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**NATIONAL HEALTHCARE COALITION
PREPAREDNESS CONFERENCE**

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

Strengthening Coalition Diversity for Disaster Preparedness

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Presented By:



MESH

Agenda

- Introduction
- Establishing Foundations for Collaboration
- The Evolution of CMS17 Group
- Tangible Impact of Collaborative Efforts
- Real-life Examples of Successes and Challenges
- Communication Programs and Information Flow
- Perspectives from CMS17 Partners
- Conclusion
- Q&A
- Contact Information



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- Emergency Preparedness Rule



<https://www.cms.gov/medicare/health-safety-standards/quality-safety-oversight-emergency-preparedness/emergency-preparedness-rule>

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Emergency Preparedness Rule

- On September 8, 2016, CMS published the EP Requirements Final Rule. Health care providers affected by this rule were to be compliant one year after the effective date, on **November 15, 2017**.
- **Purpose:** To establish EP requirements to ensure adequate planning for disasters, and coordination with federal, state, tribal, regional and local emergency preparedness systems.
 - Requirements apply to all **17 provider** and supplier types.
 - Each provider will have its own set of Emergency Preparedness regulations.
 - Must be in compliance to participate in the Medicare or Medicaid program.



Evolution of facility integration into healthcare coalitions

- Does the EP Final Rule require membership in a Healthcare Coalition?
- NO! *“While collaboration with healthcare coalitions is encouraged, it is not a requirement.”*
- Although not required, Appendix Z of SOM mentions Coalitions 21 times!
- *“Facilities should actively engage with their **healthcare coalitions**, associations, accrediting organizations and other stakeholders during the onset of any wide-spread emergency.”*
- *“Facilities may rely on a community-based risk assessment developed by other entities, such as public health agencies, emergency management agencies, and **regional health care coalitions** or in conjunction with conducting its own facility-based assessment.”*



If not required, why are Healthcare Coalitions mentioned so many times in Appendix Z of the State Operations Manual?

- What Does AI say?
- “Because they are multiagency coordinating groups that support and integrate with ESF-8 activities in jurisdictional incident command systems (ICS).”
- “HCCs are collaborative networks of healthcare organizations and their respective public and private sector response partners that assist with preparedness, response, recovery, and mitigation activities related to healthcare organization disaster operations. HCCs help health care facilities to plan, organize, equip, train, exercise, and evaluate the health care system preparedness in their regions.”
- “HCCs are useful for all phases of Comprehensive Emergency Management, but their primary mission should be to support healthcare organizations during emergency response and recovery. HCCs provide timely information and may support coordination during a public health emergency.”



What's the simple answer?



**We are Together
stronger!**

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Establishing Foundations for Collaboration

- Regional Healthcare Coordinators (RHC)
- Regional Vulnerable Population Coordinators (VPC)



Healthcare Coordinators

- Coalitions in Tennessee are aligned with the 8 EMS Regions. They work on planning, organizing, equipping, training, exercising and evaluating healthcare system preparedness.
- Larger cities may have their own “Municipal Healthcare Coordinators”
- Prior to adding the CMS17 group, the two Healthcare Coordinators for the East TN region covered 19 hospitals.
- After the addition of the CMS17 group, there were over **200** different facilities who joined the Healthcare Coalition.



Vulnerable Populations Coordinators

- With the large influx of members to the Healthcare Coalition, Tennessee added Vulnerable Populations Coordinators to each region to assist the Healthcare Coordinators in managing the CMS17 facilities....among other duties.

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Vulnerable Populations Coordinators

- The introduction of VPCs represents a significant step forward in enhancing emergency preparedness and response efforts, particularly for those facilities who are most at risk during disasters.
- Facilities, including **Long-term care, Assisted Living, Dialysis, Home Health, Hospice, Outpatient Surgery, Behavioral Health, and Outpatient Clinics** often face unique challenges and barriers during emergencies.
- The role of VPCs is to address these challenges by coordinating targeted outreach, support, and resources to ensure the safety and well-being of vulnerable healthcare facility members.



Why is a coalition partnership important?

- Resource Sharing
- Coordination and Collaboration
- Expertise and Knowledge Sharing
- Enhanced Community Engagement
- Political and Institutional Support

By working together, diverse stakeholders can better prepare for and respond to emergencies, ultimately saving lives and minimizing the impact of disasters on affected communities.

