HCA & HCP EMERGENCY PREPAREDNESS FORUM FOR NYC HOME CARE PROVIDERS

THURSDAY, JANUARY 18, 2024
10 AM - 12 PM

AGENDA

10:00 AM – 10:15 AM: Welcome & Introductions

- Arianna Stone, MPH, Director of Research and Development, Home Care Association of New York State
- Carole Deyoe, RPh, Senior Associate for Public Policy, New York State Association of Health Care Providers
- Fidelle Munroe, Senior Program Manager, LTC, Bureau of Healthcare and Community Readiness, Office of Emergency Preparedness and Response, NYC Department of Health and Mental Hygiene

10:15 AM – 11:15 AM: Comprehensive Emergency Management Plan (CEMP) Overview and Training

11:15 AM – 11:30 AM: Updates On Current Emergency-Related Issues

11:30 AM – 12:00 PM: Open Discussion

GRANT DISCLAIMER

This project was supported by the Department of Health and Human Services' Administration for Strategic Preparedness and Response under award number 6U3REP190597-05. Its content is solely the responsibility of the authors and does not necessarily represent the official views of the Department of Health and Human Services' Administration for Strategic Preparedness and Response.

HOME CARE COMPREHENSIVE EMERGENCY MANAGEMENT PLAN (CEMP) OVERVIEW AND TRAINING

CEMP OVERVIEW & TRAINING AGENDA

01

Background and Purpose

02

CEMP Overview

03

Accessing CEMP Materials & Training

04

Q&A

POLL QUESTION #1

What entity type do you represent?

- CHHA/LTHHCP
- LHCSA
- Hospice
- MLTC/PACE
- CDPAP/FI
- Trade Association
- NYS Department of Health
- NYC Department of Health and Mental Hygiene
- Other

POLL QUESTION #2

Does your organization provide services within the five boroughs?

- Yes
- No

CEMP BACKGROUND & PURPOSE

BACKGROUND

- The Home Care Association of New York State (HCA), the New York State Association of Health Care Providers (HCP), and the Hospice and Palliative Care Association of NYS (HPCANYS) are deeply engaged in activities related to strengthening home care emergency preparedness and response, and better integrating home care into related State and local efforts.
- The associations are collaborative partners to the State Department of Health's Office of Health Emergency Preparedness and the New York City Department of Health and Mental Hygiene Office of Emergency Preparedness and Response in the implementation of broad based and priority initiatives aimed at developing and supporting home care emergency preparedness and response.
- From 2021 to 2023 under a grant from the State Department of Health's Office of Health Emergency Preparedness, the associations adapted and revised the nursing home CEMP for home care and hospice.

WHAT IS A CEMP?

- A Comprehensive Emergency Management Plan (CEMP) is a playbook that describes how a facility will respond to and recover from all hazards. It is:
  - ✓ Hazard- and risk-based
  - ✓ Comprehensive and scalable
  - ✓ Flexible
  - ✓ An information resource (e.g., tools, checklists, contacts)

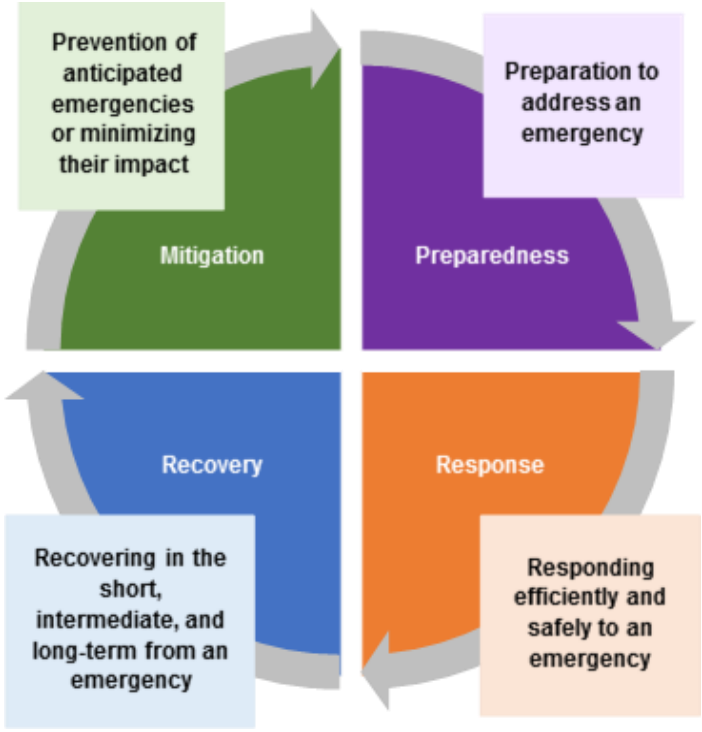
- The purpose of this training is to provide personnel at home care agencies across New York State with the information and tools to develop a CEMP.

- Adoption of this resource is NOT a requirement of the NYS DOH.
- Agencies may use the CEMP documents, templates, and tools to enhance existing plans.
- Agencies may adopt the CEMP materials as their main planning document.

Source: New York State Department of Health (NYSDOH) - Office of Health Emergency Preparedness (OHEP). *Home Care and Hospice Comprehensive Emergency Management Plan (CEMP) Overview*. November 1, 2023.

PURPOSE

- The purpose of the CEMP is to describe an agency's approach to mitigating the impact of, preparing for, responding to, and recovering from natural disasters, man-made incidents, and/or organizational emergencies.



Source: New York State Department of Health (NYSDOH) - Office of Health Emergency Preparedness (OHEP). *Home Care and Hospice Comprehensive Emergency Management Plan (CEMP) Overview*. November 1, 2023.

CEMP OVERVIEW

HAZARD VULNERABILITY ANALYSIS

Below are example HVA tools that organizations can use to conduct an organization specific HVA. Organizations can modify the tools to suit their needs.

Table 2: Example HVA Tools

Tool Name	Description
Kaiser Permanente HVA Tool	An excel spreadsheet with incorporated formulas which provide the user with relative risk percentages and summary information. Available at: https://www.calhospitalprepare.org/sites/main/files/file-attachments/kp_incident_log_hva_template.xlsb
Children's Hospital Colorado, Community Hazard Vulnerability Assessment Tool	An excel spreadsheet with incorporated formulas which provide the user with relative risk percentages and summary information. The tool includes capabilities throughout the four phases of emergency management (mitigation, preparedness, response, recovery) as a factor in calculating risk. Available at: https://www.childrenscolorado.org/health-professionals/clinical-resources/emergency-management/
U.S. Department of Health and Human Services, Healthcare and Public Health Sector Threat/Hazard Assessment Module Automated Tool	An excel spreadsheet that guides organizations through the hazard analysis process through a series of guided questions. After completing all the questions, the tool provides a comprehensive list of risks associated with each hazard. Available at: https://www.phe.gov/Preparedness/planning/RISC/Documents/risc-tham-narrative.pdf

Source: New York State | Department of Health. Home Care and Hospice CEMP Template (Part III) - Page 7

Table 3: Activation Checklist

Task		Completed By
☐	Upon notification of hazard or threat from staff, patients, or visitors, activate the CEMP.	[Organization's Senior Leader or designee]
☐	Activate the Communications Plan.	[Organization's Senior Leader or designee]
☐	Notify staff of CEMP activation and the hazard or threat through the [organization-specific system (e.g., mass notification system, switchboard operator, overhead paging system)].	[Organization's Senior Leader or Public Information Officer]
☐	Assess the potential or actual impact of the incident on patients, staff, and the organization.	[Organization's Senior Leader or designee]
☐	Direct Incident Management Team to convene at designated Incident Command Center physical or virtual location .	[Organization's Senior Leader or designee]
☐	Based on the hazard and using the "Notification by Hazard Type" table in the CEMP, conduct required notifications.	[Designated Organization Staff]
☐	Set-up the organization's Incident Command Center. *Refer to section below checklist for more information.*	Finance/Administration Section Chief and Logistics Section Chief
☐	Deliver briefing to Incident Management Team and other staff as appropriate, on the incident including: ▪ Extent or impact of the problem (e.g., geographic impact, hazards, life safety concerns) ▪ Number of patients injured or affected ▪ Status of patient care and ancillary services ▪ Current and projected staffing levels ▪ Status of organization plant, utilities, and environment of care.	Incident Commander

