



Plan

Prepare

Act

Practical Strategies for Emergency Preparedness and Response in Health Care Facilities

Long-Term Care Focus

Module 1

Welcome & Introductions

Facility & Safety Information

- Location of restrooms
- Location of emergency exits
- Device etiquette



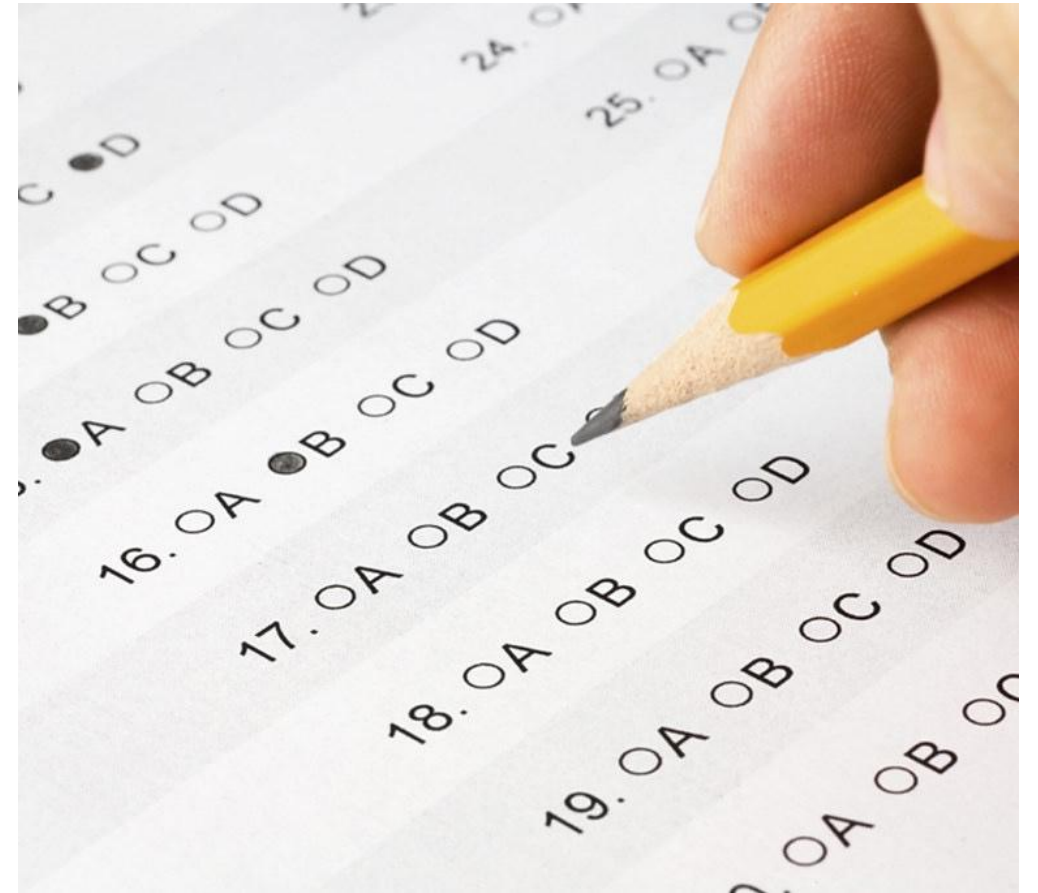
Learning Objectives

By the end of today's workshop, you'll be able to:

1. Discuss the **core components and best practices** for an effective all-hazards emergency preparedness program.
2. Identify steps to improve **operationalization and continuous improvement** of emergency plans.
3. Discuss the importance and underlying principles of **risk assessments**.
4. Determine effective **communication strategies** for different types of emergencies.
5. Identify key **community stakeholders** to engage in collaborative planning for a coordinated response during large-scale incidents.
6. Access and utilize key **local, regional, state, and national resources** that support health care emergency preparedness planning and response.

Pre-Assessment

- Please complete the pre-assessment questionnaire

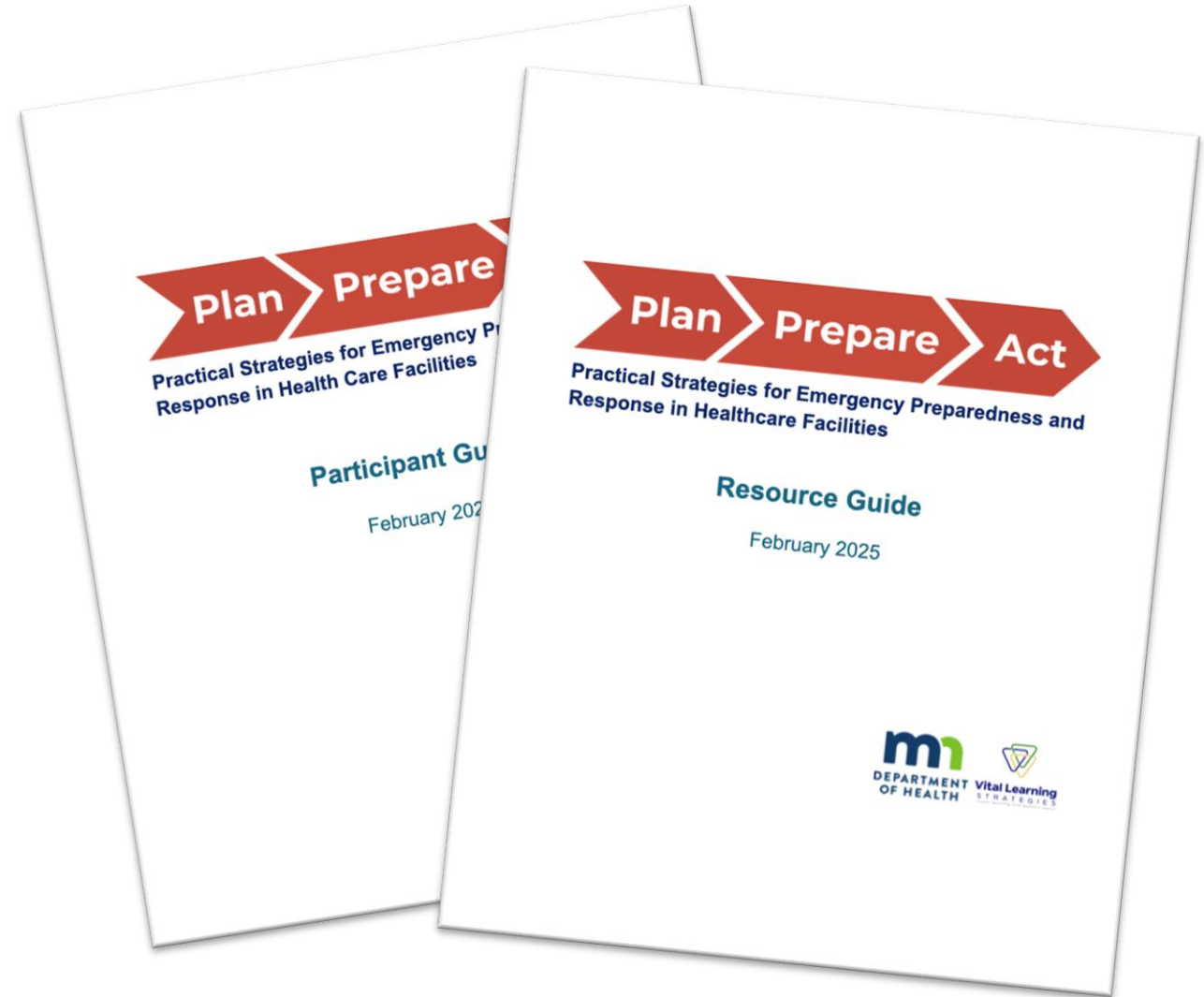


Today's Agenda

Module	Module Title	Timing
1	Welcome & Introductions	8:30 am - 9:15 am
2	Emergency Preparedness (EP) as a Program	9:15 am - 10:15am
	<i>Break</i>	<i>10:15 am - 10:30 am</i>
3	Initiating Your Response	10:30 am - 11:15 am
4	Activating for Incident Response	11:15 am - 12:00 pm
	<i>Lunch Break</i>	<i>12:00 pm - 12:45 pm</i>
5	Effective Response through Integrated Planning	12:45 pm - 1:30 pm
6	Expanding Incidents	1:30 pm - 2:30 pm
	<i>Afternoon Break</i>	<i>2:30 pm - 2:45pm</i>
7	Demobilizing and Ready for the Next One	2:45 pm - 3:30 pm
8	Taking It Home & Conclusion	3:30 pm - 4:30 pm

Your Workshop Materials

- Participant Guide
- Resource Guide
- Workshop Google Drive



Who's Here Today?

