

# Special Needs Shelter Interagency Committee Meeting November 21, 2013



The Webinar will begin  
at 9:30 a.m.  
Eastern Time

# WELCOME

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- Housekeeping
  - Agenda, Exits, Rest Rooms, Cell Phones
- Meeting is being recorded
- For questions and comments
  - Microphones are suspended from the ceiling
  - Announce your name and organization before speaking

# IF YOU HAVE QUESTIONS

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For those on WebEx / Conference Call

- Use the “chat” feature to submit a question or comment at any time
- Hover your mouse over the graphic at the top-middle of your screen until the “chat” button appears
- Click on the “chat” button and a window will open
- Direct all questions and comments to the participant named “**Questions**”

# TODAY'S AGENDA

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- Update from the State Disability Coordinator
- Healthcare Coalitions
- Partner Updates
- Discussion of Level of Care Contingency Planning and Guidelines
- Open Discussion
- Next Steps

# AUTHORITY AND PURPOSE OF COMMITTEE

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- *Authority established in Section 381.0303(5), Florida Statutes*
- Purpose: Address issues related to special needs shelters (SpNS) not addressed in the state's Comprehensive Emergency Management Plan and to serve in a consultative role to support best practices for sheltering throughout the state

# OPENING REMARKS

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Bob Eadie

Interim Director, Division of Emergency  
Preparedness and Community Support  
Designee, Interagency Committee Chair



# UPDATE FROM THE STATE DISABILITY COORDINATOR

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Bryan Vaughan  
Florida Department of Health



# HEALTHCARE COALITIONS

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Christie Luce  
MedSurge Unit Leader  
Florida Department of Health





# Introduction to Healthcare Coalitions

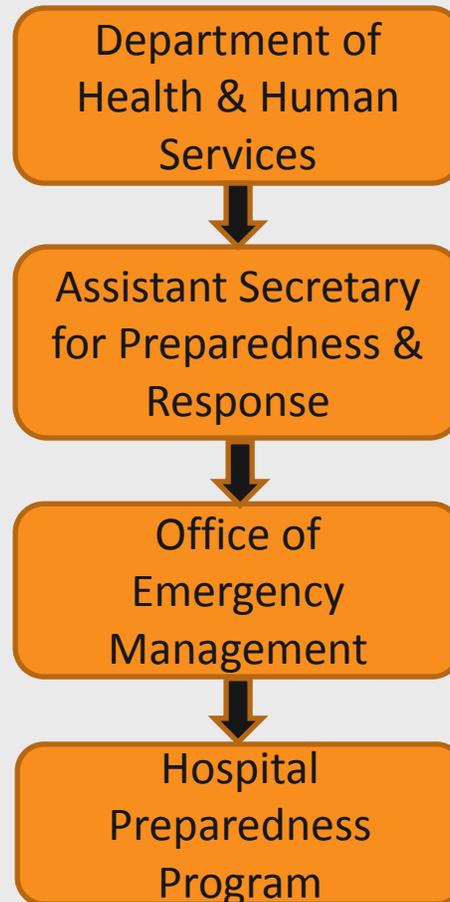
Bureau of Preparedness & Response  
Medical Surge Unit  
November 21, 2013

# Hospital Preparedness Program (HPP)

An Overview...



# Hospital Preparedness Program



# Hospital Preparedness Program

- Provides leadership and funding to States, territories, and eligible municipalities
- HPP funding supports:
  - Improving Infrastructure
  - Capability-based approach to planning
  - Development and sustainment of HCCs



# Hospital Preparedness Program

- Since 2002, Florida has disbursed over \$100 million dollars to hospitals to prepare them for a medical surge event
  - Training
  - Exercises
  - Equipment

