


#NHCPC24

**NATIONAL HEALTHCARE COALITION
PREPAREDNESS CONFERENCE**

*Visions of Progress: Sustainable Strategies for
Emergency Preparedness & Resilience*

Presented By:



MESH

Impacts of Climate Change Events: A National Healthcare System Response to the 2024 Polar Vortex

Jeff Butler, Regional Emergency
Management Officer

Katie Brymer, National Manager of
Programs and Grants

Large Health System Perspective

Clinical Stats

Number of Births ----- >79k
ED Visits ----- >3.1M
Outpatient Visits ----- >16.5M
Surgical Visits – Outpatient >599k
Equivalent Discharges -- >716k

139 Hospitals



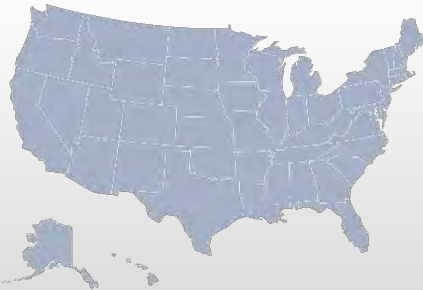
2,600 Sites of Care



More than 25k Available Beds



19 States and the District of Columbia



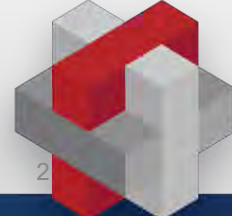
35k Affiliated Physicians



134k Associates



#NHCPC24



Medxcel is the leading facilities services provider in the U.S. exclusively serving the healthcare industry.



Emergency Management, Environment of Care, and Safety

Direct Chain of Command Ensures:



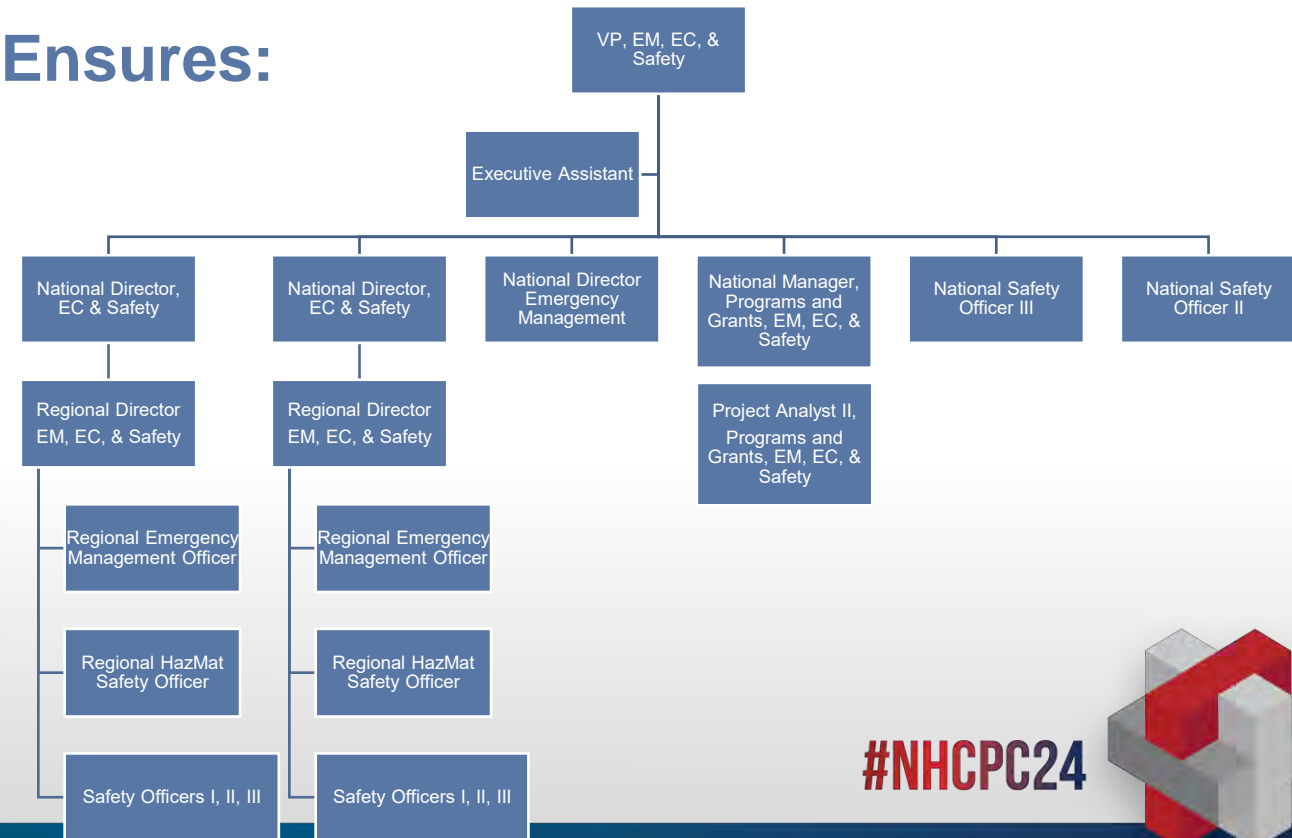
Standardization



Optimization



Communication



#NHCPC24



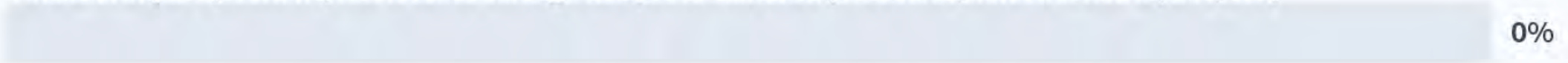
Polling Question #1

- How has your organization been impacted by polar vortex events? (select all that apply)
 - Financial Impact (overtime, lost revenue through delayed or cancelled procedures, infrastructure repairs, etc.)
 - Infrastructure Impact (power failures, water system failures, sprinkler system damage, etc.)
 - Business Impact (loss of patient volume, damage to organization's reputation, etc.)
 - No impact

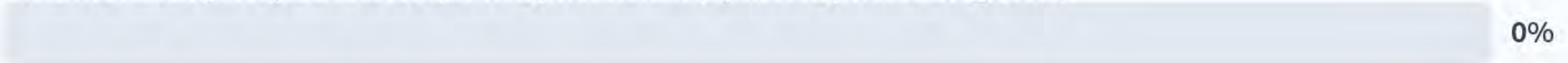


How has your organization been impacted by polar vortex events? (select all that apply)

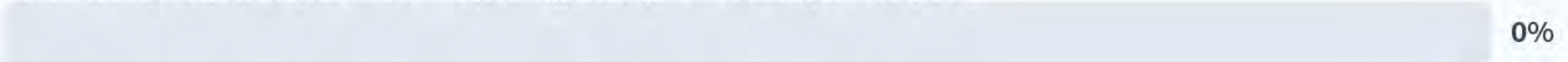
Financial Impact (overtime, lost revenue through delayed or cancelled procedures, infrastructure repairs, etc.)



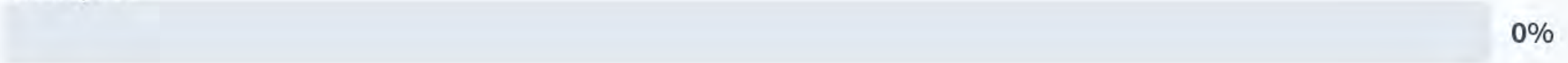
Infrastructure Impact (power failures, water system failures, sprinkler system damage, etc.)