ACTIVATION CHECK LIST

Source: New York State | Department of Health. Home Care and Hospice CEMP Template (Part III) - Page 10

NOTIFICATION BY HAZARD TYPE

Table 4: Notification by Hazard Type for Home Care and Hospice

M = Mandatory
R = Recommended

Notification Recipient	Example Hazard	Cyber security	Active Threat[4]	Blizzard/Ice Storm	Coastal Storm	Dam Failure	Water Disruption	Earthquake	Extreme Cold	Extreme Heat	Fire	Flood	CBRNE[5]	Infectious Disease	Landslide	IT/Comms Failure	Power Outage	Tornado	Wildfire
NYSDOH Regional Office[6]	M	M	M	R	M	M	R	M	R	R	M	M	M	M	M	M	M	M	M
Organization Senior Leader	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
Local Emergency Management	R	▫	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Local Law Enforcement		M	M	▫	▫	▫	▫	▫	▫	▫	▫	▫	M	▫	▫	▫	▫	▫	▫
Local Fire/EMS		▫	M	▫	▫	▫	▫	▫	▫	▫	M	▫	M	▫	▫	▫	▫	▫	M
Local Health Department	R	▫	▫	▫	▫	▫	R	▫	▫	▫	▫	▫	M	M	▫	▫	▫	▫	▫
Off Duty Staff	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
Relatives and Responsible Parties		▫	R	R	R	R	R	R	R	R	R	R	R	M	R	R	R	R	R
Resource Vendors		▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	R	▫	▫
Authority Having Jurisdiction		▫	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Regional Healthcare Organization Evacuation Center		▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	▫
Local Hospital		▫	R	▫	▫	▫	R	▫	▫	▫	▫	▫	M	M	▫	▫	▫	▫	▫

Source: New York State | Department of Health. Home Care and Hospice CEMP Template (Part II) - Page 16

INCIDENT MANAGEMENT

Table 5: Incident Management Team - Organization Position Crosswalk

Incident Position	Organization Position Title	Description
Incident Commander	[Example positions include Administrator, Director of Patient Services, Senior Management]	Leads the response and activates and manages other Incident Management Team positions.
Public Information Officer	[Example positions include Public Relations Director, Communication Director, Administrator, other Senior Management	Provides information and updates to visitors, relatives and responsible parties, media, and external organizations.
Safety Officer	[Example positions include Maintenance Director, Emergency Response Coordinator, Director of Patient Services, Occupational Health and/or clinical staff)]	Ensures safety of staff, patients, and visitors; monitors and addresses hazardous conditions; empowered to halt any activity that poses an immediate threat to health and safety.
Operations Section Chief	[Example positions include Infection Control Practitioners, Registered Nurses, Licensed Nurses]	Manages tactical operations executed by staff (e.g., continuity of patient services, administration of first aid).

Incident Position	Organization Position Title	Description
Planning Section Chief	[Example positions include Director of Patient Services, Clinical Management or designee]	Collects and evaluates information to support decision-making and maintains incident documentation, including staffing plans.
Logistics Section Chief	[Example positions include Supplies Coordinator, Social Workers, Assistants]	Locates, distributes, and stores resources, arranges transportation, and makes alternate shelter arrangements with receiving organizations.
Finance/Admin Section Chief	[Example positions include Administrator, Finance Director or designee]	Monitors costs related to the incident while providing accounting, procurement, time recording, and cost analyses.

Source: New York State | Department of Health. Home Care and Hospice CEMP Template (Part II) - Page 17

Table 9: Protective Action Considerations

Protective Action Considerations	
Information and Intelligence	
☐	Have local authorities issued protective action guidance?
☐	Have adjacent counties/municipalities issued protective action guidance?
☐	What is the status of traffic near the organization?
☐	What is the acuity of the current patient population?
☐	What is the status of receiving organizations?
☐	What is the capacity of receiving organizations to receive patients?
☐	Have send-receive arrangements been put in place and verified?
Anticipated Impacts	
☐	What are the anticipated impacts on the patients?
☐	What is the forecasted external temperature for the next seven days?
☐	What infrastructure might be affected?
☐	Are there any anticipated life safety issues?
Resource Levels	
☐	What are staffing levels?
☐	Have surge-staffing options been implemented?
☐	What is the status of medical, pharmaceutical, and patient care supplies?
☐	What is the status of food and water?

RESPONSE

Source: New York State | Department of Health. Home Care and Hospice CEMP Template (Part III) - Page 31

Table 8: Infrastructure Restoration Activities

Activity	Responsible Entity	Additional Resources
Internal assessment of electrical power.	[responsible party for performing activity (e.g., organization department, company]	[Brief description of resource to assist in activity completion]
Clean-up of organization grounds (e.g., general housekeeping, removing debris and damaged materials).	[responsible party for performing activity (e.g., organization department, company]	[Brief description of resource to assist in activity completion]
Internal damage assessments (e.g., structural, environmental, operational).	[responsible party for performing activity (e.g., organization department, company]	[Brief description of resource to assist in activity completion]
Clinical systems and equipment inspection.	[responsible party for performing activity (e.g., organization department, company]	[Brief description of resource to assist in activity completion]
Strengthen infrastructure for future disasters (if repair/restoration activities are needed).	[responsible party for performing activity (e.g., organization department, company]	[Brief description of resource to assist in activity completion]
Communicate restoration efforts to staff and patients.	[responsible party for performing activity (e.g., organization department, company]	[Brief description of resource to assist in activity completion]
Inspection/ Recurring inspection of restored structures as needed (Building Safety).	[responsible party for performing activity (e.g., organization department, company]	[Brief description of resource to assist in activity completion]

RECOVERY

Source: New York State | Department of Health. Home Care and Hospice CEMP Template (Part II) - Page 21

INFORMATION MANAGEMENT

POLL QUESTION #3

What mass notification application do you currently use ?

Table 8: Communications Checklist

Communications Checklist	
Preparedness	
☐	Designate and train personnel to serve as Public Information Officer prior to an incident (i.e., during normal operations). Potential training courses include: ▪ FEMA IS-29: Public Information Officer Awareness (Free Online Course) ▪ FEMA IS-42: Social Media in Emergency Management (Free Online Course)
☐	Develop and refine pre-scripted messaging that can be tailored for incident use.
☐	Determine primary and redundant forms of communication: ▪ Primary forms include landline-dependent communications such as telephones and cellphones. ▪ Redundant forms are not dependent on functioning landline communication (e.g., include two-way radios, satellite radios).
☐	Ensure multiple personnel have administrative access, training, and policies and procedures to the organization's website, social media accounts, and voicemail system.
☐	Maintain up-to-date contact information for designated notification parties for all patients (e.g., relatives/responsible parties).
☐	Maintain up-to-date contact information for all staff.
☐	Clarify approval processes for internal and external messaging content (e.g., peer review, senior leader final approval).
Incident Response	
☐	Request an update on the incident from the Incident Management Team: ▪ What happened? ▪ What is the status of residents and personnel? ▪ When will the incident be resolved?
☐	Inform internal audiences (e.g., personnel) about incident updates before informing external audiences.
☐	Provide office personnel (e.g., receptionist) with guidance on where to direct incoming inquiries (e.g., media, personnel, relatives/responsible parties, vendors).
☐	Maintain a log of incoming calls, including: ▪ Name of caller

COMMUNICATION

Source: New York State | Department of Health. Home Care and Hospice CEMP Template (Part III) - Page 25

ADMINISTRATION, FINANCE, & LOGISTICS

Table 10: Plans, Policies, and Procedures

Activity	Responsible Party	Frequency
Review and update the organization's risk assessment.	[Example positions include Administrator]	Annually
Review and update contact information for response partners, vendors, and receiving organizations.	[Example positions include Business Office Manager]	Annually or as response partners, vendors, and host organizations provide updated information.
Review and update contact information for staff members emergency contacts.	[Example positions include Human Resources Manager]	Annually or as staff members provide updated information.
Review and update patient contact information	[All staff]	Immediately upon notification of change
Review and update contact information for patients' caregivers/ responsible parties.	[All Staff]	Immediately upon notification of change
Maintain electronic versions of the CEMP in folders/drives that are accessible by others.	[Example positions include Administrator]	Annually
Revise CEMP to address any identified gaps.	[Example positions include Administrator]	Annually and Upon completion of an exercise or real-world incident with identified gaps.
Inventory emergency supplies (e.g., potable water, food, patient care supplies, communication devices, batteries, flashlights).	[Example positions include Administrator, Facility Designee]	Recommended Quarterly

Source: New York State | Department of Health. Home Care and Hospice CEMP Template (Part II) - Page 31

PLAN DEVELOPMENT AND MAINTENANCE

AUTHORITIES AND REFERENCES

- Authorities and Emergency Preparedness (EP) Requirements for Certified Home Health Agencies (CHHA), Long Term Home Health Care Providers (LTHHCP), Licensed Home Care Services Agencies (LHCSA), and Hospices.
  - Federal Conditions of Participation (Hospice and CHHA) and other federal authorities
  - New York State Emergency Preparedness Regulations
  - Applicable NYS Statutes, Regulations (Minimum Standards) and other Authorities

- There are additional NYS Authorities for Hospice

ACCESSING CEMP MATERIALS & TRAINING

POLL QUESTION #4

Have you started the CEMP training?

