driving readiness in dynamic times

Disaster Planning for California Hospitals
The only statewide conference developed by and for California hospitals

September 19 – 21, 2016
Sacramento, California
You know the drill — get ready, stay ready. Hospitals face the formidable challenge of preparing for the unexpected. With the global increase in dangerous threats — as well as the impending release of new regulations — what you must prepare for is constantly evolving. As our world continues to change, so will our planning, processes and tools. Whatever comes our way, we must be ready.

Drive readiness in these dynamic times. Plan now to attend the largest gathering of hospital emergency preparedness coordinators in California.

---

**Disaster Planning for California Hospitals**  
*The only statewide conference developed by and for California hospitals*

---

**Monday Pre-Conference Workshop:**  
Violent Threats: Preparing Your Workforce and Workplace

**Tuesday and Wednesday:**  
- Keynotes and general sessions  
- 18 different breakouts on a wealth of topics  
- Best practices poster sessions  
- Exhibit show and reception  
- Learning from your peers, experts and more!

**Exhibit Show:**  
More than 50 companies will be on hand to showcase their products. Tour the Exhibit Show and learn about useful products and services that are available to you. Plus, qualify to win one of many prizes.

This program is for hospital executives, physicians, emergency preparedness coordinators, community partners and all other members of the disaster planning team.
Pre-Conference Workshop
10:00 a.m. – 5:00 p.m. | Hyatt Regency Sacramento

Violent Threats: Preparing Your Workforce and Workplace

The hospital environment is a magnified image of both the joys and troubles of our society. Sadly, the violence that is prevalent in today’s world often spills over into our hospitals. Hospitals have worked hard to plan and drill for a multitude of violent threats, including an active shooter. This workshop will further enhance efforts to protect employees and the workplace from harm by:

- Developing and enhancing your workplace violence prevention plans in the wake of impending Cal/OSHA regulations;
- Enhancing active shooter training, and utilizing law enforcement and community partners; and
- Strengthening workforce resiliency through “people recovery” before, during and after a critical incident.

Pre-conference workshop faculty:

Gail Blanchard-Saiger, JD
Vice President, Labor & Employment
California Hospital Association

Gerald Lewis, PhD
International Consultant & Trainer
Gerald Lewis, PhD & Associates

Caryn Thornburg, LVN, BAIS, MS
Safety, Emergency Management & Sustainability Officer
Stanford Health Care – ValleyCare

Additional faculty to be announced

“CHA puts on a tremendous conference every year and is committed to meeting the needs of the communities and hospitals it serves.”

“It is the best conference I have ever attended on health care.”

—Conference attendees
7:30 – 8:30 a.m.
Exhibit Show, Best Practices Showcase and Continental Breakfast

8:30 – 9:40 a.m. | Opening Keynote
New Ideas to Improve Health Care Delivery in Disasters
David Marcozzi, MD, MHS-CL, FACEP, Director, Population Health & Associate Professor, Emergency Medicine, University of Maryland School of Medicine
This thought-provoking presentation will introduce new concepts to health care delivery during disasters and asks the question, “How prepared is our health care system?” Designed to challenge “traditional” preparedness approaches, expect to leave this session with new ideas to promote sustainable preparedness and increase health resilience at the patient and population health levels. Having served in the federal government as a senior leader on health delivery, emergency care and emergency preparedness, Dr. Marcozzi will describe how health reform and preparedness efforts can be linked.

9:40 – 10:30 a.m.
Exhibit Show and Best Practices Showcase

10:30 a.m. – Noon | General Session
Community and Hospital Response to the San Bernardino Terrorist Attack
Kerry Heinrich, Chief Executive Officer; James Parrell, RN, MSNc, MICON, Director, Patient Care Services, Emergency Department; and John Ramirez, Social Worker, Loma Linda University Medical Center; Carly Crews, RN, BSN, MICON, Emergency Medical Services Nurse Educator, San Bernardino County Fire District; Georgann Smith, Mission Continuity Specialist & Emergency Disaster Manager, UC Irvine Health; and Jarrod Burguan, Chief of Police, San Bernardino Police Department
We plan for the worst. On Dec. 2, 2015, that is what happened — a terrorist attack left 14 dead and 21 wounded in San Bernardino County. Area hospitals were besieged by an influx of victims, distressed families seeking their loved ones, and intense law enforcement and media presence. In this panel presentation, hospital and community partners will recount their response and recovery from this horrific event.