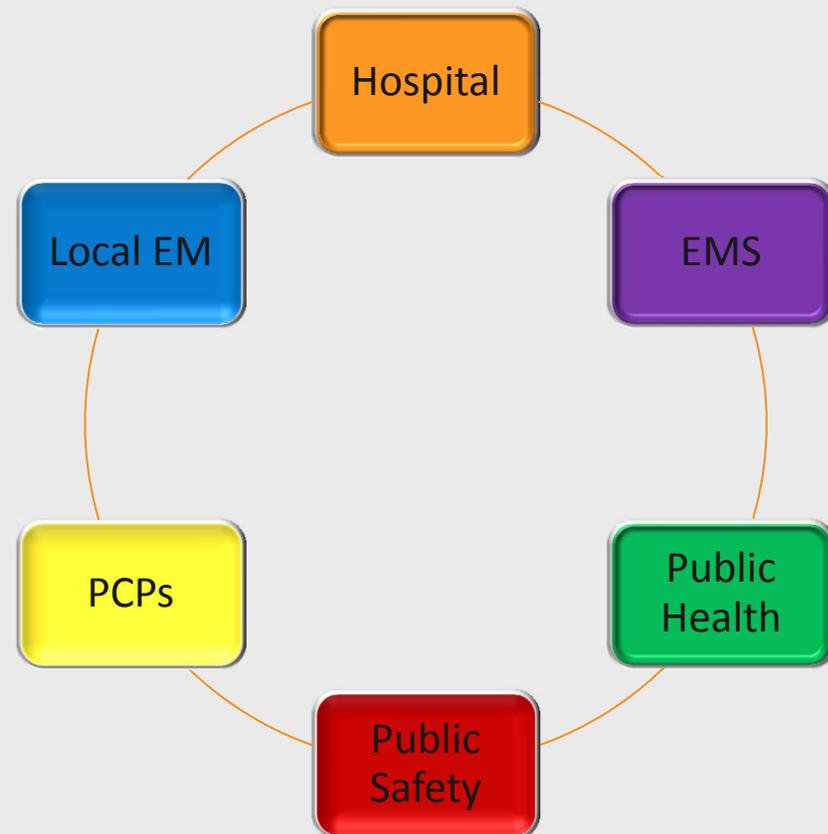


# Hospital Preparedness Program

Old Way



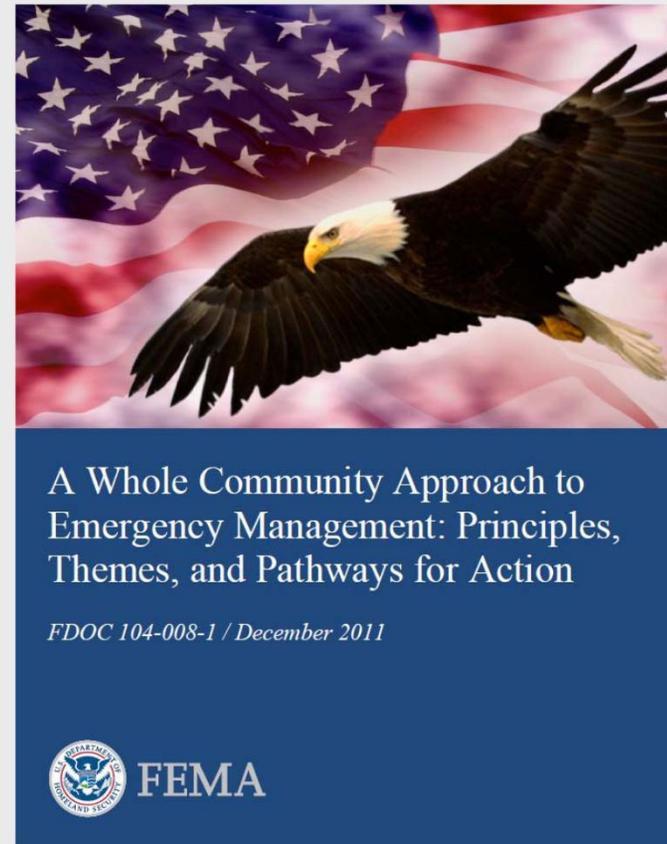
New Way



# Federal Program Guidance

- A Whole Community Approach to Emergency Management  
(December, 2011)

<http://www.fema.gov/library/viewRecord.do?id=4941>



# Principles of Whole Communities

*A government-centric approach to emergency management is not enough to meet the challenges posed by a catastrophic incident. Local events require the planning and participation of the entire community; private and public, not just government*

## **Solution:**

- Understand and meet the actual needs of the whole community.
- Engage and empower all parts of the community.
- Strengthen what works well on a daily basis in communities.
- Whole communities = Resilient communities



**Solution:**

# Healthcare Coalitions



# Purpose and Focus

- ASPR has made healthcare coalition development a priority during the current five-year funding cycle
- Currently in 2<sup>nd</sup> year of 5 year grant
- Community HCC development is vital to achieving healthcare system preparedness, response and recovery



