Preparing Together:
Health Care Coalitions and the New CMS Emergency Preparedness Requirements

Maria Zamarron
Santa Clara County Public Health

Richard Filippuzzi, MEP
Kaiser Permanente Santa Clara Medical Center

Steve Weirauch
El Camino Hospital

Cassandra Ramirez
Palo Alto Medical Foundation
Preparing Together: Health Care Coalitions and the New CMS

RICK FILIPPUZZI, MEP
CHAIR, SCV EMERGENCE PREPAREDNESS HEALTHCARE COALITION
KAISER PERMANENTE SANTA CLARA MEDICAL CENTER

MARINA ZAMARRON, MPA
HEALTH PLANNING SPECIALIST III
SANTA CLARA COUNTY PUBLIC HEALTH

STEVE WEIRAUCH
ENVIRONMENTAL, HEALTH & SAFETY MANGER
EL CAMINO HOSPITAL

CASSANDRA L. RAMIREZ
CO-CHAIR, SCV EPHC
SAFETY SPECIALIST
SUTTER HEALTH,
PALO ALTO MEDICAL FOUNDATION

Santa Clara Valley Emergency Preparedness Healthcare Coalition

Our Mission

- Foster relationships among health care communities throughout the County.
- Promote emergency planning across all health care sectors.
- Reduce gaps and weaknesses in health care communities.
- Ensure a coordinated response to emergency or disaster.
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EPHC Membership

- California Hospital Association
- Hospital Council of Northern and Central California
- Acute Care Hospitals
- Satellite And DaVita Dialysis Centers
- Santa Clara County EMS Agency
- Skilled Nursing Facilities and CAHF
- County Schools and School Nurses
- Community Health Centers
- Santa Clara County Public Health Preparedness
- Surgical Centers
- Community Nonprofits
- City of Gilroy Fire Department
- Private EMS Service Agencies
- Santa Clara Valley Medical Center, Kaiser Hospital/Good Samaritan Hospital Inpatient Behavioral Health Centers

Santa Clara County Demographics

- Home to Silicon Valley
- Largest county in northern CA by population
- Daily population of ~2.2 million
- 1,312 square miles
- Close to 2/3 of the County is rural
- 15 municipalities
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Santa Clara County: Health Care Demographics

- 12 Hospitals
- 11 Emergency Departments
- (2) Level I and (1) Level II Trauma Centers
- (1) Public Health Laboratory
- 52 Skilled Nursing Facilities
- 43 Community Health Centers
- 36 Home Health Care Providers
- 29 Dialysis Centers
- 20 Surgical Centers
- 3 Hospital Inpatient Psychiatric Centers

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Active Workgroups:

- EPHC Advisory Board
- Santa Clara County Hospital Emergency Preparedness Partnership (SCCHEPP)
- EPHC Education Committee
- EPHC Allied Healthcare Facilities
- Mass Care Shelter and Medical Component
- California Association of Healthcare Facilities (Skilled Nursing)
SCCHEPP Members
- Established in 2007
- Santa Clara County Hospital Emergency Managers, County and City Emergency Management, County Fire, Surgical Centers

What Does SCCHEPP Do?
- Develop and coordinate exercises
- Share information
- Enhance compliance through shared experience
- Evaluate availability of local resources
- Evaluate city and hospital mutual aid resources
- Exchange emergency planning ideas

SCCHEPP Group:
An Established Workgroup Model for EPHC Coalition

Value Added for SCCHEPP:
- Annual Multi-Hazard Vulnerability Assessment
  - Share, compile and review HVA data for hospitals
- Leaders in the Hospital Emergency Management Field
  - Promote Peer to peer coaching
  - Shared Vision: improve health care emergency response at the county level
- Shared benefit for participation
  - Activate and practice Mutual Aid Agreements
Promoting Cross Sectional Partnerships

- Adopt a Workgroup
  - Health care leaders are engaged in various EPHC workgroups
    - Advisory Board
    - Education Committee
    - Allied Health Care
    - Medical Needs in General Population Shelters
    - Building EOC leadership by being engaged in different planning activities

- Workgroups are inclusive
  - All meetings are open to all partners to learn, share, or partner in planning (e.g. Family Reunification)
  - Meetings are scheduled in advance
  - Meetings are centrally located

CMS Rule is the Seed for Coalition Framework

Coalition collaboration and integration of CMS framework
EPHC Planning Cycle

- EPHC Education Committee Adopts CMS Rule in 2016
- Draft Training Plan November 2016
- Build materials and Identifying EPHC Subject Matter Experts
- Implement Core CMS Elements
- Training and Capacity Building
- Outreach and Recruitment
- Evaluation and Improvement Plan

EPHC Framework

- Risk Assessment and Planning
- Policies and Procedures
- Emergency Preparedness Program
- Communications Plan
- Training and Testing
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Outreach/Recruitment

- Initial outreach
  - Coalition Coordinator conducting one-on-one’s
  - Cold Calls
- Engaged in different Committees
  - Santa Clara County Emergency Managers Association
  - Mass Care and Shelter
- EPHC members share at different venues
  - Joint Commission Emergency Preparedness Conference
  - National Healthcare Coalition Conference
  - CPCA Emergency Preparedness Conference
  - CDPH Emergency Preparedness Conference
  - Region 2 partnerships (i.e., Santa Cruz County, Contra Costa, Alameda)

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EPHC Education Committee:

- Who we are:
  - Hospital, Dialysis, Surgical Center, Skilled Nursing, EMS, Public Health
- What we do:
  - Train on the four core CMS Rules for emergency preparedness
  - Membership driven
    - Utilize our members subject matter experts to design annual education plans
  - Follow Homeland Security Exercise and Evaluation Program (HSEEP)
    - Provides common framework for exercises
**EPHC Education Committee:**