Noon – 1:15 p.m. | Hosted Lunch

1:20 – 2:20 p.m. | Concurrent Breakout Sessions (choose one)
Developing Crisis Communication Frameworks for Strategic Response
Marjorie Smallwood, Emergency & Continuity Manager; and Francine Sneddon, IT Service Continuity Process Manager, UCSF Health
Creating strategic protocols to manage your communications can help prevent communications failure during a time of crisis. This presentation will demonstrate simple techniques to enhance emergency communication frameworks within health care settings. Attendees will learn how to streamline internal crisis communications to staff, patients and visitors, and take back lessons for using targeted notifications.

Ten Steps for Success in Emergency Management
Claudia Marroquin-Frometa, Emergency Management Coordinator & Prime Emergency Management Committee Chair, Centinela Hospital Medical Center
This session offers an enthusiastic and practical road map for those new to emergency management. A seasoned professional will share foundational basics, best practices and lessons learned, and join participants for hands-on activities and discussion.

What’s Your Plan B? Emergency Management Principles in Managing Staff Shortages
Saba Mirza, Human Resources Project Manager; and Chau Vu, MEP, Director, Emergency Management, UCSF Health
Contingency planning for labor strikes involves collaboration with many partners. Hear how one system planned for impending labor action using the Points of Distribution Model, as well as HICS, Labor Pool Management and the Hospital Command Center. Utilizing technology to manage participants and information, and lessons learned will also be presented.

Who’s on First: FEMA or Insurance?
Disaster Recovery Funding Essentials
Jill Powell, Senior Manager, Ernst & Young, LLP
Financial recovery following a disaster is a complex process. Insurance and federal disaster assistance programs are aimed at helping organizations recover quickly, but can bring onerous regulation and complicated requirements. Learn about FEMA’s assistance programs for not-for-profits and local governments, how they interact with existing insurance policies and the process for submitting claims.
2:40 – 3:40 p.m. | Concurrent Breakout Sessions (choose one)

**Fifteen Minutes ’til 50 Patients — Rapid Response to Mass Casualty Incidents**
Christopher Riccardi, CHSP, CHEP, CHCM-SEC, Emergency Management Officer & Disaster Preparedness & Project Coordinator, Providence Little Company of Mary Medical Center Torrance; and Terry Stone, Safety Officer/Emergency Preparedness Manager, Henry Mayo Newhall Memorial Hospital

Failure is not an option. Mass casualty incidents must be managed swiftly and efficiently — lives are at stake. “Fifteen Minutes ’til 50 Patients” is an award-winning “plug and play” rapid deployment response model designed to ensure that hospital personnel know their roles and responsibilities in response to MCIs. Attendees will be provided with customizable resources to implement the model in their own facilities.

**Customizing HICS for Everyone**

This is Incident Command in its simplest, adaptable form — suitable for any health care setting. Presenters will review how they developed a customized 30-minute training program to improve efficiency and coordination of the command center, and how this program can be applied to other facilities.

**Are We Ready? Measuring Preparedness and Resiliency**
Tony Barker, MSHS, Area Emergency Manager, U.S. Department of Veteran Affairs Office of Emergency Management; Mark Shirley, MS, CSP, CHMM, Environmental Risk Consultant, Sutter Health Risk Services; and Dennis Olson, Emergency Management Capability Assessment Program Manager, Veterans Health Administration Office of Emergency Management

In a complicated and ever-changing world, how do emergency managers determine if their hospital is ready for the next disaster? This session will explain how two organizations developed programs to assess readiness and resiliency. Attendees will learn what criteria are used and how results drive process improvement efforts.

4:00 – 5:00 p.m. | Concurrent Breakout Sessions (choose one)

**Incorporating New Technology to Your Emergency Management**
Bridget Berg, MPH, FACHE, Manager, Pediatric Disaster Resource & Training Center, Children’s Hospital Los Angeles; Steven Storbakken, MBA, CHPA, CHEP, HFACP, CHEM, CHSP, Director, Safety & Emergency Preparedness, Pomona Valley Hospital Medical Center; and Terry Crammer, RN, Chief, Disaster Services; and Laurie Lee-Brown, RN, BSN, MICN, Disaster Program Manager, Los Angeles County EMS Agency

There’s an app for that! This session introduces two tools: SurgeWorld — a web-based platform that can be used to teach triage methods and resource management during a patient surge by immersing you in a virtual emergency department, and Incident Command — a leadership command center iOS App that immerses five players in a high-tempo disaster scenario focused on increasing communication, decision making and prioritization of efforts in command center operations. Learn about these innovative technological approaches to engage your staff in emergency management and support existing training.

