Emergency Preparedness Updates from the Experts:
- Agency for Health Care Administration
- Emergency Preparedness Council
- National Weather Service

AUGUST 11, 2016
FHCA Annual Conference
Hyatt Regency, Orlando

Florida Agency for Health Care Administration

2016 Florida Health Care Association Annual Conference
Emergency Preparedness Updates
August 11, 2016
Bernard E. Hudson
Emergency Coordination Officer

Overview
- Comprehensive Emergency Management Plans (CEMP)
- CMS Emergency Preparedness Rule
- EMResource Overview / Tips
Comprehensive Emergency Management Plans (CEMP’s)

- There are 9 provider types required to have CEMP’s.
  - Adult Day Care Centers
  - Ambulatory Surgery Centers
  - Assisted Living Facilities
  - Home Medical Equipment Providers
  - Home Health Agencies
  - Hospices
  - Hospitals
  - Nursing Homes
  - Nurse Registries

- Review and revision of outdated information.
- Public meeting to be held for comments.

CMS Emergency Preparedness Rule

- Agency Update
  - Working to ensure the CEMP’s are consistent with updated requirements.

Hurricane Preparedness

- Vendors
- Generators
- Fuel
- Special Needs
- Water Systems
- Food
- Batteries
- Vehicles
- Oxygen
- Evacuation
- Loss of Power
- Review of Emergency Management Plans
EMResource

Provider Types

- Hospitals
- Nursing Homes
- Assisted Living Facilities
- Hospices
- Dialysis Centers
- Intermediate Care Facilities
- Transitional Living Facilities
- Homes for Special Services
- Crisis Stabilization Units/Short Term Residential Treatment Facilities
- Residential Treatment Facilities
- Residential Treatment Centers
- Adult Family Care Homes

Information Collected

- Emergency Contact Information
- Utility Providers
- Bed Availability & Capacity
- Damage, Impacts & Needs
- Evacuation Status
- Generator & Fuel Status
- Transportation

EMResource

- F.S. 408.821 requires that licensed healthcare facilities providing residential or inpatient services must utilize an online database approved by the Agency for Health Care Administration (AHCA) to report information regarding the provider’s emergency status.
- EMResource is the system adopted for this purpose.
EMResource Tips

Registration

- All participating facilities must register at least 2 users.
  - Each user must submit a separate New User Agreement Form.
  - Providers may also list Emergency contacts in the system.
- Users may register for access to multiple facilities in EMResource; they will be able to view them all using a single username and password.

EMResource Tips

Access and Navigation

- Username and Password are Case Sensitive.
- Use links and menus to navigate from page to page, rather than the "Back" and "Forward" buttons.
- Use the "Preferences" tab to perform personal account maintenance.
- Facilities are grouped in 14 different Regions, by the type of facility, and in some cases, geography:
  - Users will only have access to the Region their facility is in, and will only be able to view the facility pages they have been authorized to access.
  - Some users will have access to facilities in different Regions (e.g. a Nursing Home and an Assisted Living Facility).
    - To navigate between Regions, click on the name of the current Region at the top left of the screen.
- Return to the Default View page using the "View" tab or by clicking the "back to view" link found at the top right corner of every facility page.

EMResource
EMResource Tips

Entering Facility Status Information

- On a facility page ("Resource Detail"), the facility status is grouped into different categories.
- Specific Status Types are listed in blue under each category header. Clicking on the name of a particular status will reveal a more detailed explanation of what information is being requested for that status.
- To enter facility status information, click once in the field in the Status column next to the status type to be updated.
  - Once the status is updated, click the "Save" button, and the information will be displayed on the facility page.
- To update more than one status at a time: Open any Update Status screen as described above. Click the link that says "Show All Statuses".
  - Make the desired updates, then scroll to the bottom and click "Save".
- When a status is updated, a time/date stamp of the update is displayed.

EMResource Tips

Responding to an Event Notification

- When a facility status update is required.
  - Users will then receive an email notification, with instructions to log in and update specific status fields.
- If an Event has been activated in a particular region, it will be displayed in a colored banner at the top of the page.
  - Click on the title of the Event for additional details.
- To respond to an Event in their Region, a
  - User should click on the "Keys" icon to the left of their facility name on the Region Default View page. This will open the Update Status screen for just those statuses requested for that Event. Make the updates and click "Save" to successfully respond to the Event Notification.