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The Evolution of CMS17 Group

Transformation into a Robust Cooperative Partnership

Healthcare Coalition: A resource

- **2017**, as CMS was putting out the "Final Rule" for Emergency Preparedness. KETHC was planning and coordinating how to incorporate the new 17 partner group before the CMS – 17 group knew what was happening
- **2018**, KETHC held a healthcare track at the Emergency Management Agencies of TN (EMAT) Conference. It was designed to introduce the CMS – 17 groups to EP, HVA, TTX and Functional exercise and how to write and ARR. It was also designed to get the EMA officers introduced to the CMS – 17 groups.
 - *This training helped to provide the needed understanding for the CMS – 17 groups to fulfill the CMS requirements within the final rule*
 - *Another of the most helpful thing during this training was to know what all of the "acronyms" stood for!!!!*



Healthcare Coalition: A Resource

- **2019**, Requirement change in the Manikins used for CPR training within American Heart Association (AHA)
 - *KETHC approved purchasing CPR Manikins for the HCC members to use in training and recertification of CPR within their teams*
 - *The Full-Scale Exercise (The Great Shake) that included the CMS – 17 groups into the hospital surge and evacuation exercise*
- **2020**, COVID – 19 Pandemic
 - *The CMS – 17 groups were included in the supply distribution of gloves, masks, and other PPE that became hard to get (even for their Corporate suppliers)*



Tangible Impact of Collaborative Efforts

The KETHC collaborates closely with the CMS17 group to enhance emergency preparedness efforts.



Acquisition of Response Equipment

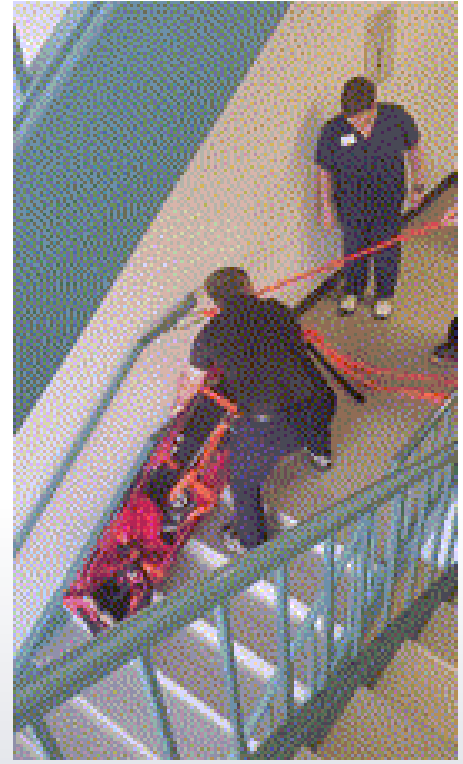
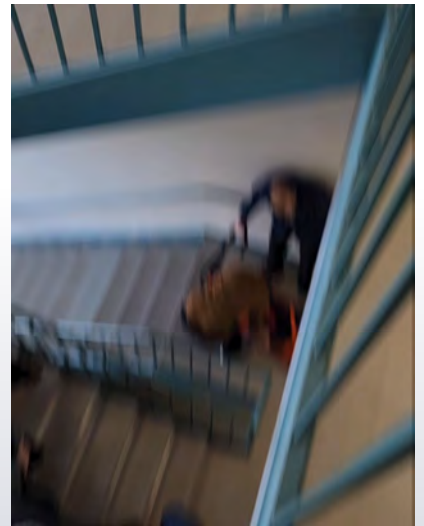


[Harmon
Speaks:
Emergency
Mobility
Equipment
Trailer on
YouTube](#)