**Palliative Care for Imminently Dying Pediatric Patients During a Disaster**
Amy Hyams, Manager, Patient Relations; Maggie Hake, MSN, RN, CPNP-AC, CHPPN, Pediatric Nurse Practitioner, Integrated Pediatric Pain & Palliative Care; and Rev. Peter Yuichi Clark, PhD, BCC, Director, Spiritual Care Services, UCSF Health

Given the human tendency to protect children, it’s important to delineate the guidelines for caring for children triaged as imminently dying in a disaster scenario. This session will describe how one hospital developed these guidelines, identify clinical and ethical considerations for imminently dying pediatric patients, and highlight the importance of emotional support for children, families and staff when developing a model of care.

**Breaking News: PIO and Social Media Roles in Emergency Management and Response**
Valerie Lakey, Director, Public Relations & PIO/Safety Disaster Coordinator, Mayers Memorial Hospital District

The public information officer is a vital part of the incident command team, charged with delivering accurate information to the right people at the right time. This session will review the role of the PIO and present attendees with strategies for utilizing social media for emergency communications.

5:00 – 6:00 p.m.

**Exhibit Show Reception and Best Practices Showcase**
Mingle with colleagues, enjoy hors d’oeuvres, and learn about useful products and services that can help you with disaster preparedness and response.
7:45 – 8:45 a.m.
Exhibit Show, Best Practices Showcase and Continental Breakfast

8:45 – 9:45 a.m. | General Session
When Disaster Strikes: 2015 Butte and Valley Wildfires

Tracy Robles, ARM, CHSP, HEM, Director, Environmental Risk, Sutter Health; Dale White, Emergency Preparedness Program Manager, Sutter Care at Home; La'Sandra Brown, HEM, Safety/Emergency Preparedness Coordinator, Sutter Amador Hospital and Sutter Center for Psychiatry; and William Ringer, Safety/Emergency Preparedness Coordinator, Sutter Lakeside Hospital

September 2015 brought with it two of the most destructive wildfires in California’s history. Hear from one system who will recount how the fire impacted two hospitals and home care providers, their collaboration with community partners and key suppliers, and lessons learned.

9:45 – 10:20 a.m.
Exhibit Show and Grand Prize Drawing

10:30 a.m. – Noon | Concurrent Breakout Sessions (choose one)
EHR Downtime and IT Triage — Strategies for Response and Recovery

Stacey Gustafson, MA, PMP, MBCP, Emergency Preparedness & Security Program Coordinator, UC Davis Health System; Mandy Williams, RN-C, BSN, Assistant Nurse Manager, Labor & Delivery; and David Buettner, MS, RN, MICN, Prehospital Care Coordinator/Control Facility Supervisor, Department of Emergency Medicine, UC Davis Medical Center; Crystal Walsh, BSN, MICN, Base Station, Disaster Response & Infectious Diseases Coordinator, Mercy Medical Center Redding; and Jeffrey Ennen, North State IT Operations Manager, Dignity Health

Having a plan when access to IT systems is impeded is critical to sustaining operations. This session will detail a Level I Trauma Center’s strategies for managing EHR downtime, including use of alternate systems and a two-phase recovery process. Attendees will also learn about how one hospital developed a database post-network outage for everyday use and during disasters.

California’s Neonatal, Pediatric and Perinatal Disaster Preparedness in Action

Patricia Frost, RN, MS, PNP, Emergency Medical Services Director, Contra Costa Health Services; Cynthia Frankel, RN, MN, Prehospital, Emergency Medical Services for Children & HPP Coordinator, Alameda County Emergency Medical Services; Kay Daniels, MD, Clinical Professor, Obstetrics & Gynecology, Stanford University School of Medicine; Jason Silvas, RN, Pediatric Program Coordinator, San Joaquin Community Hospital; and Bridget Berg, MPH, FACHE, Manager, Pediatric Disaster Resource and Training Center, Children’s Hospital Los Angeles

California has made significant progress in making disaster preparedness for infants, children and pregnant women a priority. Panelists from the California Neonatal Pediatric and Perinatal Disaster Preparedness Coalition will present a summary of their efforts and how they are contributing to building capability on a local, regional and national level.

Maintaining Readiness for Emerging Infectious Diseases

Karrin Dunbar, RN, MS, Clinical Professional Development Specialist, UC Davis Medical Center; and Kelly Anderson, Emergency Preparedness Planner, Kaiser Permanente Los Angeles Medical Center

Two facilities will share how they are maintaining preparedness for the next emerging infectious disease. A representative from Kaiser Permanente Los Angeles Medical Center will describe how her facility developed standing monthly drills to support their Emerging Infectious Diseases Mobile Response Team and engage community partners. Attendees will also hear about the formation and training of UC Davis Medical Center’s Emerging Infectious Disease Response Team.