Example -- Event Notice (email)

Event Notice for: AHCA - April G. Henkel
Information: In addition to the 2016 Hurricane Preparedness and F industry Information Update, The Agency for Health Care Administration (AHCA) asks that you update your facility Bed Availability and Current Total Census, by 5:00 PM EST, Monday, 4/4/16. Please click the "Keys" icon next to your facility's name, which will open an "Update Status" window. Click "Select All" at the top of the window. Update the Current Total Census of your facility, and the number of Available Beds for each of your Licensed Bed types. (An Available Bed is one that is licensed and currently unoccupied.) Click "Save" at the bottom of the screen when done, so that the date and time stamp is updated to show the user who updated/validated the information. **** The Bed Capacity numbers listed on your facility page are static; they are updated automatically from data entered by AHCA staff in your license record. Any changes should occur only when the facility has made a change to their license with AHCA. Any discrepancies must be corrected by contacting AHCA directly; for Agency contact information, go to the following webpage:
http://ahca.myflorida.com/MCHQ/Health_Facility_Regulations ****
From: AHCA - Adam Clay
Region: Florida Nursing Homes
Please do not reply to this email message. You must log into EMResource to edit any action that may be required.
Information

- EMResource Website:
- AHCA Web Site: http://ahca.myflorida.com/
- Health Quality Assurance:
  - Hospital and Outpatient Services Unit (850) 412-4549
  - Long Term Care Unit Programs (850) 412-4303
  - Assisted Living Unit Programs (850) 412-4304
  - Hospice Programs (850) 412-4403
  - Dialysis Programs (850) 412-4500

Translating the “What If’s” into a Comprehensive Emergency Operations Plan

Robin A. Bleier, RN, LHRM, CLC
President
RB Health Partners, Inc.

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Who We Serve!

Photo courtesy of The Baton Rouge Advocate / 2005.
Questions to Address Today

• What is the “Continuum of Care” (e.g., skilled care, assisted living, hospice, acute care)?
• What are the expectations, dependencies and interdependencies across the care continuum?
• What’s the difference between a person who lives in a skilled care facility versus an assisted living community?

Questions - continued

• Administrator’s often state their greatest concerns relates to how to maintain their facility’s / community’s “continuum of care” during a disaster?
• How we can better work with local planners to best integrate skilled care facilities and assisted living communities into local emergency management and ESF 8 public health & healthcare system planning?

When a Hurricane threatens...
What keeps YOU up at night?
LTC Areas of Vulnerability

Number of Care Facilities in Florida by Type

Levels of Care

Seniors may live in private homes, with family, or at various other locations:

- Skilled Nursing Facility (SNFs)
- Assisted Living Community (ALs)
- Adult Care Home (only 1 or 2 residents)
- Independent Living Facility (ILFs)
Levels of Care Expanded

**Skilled Nursing Facility (SNFs)**
- A licensed health care facility that differs from acute Rehab & Hospital

**Assisted Living Community (ALs)**
- Standard license
- Limited Nursing Services (LNS)
- Limited Mental Health Services (LMS)
- Extended Congregant Care (ECC)

**Adult Care Home (only 1 or 2 residents)**

**Independent Living Facility (ILFs)**
- Provide various amounts of seniors services no individualized care and services by the ‘facility’ staff

On a Sunny Day.... Where Older Adults Live

A Closer Look Inside... The Many Faces of LTC

**Skilled Nursing Facility (SNFs)**
- Post-acute patients
- Post-acute “well”, but with medical needs (e.g., IVs, vents, orthopedic care)
- LTC residents include those with Alzheimer’s care needs (e.g. wandering), those with feeding tubes and other skilled care needs

**Assisted Living Community (ALs)**
- These residents also have many faces - they are not all the same.
Key Disaster Planning Elements for Skilled Care & Assisted Living

1. Facility/community profile - what are the characteristics of your patients/residents?

2. Risk identification and management
   ▪ How vulnerable are your residents?
   ▪ How vulnerable is your building?
   ▪ How will you manage the associated risks?

Key Disaster Planning Elements For Skilled Care & Assisted Living

3. Continuum of healthcare and support systems – who are your care partners and what are their roles during disasters?

4. Comprehensive & integrated planning – is your plan comprehensive, addressing potential care and service gaps? Is it all-hazards? Is it integrated into the community’s preparedness and response system?

