

# Hospital Emergency Preparedness Program Update

May 10, 2018

Audio selections — see webinar dashboard for details.

1. Listen through computer's speakers
2. Dial in by phone

# Housekeeping

- This offering is being recorded.
- Lines have been muted.
- Participant questions are encouraged utilizing the webinar dashboard.
- PowerPoint, program recording and a Q&A document, if applicable, will be posted on the MHA website.
- Participants will be asked to complete a survey at the conclusion of the webinar.

# Welcome and Purpose

- Focus: Organizational hospital emergency management programs
- Target Audience: Staff responsible for these initiatives
- Purpose:
  - Timely and appropriate information
  - High-level overview
  - Education and exercise opportunities
  - Statewide planning initiatives
  - Provide ongoing updates and awareness to staff regarding CMS Rule
- Format: Informational with opportunity for questions

# Today's Program Topics

- Hospital Preparedness Program Update
  - Upcoming Education
  - Infectious Disease Planning
- CMS Final Rule
- Current Initiatives
  - Pediatric Surge Plan Development
  - Patient Tracking Vendor Research
  - eICS Dashboard Build
  - Workplace Violence

# Hospital Preparedness Program Update

# Preparedness Education

- Remaining FY17
  - Non-urban Mobile Communication Asset Full Scale Exercise (June 7-8)
- FY18 Requested
  - Emergency Preparedness Fundamentals Course
  - Safety and Regulatory Compliance Program (2)
  - Public Information Officer Training (2)
  - HCC Planning Course
  - HCC Liaison Course
  - NMSZ-focused Mobile Communication Asset Full Scale Exercise

\*\*Clock hours may be applied toward CHEP re-certification

# Strategic National Stockpile

- Transition to WebEOC for requests
  - Medical countermeasures
  - Medical supplies
- Requesting agency varies by county
- State-level staff reviewing request/ordering process for efficiencies
- Hospitals encouraged to review their plans
- HCCs to review regionally in 2018

# Influenza

- Re-evaluating process for monitoring and measuring influenza impact
- Considering use of saturation scores to obtain consistent, more reliable information
- Forthcoming opportunities for input as we formulate and finalize a new process prior to fall 2018 flu season



# Ebola

# CDC's Tiered Response Framework

- Frontline Facilities
  - All hospitals/providers capable of screening, isolating and protecting staff, patients and visitors
- Assessment Hospitals
  - Barnes-Jewish Hospital selected through the DHSS competitive procurement process
- Treatment Centers (nationally-designated)
  - HHS Region VII: Nebraska Medicine - Nebraska Medical Center, Omaha, Nebraska

# 2018 Actions – Ebola Supplemental Funding

- HCCs conducting TTX exercise
- Education under development for frontline facilities on statewide plan, to include transport
- Refine and test eICS notification procedures and recipients
- Prepare for Spring 2019 Region VII full scale exercise, simulating the transport of a patient from St. Louis to Omaha, NE

# **CMS Final Rule for Emergency Preparedness**

# CMS Emergency Preparedness Final Rule

- Implemented **November 15, 2017**
- The Joint Commission has updated its Emergency Management (EM) standards, effective November 15, 2017 for TJC deemed status surveys.

# Available Resources

- Updated resources at [www.mhanet.com](http://www.mhanet.com)
  - Four-part video series
  - Self-assessment checklists
  - Suggested planning timeline by ASPR HPP
  - Yale New Haven Crosswalk
  - Interactive Toolkit
  - **What's New:** Integrated Health System Resource

# Post Survey Feedback

- Please share your experiences with CMS CoP surveys by deemed accrediting bodies or state surveyors.
- MHA will synthesize high level themes and provide guidance through 2018.

# Current Initiatives



# Current Initiatives

- Pediatric Surge Plan Development
- Patient Tracking Vendor Research
- eICS Dashboard Build
- Workplace Violence

# Pediatric Surge Plan Development

# Patient Tracking Vendor Research

# eICS Dashboard Build

# Workplace Violence

# Background and Purpose

- Workplace Violence
  - Nationally, healthcare providers are four times more likely to be assaulted in the workplace.
  - In Missouri, 54% of hospitals report violence or aggression in their top three internal threats
  - MHA is committed to developing resources, facilitating education and influencing improvement to reduce these metrics.




## Efforts to Date

- Armed violent intruder program development, to include plan templates and training
- Civil unrest education following Ferguson
- Workplace Violence Reduction Immersion Project to implement a de-escalation program in 20 hospitals and track improvement
- Establish the S.A.F.E.R. Taskforce to evaluate and recommend strategies to create safe environments of care to **give** and **receive** quality health care



# Defining Workplace Violence

- Approved Definition
    - Act or threat of violence, involving an explicit or implicit challenge
    - Likelihood of injury, regardless of whether injury was sustained
    - Includes verbal and sexual assault
  - Assumption
    - Acute mental illness
    - Significant organic cognitive impairment
    - Does not include self defense
  - Categories of Perpetrators
    - No relationship to workplace
    - Customers, clients, or patients
    - Employment relationship (current or former)
    - Relationship with employee
    - Visitor and patient centric
  - Establishes Foundation for Statewide Data Collection
- 