This slide is updated for each session to display two pie charts depicting your answers to:

- Your organization type
- How much experience do you have in your EP role?

Introductions: Who's Here Today?

Move about the room. Introduce yourself to as many people as you can in 10 minutes.

- Your name
- Where you work
- One thing you enjoy doing outside of work



This slide contains an interactive poll with a question asking:
“What do you hope to gain from today’s workshop?”

Module 1 Conclusion

Our goals today are to:

- Learn from one another
- Collaborate today and beyond
- Increase your readiness for emergencies
- Have fun!



Module 2

Emergency Preparedness (EP) as a Program

What's in Module 2?

- Core components of an EP program
- Role of the EP Coordinator
- Challenges & best practices
- Risk assessments



Discussion: Importance of EP

Why is it important to prioritize emergency preparedness?

Emergency Preparedness or Emergency Management?



Core Plans and Their Purpose

Emergency Operations Plan (EOP)

Immediate response actions

- Base Plan
- Hazard-Specific Annexes
 - Active shooter, fire, utility failure
- Functional Annexes
 - Communications, staffing, resource management
 - Evacuation plan
 - Shelter-in-place plan

Continuity of Operations Plan (COOP)

Long range considerations

- Essential functions
- Delegation of Authority
- Order of Succession
- Alternate facilities
- Resource requirements
- Recovery strategies

Emergency Management Strategy

Remember, a plan is more than just a document!
It's a framework for response, not a recipe



Integrated Preparedness Cycle

Manage your program with these steps in mind:

Plan

Organize

Equip

Train

Exercise

Evaluate/Improve



Core Components of an EP Program

- Leadership and coordination
- Risk assessment
- Emergency plans
- Resource & asset management
- Communication plan
- Training & exercises
- Recovery planning
- Coordination with external agencies



Your Health
Care Coalition
can help
coordinate
with external
partners!

Role of the EP Coordinator

- ✓ Lead continuous improvement of the EP Program
- ✓ Gain leadership buy-in and support
- ✓ Coordinate a multi-disciplinary team to manage the program
- ✓ Engage with external partners
- ✗ NOT necessarily the lead for every incident response!



*Delegate!
Clearly define
who will take the
lead, who will
provide support,
and who needs
to stay informed.*



Challenges Managing an EP Program

This slide is updated for each session to provide a high-level summary of answers participant answers to the question:

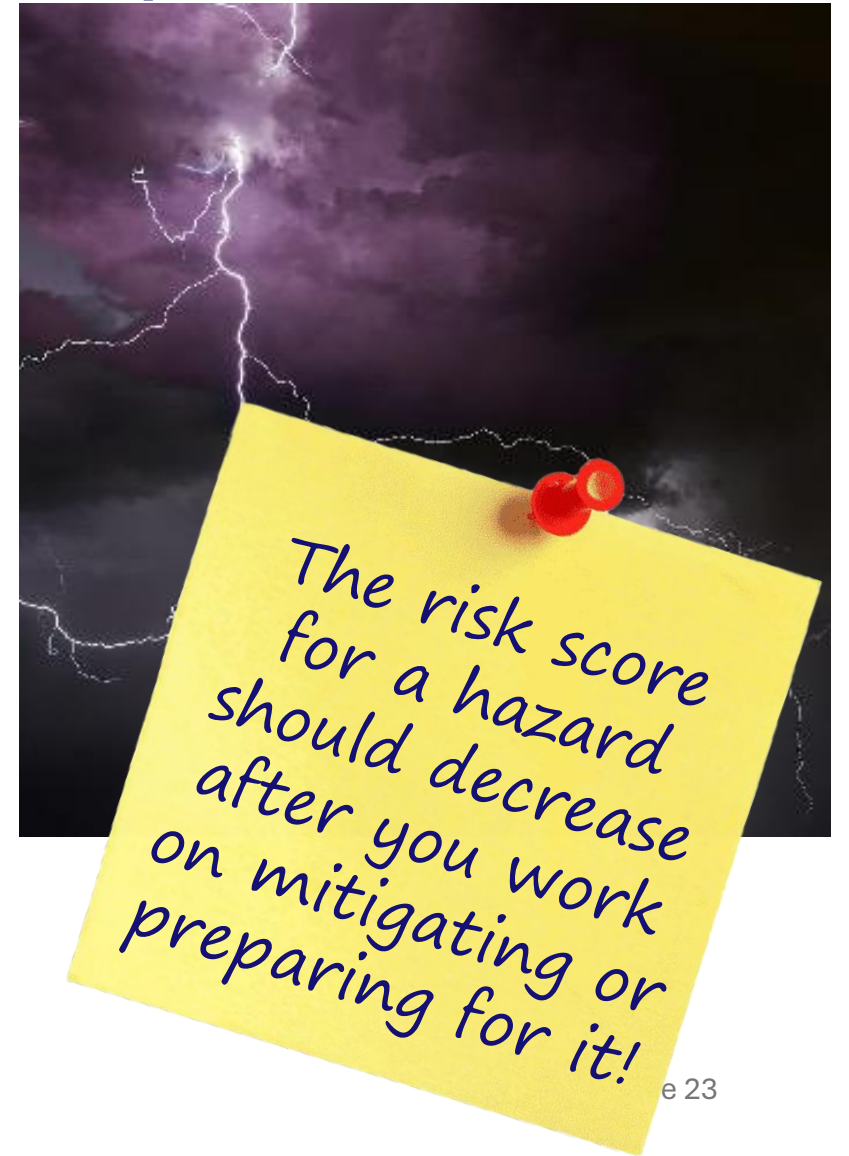
“What are your top 2 challenges in managing your emergency preparedness program?”

This slide contains an interactive poll with a question asking:
“What are some best practices for managing your EP program?”

Risk Assessments / Hazard Vulnerability Analysis (HVA)

A systematic, multi-disciplinary process to:

- Identify hazards that may impact your facility (*facility-based*) and surrounding community (*community-based*)
- Prioritize planning activities based on an overall risk score for each hazard
- ✓ Guides your efforts to update emergency plans, policies & procedures, and training & exercises
- ✓ Include data from multiple disciplines and sources
- ✓ Pick a tool and **use it consistently**



Discussion: Use of Risk Assessments

What benefits have you seen from conducting risk assessments?