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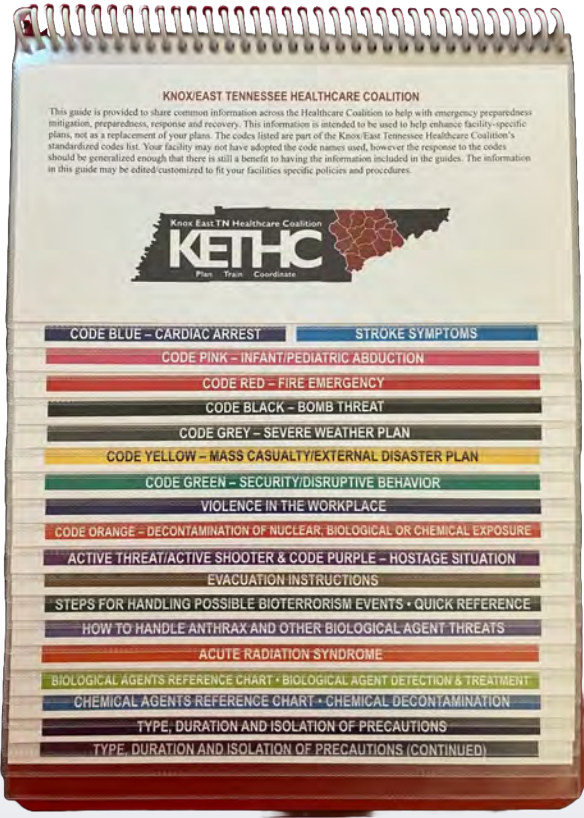
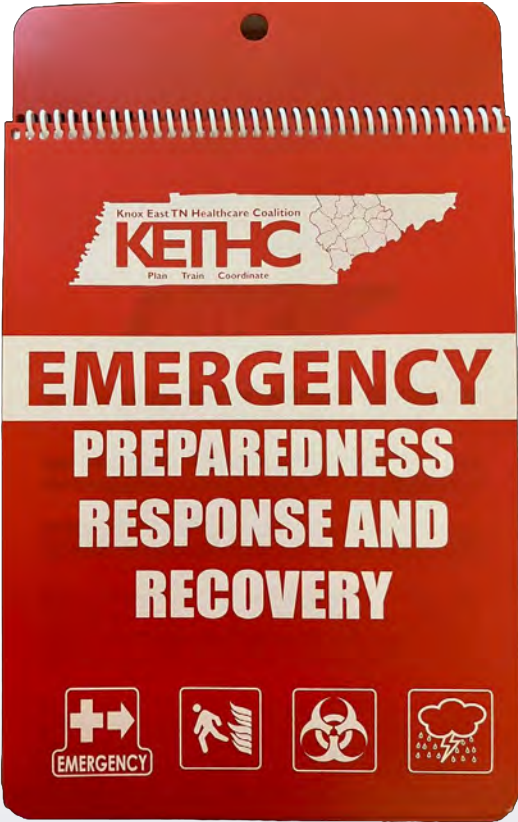
Training Sessions



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Emergency Quick Reference Guides



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Tailored Emergency Kits



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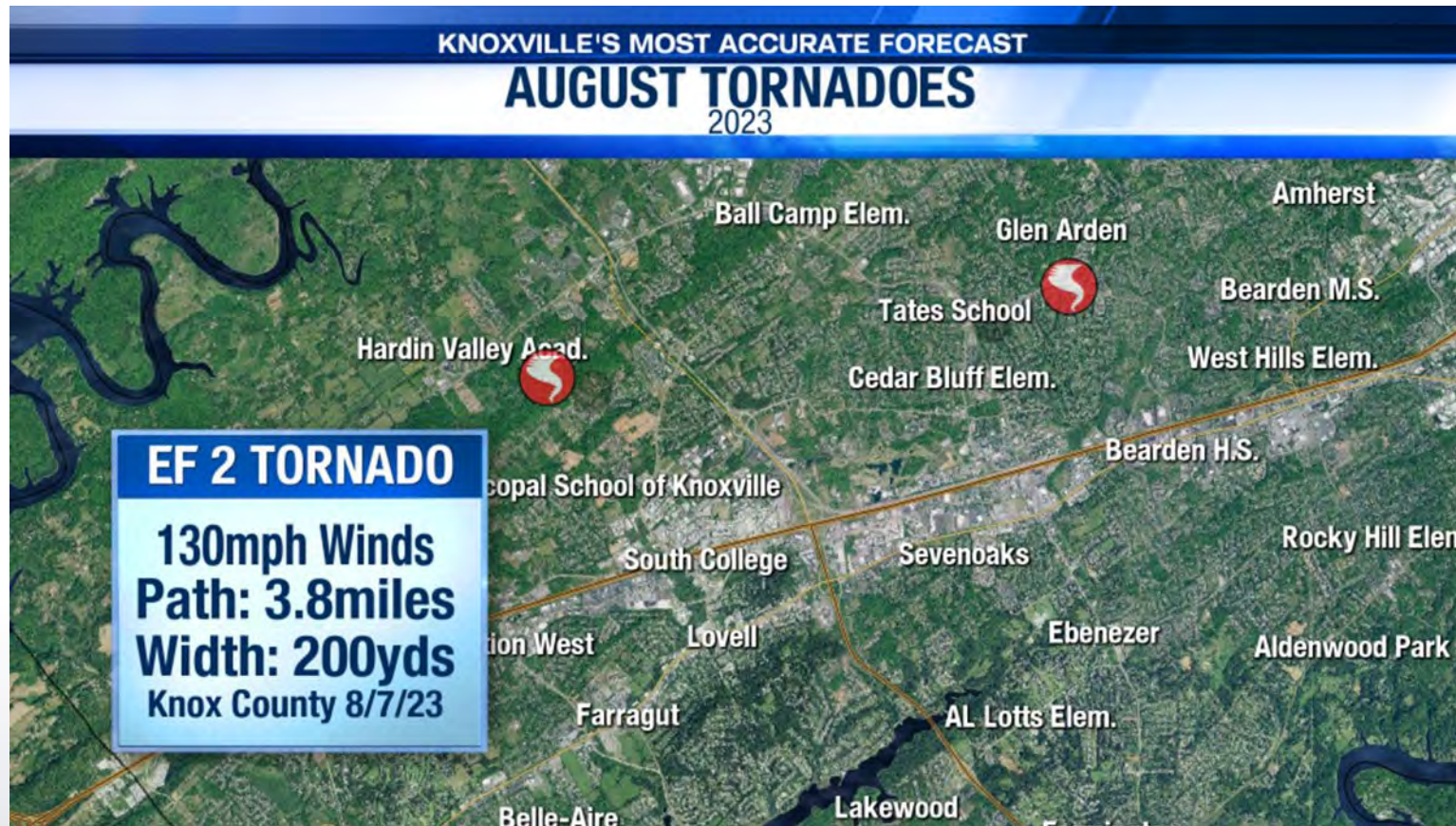
Communication Programs