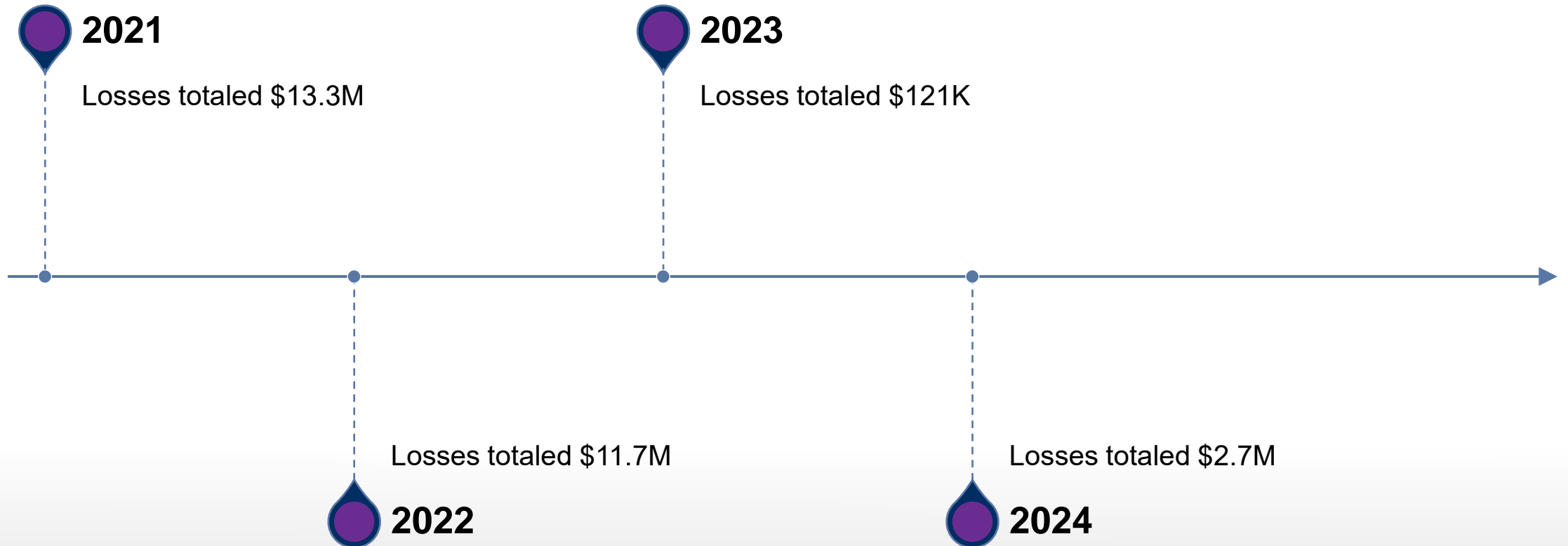
Business Impact (loss of patient volume, damage to organization's reputation, etc.)



No impact



Why do we worry about polar vortex events?



Polling Question #2

- Does your organization have standard operating procedures (SOPs) or emergency response plans (ERPs) that are consistent across all levels of the organization (facility, local, statewide, national, etc.)?
 - Yes
 - No
 - I don't know



Does your organization have standard operating procedures (SOPs) or emergency response plans (ERPs) that are consistent across all levels of the organization (facility, local, statewide, national, etc.)?

Yes

0%

No

0%

I don't know

0%

Disrupting the Cycle of Loss

- National workgroup created in 2023 focused on mitigating impacts from polar vortex events
 - » Team comprised of emergency management and facilities management subject matter experts
 - » All geographic areas of the health system represented
 - » Charged with developing standard operating procedures to prepare for, respond to, and recover from polar vortex events



Development of the IPRG

- Extreme Cold Incident Planning and Response Guide (IPRG)
 - » Built off the Hospital Incident Command System (HICS) Incident Response Guides (IRG) formatting
 - » Planning section outlines activities to be completed prior to an extreme weather event
 - » Response section broken into two parts:
 - 48-24 hours prior to event
 - Imminent event and day of event
- Deployed for use in preparation / response to the 2024 polar vortex event



Mitigation and Preparedness

- Ongoing activities to be conducted well in advance of an extreme weather event
 - » Maintenance of roof drains and landscaping
 - » Validating process for generator fuel deliveries
 - » Testing of emergency equipment throughout the facility
 - » Locations identified to house staff, discharged patients, and community members

MITIGATION/PREPAREDNESS

EXTREME COLD WEATHER MITIGATION AND PREPAREDNESS CHECKLIST

Purpose: Winter storms or hazardous winter weather is likely to occur as indicated in the facility's Hazard Vulnerability Assessment (HVA) and is a threat to life or property.