# Relation to RDSFT

RDSTF

Health & Medical

Healthcare Coalitions

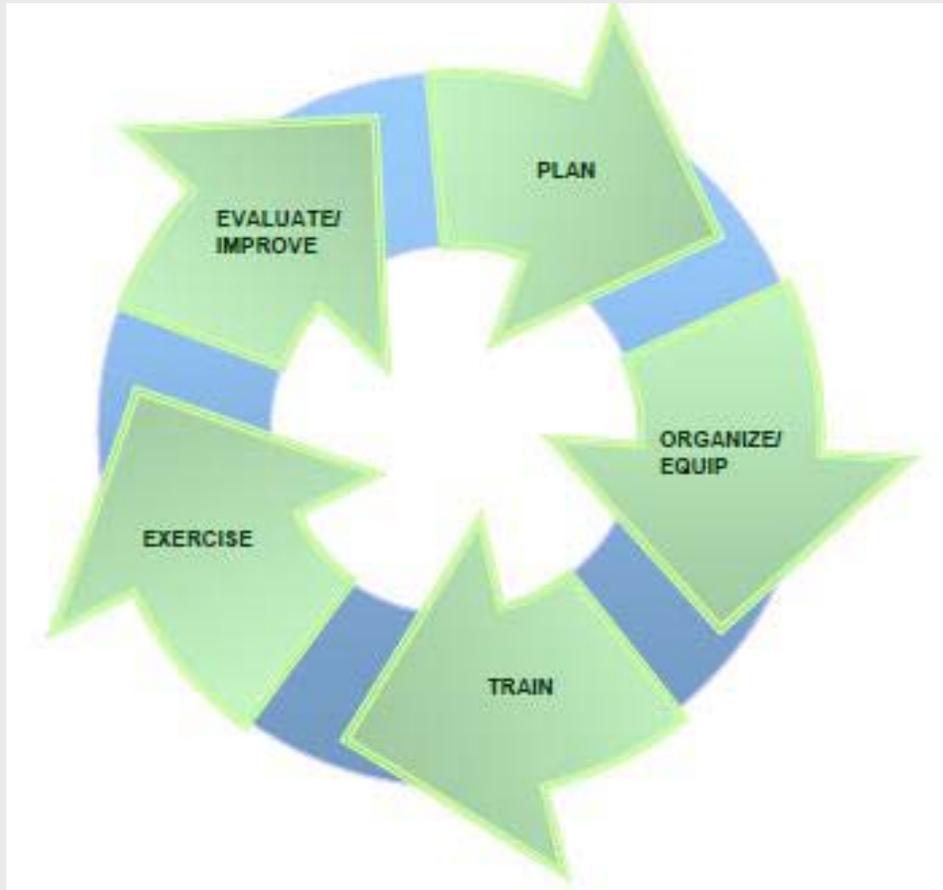
# Defining Healthcare Coalitions

- A collaborative network of healthcare organizations and their respective public and private sector response partners which serve as a multi-agency coordinating group.
- Healthcare coalitions assist Emergency Management and ESF-8 with preparedness, response, recovery, and mitigation activities related to healthcare organization disaster operations.