Rank	Hazard	Probability	Effect	Preparedness
1	Tornado/Straight Line Winds	High	High	Moderate
2	Winter Storm	High	High	Moderate
3	Mass Casualty	Low	High	Moderate
4	Epidemic/Pandemic	Moderate	High	Moderate
5	IT Cyber Attack	Moderate	High	Moderate
6	Supply Chain (Supply Shortage)	High	High	Low

Example Community-Based HVA

Module 2 Summary & Your Next Steps

Key topics from this module:

- Core components of an EP Program
- Role of the EP Coordinator
- Challenges & best practices managing an EP Program
- Risk assessments

What actions might you take to improve preparedness at your facility?

**Make use of your
Take-Home
Action Plan**

(last page of
Participant Guide)



Morning Break

Module 3

Initiating Your Response

What's in Module 3?

- Initial assessment and action planning
- Authority and succession
- Tools to operationalize your plans





Bach Haven
Long-Term Care

Initial Assessment & Action Planning

1. Assess the situation

- What is known about the current situation?
- What is the potential impact on patients/residents, operations, access, and security?

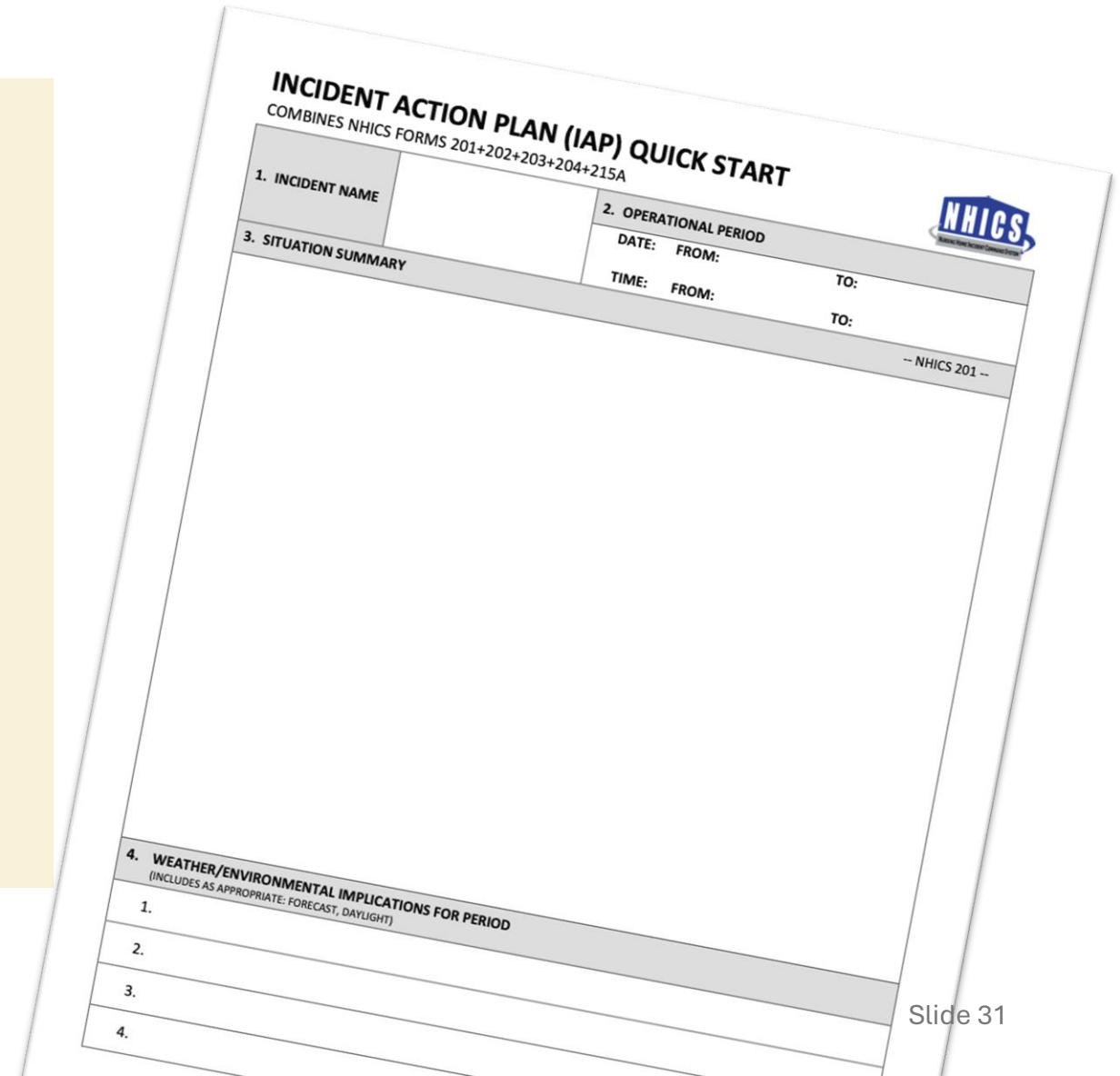
2. Plan the response

3. Execute the plan

Activity: Initial Assessment

Work with others in your group:

- View the **IAP Quick Start** (Participant Guide, page 37)
- Review “Assess the Situation” (Resource Guide page 9)
- Fill in the Situation Summary box in the IAP Quick Start



The image shows a tilted view of the 'INCIDENT ACTION PLAN (IAP) QUICK START' form. The form is titled 'INCIDENT ACTION PLAN (IAP) QUICK START' and 'COMBINES NHICS FORMS 201+202+203+204+215A'. It features the NHICS logo in the top right corner. The form is divided into several sections: 1. INCIDENT NAME, 2. OPERATIONAL PERIOD (with sub-sections for DATE and TIME, each with FROM and TO fields), 3. SITUATION SUMMARY (a large empty box), and 4. WEATHER/ENVIRONMENTAL IMPLICATIONS FOR PERIOD (with a sub-note '(INCLUDES AS APPROPRIATE: FORECAST, DAYLIGHT)'). Below section 4, there are four numbered lines (1, 2, 3, 4) for additional information. The form is labeled '-- NHICS 201 --' in the bottom right corner.



Incident Action Planning

1. Assess the situation



2. Plan the response

- Determine initial notifications
- Establish initial incident objectives
- Initiate incident action planning

3. Execute the plan

- Identify your team and assign responsibilities
- Deploy resources
- Monitor and evaluate

Who's in Charge?

Delegation of Authority

- Incident Commander/Response Lead appointed by your facility's leader
- Ensures clear leadership and decision-making during an incident

Orders of Succession

- Who is in charge if your CEO and other key leaders are not available?
- Determined and documented prior to any emergency



Tools to Operationalize Your Plans

- Incident Action Plan (IAP) Quick Start
- Incident Response Guides (IRGs)
- Job Action Sheets (JAS)
- Nursing Home Incident Command System (NHICS) Forms
- Checklists and quick reference guides



Module 3 Summary & Your Next Steps

Key topics from this module:

- Initial assessment & action planning
- Authority and succession
- Tools to operationalize your plans

What actions might you take to improve preparedness at your facility?

**Make use of your
Take-Home
Action Plan**

Module 4

Activating for Incident Response

What's in Module 4?