Risk Areas: Damage to facilities (physical plant), from flooding or wind; potential for roof collapse from weight of heavy snow fall; loss of power or heat (boilers); the hospital/ Healthcare Facility (HCF) is inaccessible in and out due to impassable or closed roads; loss of power and resultant disruptions in the environment of care; disruptions of supply lines; difficulty for staff to report to work, travel, and conduct home visits.

#NHCPC24



Response

- Activities to be conducted 48 – 24 hours in advance of an extreme weather event
 - » Routine monitoring of weather information
 - » Prepare/activate hospital incident command team
 - » Validate communication methods with snow/ice removal team
 - » Review current supply levels for all departments
 - » Review housing plan for staff remaining on site
 - » Develop staffing plan for rounding in areas typically unoccupied (i.e. closed units, construction areas, business offices, etc.)
 - » Review plan for documenting response related costs
 - » Obtain/deploy supplemental heating devices if available

EXTREME COLD WEATHER RESPONSE CHECKLIST

Purpose: To prepare hospital/ HCF for a significant winter storm or hazardous winter weather that is likely, imminent or occurring. Preparations for the storm can be enacted to mitigate the threat to life or property.

EXTREME COLD WEATHER WATCH (48hrs – 24hrs pre-storm)

#NHCP24



Response

- › Activities to be conducted upon storm onset and throughout extreme weather event
 - › Routine monitoring of weather information
 - › Activate hospital incident command team
 - › Evaluate current supply levels for all departments
 - › Implement housing plan for staff remaining on site
 - › Implement staffing plan for rounding to typically unoccupied areas (i.e. closed units, construction areas, business offices, etc.)
 - › Communicate facility status to patients and families
 - › Document all event response expenses

EXTREME COLD WEATHER RESPONSE CHECKLIST

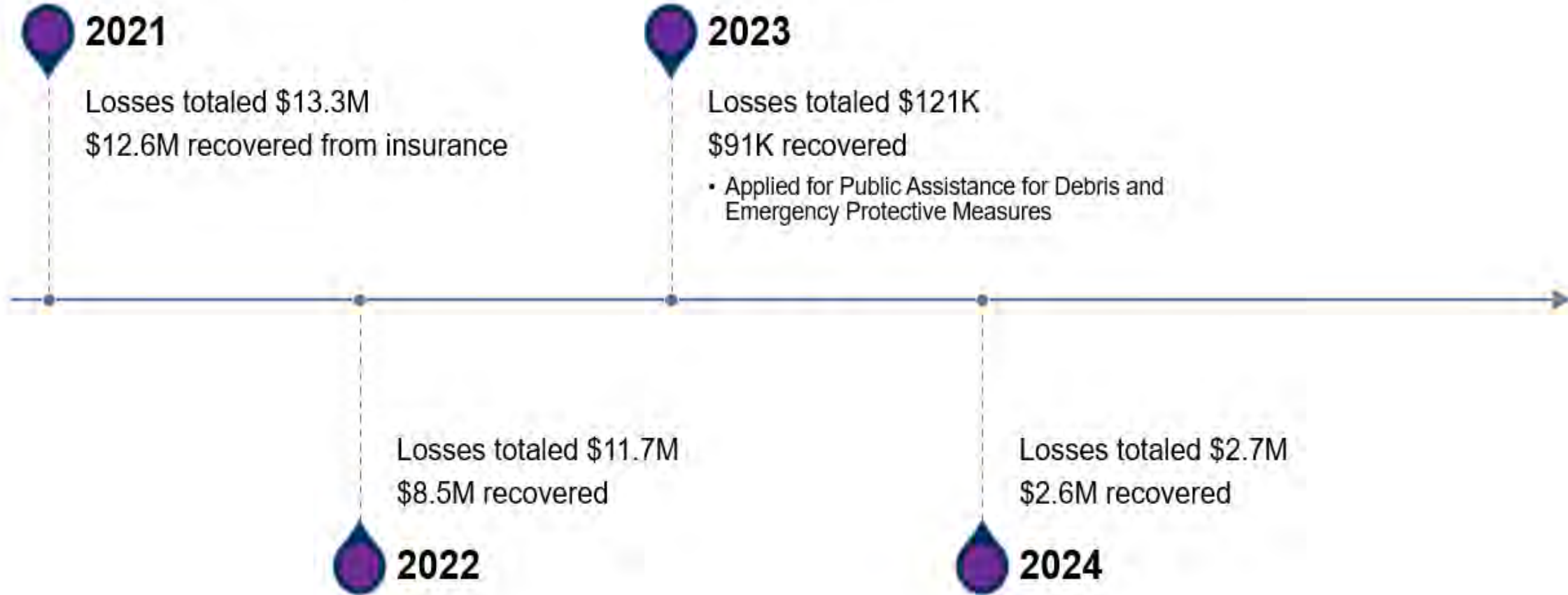
Purpose: To prepare hospital/ HCF for a significant winter storm or hazardous winter weather that is likely, imminent or occurring. Preparations for the storm can be enacted to mitigate the threat to life or property.