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Success Stories



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KETHC ReadyOp Facility Status Form


Navigation: TRIAGE FORM | PATIENT TRACKING | Main Dashboard | ReadyOp How To | Roster | Files | Forms | Tracking | Dispatch | Logbook | East Regional Health | Knox County Hospitals | Long-Term/Assisted Living | KET HC | EMS Region 2

Sub-Nav: Aircraft Tracking | Weather Tracking | Parkwest Medical Center | KEMA | Warehouse | Knox County

Forms | Entries | Show Archived: Actions

ID	Facility/Organization	Structure	Power	Water Supply	Communications	HVAC
<input type="checkbox"/>	7709 Westmerland Heal...	Partially Functional...	On-Generator	Normal-Operation	Partially Functional	Normal-Ope
<input type="checkbox"/>	7748 Tennessee-Valley E...	Partially Functional...	On-Generator	Normal-Operation	Partially Functional	Limited-Ope
<input type="checkbox"/>	7747 Beverly Park Place	Partially Functional...	On-Generator	No-Water	Partially Functional	Limited-Ope
<input type="checkbox"/>	7642 NHC Healthcare, F...	Partially Functional...	On-Generator	Normal-Operation	Partially Functional	Limited-Ope
<input type="checkbox"/>	42016 Arber-Terrace-of Kn...	Fully Functional	On-Generator	Normal-Operation	Partially Functional	No-HVAC
<input type="checkbox"/>	7843 Children's West Sur...	Partially Functional...	On-Generator	No-Water	Fully Functional	Normal-Ope
<input type="checkbox"/>	42016 Westmerland heal...	Fully Functional	On-Generator	Normal-Operation	Fully Functional	Normal-Ope
<input type="checkbox"/>	7786 Autumn-Care-Karns	Partially Functional...	On-Generator	Normal-Operation	Fully Functional	Limited-Ope
<input type="checkbox"/>	7707 Fresenius Medical...	Non-Functional (i.e...	On-Generator	No-Water	None	No-HVAC
<input type="checkbox"/>	7872 Diversicare-of Oak...	Partially Functional...	On-Generator	Normal-Operation	Partially Functional	Limited-Ope
<input type="checkbox"/>	7764 Fresenius Kidney C...	Partially Functional...	On-Generator	Normal-Operation	Partially Functional	Normal-Ope
<input type="checkbox"/>	7710 Signature HealthC...	Partially Functional...	On-Generator	Normal-Operation	Partially Functional	Normal-Ope
<input type="checkbox"/>	7714 The Eye Surgery G...	Partially Functional...	On-Generator	No-Water	Partially Functional	No-HVAC
<input type="checkbox"/>	7712 The Eye Surgery G...	Partially Functional...	On-Generator	No-Water	None	No-HVAC
<input type="checkbox"/>	7713 PCET Surgery Cen...	Partially Functional...	On-Generator	No-Water	Partially Functional	No-HVAC
<input type="checkbox"/>	7720 NHC Farragut Heal...	Partially Functional...	On-Generator	Normal-Operation	Fully Functional	Limited-Ope
<input type="checkbox"/>	7736 Holsten Health Care	Partially Functional...	On-Generator	Normal-Operation	Fully Functional	Normal-Ope
<input type="checkbox"/>	7734 Knoxville Orthopa...	Partially Functional...	On-Generator	Normal-Operation	Fully Functional	Normal-Ope
<input type="checkbox"/>	7730 Blount Memorial Tr...	Partially Functional...	On-Generator	Normal-Operation	Fully Functional	Limited-Ope
<input type="checkbox"/>	7969 Life-Care-Center-of...	Fully Functional	On-Generator	Normal-Operation	Fully Functional	Limited-Ope

