbf{T} raining \ \textbf{P} rograms - \textbf{WHAT}$

- ► Emergency Operations Plan
 - > Activation protocols
 - Plan contents
 - > Accessing key information
 - ➤ Immediate actions



Unable to Help You if Unable to Help Themselves

Training Programs - WHAT

- ► Understand personal emergency preparedness
- ▶ Become familiar with the tools available for personal and professional readiness
 - ➤ Emergency Kit
 - > Family Emergency Communication Plan
 - > Family Preparedness Skills



Drilling Way Down

Training Programs - WHAT

- ▶ Specific Procedures
- Specialized Equipment





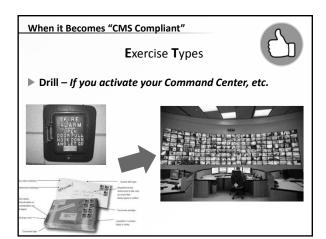
What CMS Says...

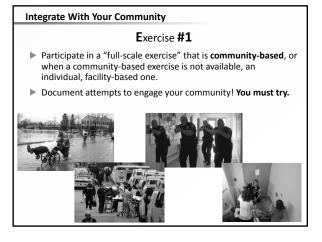
Training Programs

Survey Procedures CMS



- Ask for copies of the facility's initial emergency preparedness training and annual emergency preparedness training offerings.
- ▶ Interview various staff and ask questions regarding the facility's initial and annual training course, to verify staff knowledge of emergency procedures.
- ▶ Review a sample of staff training files to verify staff have received initial and annual emergency preparedness training.





Together or Stand-alone

Exercise #2

- Conduct an additional exercise that may include, **but is not limited** to:
 - A second "full-scale exercise" that is community-based, or individual facility-based
 - A tabletop exercise that includes a group discussion, a narrated clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan.





There is a Lot – But You Can Do it!

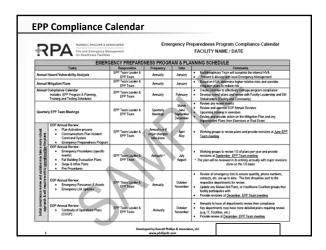
Training & Testing Summary

- Initial training for new and existing staff, individuals providing services under arrangement, and volunteers consistent with their expected role.
- Provide training at least annually
- ▶ Demonstrate staff knowledge of emergency procedures
- ► Conduct at least two (2) exercises to test the emergency plan at least annually one must involve the community
- ► Actual activations if documented properly, can count as one (1) exercise
- Maintain Documentation of Training and Exercises

Develop & Implement Annual Compliance Calendar

Action Items

- ▶ Develop an Initial Compliance Plan based on the GAPS found in your analysis to bring your program into compliance by November 15, 2017
- ▶ Develop an Annual Compliance Calendar to ensure continued compliance:
 - ► Annual Hazard Vulnerability Assessment (HVA)
 - ► Annual review of your EOP and Emergency Preparedness Program including all Policies and Procedures
 - ► Annual Training (by Responsibilities Leadership & Staff)
 - ► Testing (Exercises) requirements



■ Training Plans: New Employees Annual for All Employees Leadership ICS training Any "special" training based on responsibilities (evacuation equipment, building lockdown, etc.) Exercise Plans: Two (2) exercises to test the emergency plan at least annually one must involve the community After Action Reports / Improvement Plans: ongoing attention during EP Team Meetings Yes, actual events — IF DOCUMENTED — can take the place of one of these.

But don't plan on that!