- **EPHC Education Committee Purpose:**
  - Accomplishes training objective identified in the EPHC Strategic Plan in October 2015
  - Our goal is to increase knowledge of emergency planning strategies and coordination with health care partners
    - In year 2017
      1. Increase compliance of new CMS emergency rules with health care partners
      2. Prepare partners for participation in the annual Statewide Medical Health Exercise
- **Data-driven**
  - Use HVA's to plan for emergencies and training
  - Design measurable outcomes to show effectiveness
    - Improved response to emergency communication

**CMS Emergency Rules: How do we stay current?**

- **Webinars**
- **Participate in conferences**
  - California Primary Care Association
  - Joint Commission Emergency Preparedness Conference
  - CDPH Emergency Preparedness Conference
  - California Hospital Association Disaster Planning Conference
- **Share information**
  - Licensing Audit and Joint Commission Audits
  - Promote a common operating picture
- **Resolve standing questions with partners, like CDPH EPO**
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Many Hands Make Compliance Lighter Work

- The Rule brought people to the coalition
  - Coalition planning process and training program modeled after the CMS Rule
- The rule sets the framework for all facility emergency planning
- There is no commitment to the coalition but members continue to return and invite other partners

Working: EPHC Training Calendar

<table>
<thead>
<tr>
<th>January</th>
<th>March</th>
<th>May</th>
<th>Aug./Sept.</th>
<th>October</th>
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</thead>
<tbody>
<tr>
<td>Risk Assessment/Planning</td>
<td>Policies/Procedures</td>
<td>Communications Planning</td>
<td>Training</td>
<td>Testing/Functional Exercise</td>
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</tbody>
</table>

**Workshop**
- Hazard Vulnerability Analysis
- Bi-Annual EPHC Meeting
  - Compiled Hazard Vulnerability Analysis
  - Med-Health Op Area
  - Allied Health Workgroup
  - Developing EOP
  - Roles and Responsibilities
  - Mutual Aid

**Workgroup/Workshop**
- HICS (Hospital Incident Command)
- IAP/ICS Forms
- Communications Book
- Redundancy Communications
- Ham Radio
- CAHAN/Alert SCC
- WebEOC-Hospitals

**Workshop**
- HICS
- ICS Forms
- The Homeland Security Exercise and Evaluation Program (HSEEP)
- Statewide Medical Health (SWMHE) Tabletop

**Bi-Annual EPHC Meeting**
- Statewide Medical Health (SWMHE)
- Tabletop

April-November
- SWMHE Planning

November
- SWMHE
- CMS Rules in Effect
Benefits of EPHC Membership

Shared Vision
EPHC members follow standardized requirements for emergency planning:
• CMS rules for emergency preparedness program
• Joint Commission standards
• Identify hazards annually
• Participate in exercises

Synergy in Membership
EPHC sets higher benchmarks for emergency response:
• Follow the CMS rules
• Peer support for compliance
• Promote pre-event collaboration
• Build responder collaboration
• Plan and train to identified hazards

Savings
EPHC provides opportunities for professional growth:
• Training, capacity building
• Leadership, collaboration
• Share best practices
• Member driven education planning and implementation
• Coaching from local subject matter experts

Measureable Effectiveness:
• Countywide Hazard Vulnerability Analysis and Identified Gaps
• Improved Response Efforts
• Financial Return on Investment when planning and coordinating efforts

Understanding the New CMS Rules for Emergency Preparedness

Risk Assessment and Planning
• Annual Hazards Vulnerability Assessments
• Assessment of Patient Population
• Ability to Provide Services During an Emergency

Policies and Procedures
• Establish Emergency Operations and Communications Plan, Evacuation / and or Sheltering Plan, Continuity of Operations, Succession Planning
• Patient and Staff Tracking Capability
• Secure Confidential Information
• Volunteer and Emergency Staffing Integration
• Mutual Aid Agreement

Communications Planning
• Internal and External Communications Plan
• Situational Awareness and Bed Availability Communications with County Public Health Office and EMS

Training and Testing
• Annual Facility Training
• Annual Tabletop and Functional/Full-Scale Exercise
• After Action Report
### EPHC Check List for Success

<table>
<thead>
<tr>
<th>Category</th>
<th>Status</th>
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</thead>
<tbody>
<tr>
<td>Information Sharing</td>
<td>✔</td>
</tr>
<tr>
<td>Collaboration</td>
<td>✔</td>
</tr>
<tr>
<td>Whole Community Approach</td>
<td>✔</td>
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<tr>
<td>Inclusive</td>
<td>✔</td>
</tr>
<tr>
<td>Capability/Resilience/Compliance</td>
<td>✔</td>
</tr>
<tr>
<td>Evaluation and Improvement Plan</td>
<td>✔</td>
</tr>
<tr>
<td>Compliance</td>
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### Summary

- Utilize local subject matter experts
- Promote compliance
  - Offer *Plug-and-Play* opportunities for members
  - Emergency Preparedness Program modeled after CMS Rule
  - Peer to peer support/coaching/training
- Pre-established relationships
- Broaden the footprint for planning and response
- Expect to shorten the recovery phase
Questions?

Don’t forget to complete your evaluation!

If you do not have access to the app, please see CHA staff for a printed evaluation.

CE certificates will be emailed within two weeks of the conference.

How to Contact Us:

Marina Zamarron
Marina.Zamarron@phd.sccgov.org

Richard Filippuzzi
Richard.Filippuzzi@kp.org

Steve Weirach
Steve_Weirauch@elcaminohospital.org

Cassandra Ramirez
ramirec8@sutterhealth.org