#1 - Facility / Community Profile: Your Residents

Residents’ Characteristics
   ▪ Demographics (age, mobility, ADLs)
   ▪ Medications & Therapies
   ▪ Treatments (e.g., dialysis)
   ▪ Care requirements (e.g., dementia)
   ▪ Dependence on external care providers (e.g., hospice)
#2 - Risk Identification & Management

Clinical Risk Considerations
- Skilled nursing facility residents have high acuity levels and complex co-morbidities
- Many have Alzheimer’s disease or suffer from other types of dementia
- Depression and other mental health conditions
- Decompensation will occur - residents may require a clinical response to emergent situations
- Level of care lines may blur between Assisted and Skilled care based on decompensation.

#2 - Risk Identification & Management - continued

Physical Plant & Location Risk Factors
- Construction standards (year built)
- Utilities / Generator
- Location (e.g., surge/flood zone)
- Proximity to hazards (e.g., chemical)
- Access to campus
- Other factors

#2 - Risk Identification & Management - continued

Evacuation Risk Factors
- Evacuation is a hazard (e.g., transfer trauma)
- Residents cannot evacuate without assistance
- Transportation concerns: time, distance, vehicle type
- Receiving facility concerns: staffing & care levels
- Morbidity and mortality issues must be considered
- Care gaps may develop
#3 - Continuum of Care During Disasters

Continuum of Healthcare & Support Systems for Facilities During Disasters

- Skilled Nursing Facilities and Assisted Living Communities are complex systems
- There are many dependent and inter-dependent support services and providers
  - Internal and external
- This complex system is a “continuum” of support services and providers
- When disrupted...what are the consequences?

#3 - Continuum of Care During Disasters – cont’d

Planning Assumptions:

- Conditions and needs will change over the term of the disaster (residents, staff, structure)
- Healthcare services and supports will be limited, temporarily unavailable, or absent
- Expect negative outcomes when your continuum is disrupted or broken
- All healthcare providers must plan for “gaps” with augmentation or replacement strategies
  - Do the providers/vendors you depend on have a plan?

Continuum of Care (Dependencies and Inter-Dependencies)

[Diagram showing dependencies and inter-dependencies with green=OK, yellow=reduced, red=off-line]

Green = OK
Yellow = Reduced
Red = Off-line
Hurricane Impacts
Essential Systems Reduced or Off-Line

Example:
Electricity – On a Sunny Day

Example:
Electricity - On a Rainy Day (reduced or unavailable)
#4 - Comprehensive & Integrated Planning

Plans are comprehensive when they address:
- Dependencies & inter-dependencies (the continuum)
- Service gaps & replacement strategies
- External and internal factors

Planning is integrated when it:
- Reflects roles & responsibilities of other key partners
- Complements the local community’s broader plan
- Includes your facility’s participation in community training and exercise programs

Planning Factors

External Planning Factors:
- Comprised of information, resources, supports, or systems external to the Skilled Nursing Facility or Assisted Living Community, which contribute to a decision or a course of action to sustain the continuum of care.

Internal Planning Factors:
- Comprised of information, resources, supports, or systems internal to the facility or community, which contribute to a decision or a course of action to sustain the continuum of care.

Planning Factors - Influence Action

- The relevance and priority of an internal or external factor varies with the hazard’s size, scope and severity.
- The course of action can be determined through the aggregate consideration of the relevant planning factors.
- This process of carefully considering internal and external factors is integral to the disaster planning process and informed actions.

The process is continuous and on-going...
Evacuation Risk Factors

- Evacuation is a hazard (e.g., transfer trauma)
- Residents cannot evacuate without assistance
- Transportation concerns:
  Time - Distance - Vehicle Type
- Receiving facility concerns: staffing & care levels
- Morbidity and mortality issues must be considered & addressed
- Care gaps may develop

Plan for Second Guessing ...

- Why did we shelter-in-place?
- Was this in our plan?
- Did the hazard outweigh the risk of evacuation?
- What was the risk of sheltering-in-place?
- Did we appropriately balance internal and external risk factors?
- Was this a reasonable decision based on what we knew?
- Was it the right thing to do?

Remember 2004!

- 5 storms
- 4 w/in 44 days
Thank you for your participation.

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Hurricane Impacts, Preparedness & Outlook
The four hazards, new planning tools & the 2016 Atlantic seasonal outlook

Scott Spratt
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Note to Conference Attendees:
The PowerPoint for this seminar will not be finalized until just a few days prior to its presentation to ensure that the latest weather forecasting information and guidance can be provided. FHCA will add the PowerPoint to the Conference Webpage as soon as it is available, or you may contact April Henkel, FHCA, at ahenkel@fhca.org, or by phone, 850-224-3907.
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