- Incident management best practices
 - Management by objectives
 - Role assignments
 - Transfer of command
- Communication plans
 - Internal and external notifications
 - Communication methods and content





Decide Your Priorities

1. Assess the situation

2. Plan the response

- Determine initial notifications
- Establish initial incident objectives
- Initiate incident action planning

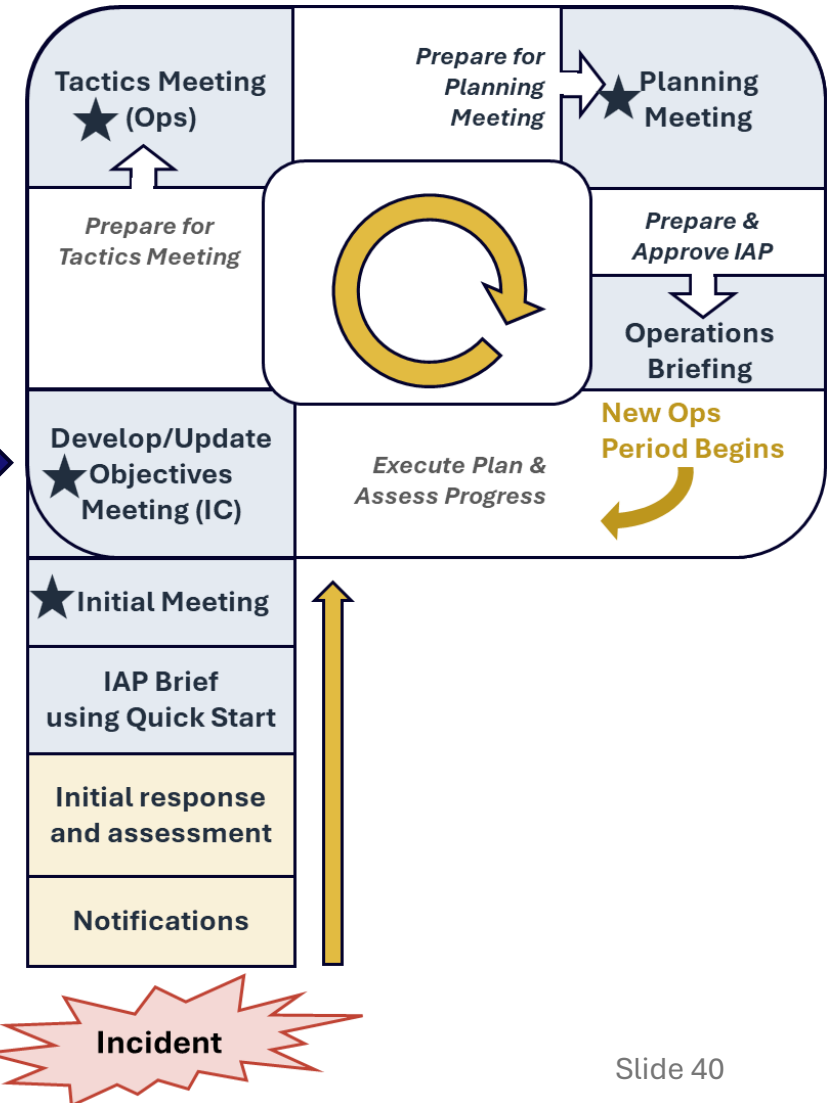
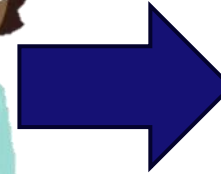
3. Execute the plan

- Identify your team and assign responsibilities
- Deploy resources
- Monitor and evaluate

Management by Objectives

What is the plan to respond?

- Establish initial incident objectives



Activity: Setting Incident Objectives

Work with others in your group:

- Continue working on the IAP Quick Start (Participant Guide, page 38)
- Select 1 objective from the list of options provided
 - Decide if you'd like to modify the objective
 - Fill in one strategy you would use to accomplish the objective
- Write your objective and strategy on the IAP Quick Start.

INCIDENT ACTION PLAN (IAP) QUICK START
COMBINES NHICS FORMS 201+202+203+204+215A

6. INCIDENT OBJECTIVES -- NHICS 202, 204--

6a. OBJECTIVES	6b. STRATEGIES/ TACTICS	6c. RESOURCES REQUIRED	6d. ASSIGNED TO

7. HEALTH AND SAFETY BRIEFING IDENTIFY POTENTIAL INCIDENT HEALTH AND SAFETY HAZARDS AND DEVELOP NECESSARY MEASURES (REMOVE HAZARD, PROVIDE PERSONAL PROTECTIVE EQUIPMENT, WARN PEOPLE OF THE HAZARD) -- NHICS 202, 215A--

-
-
-
-

8. ATTACHMENTS (MARK IF EXTRA DOCUMENTATION IS ATTACHED)

<input type="checkbox"/> NHICS 251: FACILITY SYSTEM STATUS REPORT	<input type="checkbox"/> INCIDENT MAP
<input type="checkbox"/> NHICS 254: EMERGENCY ADMIT TRACKING	<input type="checkbox"/> OTHER: _____
<input type="checkbox"/> NHICS 255: MASTER RESIDENT EVACUATION TRACKING	
<input type="checkbox"/> NHICS 215A: INCIDENT ACTION PLAN (IAP) SAFETY ANALYSIS	
<input type="checkbox"/> TRAFFIC PLAN	

9. PREPARED BY _____ **PRINT NAME:** _____

Role Assignments

- Reduce confusion in a high-stress situation
- Improve coordination and ensure all critical responsibilities are addressed
- Use Incident Command System (ICS) roles for **interoperability with external partners**
- ✓ Assign roles to those with appropriate knowledge and training
- ✓ Only fill roles that are necessary for the response



Roles help
staff stay in
their lane!

Transfer of Command

- When?
 - Higher-ranking or higher trained staff member arrives ready for duty
 - New operational period
- How?
 - Face-to-face or “warm” handoff
 - Update NHICS Organization chart and make notifications
- What Next?
 - Relieved staff transitions to other duty or ends shift



Communication Plan: Who Do We Need to Notify?

Internally

- Staff
- Patients/residents
- Patients/residents' families/representatives
- Patients/residents' care teams
- Volunteers
- Visitors

Externally

- Local health care providers
- Local public health, public safety, and EM
- Mutual Aid partners
- Vendors
- Regional Health Care Preparedness Coordinator
- Tribal, State, and Federal EM points of contact
- Other stakeholders

Communication Plan: What Information Should We Share Internally?

- ✓ What you know
- ✓ What you don't know
- ✓ What you are doing
- ✓ What they can do
- ✓ Changes to services
- ✓ Who to contact with questions
- ✓ When the next update will be

Communication Plan

How Do We Share Information?

Communication Methods

- Redundant
- Interoperable
- Secure
- Tested regularly
- Able to reach the intended audience

Communication Content

- Culturally competent
- Clear, concise, and accurate
- Consistent across channels



Module 4 Summary & Your Next Steps

Key topics from this module:

- Incident management best practices
 - Management by objectives
 - Role assignments
 - Transfer of command
- Communication plans
 - Internal and external notifications
 - Communication methods and content

What actions might you take to improve preparedness at your facility?

**Make use of your
Take-Home
Action Plan**



Lunch Break

Find a new seat after lunch!

Afternoon Kick-Off

Introductions at your new table:

- Your name
- Where you work
- One takeaway from the morning



Module 5

Effective Response Through Integrated Planning

What's in Module 5?