# HCCs in Preparedness

- Plan
- Organize/Equip
- Train
- Exercise
- Evaluate/Improve



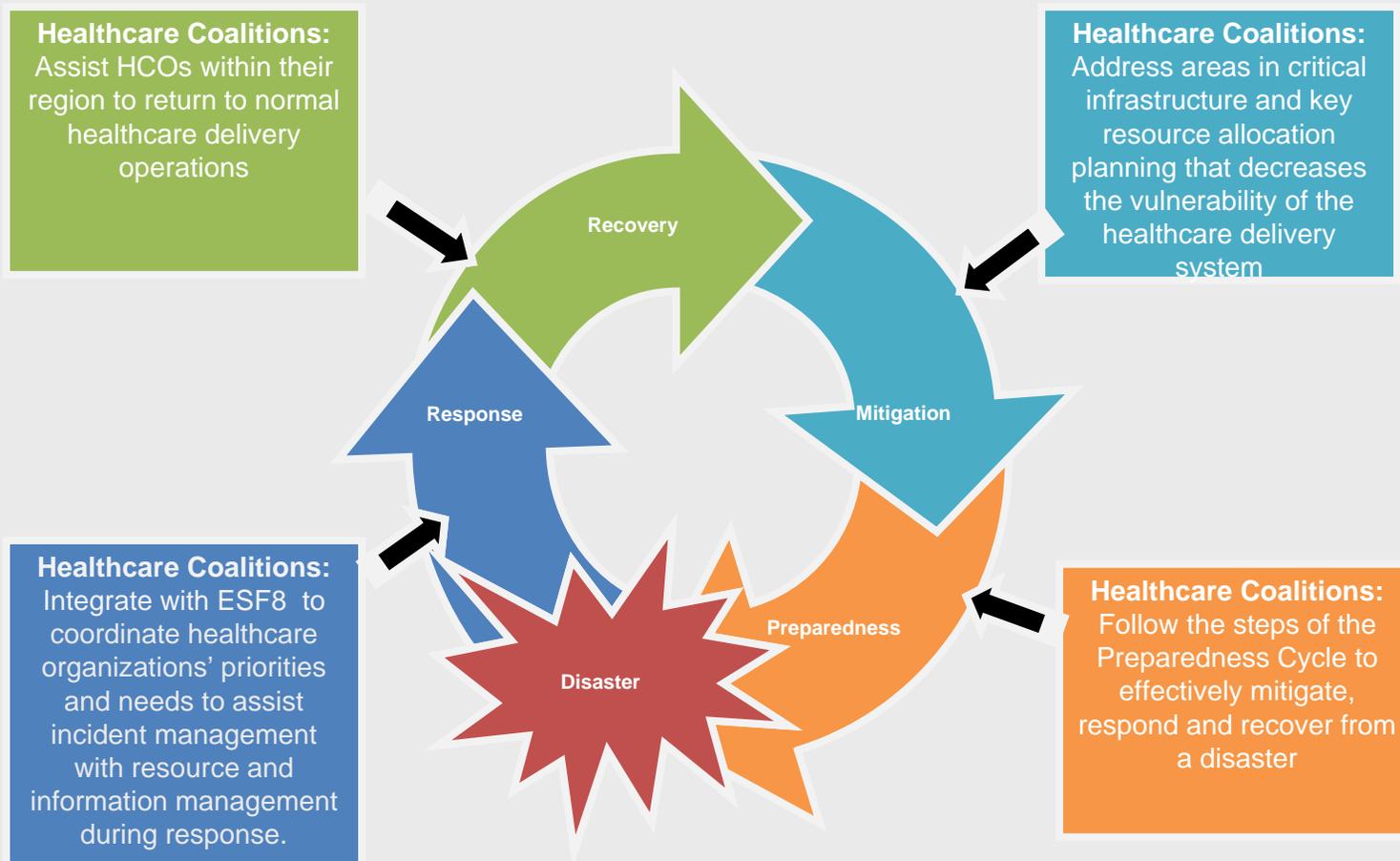
# HCC in Response Support

Healthcare coalitions must demonstrate multi-agency coordination during response (exercise or real-life)

- Either a role to assist incident management (e.g., local area command / unified command; ESF-8) with decisions and/or mission support
- OR coordinated plans to guide decisions regarding healthcare organization support
- OR a combination of both



# Disaster Cycle



# Key Concepts

*Capability based approach to planning:* Coalitions may enhance healthcare system planning and response at the State, local, regional and territorial levels.

- HCCs are not response organizations
- Involve member organizations; develop naturally through existing partnerships and service delivery patterns
- Collectively plan, organize, equip, train, and exercise



# Healthcare Coalition Recognition

- Formalized by:

Bylaws

Charter

Formal Agreements with Partners (MOUs, MOAs, etc)

Governance Structure

Voting Structure

Meeting Schedule, Agendas, Minutes



# Essential HCC Members

- Hospitals and Health Systems
- Local Emergency Management / Public Safety
- Local Public Health (MRC, CHDs, State Labs)
- EMS Providers (Public & Private)
- Long-Term Care
- Behavioral & Mental Health
- Specialty Service Providers (e.g., dialysis, pediatrics, urgent care, etc.)



# Essential HCC Members

- Support Service Providers (e.g., laboratories, pharmacies, blood banks, poison control)
- Primary Care Providers
- Community Health Centers
- Tribal Healthcare
- Federal Entities (e.g., NDMS, VA hospitals, DOD facilities)
- Private entities associated with healthcare (e.g., Hospital Associations)



# Additional HCC Members

- Local and State Law Enforcement
- Public Works
- Private Organizations
- Non-government Organizations
- Non-Profit Organizations
- Volunteer Organizations Active in Disaster (VOAD)
- Faith-based Organizations



# Additional HCC Members

- Community-based Organizations
- Volunteer Medical Organizations (e.g., American Red Cross)
- Other Partners (as relevant)



# Additional HCC Requirements

- Develop HCC infrastructure
- Perform risk assessment
- Perform resource assessment
- Identify and prioritize healthcare assets and essential services
- Identify gaps



# Additional HCC Requirements

- Coordinate emergency preparedness activities (Training and Exercise for HCC's)
- Develop operational plans in coordination with Emergency Management
- Exercise risk-based objectives
- Demonstrate performance



# Florida's Approach

## Healthcare Coalition Statewide Working Group

- Diverse Representation: Hospital, Public Health, Long-Term Care, Mental/Behavioral Health, EMS and other stakeholders
- Leadership integration on-going
- Guidance and recommendations for progress at the end of BP 2.
- Assist in setting pace of progress for Healthcare Coalition development and sustainment



# Florida's Approach

- Goal: Provide 100% coverage for the health and medical needs of Florida's population (permanent and transient) for all communities
- Existing groups in each region
- Some formal; some informal
- Some more developed than others
- There are gap areas
- Shape development of future healthcare coalitions
- Support existing healthcare coalitions



# Medical Surge Support

- Acts as liaison to all levels of government; federal, state and local to ensure common concept ideology.
- Website with links to resources for supporting development and sustainment of Healthcare Coalitions.
- Administrative support for State Working Group and Sub-committees.
- Informational webinars
- Supports contract funding
- Marketing materials



# SpNS in Healthcare Coalitions

- Different relationships statewide – every county is unique
- Resource requests will follow accepted practices within your jurisdiction
- Could provide supplies, equipment and other resources
- Need to be involved on the “ground floor” of HCC development



# SpNS in Healthcare Coalitions

- SpNS Coordinators can provide intel on vulnerable populations
- Will be a resource for SpNS planning once LTC and Behavioral Health become integrated



# Thank You!!



Christie Luce  
Medical Surge Unit Lead  
850-245-4444 x 3625

# PARTNER UPDATES

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Bernard Hudson  
Long-Term Care Unit Manager  
Agency for Health Care Administration



# Special Needs Shelter Interagency Committee

Agency for Health Care  
Administration



Better Health Care for All Floridians  
[AHCA.MyFlorida.com](http://AHCA.MyFlorida.com)

# Background

The Agency for Health Care Administration was established to locate the state's health financing, regulatory and planning activities in one organization.

