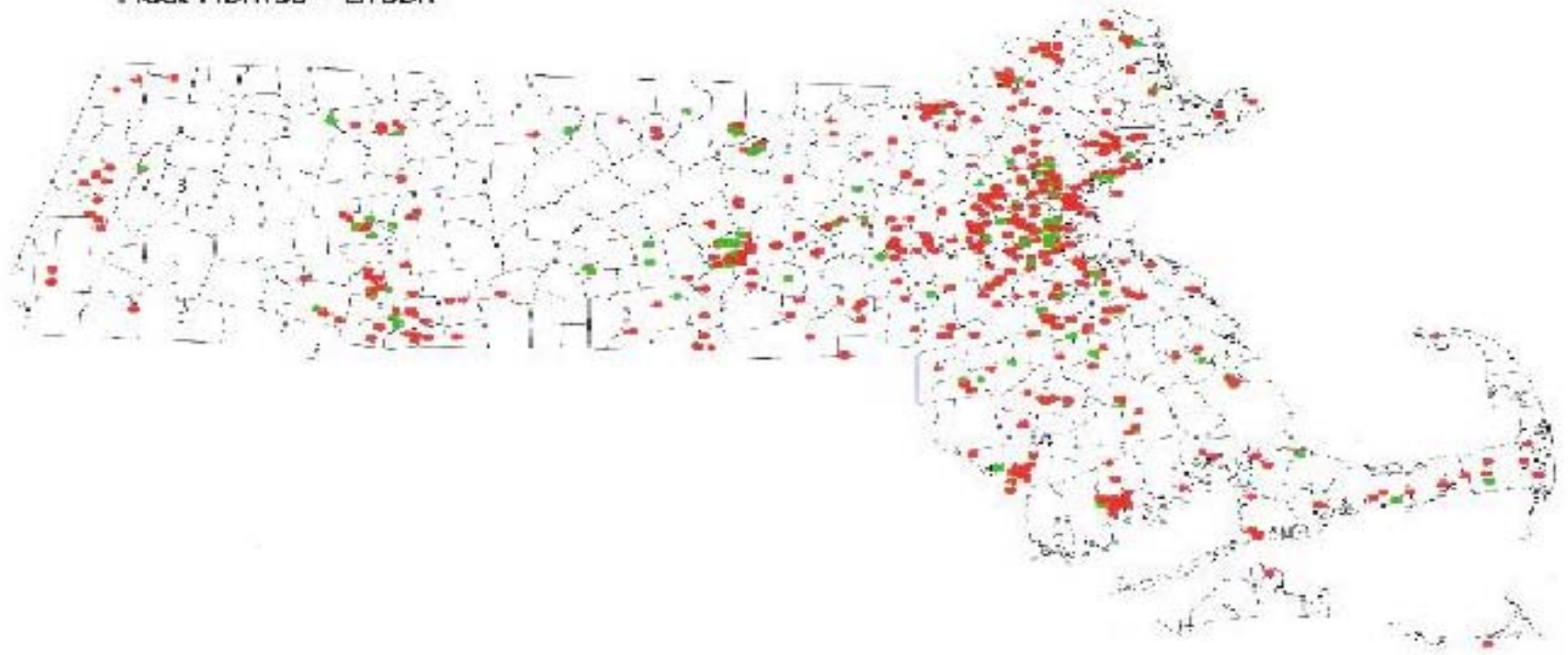


Department of Public Health

Bureau of Health Care Safety and Quality

Division of Health Care Quality

Nursing Homes - Red
Rest Homes - Green



The Division of Health Care Quality's role in emergency management



Flooded I-10/I-610/West End Blvd [interchange](#) and surrounding area of northwest New Orleans and Metairie, Louisiana

New Orleans, LA, September 1, 2005 -- Members of the FEMA Urban Search and Rescue Texas task force one assist in transporting residents of a local nursing home on to a bus so that they may be transported to a shelter outside of the area impacted by Hurricane Katrina. Jocelyn Augustino/FEMA (<http://www.photolibrary.fema.gov/photolibrary/index.jsp>)



United States Government Accountability Office

February 16, 2006

Congressional Committee Subject:

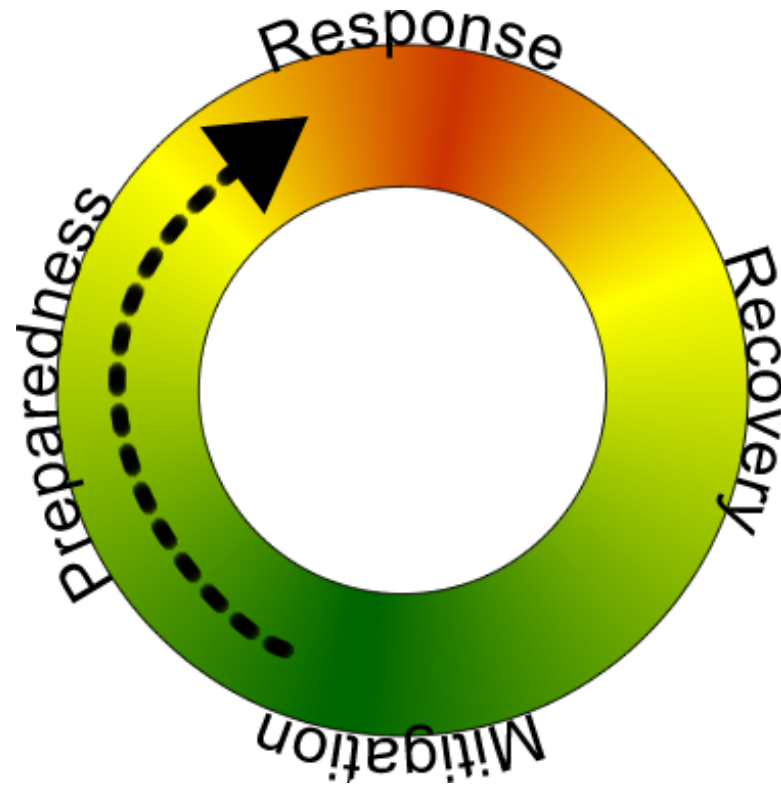
Disaster Preparedness:
Preliminary Observations on the Evacuation of Hospitals and
Nursing homes due to Hurricanes.

GAO Report

Administrators consider several issues when deciding to evacuate or to shelter in place, including:

- availability of adequate resources to shelter in place,
- risks to patients in deciding when to evacuate,
- availability of transportation to move patients
- availability of receiving facilities to accept patients, and,
- the destruction of the facility's or community's infrastructure.....

Four Phases of Emergency Management



HCQ Mitigation & Preparedness Role

- Collaborate with Provider Associations and Providers to address key issues and develop improvements;
- Clarify and Communicate Regulation Requirements;
- Improve the survey process review of individual provider preparedness

Circular Letter May 5, 2006 (#06-4-459)

Attestation for Continuity of Operations Plans (COOP)

- “...licensed nursing and rest homes.. (have an).. obligation to ensure the continued delivery of services to their residents in the event of an influenza pandemic or other long-term emergency....”
- “providers have been instructed to develop an agency-specific...(COOP)... to augment existing emergency preparedness plans already in place....”
- “***The Continuity of Operations Plan (COOP)*** provides policy and guidance to ensure...essential services, agency leads, delegations of authority, and other key pieces of information critical to the maintenance of services... (and execution of essential functions)...during an extended emergency.”

Circular letter 2/7/2007 (#07-02-473)

All Hazard Emergency Planning Provider Attestation

- “It is the responsibility of each licensed entity to ensure its own readiness to protect its residents from any and all hazards, especially those for which it is most vulnerable, as indicated by a facility specific hazard vulnerability analysis.”
- (the document)....“includes endnotes referencing State regulations, Federal conditions of participation, and other professional sources for each of the indicated preparedness items.”
- “...those State and Federal references in this document are minimally required items to be addressed in a LTC facility’s emergency plan.”
- “Surveyors will conduct the routine survey procedures regarding preparedness as they have been doing. Use of this document will facilitate facility self-assessment and surveyor analysis of facility readiness...”

The Attestation Plan tool addresses the following elements:

- ✓ **General requirements**
- ✓ **Hazards**
- ✓ **Sheltering-in-Place and Evacuation**
- ✓ ***Continuity of Operations Plan (COOP)***
- ✓ **Disaster Feeding Plan**
- ✓ **Water Supply**
- ✓ **Essential Medical/Nursing Supplies**
- ✓ **Environment, Equipment & Supplies**
- ✓ **Physical Plant**
- ✓ **Training**

Example Regulations referenced in the Attestation

Federal Code of regulations

- **42 CFR 483.75(m)(1)**: The facility must have detailed written plans and procedures to meet all potential emergencies and disasters, such as fire, severe weather, and missing residents.
- **42 CFR §483.70(h)(1) [F466]**: The facility must establish procedures to ensure that water is available to essential areas when there is a loss of normal water supply. **Guidelines:** The facility should have a written protocol which defines the source of water provisions for storing the water, both potable and non-potable, a method for distributing water, and a method for estimating the volume of water required.