- Integrated planning, training, and exercises
- Multi-year planning

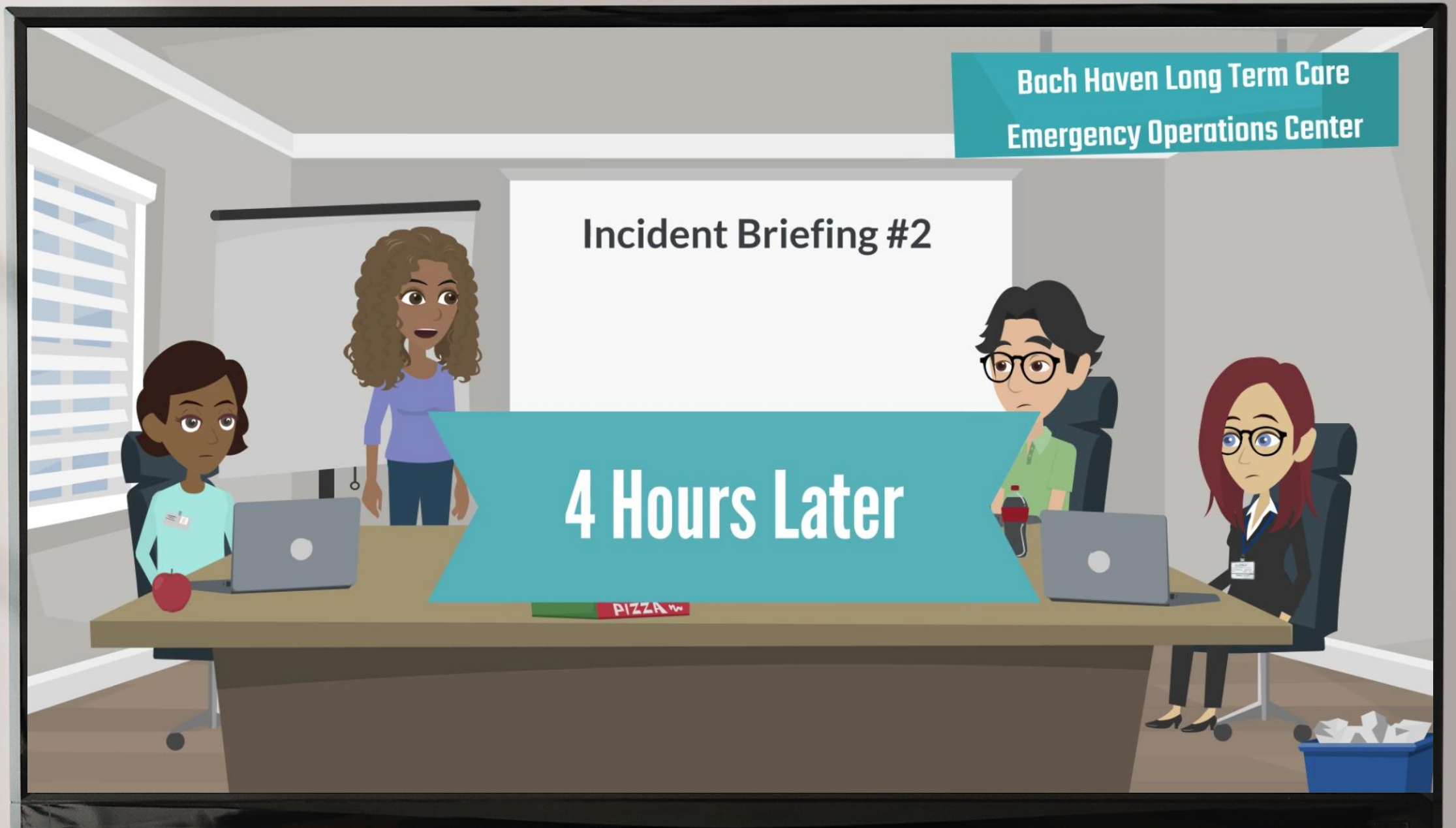


Bach Haven Long Term Care
Emergency Operations Center

Incident Briefing #2

4 Hours Later

PIZZA™



Preparedness Cycle Revisited

Plan

Organize



Equipment and systems must be in working order!

Equip

Train

Exercise

Evaluate/Improve



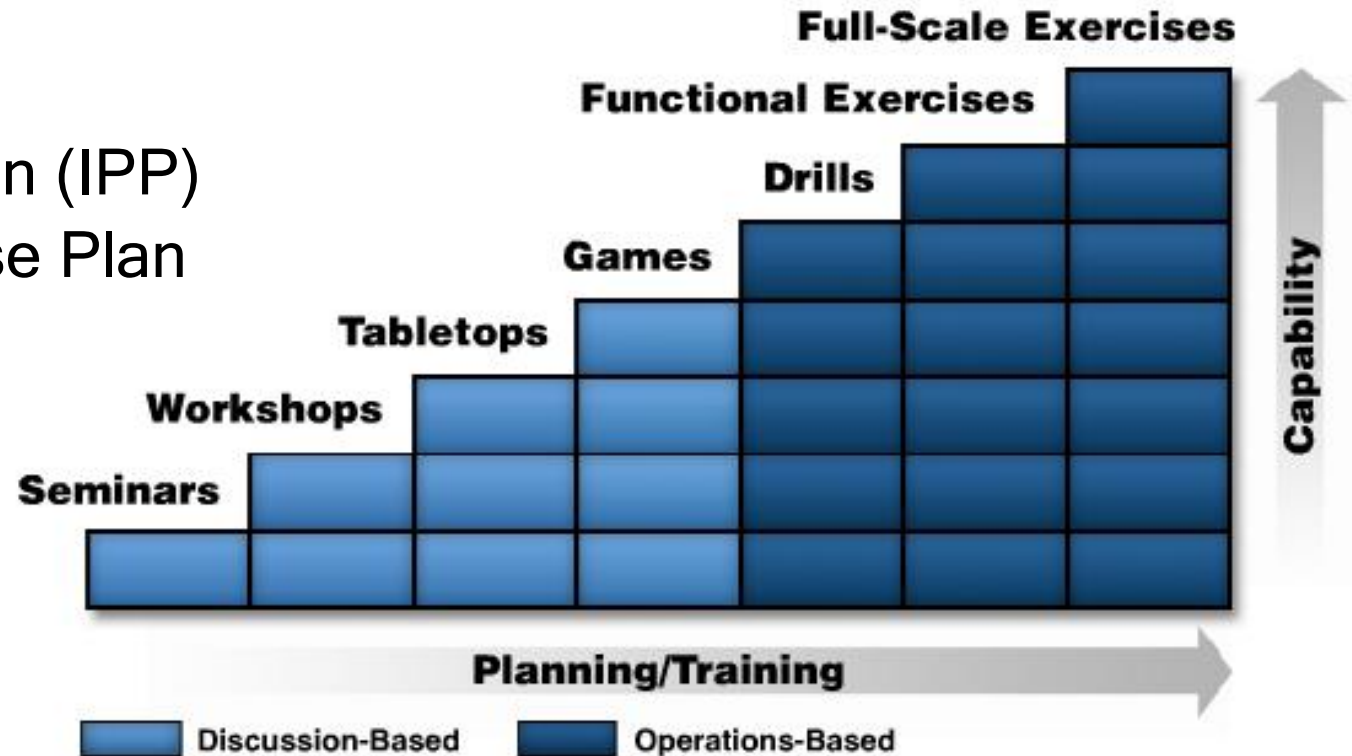
Focusing Your Training & Exercises

This slide is updated for each session to provide a high-level summary of participant answers to the question:

“How do you decide the focus areas for your training and exercises?”

Integrated Planning, Training, and Exercises

- Progressive approach
- Multi-year schedules
 - Integrated Preparedness Plan (IPP)
 - Multi-year Training & Exercise Plan (MYTEP)



Train your
PEOPLE,
Test your
PROGRAM

Activity: Multi-year Planning

Work with others at your table:

- View the **Multi-year Planning Worksheet** (Participant Guide, page 39)
- Read the scenario
- Use the POETE(E) framework to sketch out a plan for the planning priority described in the scenario.

Module 5 Summary & Your Next Steps

Key topics from this module:

- Integrated planning, training, and exercises
- Multi-year planning

What actions might you take to improve preparedness at your facility?

**Make use of your
Take-Home
Action Plan**

Module 6

Expanding Incidents

What's in Module 6?