# Major Roles and Responsibilities

- License and regulate managed care plans, and health care facilities and agencies
- Oversee and regulate the provision of services to eligible Medicaid recipients
- Publish health care data and statistics

# Emergency Response

- The Agency serves as a supporting partner to the Department of Health, Emergency Support Function 8 (ESF-8) Health and Medical.
- The Agency staffs the State Emergency Operations Center when requested during an emergency.

# Emergency Response

- The Agency supports ESF-8 through contact with healthcare facilities which include residential or 24-hour care
- Emergency Status System (ESS) is an online system to track facility status
- 4,836 facilities are enrolled in ESS

# ESS participation

Total Facilities	94.7%	4,836 of 5,109
Adult Family Care Home	87.7%	315 of 359
Assisted Living Facilities	93.2%	2,835 of 3,042
Crisis Stabilization Units	100%	57 of 57
End-Stage Renal Disease	95.9%	354 of 369
Homes for Special Services	100%	1 of 1
Inpatient Hospice	96.6%	57 of 59
Hospitals	99.7%	298 of 299
Intermediate Care Facilities	100%	101 of 101
Nursing Homes	100%	681 of 681
Residential Treatment Center	96.7%	29 of 30
Residential Treatment Facility	96.7%	89 of 92
Transitional Living Facility	100%	12 of 12
VA Hospitals	100%	7 of 7

Data pulled 11/5/2013



# ESS

- Tracks Emergency Status & Impact for AHCA Regulated Providers
- Assists in Prioritization of Activities & Responses to Emergencies
- Serves as a resource to Emergency Operations Center

# Assessments

- Activities revolve Around “Events” (e.g. Hurricanes)
  - Different entries/options based upon whether an Event is Open
  - No Event Open – Information can be submitted at anytime
    - Emergency contact persons & contact numbers
    - Utility account information
    - Existing generator information

# Assessment Activities

- Upon Activation of the Emergency Response Team
  - Disseminate e-blast notification of activation requesting all ESS enrolled health care facilities (24 hour and residential facilities) to self report status and note anticipated needs in ESS. (Does not replace call to local EOC if assistance is needed).
  - Assemble staff to conduct calls with facilities that did not self report in concert with Provider Associations.

# ESS

- Pre-Storm Information
  - Evacuation Status Including Destination
  - Special Resident Characteristics –  
Oxygen, Ventilator, Dialysis Dependent
  - Census & Available Beds

# ESS

- Post-Storm Information
  - Power Status
  - Impact – Structural Damage
  - Evacuation Status – Return to Facility
  - Available Beds
  - Provider Needs & Status of Needs Requests –  
Equipment, Staff, Supplies (Monitor Only)

# Emergency Preparedness Criteria

- The Following providers have specific licensure  
Emergency Management Planning Criteria
  - Adult Day Care Centers
  - Ambulatory Surgery Centers
  - Home Medical Equipment Providers
  - Home Health Agencies
  - Hospices
  - Hospitals
  - Nursing Homes
  - Nurse Registries

# Data Collection

Agency for Health Care Administration - ESS Website

[New Provider](#) | [AHCA Emergency Resources](#) | [County Emergency Management](#) | [ESS Help](#) | [ESS Home](#) | [Log Out](#)

<b>Navigation</b>	<b>License Information</b>	<b>Emergency Contact</b>	<b>Transportation</b>	<b>Power/Utility Information</b>	<b>Resident Characteristics</b>	<b>Census / Available Beds</b>	<b>Evacuation Status</b>	<b>Impact</b>	<b>Assistance Request</b>
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Selected Provider: [REDACTED]

**Drill Only - Hurricane Drill 2009 is currently active in ESS. Please enter all available emergency-related information for the selected provider.**

**Provider has No Impact or Need**

Check this box if the provider is unaffected by the event; has no impact or needs. Once checked, entries cannot be made for Power Outage, Impact, or Assistance Requests (can still enter Resident Characteristics, Evacuation, and Census/Available Beds). This box can be "unchecked" if the provider later becomes affected, and appropriate entries should be made. Select "Update" to save your entry.

**Emergency Status System Instructions**

**Enter information for the selected provider by choosing tabs above. Use ESS Help for detailed instructions**

<p><b>Enter any time:</b></p> <ul style="list-style-type: none"> <li>Emergency Contact</li> <li>Power/Utility Information</li> <li>Available Beds</li> <li>Transportation</li> </ul>	<p><b>Enter if an emergency/storm is active in ESS:</b></p> <ul style="list-style-type: none"> <li>Power/Utility Information</li> <li>Resident Characteristics</li> <li>Census / Available Beds</li> <li>Evacuation Status</li> <li>Impact</li> <li>Assistance Request</li> </ul>
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# Transportation

Agency for Health Care Administration - ESS Website

[AHCA Emergency Resources](#) | 
 [County Emergency Management](#) | 
 [ESS Help](#) | 
 [ESS Home](#) | 
 [Log Out](#)

Navigation	License Information	Emergency Contact	Transportation	Power/Utility Information	Resident Characteristics	Census / Available Beds	Evacuation Status	Impact	Assistance Request
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**Instructions:** Maintain Transportation needs and arrangements for a provider. Select Transport Type, the anticipated number of residents/patients in need of this transportation, and contracted carrier.