Federal and NFPA Codes (Cont.)

- **42 CFR §483.70(b)(2)** [F455]: An emergency electrical power system must supply power adequate at least for lighting all entrances and exits; equipment to maintain the fire detection, alarm, and extinguishing systems; and life support systems in the event the normal electrical supply is interrupted....
- **NFPA 101 18/19.7.1.1** [K48]: There is a written plan for the protection of all patients and for their evacuation in the event of an emergency. (19.7.1.1)

Massachusetts code of regulations

- **105 CMR 150.015(E)(1)** Every facility shall have a written plan and procedures to be followed in case of fire, or other emergency, developed with the assistance of local and state fire and safety experts, and posted at all nurses' and attendants' stations and in conspicuous locations throughout the facility.

On-Site Survey Protocols for EP

Surveyors Observe evidence of:

- Plan was developed with assistance of local and state fire and safety experts(1)
- Disaster Feeding plan is written (3)
- Plans posted as required: All Hazard Emergency plan posted at nurses'/attendants' station(s) and other conspicuous locations (1)
- Disaster Feeding plan posted in kitchen (3)
 - Food supplies as required (1 week staples, 48 hours perishables) (11)
 - Plan to ensure water is available to essential areas when loss of water occurs (12), including: Source of emergency water (12) and Storage of emergency water (potable/non-potable) (12)
 - Method for estimating volume of water required (12) (potable/non-potable) (generally 1 gal per person per day) (27)

Surveyors Confirm through interview:

- Staff knowledge of generator-powered systems (24)
- Staff knowledge of emergency procedures for various situations (24, 25)
- Training by local fire department (24, 25)
- Staff familiarity with Disaster Feeding Plan (3)

Circular letter 4/4/2008 (#08-04-485)

Health and Homeland Alert Network (HHAN)

- “The HHAN is a web-based messaging system that is used to transmit health alerts, advisories and updates over modes of communication selected by each user...”
- “The HHAN project is intended to ensure that each community has rapid and timely access to emergent health information for health preparedness and response on a 24/7/365 basis.”
- “MDPH groups users by specific topic area in order to target pertinent alerts to the appropriate audience...”
- “Our goal is to create a Long-Term Care group..”

Please Register on the HHAN

- “...MDPH must generate an email invitation to appropriate LTCF staff to join the HHAN.
- **“Email Dana Ohannessian, Communications Coordinator, with the email addresses of all facility staff who should receive high-level health alerts.”**
- dana.ohannessian@state.ma.us

Mutual Aid

- “Mass Aging, Mass Senior care, the Massachusetts Assisted Living Facilities Association and MDPH-HCQ, established an evacuation/mutual aid task force.”
- “This task force is working with a vendor that has expertise in healthcare facility evacuation procedures and planning to develop and coordinate the formation of regional facility evacuation mutual aid plans.”

HCC Response Role

- Receive incidents that a facility must report
- Assess the disaster situation
- Monitor the local response effort and provide support as needed
- IF SEOC (the Framingham Bunker) is activated, provide information to the ESF8 Mass Public Health Emergency Planning desk

HCC Role in Recovery

- Provide on-going monitoring and support as needed
- Conduct a post-disaster on-site assessment, if needed, to ascertain facility's repair and readiness to resume full operation and receive residents back into the facility

Three LTCF Emergency Case Examples

- Mary Immaculate in Lawrence
- New England Home for the Deaf in Danvers
- Pilgrim Rehabilitation and Nursing in Peabody

HCQ Response Case Scenario #1

Mary Immaculate Nursing and Restorative Center in Lawrence

Facility licensed Quota: 250 beds

Nature of the Disaster: Flood

Date: May, 2006

Response: out of facility evacuation

Recovery: September 18, 2006 (208 beds reopened)

Administrator: Stuart Goff

HCQ Response Case Scenario #2

New England Home for the Deaf in Danvers

Facility licensed Quota: 60 beds

Disaster: Chemical Explosion

Date: 11/22/06

Facility distance from Explosion: 200 yards

Response: out of facility Evacuation

Recovery: 1/27/07

Administrator: Barry Zeltzer

NEHD residents were immediately relocated to the
Danvers HS Gym as a first stop over point and
serviced by Red Cross

NEHD residents were relocated
from the Danvers High School
Gym to Essex Rehabilitation
Skilled Nursing Facility in Beverly