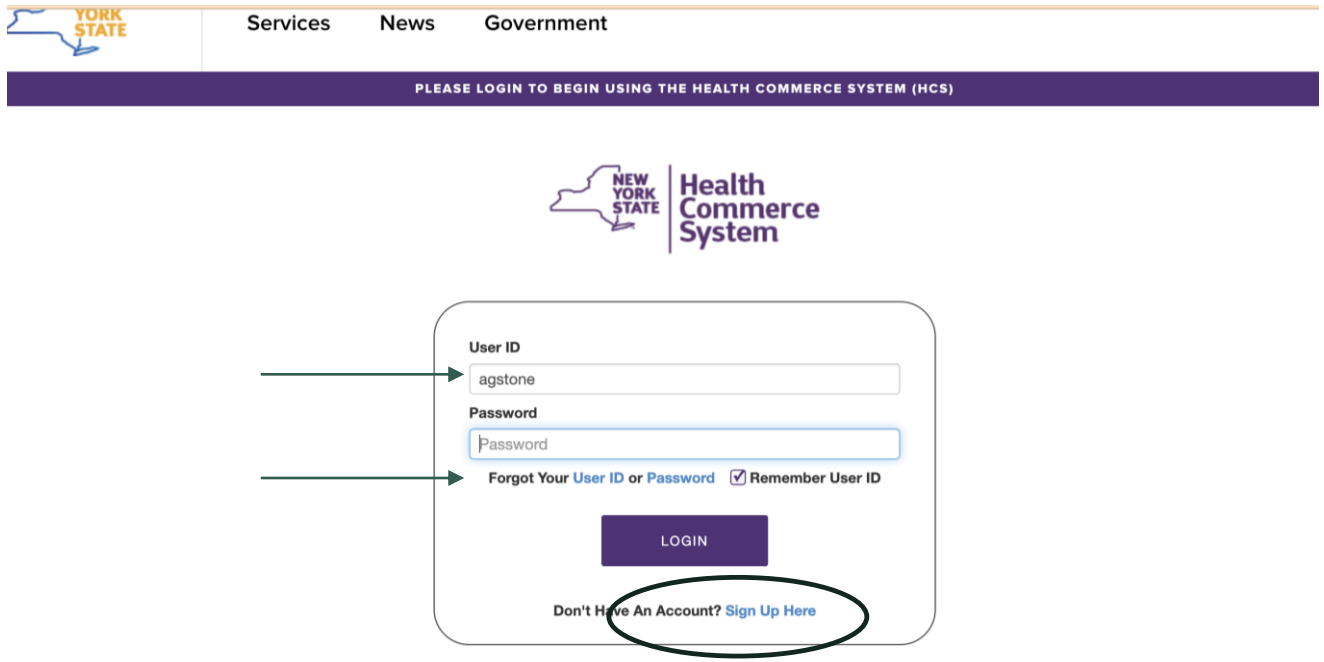
- Yes
- No
- Not sure

HEALTH COMMERCE SYSTEM (HCS) OVERVIEW

HCS OVERVIEW

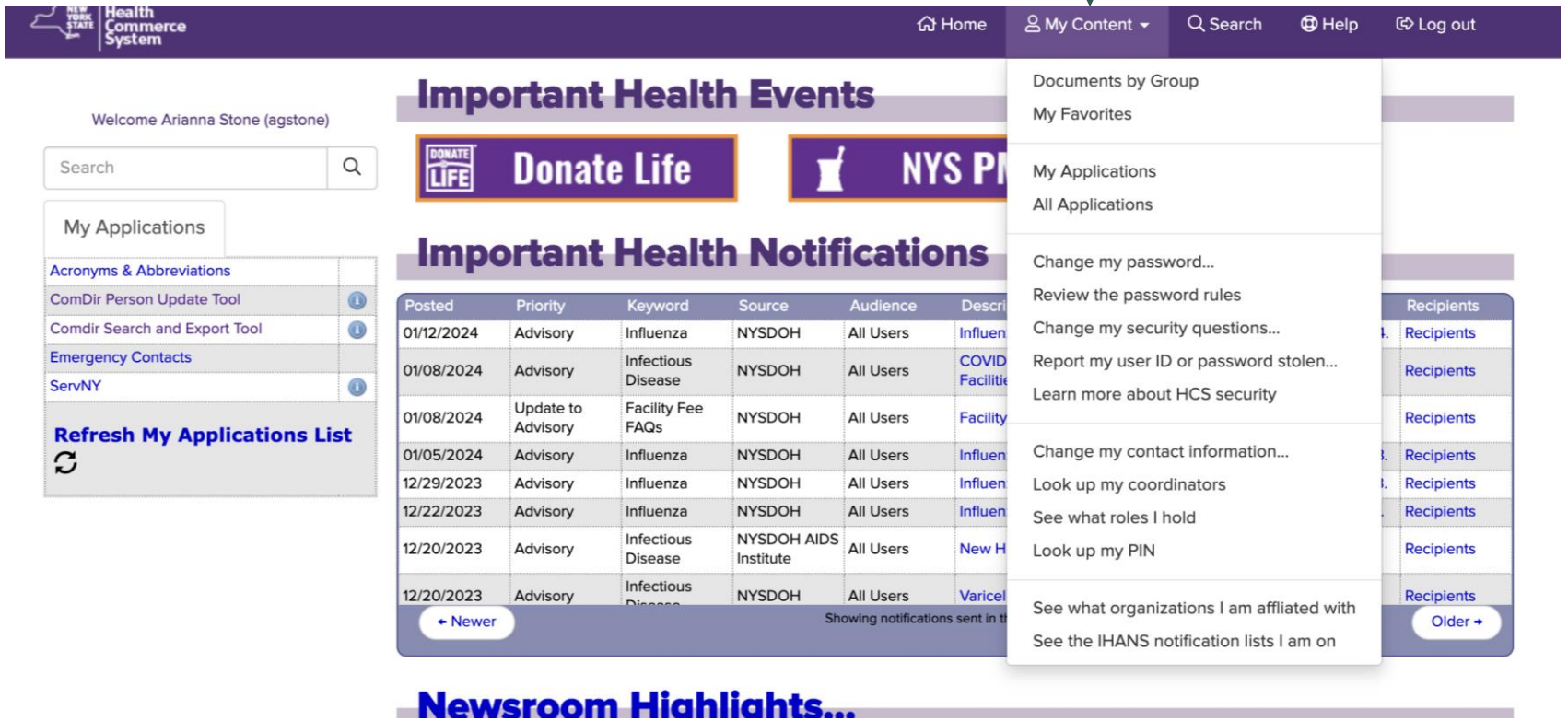
STEP 1: To access additional resources and tools, visit https://commerce.health.state.ny.us/

- Either register for an account or login to the HCS if already registered.