The American Red Cross and Community Response to the 2015 NorCal Wildfires

Eleanor Guzik, RN, NP, Pacific Division Disaster Disability Integration Coordinator; and Anne Reynolds, MS, Division Disaster Director, Pacific Division, American Red Cross; Wendi Thomas, RN, MSN, Nursing Director, Emergency Services, Critical Care & Nursing Administration, Petaluma Valley Hospital; and a representative from CAL FIRE to be announced

As fires raged across Northern California, many homes, possessions and services were destroyed, and thousands were forced to evacuate. This session will describe the successes, shortfalls and lessons learned as the American Red Cross, a community hospital, CAL FIRE and other responding agencies worked tirelessly to meet the needs of evacuees.

Noon – 1:15 p.m. | Hosted Lunch

CDPH Update

Susan Fanelli, Assistant Director, California Department of Public Health
Kaiser Permanente
Hernando Garzon, MD, Director, NCAL Regional Emergency Management;
Adam Landsdorf, MD, Co-Chair, NCAL Emergency Management Peer Group; and
Aaron Rubin, MD, Medical Director, Special Olympics World Games, Los Angeles;
for a mass casualty incident. How to meet the varying accreditation, regulatory and
Large-scale events require an extraordinary amount of coordination,
Hernando Garzon, MD, Director, NCAL Regional Emergency Management; and
and integration with emergency management and IT disaster recovery.
This session will explore three organizations’ approaches to continuity
Madeleine Engstad, CPM, CCEP, Emergency Management Program Director, Sacramento Convention & Visitation Bureau; and
 Lead the charge on your own, or as a department, agency or community.
A Skill for Life
In a trauma incident, the ability to rapidly control hemorrhages is critical to
those involved in a disaster planning exercise. Attendees will be able to:
A Panel Discussion
This session will explore three organizations’ approaches to continuity planning.
In a trauma incident, the ability to rapidly control hemorrhages is critical to

**1:30 – 2:30 p.m. | Concurrent Breakout Sessions (choose one)**

**Making the 2016 Statewide Medical and Health Exercise Work for Your Facility**
Mary Massey, BSN, MA, CHEP, PHN, Health Disaster Management Division Manager, Orange County Healthcare Agency
Get ready for the 2016 Statewide Medical and Health Exercise! Presenter will describe how to tailor the exercise to meet regional, local and individual facility needs while enhancing participants’ ability to respond to a mass casualty incident. How to meet the varying accreditation, regulatory and grant requirements will also be addressed.

**Leading Practices in Decontamination and Triage**
Jordan Cathey, Emergency Exercises & Training Manager; and Liz Clifton, MSN, RN, CNS, CEN, Clinical Nurse IV, Emergency Department, UCSF Health
Presenters will describe how to train first receivers for decontamination and offer triage leading practices, including the creation of an overarching guide for unifying mass-casualty triage and SALT triage (Sort, Assess, Lifesaving interventions, Treatment/Transport). Participants will have the opportunity to apply SALT triage protocols through an interactive simulation.

**Back to Basics: Emergency Hemorrhage Control — A Skill for Life**
Steven Chin, MD, Disaster Medical Director, PIH Health Hospital – Whittier
In a trauma incident, the ability to rapidly control hemorrhages is critical to survival. Learn lifesaving techniques to treat hemorrhages using commonly available materials. Take home training aids, skill sheets and other materials to share with staff, friends and family. This skill could save a life, and that life may be your own or a loved one’s.

**The Evolution of Health Care Business Continuity — A Panel Discussion**
Angela Devlen, MBCP, CHPCP, International Healthcare Disaster Management & Business Continuity Advisor/Managing Partner, Wakefield Brunswick; additional presenters to be announced
This session will explore three organizations’ approaches to continuity planning. Panelists will discuss lessons learned, executive engagement, and integration with emergency management and IT disaster recovery. Take back to your facility customizable resources and information on the latest requirements and national trends.

**2:45 – 4:00 p.m. | Closing Session**

**Planning for Mass Gathering Events**
Aaron Rubin, MD, Medical Director, Special Olympics World Games, Los Angeles; Adam Landsdorf, MD, Co-Chair, NCAL Emergency Management Peer Group; and Hernando Garzon, MD, Director, NCAL Regional Emergency Management, Kaiser Permanente
Large-scale events require an extraordinary amount of coordination, collaboration and planning. Hear how three Kaiser Permanente physicians used emergency management principles to plan for and provide medical care for Super Bowl 50 and the 2015 Special Olympics, as well as ways to use highly publicized mass gathering events to prepare your hospital system for a mass casualty incident.