HCQ Response Case Scenario #3

Pilgrim Rehabilitation and Nursing in Peabody

Facility licensed Quota: 152 beds

Disaster: oil line break

Result: residents stayed in place

Recovery: same day

Notification to HCQ in a Disaster

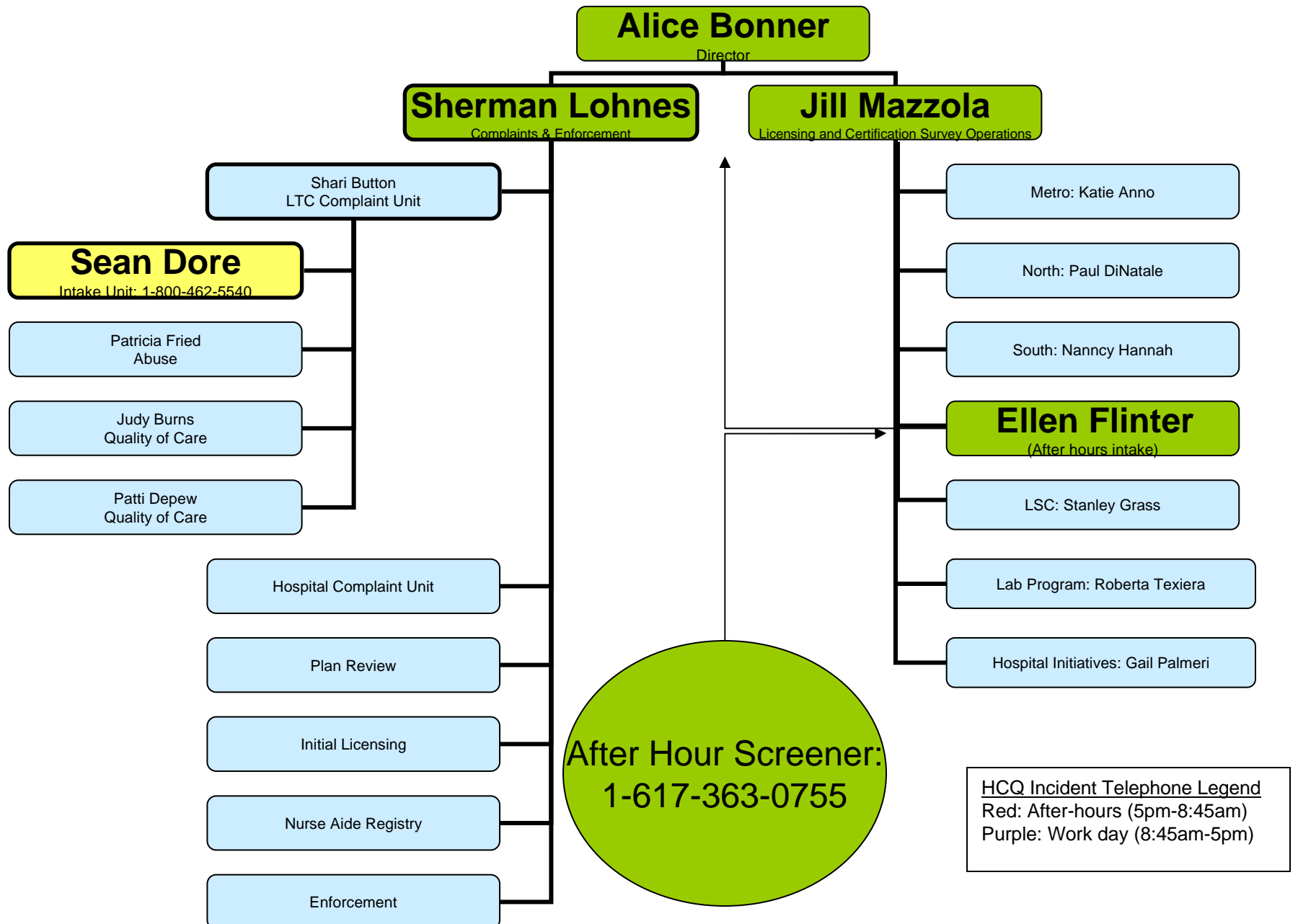
Local Emergency Preparedness responders: 911

HCQ:	<u>8:45a.m.-5:00p.m.:</u>	1-800-462-5540 1-617-753-8000
	<u>5:00p.m.-8:45a.m.:</u>	1-617-363-0755

DPH-Emergency Preparedness Pager Services: 1-617-647-0343

Division of Health Care Quality

Abbreviated Organizational Chart



HCQ Incident Telephone Legend
 Red: After-hours (5pm-8:45am)
 Purple: Work day (8:45am-5pm)