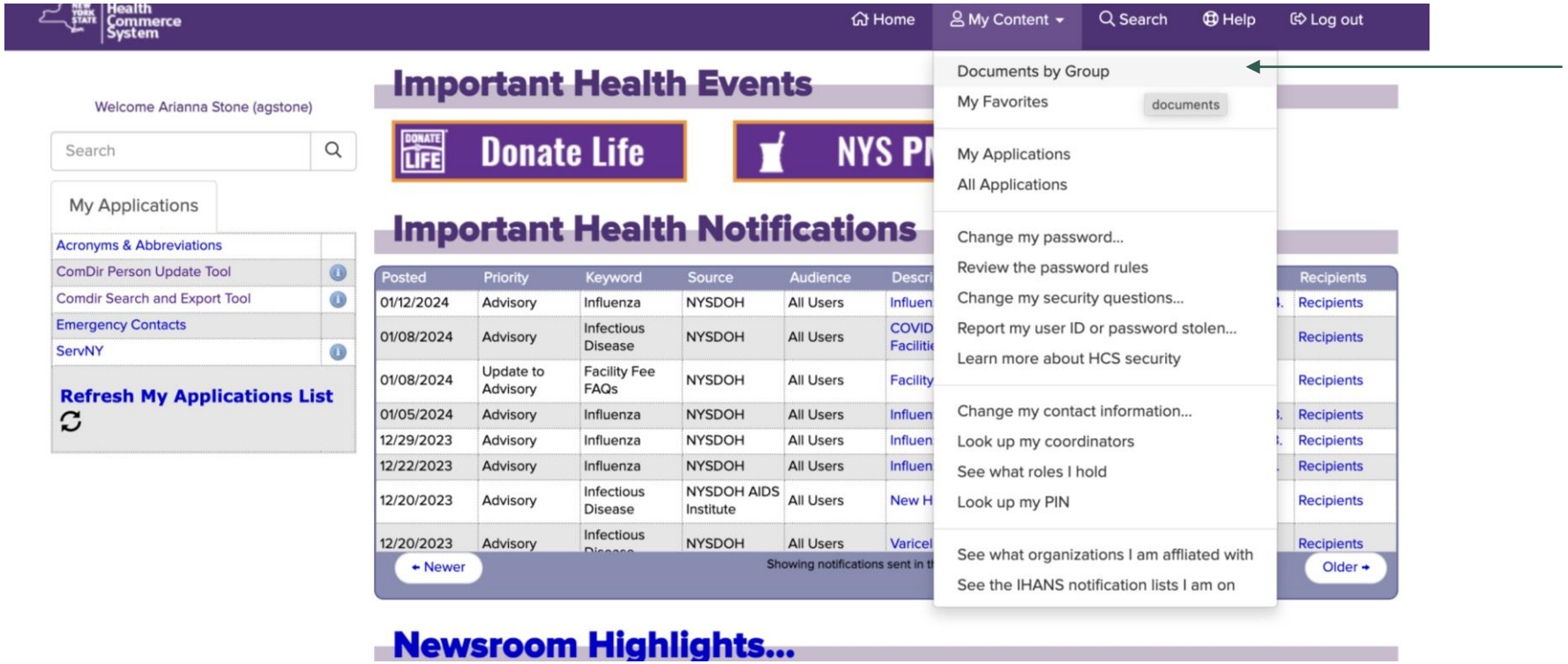
HCS OVERVIEW

STEP 2: Select "My Content"



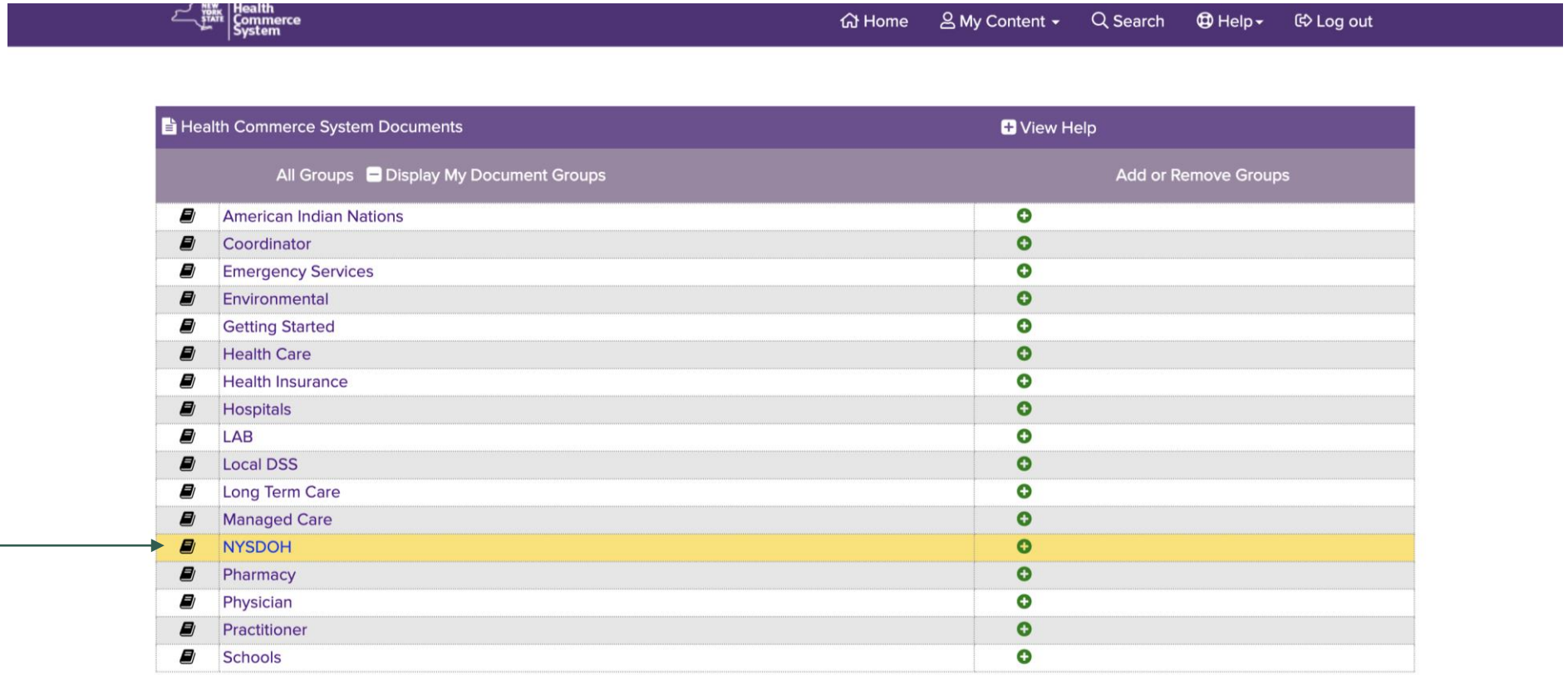
HCS OVERVIEW

STEP 2: Select "Documents by Group"



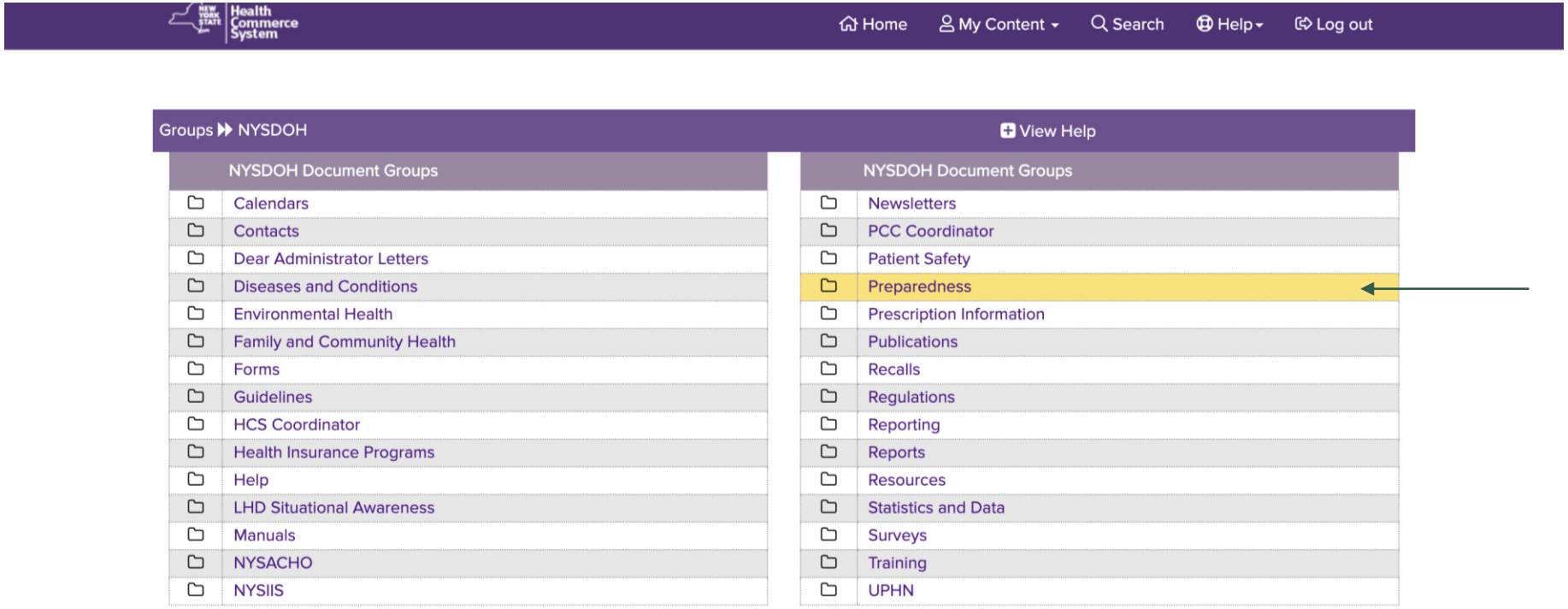
HCS OVERVIEW

STEP 3: Select "NYSDOH"