# External Stressors Faced By Hospital Staff

- Criminal activity resulting in law enforcement and legal implications
- Recognized shortage in behavioral health resources in our state's health care system
- Opioid abuse – resource demands and drug seekers
- Prevalence for violence and/or assault by patients and visitors
- Regulatory environment



# Early Inquiries

- Controlled substances
- Patients under warrant or in custody
- Weapons
- Undocumented immigrants



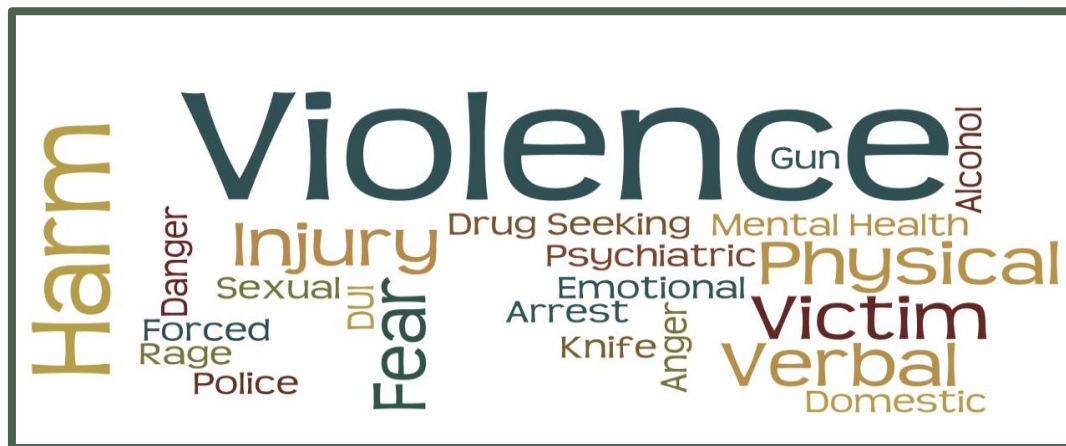
# Central Theme

- Intersection of rights and responsibilities between the hospital, staff, patients and law enforcement officials in regulated environment
- GOAL: Synthesize concerns surrounding violence, criminal behavior, behavioral health and interactions with law enforcement to provide hospital policy makers and front-line staff with education, training and technical tools to manage complex and stressful situations in a safe, legally compliant manner



# Our Approach

- **Advocate** for a balanced survey process
- Foster **partnerships**
- **Practice changes** to create safe environments to give and receive quality health care



# Advocate Against Workplace Violence

- Inform leaders
  - Letter campaign to Gov. Greitens – 24 letters sent
- Advocate for balanced surveys
  - Meeting with CMS Administrator Seema Verma
  - Successful acknowledgement with federal officials
    - Requirement to terminate staff
    - Psychiatric holds against will
    - Staff to licensed beds
  - February meeting with David Wright, CMS Director of Survey and Certification
  - Engaging AHA and other state hospital associations

# Divergent Missions



## CMS

**Mission:** To ensure that the voices and needs of the populations we represent are present as the agency is developing, implementing, and evaluating its programs and policies.

**Vision:** All CMS beneficiaries have achieved their highest level of health, and disparities in health care quality and access have been eliminated.


## OSHA

With the Occupational Safety and Health Act of 1970, Congress created OSHA to assure safe and healthful working conditions for working men and women by setting and enforcing standards and by providing training, outreach, education and assistance.

<https://www.osha.gov/about.html>

<https://www.cms.gov/About-CMS/Agency-Information/OMH/about-cms-omh/mission-vision-our-work.html>

# Identified Threats in Ranked Order

1. Behavioral health patient boarding in nonpsychiatric facilities (more prevalent in rural settings)
  2. Violent patient encounters
  3. Law enforcement drop-offs that create holding and/or elopement concerns
  4. Search and confiscation of narcotics
  5. Search and confiscation of weapons
  6. Law enforcement presence to execute warrants of patients/visitors on site
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# Environmental Scan

- 65 percent (84 hospitals) employ security workforce as hospital personnel
- 28 percent (36 hospitals) provided dedicated security in the ED 24/7
- 36 percent (47 hospitals) have armed security officers
  - 40 percent (24) firearm
  - 48 percent (29) TASER
  - 31 percent (19) pepper spray
  - 42 percent (26) baton
- 86 percent (111 hospitals) don't use metal detectors
- 90 percent perceive strong relationships with law enforcement partners





# Safety Education

- ✓ Recording available: Promoting Safe Environments of Care Webinar
- ✓ Second Quarter 2018
  - ✓ De-escalation skill building for front-line staff
  - ✓ Regional meetings for law enforcement, EMS and health care partners
- ✓ Keynote presentations during upcoming MHI programming (Ongoing)
- Web-based offerings to broaden awareness of established resources