- Information sharing
- What makes an incident complex
- Regional coordination
- Emergency declarations
- Additional available resources
- Planning with community partners & stakeholders





Discussion:

Information Sharing for Regional Coordination

Discuss as a group:

When an incident impacts your area...

- What do you need to know from outside your facility?
- What do you need to share with response partners about your facility?

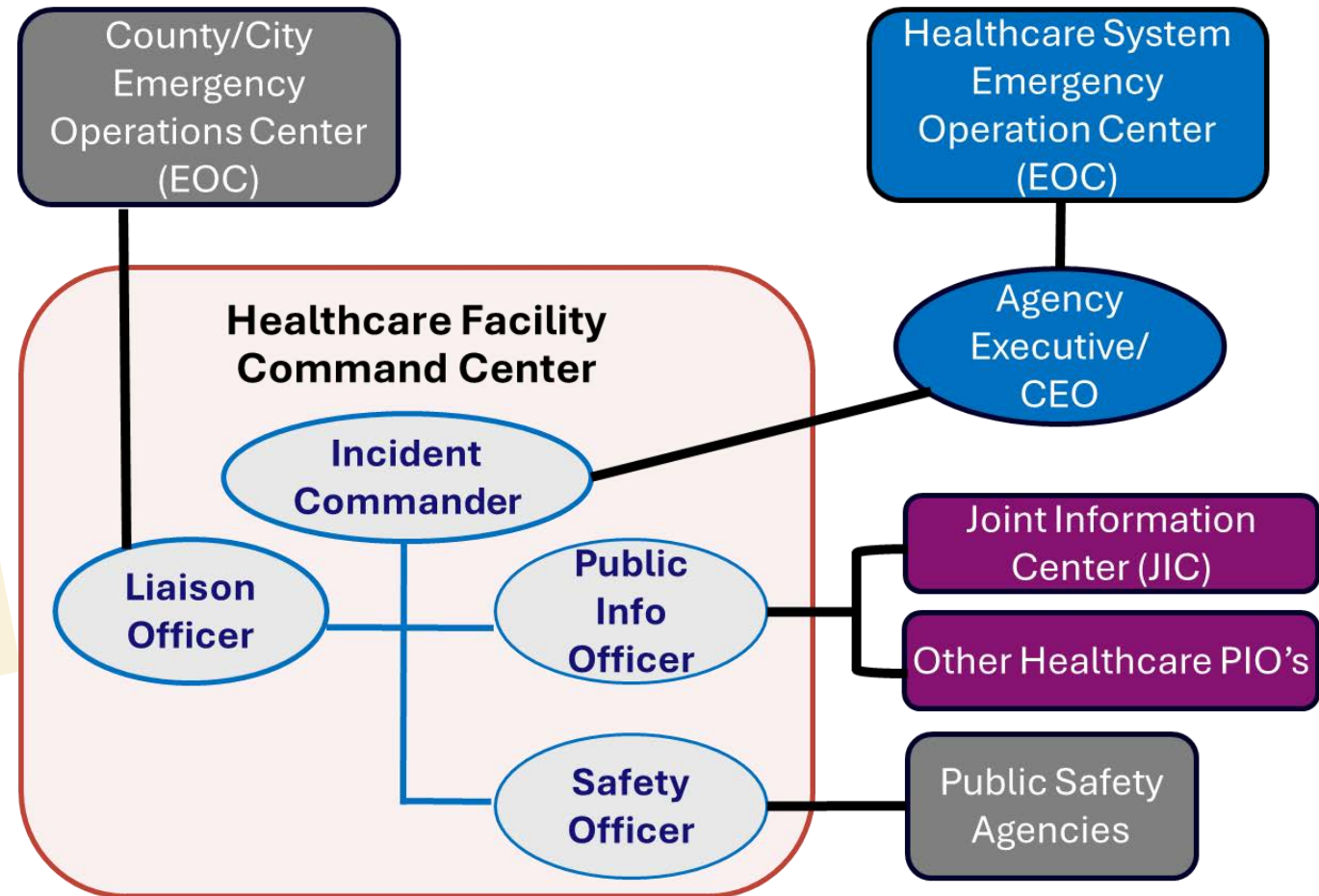
Select one hazard:

1. Tornado/Straight Line Winds
2. Winter Storm
3. Mass Casualty
4. Epidemic/Pandemic
5. IT Cyber Attack
6. Supply Chain (Supply Shortage)

Discussion Debrief:

Information Sharing for Regional Coordination

- What do you need to know from **outside your facility**?
- What do you need to share with response partners about **your facility**?



Essential Elements of Information for Regional Incidents

- Facility Status
- Resource Status
- Patient Movement*
- Bed Availability*

** Hospitals report bed availability via MnTRAC;
Long-Term Care may be asked report this
information via their Health Care Coalition.*



Refer to MDH's [Inter-Coalition Communications Guidance](#) for more information

What Makes an Incident “Complex”?



Effects

- Difficult to stabilize
- Significant effects on surrounding community
- Long duration (days, weeks, or months)
- High probability of cascading effects



Resources

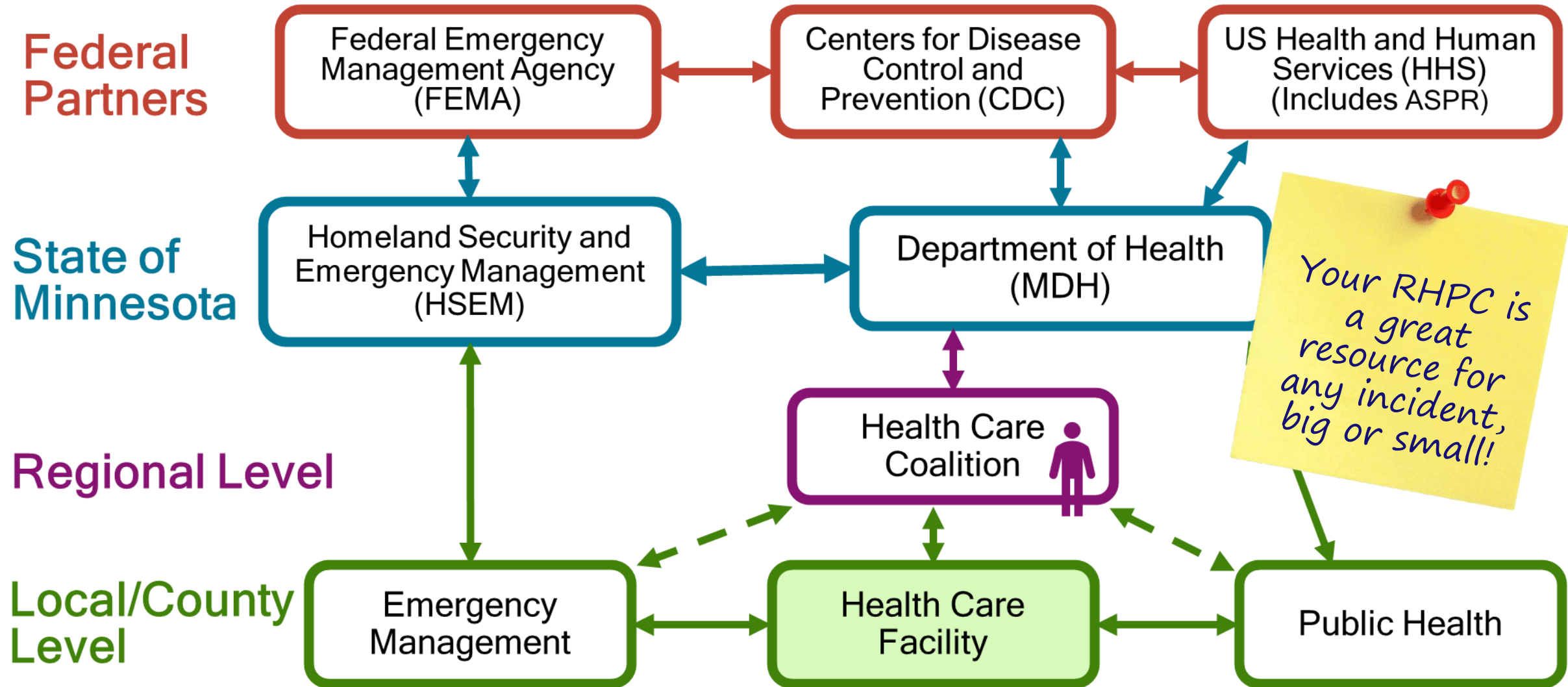
Delays accessing critical resources, including potential supply chain disruptions