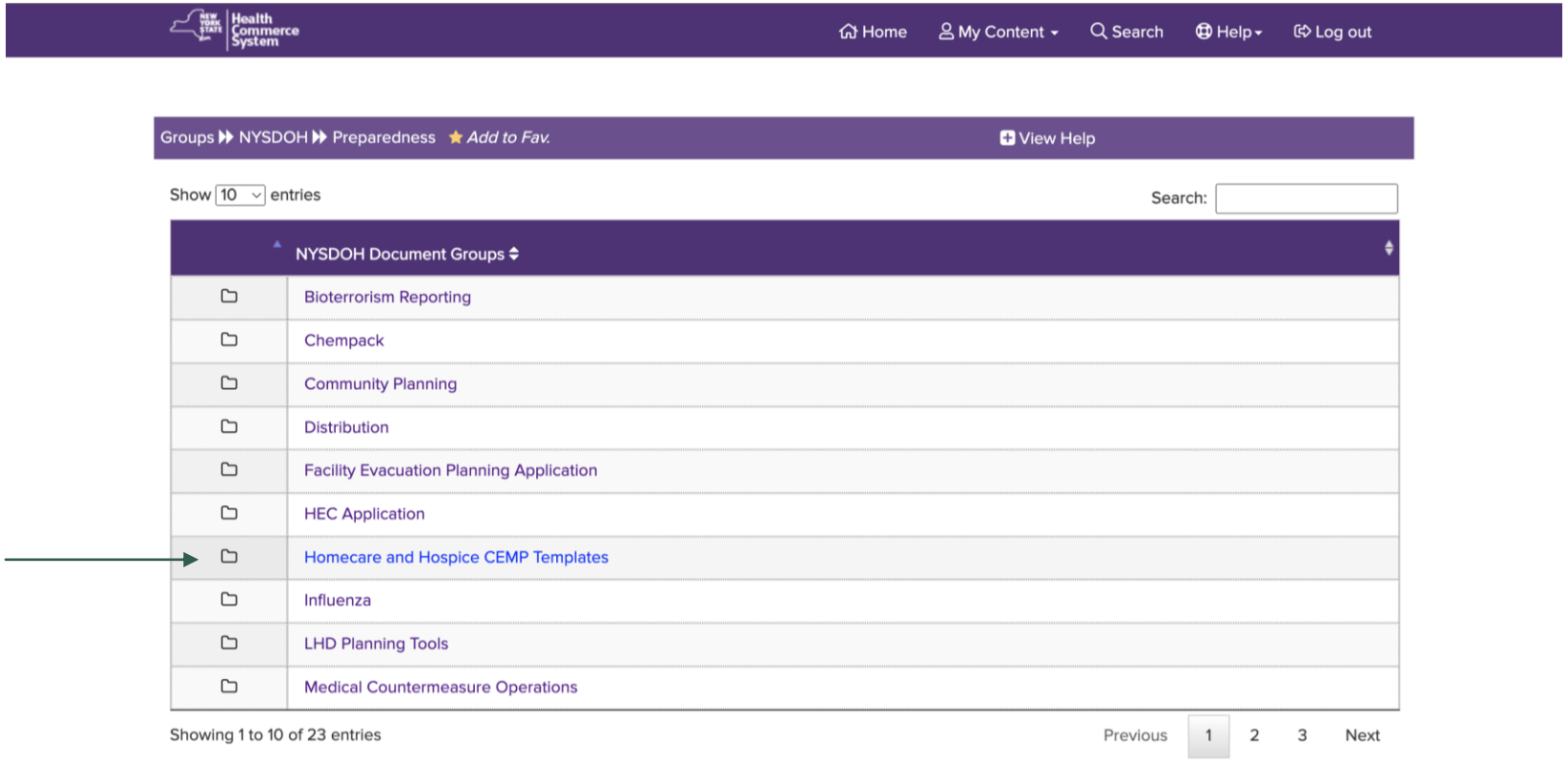
HCS OVERVIEW

STEP 4: Select "Preparedness"



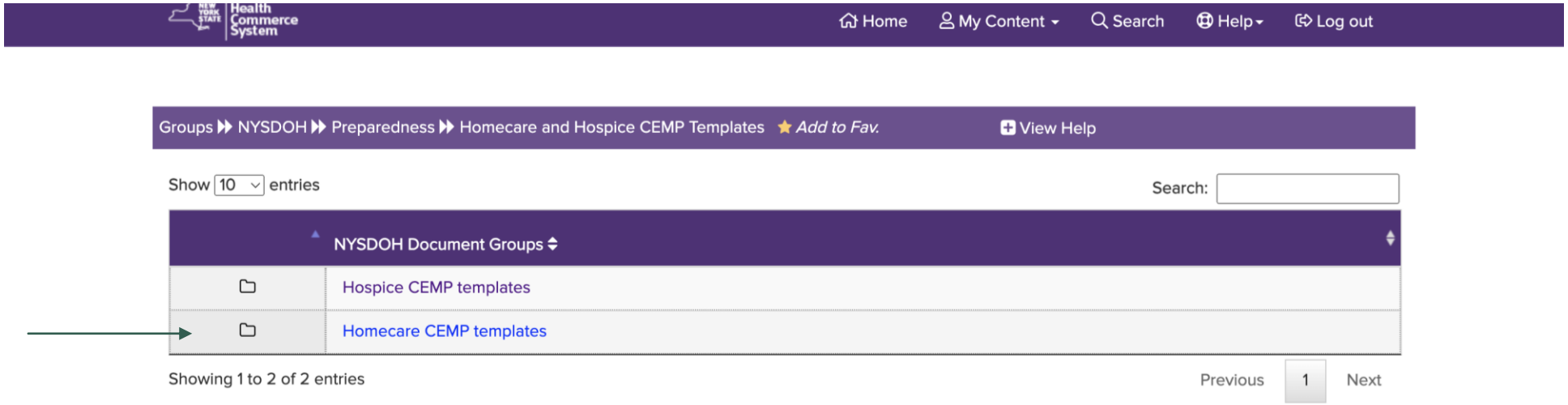
HCS OVERVIEW

STEP 5 : Select "Homecare and Hospice CEMP Templates"