Provider:

### Provider Transportation

Census  Date

		Transport Carrier Name			
	# Res/Pts	Transport Type	First(Primary)	Second	Third
<a href="#">Edit</a>	10	Bus	AL		



# Power/Utility Information

Agency for Health Care Administration - ESS Website - Enter Provider Information

[AHCA Emergency Resources](#) | [County Emergency Management](#) | [ESS Help](#) | [ESS Home](#) | [Log Out](#)

<a href="#">Navigation</a>	<a href="#">License Information</a>	<a href="#">Emergency Contact</a>	<a href="#">Transportation</a>	<a href="#">Power/Utility Information</a>	<a href="#">Resident Characteristics</a>	<a href="#">Census / Available Beds</a>	<a href="#">Evacuation Status</a>	<a href="#">Impact</a>	<a href="#">Assistance Request</a>
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**Instructions:** Maintain Power/Utility status and generator information. Enter requested information and continue. Questions vary if an emergency event /storm is active.

**Provider:** [REDACTED]

Power/Utility	Generator
<p>Provider Has Power: --Select--</p>	
<p><i>Last updated on 3/13/2009 8:55:26 AM by PROVIDER</i></p>	
Utility Company Name: Progress Energy	Account: [REDACTED]
Water Company Name: [REDACTED]	Account: [REDACTED]
Facility has a Quick Connection installed for temporary generator: <input type="checkbox"/>	
Residents Depend on Life Support: No	
<p>Continue</p>	

# Generator Information

Agency for Health Care Administration - ESS Website - Enter Provider Information

[AHCA Emergency Resources](#) | [County Emergency Management](#) | [ESS Help](#) | [ESS Home](#) | [Log Out](#)

<a href="#">Navigation</a>	<a href="#">License Information</a>	<a href="#">Emergency Contact</a>	<a href="#">Transportation</a>	<a href="#">Power/Utility Information</a>	<a href="#">Resident Characteristics</a>	<a href="#">Census / Available Beds</a>	<a href="#">Evacuation Status</a>	<a href="#">Impact</a>	<a href="#">Assistance Request</a>
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**Instructions:** Maintain Power/Utility status and generator information. Enter requested information and continue. Questions vary if an emergency event /storm is active.

Provider: [REDACTED]

Power/Utility	Generator
<i>Last updated on 3/13/2009 8:55:26 AM by PROVIDER</i>	
Provider Has Generator(s): Yes	
Person Most Knowledgeable of Generator:	me
Phone:	(555)555-4368 (123)456-7890
Plan for Generator Failure:	testing
Plan Details (Include vendor name and phone for temporary generator, etc. Maximum 800 Characters):	I
Fuel Distributor:	EF
Phone:	(555)555-8888 (123)456-7890
Fuel Refill Status:	testing
<p>Continue Back</p>	



# Resident Characteristics

Agency for Health Care Administration - ESS Website

[AHCA Emergency Resources](#) | [County Emergency Management](#) | [ESS Help](#) | [ESS Home](#) | [Log Out](#)

<a href="#">Navigation</a>	<a href="#">License Information</a>	<a href="#">Emergency Contact</a>	<a href="#">Transportation</a>	<a href="#">Power/Utility Information</a>	<a href="#">Resident Characteristics</a>	<a href="#">Census / Available Beds</a>	<a href="#">Evacuation Status</a>	<a href="#">Impact</a>	<a href="#">Assistance Request</a>
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**Instructions:** Maintain resident special medical needs. Add a new special medical need, or edit an existing special medical need.

**Provider:**

**Add Residents with Special Medical Needs**

Special Medical Need: \*  # Residents \*

# Census/Available Beds

Agency for Health Care Administration - ESS Website

[AHCA Emergency Resources](#) | [County Emergency Management](#) | [ESS Help](#) | [ESS Home](#) | [Log Out](#)

<a href="#">Navigation</a>	<a href="#">License Information</a>	<a href="#">Emergency Contact</a>	<a href="#">Transportation</a>	<a href="#">Power/Utility Information</a>	<a href="#">Resident Characteristics</a>	<b>Census / Available Beds</b>	<a href="#">Evacuation Status</a>	<a href="#">Impact</a>	<a href="#">Assistance Request</a>
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**Instructions:** Maintain current Census and Available Beds for the selected provider. Enter or edit information in available boxes below. Shaded areas are view only. Totals are automatically calculated.

Provider:

### Census and Available Beds

*Last Updated on 5/1/2007 1:39:04 PM by PROVIDER*

Census:       Licensed Capacity:

# Available Male Beds:       # Available Female Beds:       Non-Gender Specific Beds:       Total Available Beds:

**Special restrictions on available beds (Do not enter patients/residents names or confidential information).**  
Maximum 250 characters - approximately 7 lines.      Maximum 2,000 for all (previous) notes.