New Entry

 **Facility Status Update Form - Detailed**
For providing information only. Resource request must be sent to RHC,ERC, or County EMA/EOC

Facility Type **If Other**

Click here for drop down list Facility type if "other"

Facility/Organization Name

Spell out name - no acronyms please.

Date **Time** **Organization GPS / Location**

Get Position or Enter Location

Primary Contact **Primary Contact Email**

First Last

Primary Contact Phone Number

+1 (555) 555-5555

Secondary Contact Information

Secondary Contact **Secondary Contact Email**

First Last



JANUARY 8, 2024

Fire in assisted living facility resulted in the evacuation of residents.

The ReadyOp system was utilized for quick response and identification of bed availability of local facilities. Fortunately, one of the Hillcrest communities assisted in housing 25 of the displaced residents.



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KETHC ReadyOp Bed Availability Form

TRIAGE FORM	PATIENT TRACKING	Main Dashboard	ReadyOp How To	Roster	Files	Forms	Tracking	Dispatch	Logbook	East Regional Health	Knox County Hospitals	Long-Term/Assisted Living	KET HC	EMS Region 2
Aircraft Tracking	Weather Tracking	Parkwest Medical Center	KEMA	Warehouse	Knox County									
Forms		Entries		Show Archived: <input type="checkbox"/>		Actions								
<input type="checkbox"/>	ID	Facility Name	Available STAFFED B	Available Beds if staff	Submitted By	Last Updated								
<input type="checkbox"/>	17648	Sevierville Health C...	10	Same	Jessica Stewart	2024-01-09 11:00 EST								
<input type="checkbox"/>	17647	Terrabella of Morris...	2	2	Rebecca Mills	2024-01-09 10:47 EST								
<input type="checkbox"/>	17643	Life care of Blount ...	0	0	Kenneth Beaman	2024-01-09 09:15 EST								
<input type="checkbox"/>	17634	TerraBella Athens	5 Assited Living an...	9	Rebecca Mills	2024-01-08 18:22 EST								
<input type="checkbox"/>	17630	Jefferson City Healt...	7	7	Gina Harris	2024-01-08 16:04 EST								
<input type="checkbox"/>	17629	NHC Farragut	0	0	Andrew Smith	2024-01-08 14:13 EST								
<input type="checkbox"/>	17628	Ridgeview Terrace ...	0	26	Jennifer Henderson	2024-01-08 13:40 EST								
<input type="checkbox"/>	17627	Life Care Center of ...	5	10	Craig Green	2024-01-08 13:08 EST								
<input type="checkbox"/>	17626	Trinity Hills	0	0	Holly Smarr	2024-01-08 12:31 EST								
<input type="checkbox"/>	17624	Tennova Newport C...	3	16	Rachel Ward	2024-01-08 11:29 EST								
<input type="checkbox"/>	17623	Arbor terrace of kn...	0	0	Amber Blankenship	2024-01-08 11:24 EST								
<input type="checkbox"/>	17622	Sevierville Health a...	4	10	Don French	2024-01-08 11:06 EST								
<input type="checkbox"/>	17621	The Heritage Center	20	50	Shelley Morgan	2024-01-08 11:05 EST								
<input type="checkbox"/>	17620	Signature HealthC...	4	12	Sara Wallace	2024-01-08 10:35 EST								
<input type="checkbox"/>	17619	Soddy-Daisy Healt...	113	134	Ray Allen	2024-01-08 10:34 EST								
<input type="checkbox"/>	17617	Serene Manor Medi...	67	12	Rita Griffin	2024-01-08 10:29 EST								
<input type="checkbox"/>	17616	Holston Health Care	10	10	Bill Fox	2024-01-08 10:23 EST								
<input type="checkbox"/>	17614	Open Arms Care	0	0	Nikki Byrd	2024-01-08 10:15 EST								
<input type="checkbox"/>	17613	The Pointe at Lifes...	1	0	Liam McClish	2024-01-08 10:14 EST								
<input type="checkbox"/>	17612	The Nursing Center...	0	0	Kevin Brown	2024-01-08 10:12 EST								
<input type="checkbox"/>	17611	Life Care Center of ...	0	10	Juan P Miranda	2024-01-08 10:11 EST								
	ID	Facility Name	Available STAFFED E	Available Beds if staff	Submitted By									
Clear Filters		31 entries												