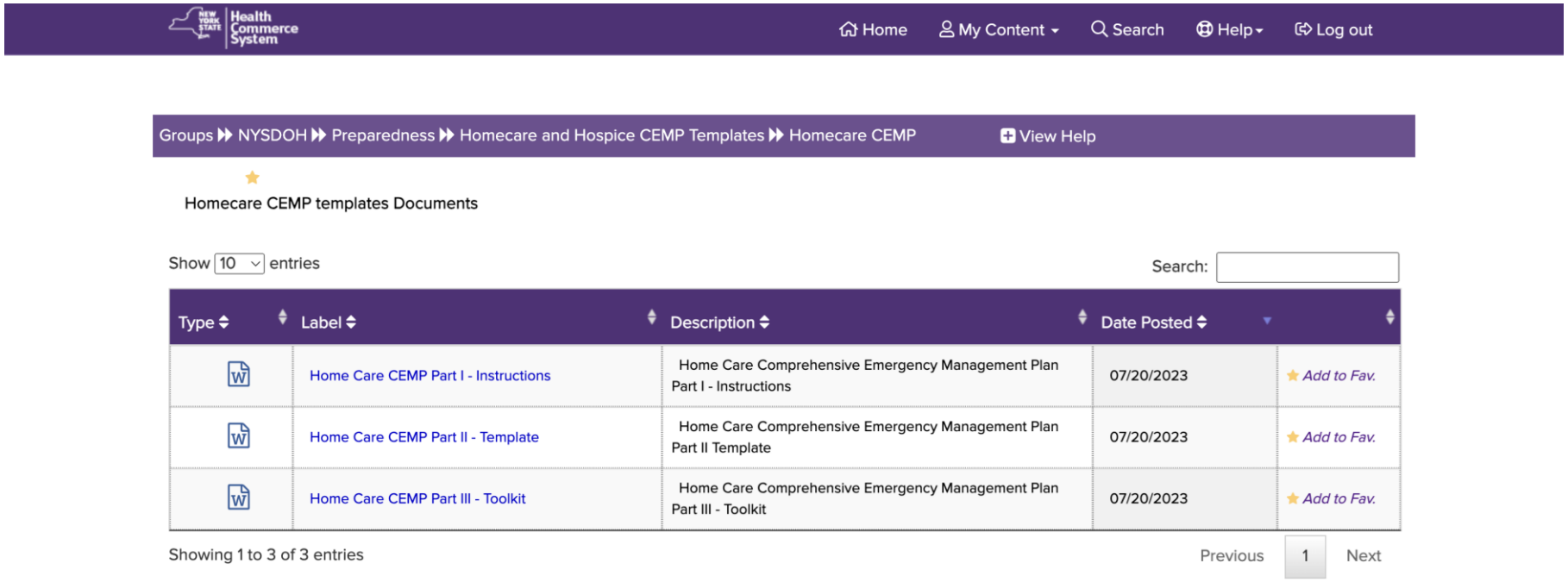
HCS OVERVIEW

STEP 6 : Select "Homecare CEMP Templates"



HCS OVERVIEW

STEP 7 : Download Course Materials



HCS OVERVIEW

Home Care CEMP Course Material

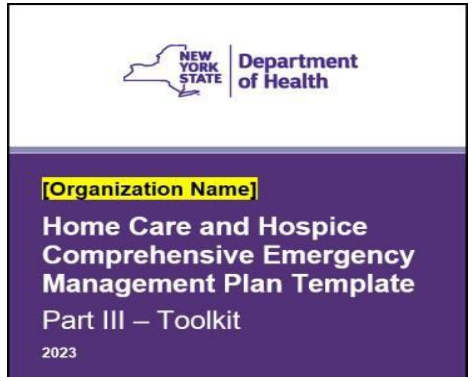
1

CEMP Instructions – Guide on how to utilize and fill out CEMP template

2

CEMP Template – Template for providers to complete and build their own emergency plans

3



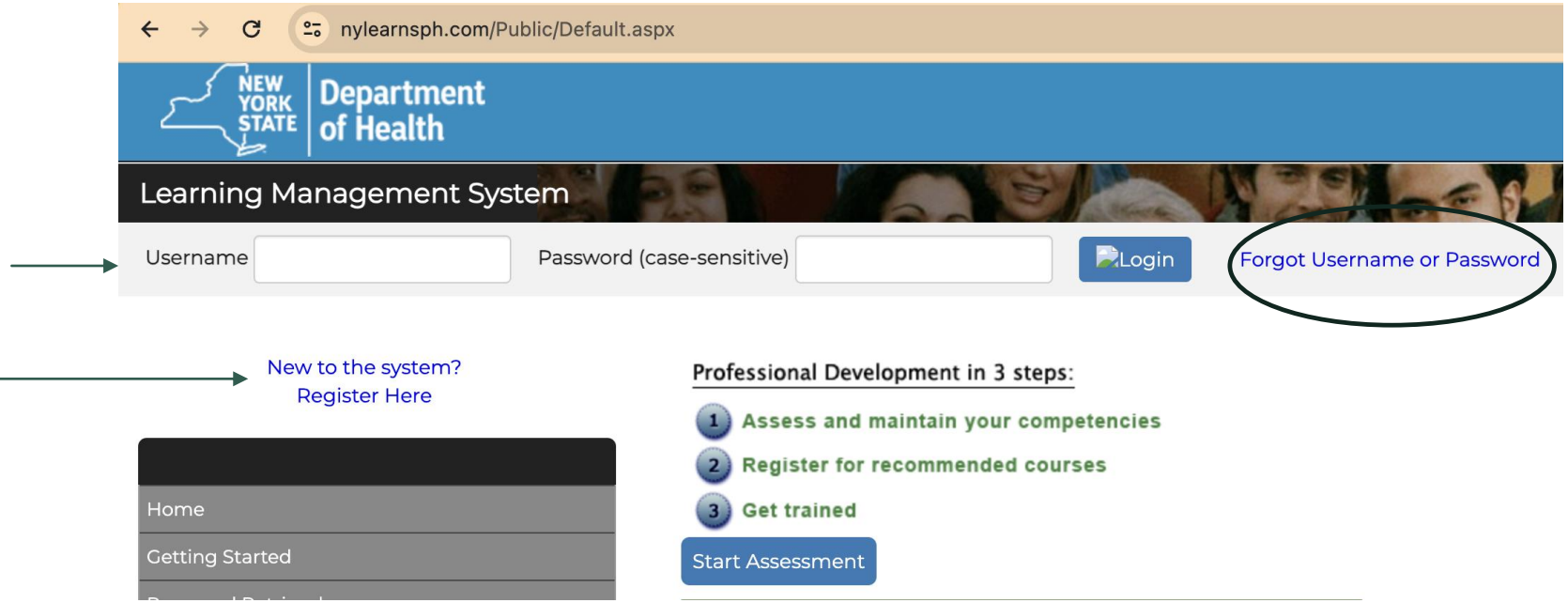
CEMP Toolkit - Supplemental materials to CEMP such as checklists and guides

LEARNING MANAGEMENT SYSTEM (LMS) OVERVIEW

CEMP TRAINING ON NYS DOH LMS

STEP 1: To enroll in the CEMP training, visit **www.NYLearnsPH.com**

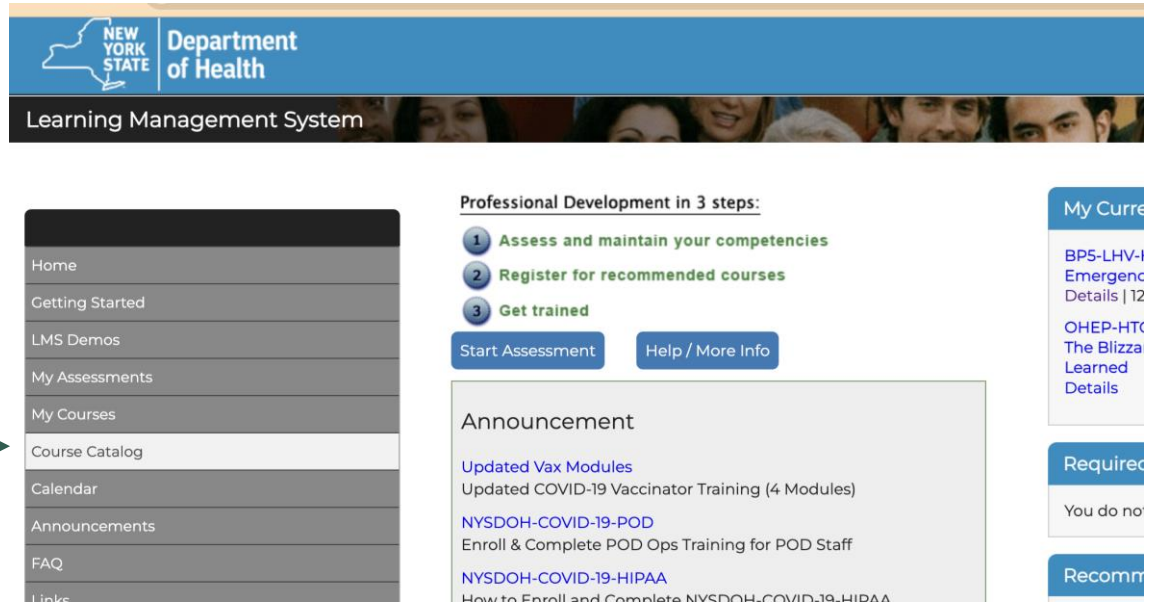
- Either register for an account or login to the LMS if already registered.