Coordination

Extensive coordination with multiple agencies and elected officials

Coordination Among Partners



Emergency Declarations and Their Impact

- Emergencies and Public Health Emergencies (PHE) can be declared at all levels:
 - Local or County
 - State
 - Federal
- Federal declarations can result in FEMA financial assistance:
 - Individual Assistance (IA)
 - Public Assistance (PA)
 - Hazard Mitigation Grant Program (HMPG)
- Waivers and flexibilities:
 - 1135 waiver
 - 1115 waiver
 - Others from state level



Discussion: Examples of Staff, Space, Stuff

This slide contains an interactive poll asking:

"What are some examples of staff, space, and stuff that you REQUESTED or RECEIVED from outside your facility during an emergency?"

Additional Resources: Staff, Space, Stuff

- Volunteers
 - Voluntary Organizations Active in Disasters (VOADs), including Minnesota Responds
- Deployable teams
 - National Disaster Medical System
 - National Guard
- Relief/Philanthropic organizations
- Mutual aid
 - From other states via Emergency Management Assistance Compact (EMAC)
 - From other regions through your HCC or via other facility
- Caches
 - Federal Strategic National Stockpile (SNS)
 - State/regional caches



This slide contains an interactive poll asking:
“What community partners have you planned with?”

Planning with Community Partners & Stakeholders

Collaborate for an integrated response at the local level

- Who are your community partners?
 - Your patient population
 - Community-based organizations
 - Faith-based organizations
 - Local governmental agencies
 - Local health care facilities
- How can you engage with them?
 - Committee/planning meetings
 - Training & Exercises
 - More...



Module 6 Summary & Your Next Steps

Key topics from this module:

- Information sharing
- What makes an incident complex
- Regional coordination
- Emergency declarations
- Additional available resources
- Planning with community partners & stakeholders

What actions might you take to improve preparedness at your facility?

**Make use of your
Take-Home
Action Plan**



Afternoon Break

Module 7

Demobilizing and Ready for the Next One

What's in Module 7?

- Incident Demobilization and Recovery
- Hotwashes
- Evaluation and Improvement



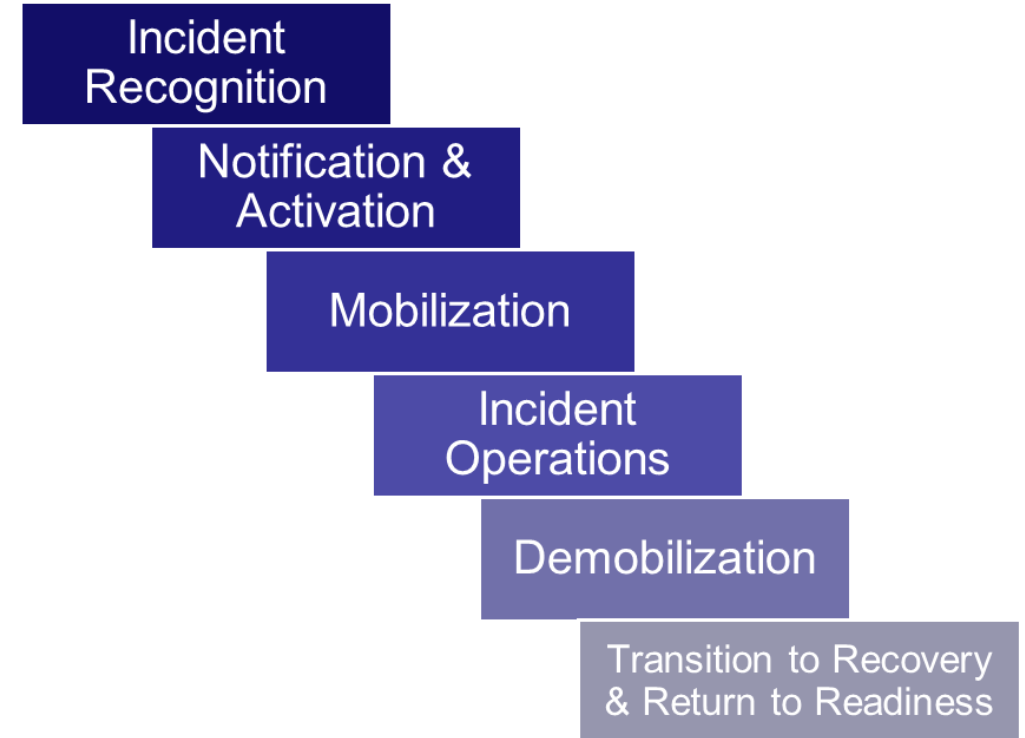
Bach Haven Emergency
Operations Center

Demobilization
and
Hotwash



What Is Demobilization?

An **orderly, safe, and efficient** process of releasing and **returning resources** from an incident or emergency response back to their original location and status.



This slide contains an interactive poll asking:
“What is most critical when demobilizing your response?”

Evaluating and Improving Your EP Program

Timeline	Output	Action/Purpose
Immediate	Hotwash	Capture feedback while still fresh
	Data Collection	Gather information, data and facts from the incident
Short-Term	After Action Participant Review Session	1) What was supposed to happen? 2) What occurred? 3) What went well? 4) What can the facility do differently or improve upon?
	After Action Report (AAR)	Document findings, analysis, and a plan with timelines for incorporating necessary improvement
Long-Term	Continuous Improvement/ Rolling Improvement Plan	<ul style="list-style-type: none">• Implement improvement plans from multiple incidents/exercises over time• Evaluate and update improvement plans continuously