Submitted by the contact Jessica Stewart (9529) - 2024-01-09 11:00 EST

LTC Emergent Bed Availability

Please complete and submit this form ASAP

Name **Email**

Facility Name

Please confirm the current number of beds you have immediately available.

Available STAFFED Beds **Available Beds if staff are provided**

Post a comment

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January 2024 Winter Storm &
Dialysis Transportation

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The January 2024 winter storm brought seven consecutive days of at least 4 inches of snow on the ground. Depending on location within the region, snowfall ranged from a mere dusting to a substantial 10+ inches. This disrupted public services in many areas. Despite efforts to prioritize public safety, healthcare, and essential services, the absence of reliable public transportation posed significant challenges for dialysis patients, highlighting the importance of coordinated disaster response plan.



Healthcare Coalition: A Resource



- 2024, January Winter Storm that halted most all day-to-day operations with-in the KETHC 16 county area
 - *Anywhere from 2-14 inches of snow and ice fell within a 3-day period, making it impossible for travel in some of these area's*
 - *Dialysis patients who require treatment 3 times weekly were unable to get to their clinics for their treatments*
 - *KETHC reached out to the CMS –17 Dialysis partners and local transportation providers via ZOOM to brainstorm and collaborate on how to manage this "potential" crisis*
 - *It was through this collaboration, our dialysis patients were transported to and from their clinics safely to obtain their treatment – Again, Thank YOU Jingle Jeepers!!*
 - *There were some patients who did have to go emergently to the hospital for treatment, and there were a few who expired due to inability to get to their treatment*
 - *I believe through the partnership with KETHC more of our patients survived than would have from this storm*