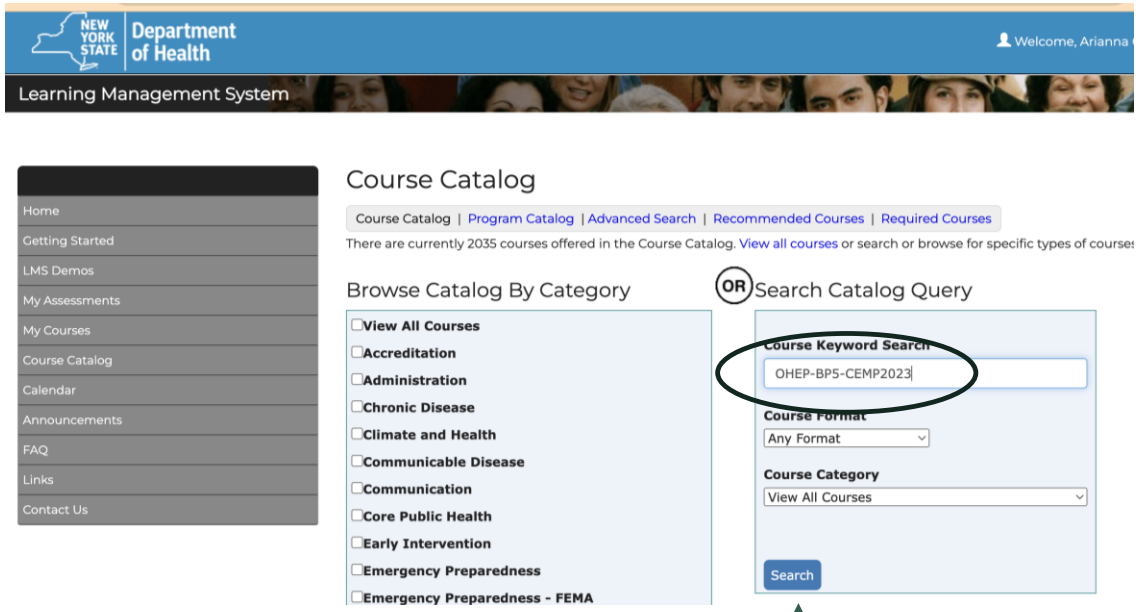


CEMP TRAINING ON NYS DOH LMS

STEP 2: Search Course Catalog

- **OHEP-BP5-CEMP2023**

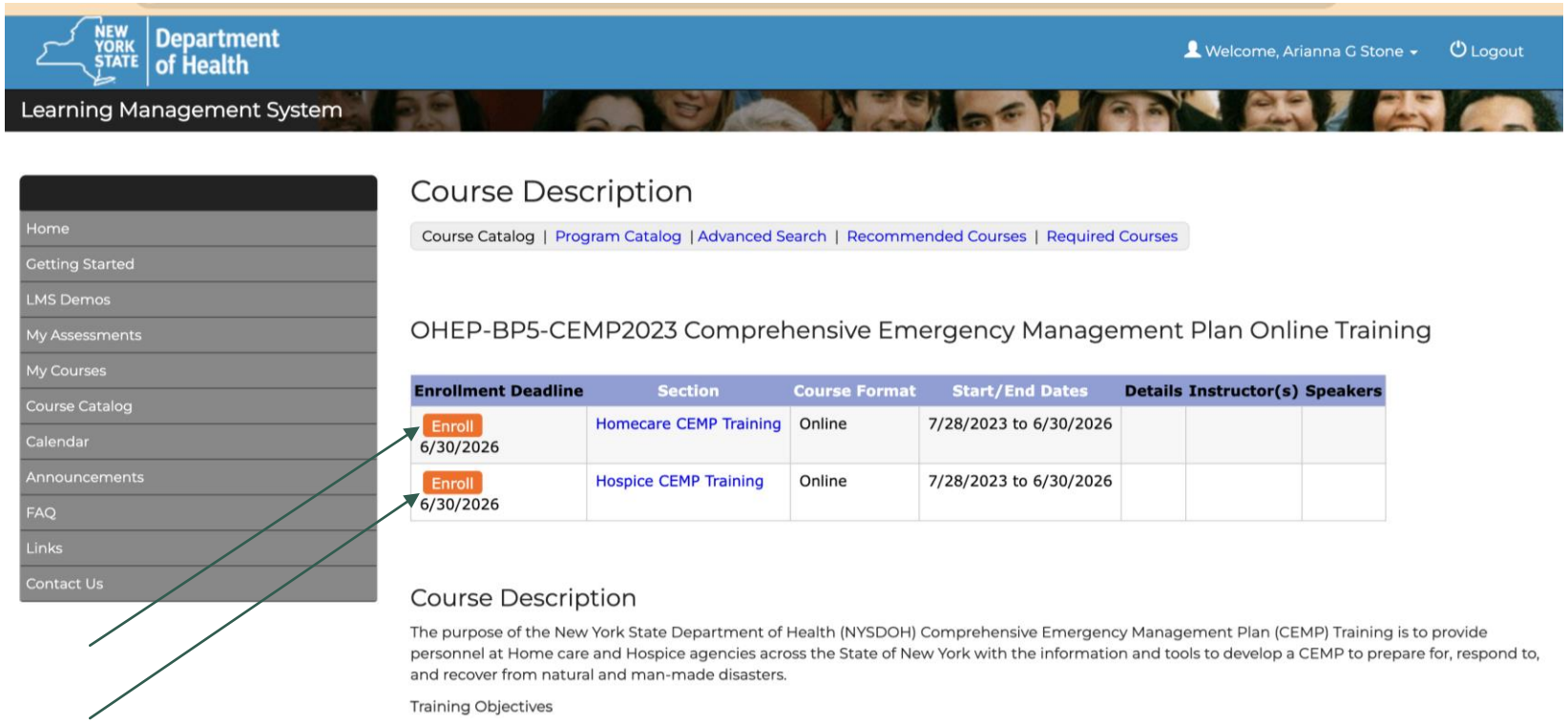




CEMP TRAINING ON NYS DOH LMS

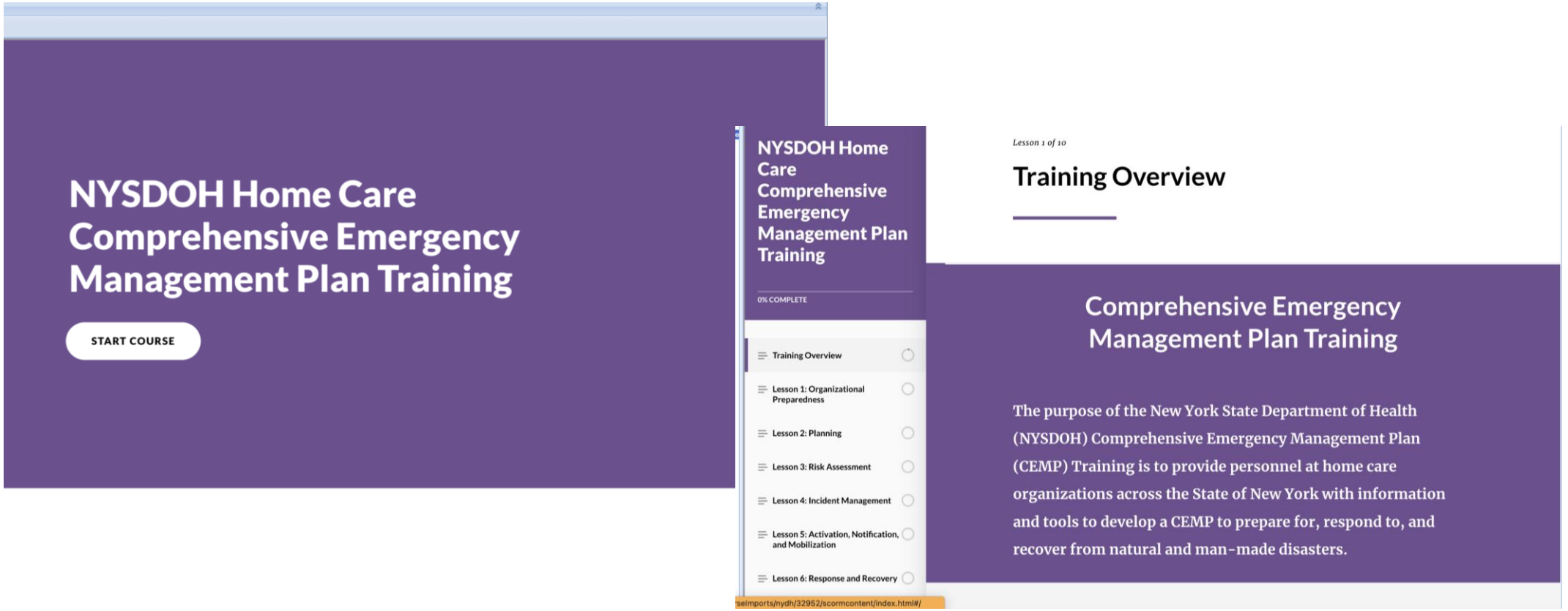
STEP 3: Select Comprehensive Emergency Management Plan