Note:

Previous Note:

# Evacuation Status

Agency for Health Care Administration - ESS Website

[AHCA Emergency Resources](#) | [County Emergency Management](#) | [ESS Help](#) | [ESS Home](#) | [Log Out](#)

<a href="#">Navigation</a>	<a href="#">License Information</a>	<a href="#">Emergency Contact</a>	<a href="#">Transportation</a>	<a href="#">Power/Utility Information</a>	<a href="#">Resident Characteristics</a>	<a href="#">Census / Available Beds</a>	<a href="#">Evacuation Status</a>	<a href="#">Impact</a>	<a href="#">Assistance Request</a>
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**Instructions:** Maintain Evacuation status of Provider. Enter requested information and continue.

Provider: [REDACTED]

## Evacuation Status

Enter evacuation information and select continue to enter the Evacuation Destination.

Last Updated on 3/13/2009 9:13:37 AM by PROVIDER

Evacuation Status: \*

Census:

# Evacuees:

Re-entry to Facility

Start Date:

Start Date:

Complete Date:

Completed Date:

Check here if this is a partial evacuation

## Evacuation Destinations

Evacuation Destination is the location to which residents/patients will be relocated during the evacuation. Select **Add AHCA Licensed Provider** if the destination is another licensed health care facility in Florida; the location will be selected using a search of AHCA licensed providers. Select **Add Other Location** if the destination is not licensed by AHCA, including out-of-state.



# Evacuation Destination

Agency for Health Care Administration - ESS Website

[AHCA Emergency Resources](#) | [County Emergency Management](#) | [ESS Help](#) | [ESS Home](#) | [Log Out](#)

<a href="#">Navigation</a>	<a href="#">License Information</a>	<a href="#">Emergency Contact</a>	<a href="#">Transportation</a>	<a href="#">Power/Utility Information</a>	<a href="#">Resident Characteristics</a>	<a href="#">Census / Available Beds</a>	<a href="#">Evacuation Status</a>	<a href="#">Impact</a>	<a href="#">Assistance Request</a>
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**Instructions:** Maintain Evacuation status of Provider. Enter requested information and continue.

**Provider:**

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### Evacuation Destinations

Evacuation Destination is the location to which residents/patients will be relocated during the evacuation. Select **Add AHCA Licensed Provider** if the destination is another licensed health care facility in Florida; the location will be selected using a search of AHCA licensed providers. Select **Add Other Location** if the destination is not licensed by AHCA, including out-of-state.

**There are no evacuation destinations**

# Impact and Severity

<a href="#">Navigation</a>	<a href="#">License Information</a>	<a href="#">Emergency Contact</a>	<a href="#">Transportation</a>	<a href="#">Power/Utility Information</a>	<a href="#">Resident Characteristics</a>	<a href="#">Census / Available Beds</a>	<a href="#">Evacuation Status</a>	<a href="#">Impact</a>	<a href="#">Assistance Request</a>
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**Instructions:** Maintain information related to the Impact on the selected provider as a result of the emergency event. Select Add to enter a new impact, or select Edit to edit an existing Impact. Select Out Of Service to enter Long Term Out Of Service impact.

Provider: / [REDACTED]

**Record Updated Successfully**

	Impact	Severity	Start Date	Status	Last Update
<a href="#">Edit</a>	Flooding	Major	10/8/2009 9:00:00 AM	Reported	10/8/2009 9:10:33 AM
<a href="#">Edit</a>	Floor Damage	Major	10/8/2009 9:00:00 AM	Reported	10/8/2009 9:10:42 AM
<a href="#">Edit</a>	Roads Blocked	Partially Impassable	10/8/2009 9:00:00 AM	Reported	10/8/2009 9:10:53 AM
			<a href="#">Add</a>	<a href="#">Out of Service</a>	

# Out of Service

<a href="#">Navigation</a>	<a href="#">License Information</a>	<a href="#">Emergency Contact</a>	<a href="#">Transportation</a>	<a href="#">Power/Utility Information</a>	<a href="#">Resident Characteristics</a>	<a href="#">Census / Available Beds</a>	<a href="#">Evacuation Status</a>	<a href="#">Impact</a>	<a href="#">Assistance Request</a>
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**Instructions:** Maintain information related to the Impact on the selected provider as a result of the emergency event. Select Add to enter a new impact, or select Edit to edit an existing Impact. Select Out Of Service to enter Long Term Out Of Service impact.