# General Updates

# SEMA Training Website

- **NEW** State Training and Exercise Management System (STEMS)
- Completed Courses
- Reset Password Email
  - Email from: [support@sematraining.com](mailto:support@sematraining.com)
  - *Your training account was migrated to our new system and requires a new password. Please visit the following link to set a new password:*  
[https://mtrain.herokuapp.com/password\\_resets/WEdP9Y2xGAbjPoBZPPK437zi/reset](https://mtrain.herokuapp.com/password_resets/WEdP9Y2xGAbjPoBZPPK437zi/reset)

# Intermedix to Juvare

- Signed definitive agreement
- Preparedness Division officially becomes Juvare
- Effective May 2
  - Notifications for EMResource and eICS are being sent from the Juvare domain. Please add "[no-reply@juvare.com](mailto:no-reply@juvare.com)" to the safe sender list in your email
  - New web addresses are:
    - <https://eics.juvare.com>
    - <https://emresource.juvare.com>

# Intermedix to Juvare

- New Juvare contact information:
  - Support Center
    - 877-771-0911
    - [support@juvare.com](mailto:support@juvare.com)
  - Personnel emails: [firstname].[lastname]@juvare.com
  - Website: <http://www.juvare.com>

**[www.mhanet.com](http://www.mhanet.com)**



# Helping Hospitals Serve Communities

I'm looking for:

- Clinical Quality Initiatives
- Transparency
- Safety Initiatives
- Population Health
- Emergency Preparedness
- Opioid Initiative



## What's Trending

[Seminars & Webinars](#)



**2018 Community Investment Report**  
 Hospitals Support a Healthier Missouri  
 This year's [report](#) highlights how Missouri hospitals' investments support healthier communities, a healthier state and continue to serve as the safety net for the uninsured.



**\$12.6 Billion**  
 The latest issue of [HJ/DI HealthStats](#) reports that the total economic cost of the opioid epidemic in Missouri was \$12.6 billion in 2016. [Learn more.](#)



**2018 Missouri Legislative Guide**  
 This [guide](#) summarizes MHA's positions on anticipated state legislative issues and can be used to support and inform hospital-based advocacy efforts at the state level.



**Anthem Coverage Policy**  
 Anthem Blue Cross Blue Shield in Missouri is denying coverage for services Anthem decides were not for a true emergency. To share your story or read about the latest updates, visit [Missouri Health Matters](#).



**2017-2018 Flu Season**  
 Resources and updates are [available](#) to help hospitals, health care coalitions and other organizations prepare for and respond to the 2017-2018 flu season.



**Call for Applications**  
 The [AIM for Excellence Award](#) is an annual, prestigious award recognizing Missouri hospitals' innovation and outcomes. Application deadline: 5 p.m. Monday, May 7.

## Emergency Preparedness



MHA's emergency preparedness and response resources are designed to assist health care facilities — a collaboration among government, public health, long-term care, clinics and hospitals — in planning for, and reacting to, all hazards. Health care planning

establishes hospital and community readiness before an emergency, and a proven response and recovery framework during and after an emergency. Health care readiness also increases overall community resiliency.

MHA's staff and resources are available to support hospitals with information and tangible resources in the event of an emergency. MHA is committed to providing leadership, expertise and guidance to support health care preparedness and response.

### More in this section

On-Demand Education	Hazard-Specific Resources
Standardized Codes	Health Care Coalition Resources
EMResource®/eICS	Emerging Infectious Diseases

### Presentations

- Fourth Quarter 2017 Hospital Preparedness Program Update - [Recording](#) | [PowerPoint](#)
- Third Quarter 2017 Hospital Preparedness Program Update - [Recording](#) | [PowerPoint](#)
- Second Quarter 2017 Hospital Preparedness Program Update - [Recording](#) | [PowerPoint](#)
- First Quarter 2017 Hospital Emergency Preparedness Program Update - [Recording](#) | [PowerPoint](#) | [Handout](#)
- Emergency Preparedness Conference: Preparing for Invisible, yet Prevailing Threats - [Click here](#) to view presentations (members-only access)
- [Emergency Preparedness 101](#) - St. Louis Region
- [Second Quarter 2016 Hospital Emergency Preparedness Program Update - Recording | PowerPoint](#)

I'm looking for:

### CMS Resources

On Sept. 8, 2016, CMS finalized a rule for emergency preparedness conditions of participation with an effective date of Nov. 15, 2016, and an implementation date of Nov. 15, 2017. MHA staff has [compiled](#), and will continue to maintain, a comprehensive collection of appropriate hospital guidance and technical assistance.

### Upcoming Events

1st Quarter Emergency Preparedness Program Update Webinar  
11 a.m., Feb. 15, 2018  
[Register](#)

Facilitation Skills for Emergency Managers  
May 8 - 9, 2018  
[Register](#)

### Contact An Expert



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# SAVE THE DATE

- 2018 Missouri State Emergency Management Conference
  - August 21-24, 2018
  - Tan-Tar-A Resort, Osage Beach
- 2018 MHA Annual Emergency Preparedness & Safety Conference
  - October 18-19, 2018
  - Tan-Tar-A Resort, Osage Beach

\*\*Clock hours may be applied toward CHEP re-certification

# 2018 Program Update Webinar Schedule

- Thurs., Aug 16
- Thurs., Nov 15

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