- Home Care CEMP Training **OR** Hospice CEMP Training



CEMP TRAINING ON NYS DOH LMS

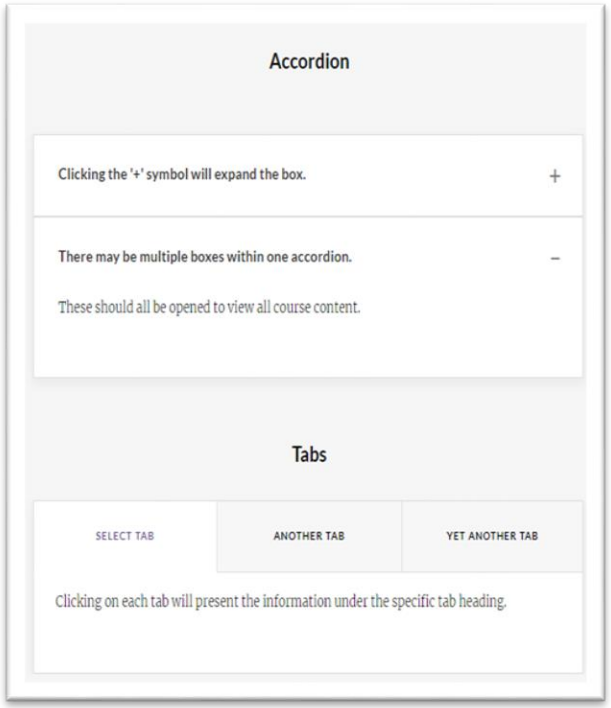
STEP 4: Start Course

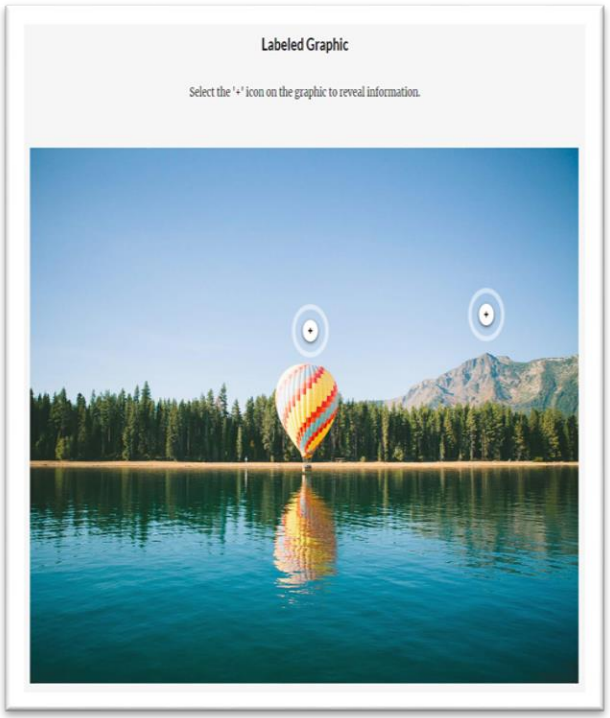


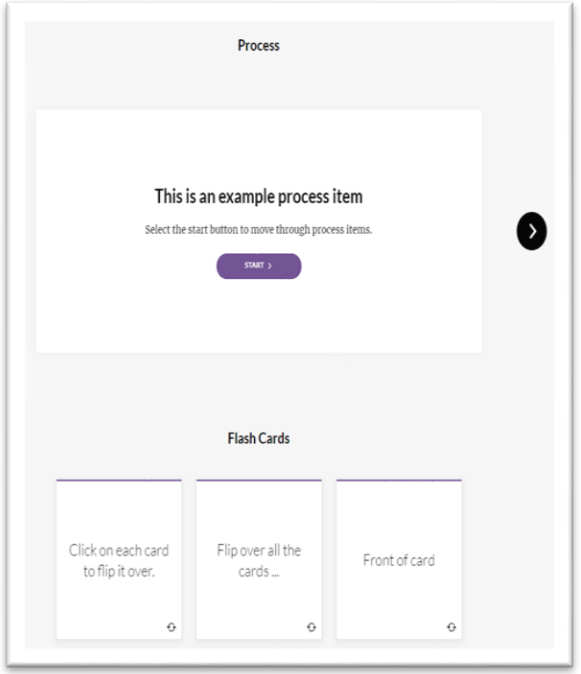
CEMP TRAINING ON NYS DOH LMS

Tips and Navigation

- All the charts, tables, and graphic within this training are designed to be interactive. Viewers must hover over each visualization to see more information, switch between tabs, or answer questions.



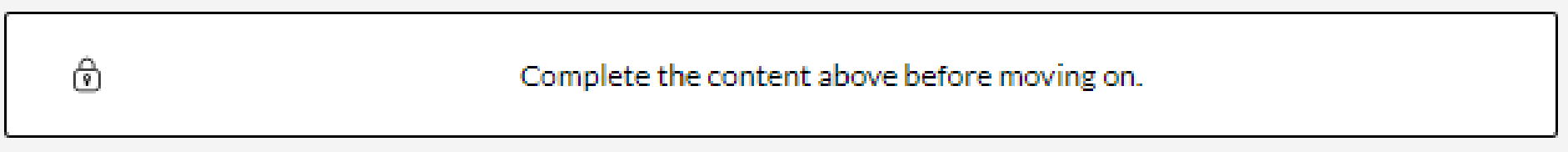




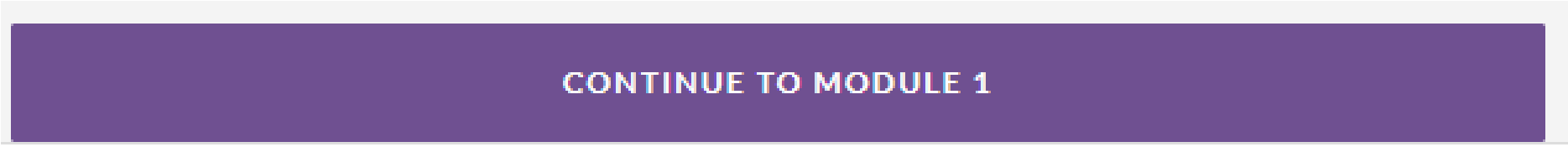
CEMP TRAINING ON NYS DOH LMS

Tips and Navigation

- Course modules will not register as complete until all interactive content has been viewed and comprehension check questions have been answered.



- Once complete, a purple bar like the one below will appear and allow participants to continue to the next lesson.



Q&A

UPDATES ON CURRENT EMERGENCY-RELATED ISSUES

CURRENT ISSUES

Daily Health Screenings and Face Coverings

NY State's Influenza and COVID-19 Status

CURRENT ISSUES

COVID-19 HERDS Surveys

Healthcare Personnel Vaccination Report

CURRENT ISSUES

Winter Weather Guidance

April 2024 Solar Eclipse

OPEN DISCUSSION

RESOURCES

ADDITIONAL RESOURCES

- NYS Comprehensive Emergency Management Plan (CEMP)
- Kaiser Permanente Hazard Vulnerability Analysis (HVA) Tool
- ASPR TRACIE
- HCP Emergency Preparedness Website
- HCA Prepare

THANK YOU

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