EXTREME COLD WEATHER WARNING (Imminent storm/storm day)

#NHCPC24



Polar Vortex Reimbursements 2021-2024



Success Drivers in 2024 Polar Vortex

- Routine rounding of unoccupied areas and deployment of staff to typically unoccupied buildings
- Identification of vulnerable areas based on experience, implementing protective measures
 - » Drained sprinkler systems and initiated fire watches in areas with minimal protection from extreme temperature
- Consistent communication between local, state, and national teams on facility status
- Standard process implemented for documenting damage expenses throughout organization
- Deployment of standard cost center for additional personnel hours
- Early procurement of ice melt supplies able to withstand extreme temperatures

#NHCPC24



Polling Question #3

- Does your organization have a standard process or system for tracking expenses related to extreme weather event responses?
 - Yes
 - No
 - In development



Does your organization have a standard process or system for tracking expenses related to extreme weather event responses?

(A) Yes

0%

(B) No

0%

(C) In development

0%



FEMA Grants, Public Assistance, and Insurance Claims



FEMA Grant Programs

- FEMA has funding programs available for pre-disaster mitigation and post-disaster recovery
- Maximizing funds available requires a structured program and training before the disaster strikes
 - » Program management coordinates with regional emergency management officers, site safety officers, and local hospital incident command teams
- Program structure can be applied to other government and non-government programs
- Process is useful during the insurance claim process



FEMA Grant Programs

- **FEMA Public Assistance
(after a presidentially declared disaster)**
 - » Provides supplemental grants to nonprofit entities enabling organizations to quickly respond to and recover from major disasters or emergencies
 - » Cost-share – 75% federal/25% non-federal
- **Hazard Mitigation Grant Program (HMGP)**
 - » Funding enabling organizations to rebuild in a way that reduces or mitigates future disaster losses in their communities
 - » Cost-share – 75% federal/25% non-federal
- **Management costs available**
 - » Up to 5% of the total obligated amount
 - » Costs for indirect and administrative grant management



Our Process

- Launched enterprise emergency management program in 2015 and identified opportunity for public assistance after the 2016 hurricane season
- Identified opportunities in the areas of grants, proper filing, capturing expenses, and compliance with FEMA requirements
- Hired a program manager to develop a multi-disciplinary team, a disaster response guide, a process for collecting data, debris-specific documentation, and standardized activity logs for emergency protective measures
- Continued work on best practices, including developing a module for all staff to review regarding requirements and documentation collection
- Added a program analyst in 2020 to provide additional support
- Ongoing search for additional grant opportunities (such as security grants)