Hotwashes and After Action Reviews

■ Who

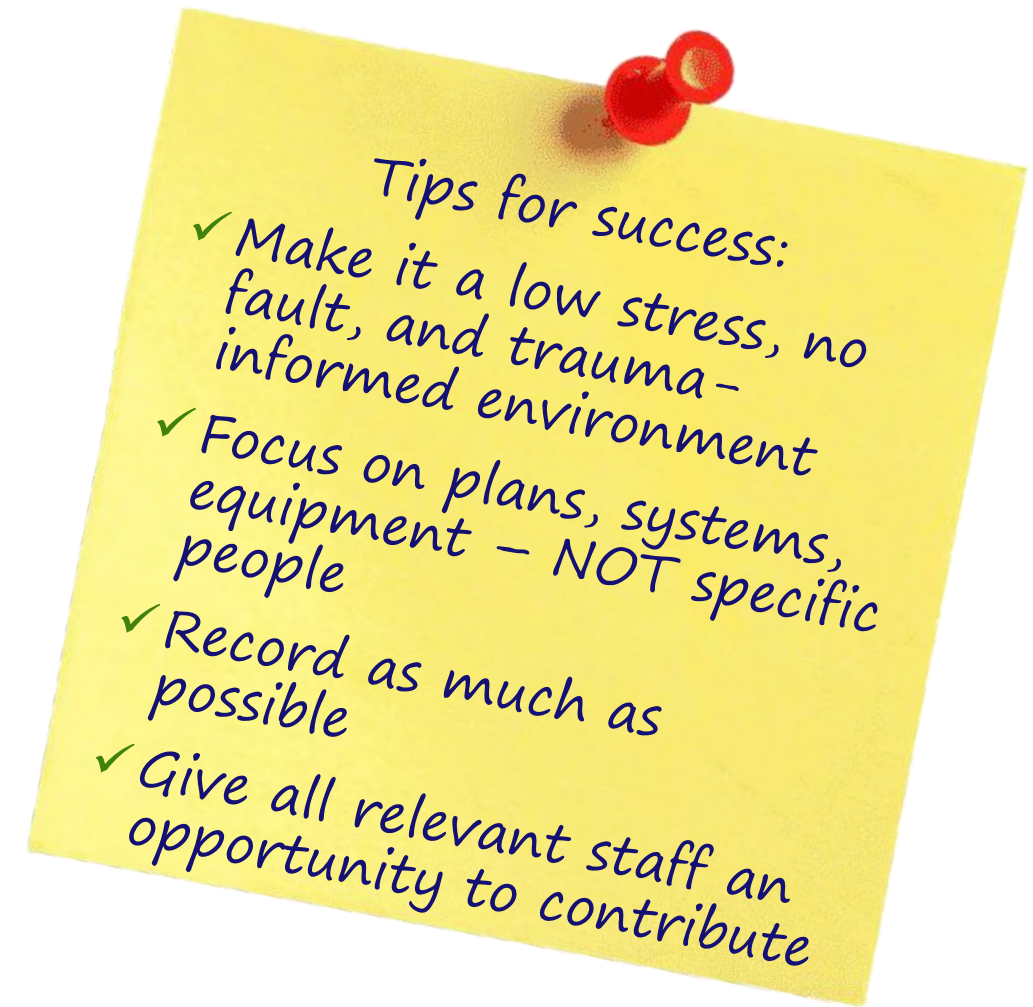
- Response team
- Leadership
- Frontline and support staff
- (Experienced facilitator)

■ What

- Strengths
- Areas for improvement

■ Why

- Capture thoughts while still fresh
- Foster culture of continuous improvement



Discussion:

How to Achieve Continuous Improvement

Discuss as a group:

What are your strategies to make progress on your improvement plans without getting overwhelmed by the process?



Module 7 Summary & Your Next Steps

Key topics from this module:

- Incident Demobilization and Recovery
- Hotwashes
- Evaluation and improvement

What actions might you take to improve preparedness at your facility?

**Make use of your
Take-Home
Action Plan**

Module 8

Taking It Home & Conclusion

What's in Module 8

- Workshop Summary
- Reflection and Action Planning



What We Covered Today

2) EP as a Program

3) Initiating Your Response

4) Activating for Incident Response

5) Effective Response Through Integrated Planning

6) Expanding Incidents

7) Demobilizing and Ready for the Next One

Activity: Reflection and Action Planning

Look over your **Take-Home Action Plan**

Discuss as a table:

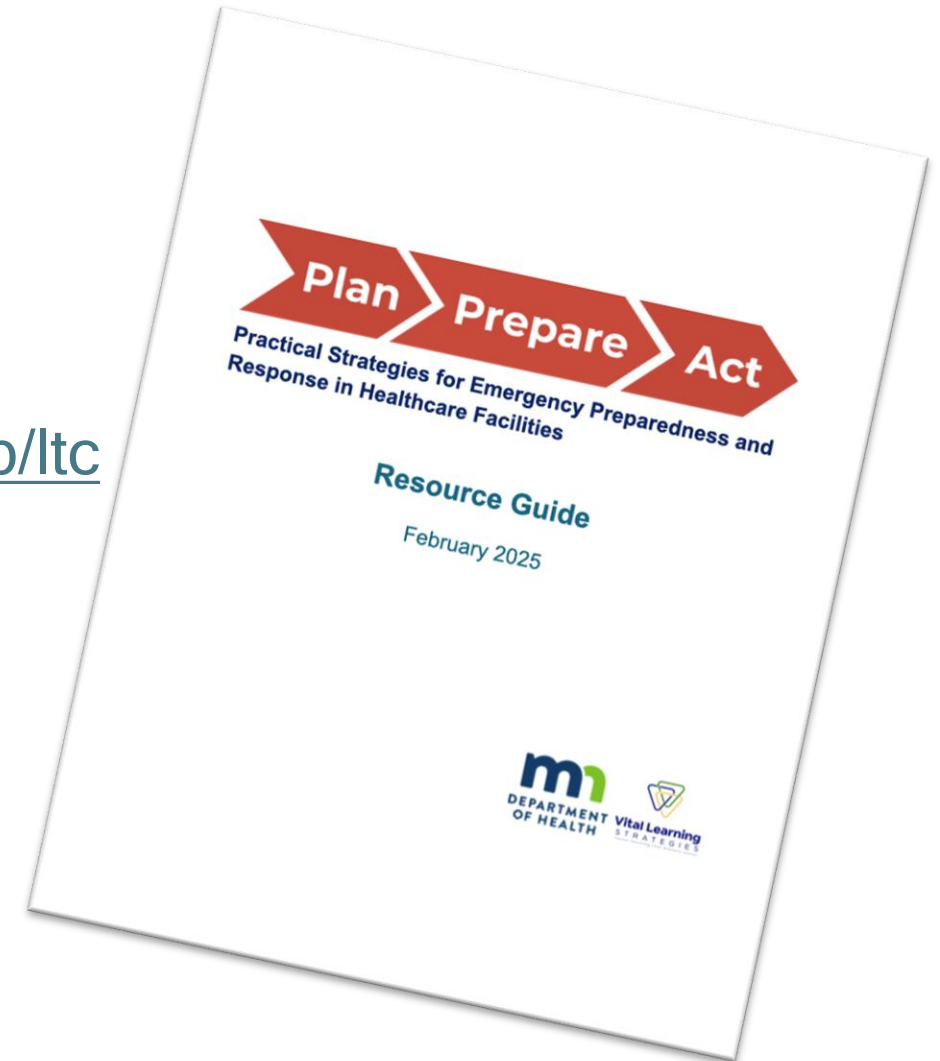
- What are 1 or 2 areas you'd like to focus on improving?
- What are some small action steps you can take to work on those areas?

This slide contains an interactive poll asking:
“Share some key points as you discuss your action steps.”

Resources to Learn More

Find more resources for Long Term Care (LTC) Emergency Preparedness in your Resource Guide and online:

- <https://www.health.state.mn.us/communities/ep/ltc>



Post-Assessment and Evaluation

- Submit your evaluation
- Complete the post-assessment
- Obtaining your certificate

Questions?

Email workshop@vitallearningstrategies.com



Link to evaluation form

<https://form.jotform.com/vlsworkshops/plan-prepare-act-evaluation>

Thank You!

Acknowledgements

This project is supported by the Minnesota Department of Health, with contributions from:

- Central Health Care System Preparedness Coalition
- Metro Health and Medical Preparedness Coalition
- Northeast Health Care Preparedness Coalition
- Northwest Health Services Coalition
- South Central Health Care Coalition
- Southeast Minnesota Disaster Health Coalition
- Southwest Health Care Preparedness Coalition
- West Central Health Care System Preparedness Coalition