**Additional Information**

**Location**
Sacramento Convention Center
1400 J Street
Sacramento, CA 95814

Hyatt Regency Sacramento
1209 L Street
Sacramento, CA 95814
(888) 421-1442

The Sacramento Convention Center is approximately 30 minutes from the Sacramento International Airport.

**Accommodations**
The Hyatt Regency Sacramento is the host hotel for the conference. Single and double rooms are available at the discounted rate of $180 per night. For reservations, call (888) 421-1442 and mention the “CHA Disaster Planning Conference.” Don’t delay — room availability is limited and the discounted sleeping room deadline is August 19.

**Continuing Education**
Full attendance at the educational sessions is a prerequisite for receiving continuing education. Attendees must sign in at each session at the conference and include their professional license number, if required.

**Compliance** — Application has been made to the Health Care Compliance Certification Board for approval to award Health Care Compliance Association continuing education for this program.

**Health Care Executives** — CHA is authorized to award 5 pre-conference hours and up to 10.25 conference hours of preapproved ACHE Qualified Education Credit (non-ACHE) for this program toward the advancement or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

**Nursing** — Provider approved by the California Board of Registered Nursing, Provider CEP #11924, for 6 pre-conference contact hours and up to 12.3 conference contact hours.

**Risk Management** — Application has been made to the American Society for Healthcare Risk Management (ASHRM) for approval to award continuing education toward fulfillment of the requirements of ASHRM designations of FASHRM (Fellow) and DFASHRM (Distinguished Fellow), and toward CPHRM (Certified Professional in Healthcare Risk Management) renewal.

To register, complete the enclosed form or visit www.calhospital.org/disaster-planning

Questions? Call (916) 552-7637
2016 Disaster Planning Conference Committee

Many thanks to the conference committee members who gave generously of their time to develop this program.

Chair:
Cheri Hummel, CHEP, Vice President, Emergency Management & Facilities, California Hospital Association

Committee Members:
Tony Barker, MSBS, Area Emergency Manager, U.S. Department of Veteran Affairs Office of Emergency Management
Tim Beringer, Director, Safety, Security & Emergency Management, Eisenhower Medical Center
Ryan Burgess, RN, MSN, Hospital Preparedness Coordinator,
  Ronald Reagan UCLA Medical Center & Hospital Association of Southern California
Elena Caja, Business Continuity Management, Kaiser Permanente
Kristina Freas, MS, BSN, EMT-P, CEM, Director, Emergency Management, Dignity Health
Hernando Garzon, MD, Director, Emergency Management, The Permanente Medical Group
Loni Howard, RN, MSN, Emergency Preparedness Coordinator, Sutter Medical Center
Monique Imroth, MEP, Director, Emergency Preparedness & Response, UC San Diego Health System
Valerie Lakey, Director, Public Relations & PIO/Disaster Coordinator, Mayers Memorial Hospital District
Diane Manzango-Garcia, Emergency & Disaster Program Manager, Citrus Valley Health Partners
Claudia Marroquin-Frometa, Emergency Management Coordinator, Prime Emergency Management Committee Chair,
  Centinela Hospital Medical Center, Prime Healthcare System
Grady Murphy, Emergency Coordinator, UCLA Health System & David Geffen School of Medicine
Kathy Nacey, RN, MS, MICN, CEN, CPEN, EMS & Emergency Preparedness Coordinator,
  Methodist Hospital of Sacramento
Christopher Riccardi, CHSP, CHEP, CHCM-SEC, Emergency Management Officer &
  Disaster Preparedness & Project Coordinator, Providence Little Company of Mary Medical Center Torrance
Mark Shirley, MS, CSP, CHMM, Environmental Risk Consultant, Sutter Health Risk Services
Kristina Spurgeon, MPH, Emergency Management Consultant, Kaiser Permanente
Wendi Thomas, RN, MSN, Nursing Director, Emergency Services, Critical Care & Nursing Administration,
  Petaluma Valley Hospital
Caryn Thornburg, LVN, BAIS, MS, Safety, Emergency Management & Sustainability Officer,
  Stanford Health Care – ValleyCare
Chau Vu, MEP, Director, Emergency Management, UCSF Medical Center

CHA thanks our corporate sponsors for their support of the conference.