Documentation

- National approach for education and training for hospital incident command teams
- We document time and expenses related to the disaster
 - » The site(s) establish a department code for all time and expenses, capturing all expenses related to the disaster
 - » The facilities' related items are documented via our work order system so we can track time, materials, and equipment
 - » Incident command forms track attendance, activities, and procurement processes



Disaster Guide and Module

› Disaster Response and Recovery Annex

› Incident Reimbursement

- Guidance includes:
 - Eligible expenses
 - Procurement
 - HICS forms and use
 - Required documentation

› In 2023, we developed a learning module for leaders to review before disasters to understand documentation needs, resource allocation, assets, safety, emergency management, and responsibilities during an emergency

Incident Reimbursement

Attachment F – Disaster Response and Recovery Annex

Date: 30 April 2021

The screenshot shows a document from FEMA titled "Federal Emergency Management Agency Reimbursements & FM Global Insurance Claims: The Process". The document is dated 30 April 2021. It includes a table of contents on the left and a main body of text on the right. The main body of text explains that FEMA provides financial assistance and reimbursement to individuals, businesses, and governments affected by declared disasters. It also states that the reimbursement process can vary depending on the specific situation and the type of assistance being sought. Below the text, there are four small images showing disaster scenes: a flooded area, a damaged building, a damaged car, and a damaged house.

Date	Event	Impact
October 18, 2018	Harvey	17.5 million people affected in Texas, Louisiana, and Mississippi. Over 100,000 homes destroyed. Over 100,000 people displaced.
November 13, 2017	Harricane Irma	1.5 million people affected in Florida, the Caribbean, and the Atlantic. Over 100,000 homes destroyed. Over 100,000 people displaced.
March 11, 2011	Tohoku Earthquake	13 million people affected in Japan. Over 100,000 homes destroyed. Over 100,000 people displaced.
December 14 and 26, 2010	Chile Earthquake	1.5 million people affected in Chile. Over 100,000 homes destroyed. Over 100,000 people displaced.

#NHCP24

Other Benefits

- We use a similar process for insurance claims
 - » You cannot “double dip” insurance and FEMA assistance
- FEMA pays up to 5% of assistance/grant value for the administration of the process
 - » Indirect and direct administrative costs associated with requesting, obtaining, and administering a grant
 - » Obligated \$497K and potential for \$8M based on the projects we are currently working on



Public Assistance Grant Dollars

- Applied for public assistance for 13 disasters (data does not include COVID-19 pandemic)
 - » 9 hurricanes, 3 severe storms, and 1 winter storm
 - » Since 2017, we have applied for over \$18M and received over \$10M to date
 - Includes the FEMA cost-share (75% - 100% depending on the disaster)
 - Several projects are ongoing with FEMA, and we anticipate payment in the next few months
 - » Types of categories
 - A – Debris
 - B – Emergency protective measures
 - E – Buildings and equipment
 - G - Parks, recreational facilities, and other items



Hazard Mitigation Grant Dollars

- Applied for two grants for damages from Hurricane Irma
 - » Applied for and were awarded over \$88M
 - Currently working on the projects
 - Cost-share 75% - 25%



#NHCPC24



Resources

- <https://www.fema.gov/assistance/public>
- <https://www.fema.gov/grants/preparedness/nonprofit-security>
- <https://www.fema.gov/grants/mitigation/hazard-mitigation>
- <http://cdphready.org/fema-reimbursement-for-acute-care-hospitals-guide-2/>





Questions?

Jeff Butler

Regional Emergency
Management Officer

Jeff.Butler@medxcel.com

(847) 736-7256

Katie Brymer

National Manager
Program and Grants

Katie.Brymer@medxcel.com

(512) 924-8548