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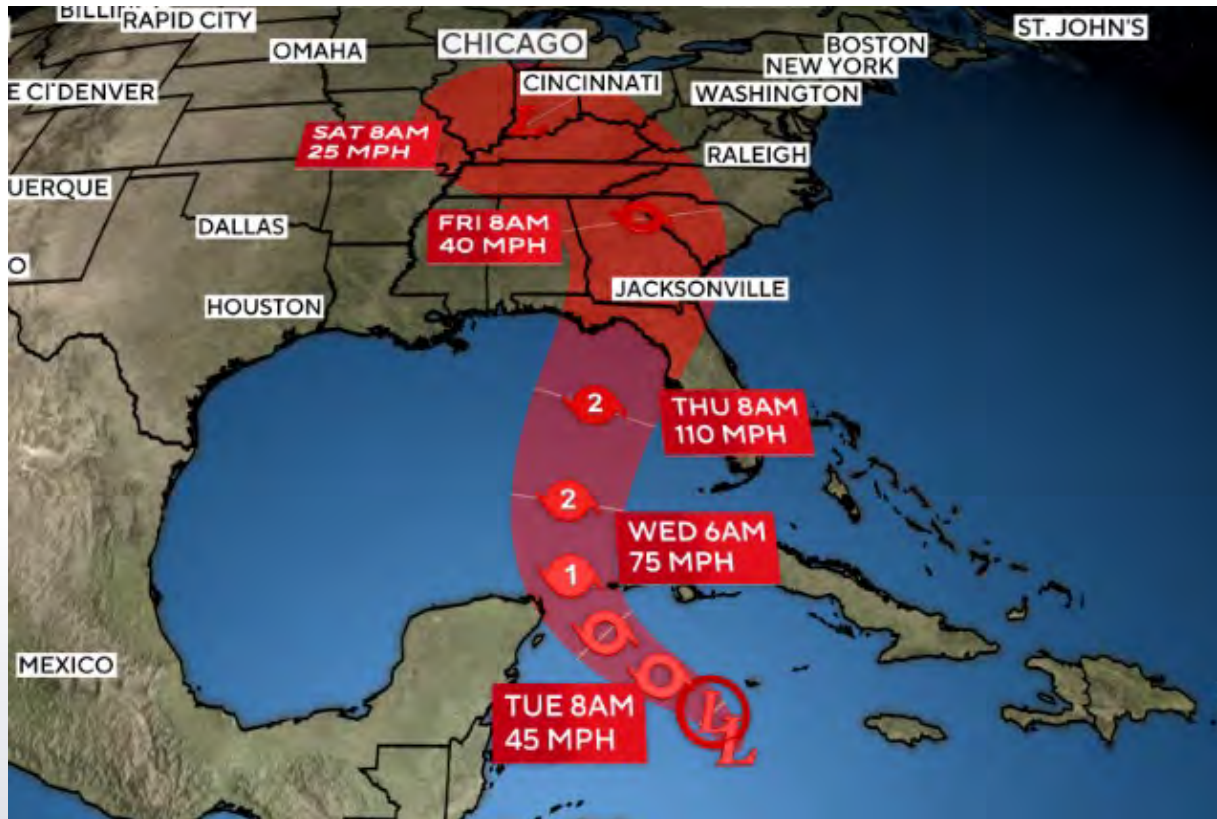
Healthcare Coalition: Barriers and Success

- CMS – 17 Integration within KETHC
 - *KETHC, Hospitals, EMA, EMS ... how do we "Dialysis" fit?*
 - *"Ready Ops" has been utilized and integrated within the regional area to communicate where needed supplies and emergency help can be prioritized*
 - *Emergency Supplies have been provided to all Dialysis providers, i.e. Emergency back-packs with hard hat, caution tape, head lamp, etc... & Emergency Quick reference charts for all the clinics*
 - *Since the involvement with KETHC over the last 8 years, the local dialysis community has been provided the opportunity to collaborate with each other on how best KETHC can help our dialysis patients*



Hurricane Helene

- Sept. 25, 2024 – KETHC host a virtual meeting with Dialysis clinics, transportation providers, and regional Emergency Management Agencies to discuss concerns amid potential severe weather.



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Hurricane Helene

- Sept. 27 KETHC began receiving emergency notifications.



Hurricane Helene

- KETHC sent Facility Status Report to all member facilities in and around Newport.

 **Facility Status-Basic**
Facility SitRep Form

Form ID: 1059; Submission ID: 30557
Report Date: 10/22/2024 @ 13:48 EDT

Facility Type
Long-term care/Nursing Home

Facility Name
Tennova Newport Convalescent Center

Name		Phone Number
First	Last	
Rachel	Ward	

Date	Time	GPS / Location
9/27/2024	04:45 PM	35.9651401, -83.1826804 @ 2024-09-27 16:53:22 EDT

Current Status

Normal operating procedures

Emergency Operation Plan Activated but no assistance needed

Emergency Operation Plan Activated- Assistance needed

Facility closed

Unable to evaluate

Comments

We have prepared for a power failure. Sheltering in place. We should be safe from flooding. We have enough food and water for the weekend.

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Hurricane Helene

- Due to reports of extended water outage, local hospital and LTC facility began preparing for possible evacuation.
- KETHC assisted several facilities with locating water tankers to supply their facility.
- No facilities were evacuated due to water outage and even outpatient facilities were able to continue to provide care.
- Three outpatient facilities were added as KETHC members during this event.



Healthcare Coalition: Moving Forward

Our relationship with KETHC, although "forced" by CMS Final Rule, is a blessing in disguise

We are all a part of the healthcare community and have areas of expertise to share

KETCH is a conduit to receiving and sharing that information

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Knox East TN Healthcare Coalition CMS - 17

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