Provider: [REDACTED]

### Out of Service Status

Out of Service Start:  

# Assistance Request – Local Emergency Management

Agency for Health Care Administration - ESS Website

[AHCA Emergency Resources](#) | [County Emergency Management](#) | [ESS Help](#) | [ESS Home](#) | [Log Out](#)

<a href="#">Navigation</a>	<a href="#">License Information</a>	<a href="#">Emergency Contact</a>	<a href="#">Transportation</a>	<a href="#">Power/Utility Information</a>	<a href="#">Resident Characteristics</a>	<a href="#">Census / Available Beds</a>	<a href="#">Evacuation Status</a>	<a href="#">Impact</a>	<a href="#">Assistance Request</a>
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**Instructions:** Maintain information related to requests for assistance for the selected provider. Select Detail to edit or remove an existing Assistance Request, or select Add to create a new Assistance Request.

**Provider:**

The Emergency Status System (ESS) serves strictly as a monitoring tool for state-wide emergency management.

**All requests for assistance must be reported to local [Emergency Management](#) for appropriate response prior to entry into ESS.** If you are **unable** to reach the local Emergency Management, please contact the appropriate [Licensure Unit](#) by phone.

**I understand and acknowledge** that I must report all requests for assistance to my local Emergency Management. The information entered into this system (ESS) will be used for monitoring purposes only.

# Assistance Request

Agency for Health Care Administration - ESS Website

[AHCA Emergency Resources](#) | [County Emergency Management](#) | [ESS Help](#) | [ESS Home](#) | [Log Out](#)

<a href="#">Navigation</a>	<a href="#">License Information</a>	<a href="#">Emergency Contact</a>	<a href="#">Transportation</a>	<a href="#">Power/Utility Information</a>	<a href="#">Resident Characteristics</a>	<a href="#">Census / Available Beds</a>	<a href="#">Evacuation Status</a>	<a href="#">Impact</a>	<a href="#">Assistance Request</a>
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**Instructions:** Maintain information related to requests for assistance for the selected provider. Select Detail to edit or remove an existing Assistance Request, or select Add to create a new Assistance Request.

Provider: [REDACTED]

## Add Assistance Request

Assistance List: \*  Amount:  Unit:

Date Needed: \*

EOC Tracker #:   
(Provided by EOC)

Status: \*

Forwarded to EOC - internal use only

Maximum 250 characters - approximately 7 lines.

Note:

Include efforts to obtain assistance such as vendors and trade associations.



Better Health Care for All Floridians  
AHCA.MyFlorida.com

# Reporting and Dissemination

- Facilities are encouraged to report needs for direct support to local EOCs.
- Facility status is reported to ESF 8 as directed.
- Reporting:
  - Quick Reports (ESS)
    - Evacuations
    - Power Outages
    - Impacts
    - Assistance Requests
    - Generator out of Service
  - Standard / Adhoc Reports (Reporting tool)

# Facility Capacity

- Pursuant to 408.821, Florida Statutes
  - (2) An entity subject to this part may **temporarily exceed** its licensed capacity to act as a receiving provider **in accordance with an approved emergency operations plan for up to 15 days**. While in an overcapacity status, each provider must furnish or arrange for appropriate care and services to all clients. In addition, the agency may approve requests for overcapacity in excess of 15 days, which approvals may be based upon satisfactory justification and need as provided by the receiving and sending providers.

# Contact Information

- ESS Web Site: <http://ess.myflorida.com/>
- AHCA Web Site: <http://www.ahca.myflorida.com>
- Emergency Resource Site:  
[http://ahca.myflorida.com/MCHQ/Emergency\\_Activities/index.shtml](http://ahca.myflorida.com/MCHQ/Emergency_Activities/index.shtml)
- AHCA Health Quality Assurance:
  - Hospital and Outpatient Services Unit (850) 412-4549
  - Long Term Care Unit Programs (850) 412-4303
  - Assisted Living Unit Programs (850) 412-4304
  - Hospice Programs (850) 412-4403
  - Dialysis Programs (850) 412-4500



# Thank you!

Bernard E. Hudson

Agency for Health Care Administration

[Bernard.Hudson@ahca.myflorida.com](mailto:Bernard.Hudson@ahca.myflorida.com)

(850) 412-4303



Better Health Care for All Floridians  
[AHCA.MyFlorida.com](http://AHCA.MyFlorida.com)

# PARTNER UPDATES

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Eddie Kay Harris

Alternate Emergency Management Coordinator  
Agency for Persons with Disabilities



# LEVEL OF CARE CONTINGENCY PLANNING

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Gail LaRosa

Government Operations Consultant

Michele Sheffield

State Coordinator for Special Needs Shelters



# LEVEL OF CARE WORKGROUP

- The purpose of the workgroup is to identify and assess issues and make recommendations related to persons who exceed the available level of care at special needs shelters



# LEVEL OF CARE WORKGROUP

- Assess issues and challenges
- Collect and share best practices
- Increase awareness of preplanning
- Work towards developing a long range strategy for building capacity and meeting the needs of persons with access and functional needs who are medically fragile



# LEVEL OF CARE WORKSHOP

## SPECIAL NEEDS SHELTERING LEVEL OF CARE CONTINGENCY PLANNING WORKSHOP – AUGUST 14, 2013 WORKSHOP TEAM EXERCISE REPORT-OUT RESULTS

Vulnerability	Threat	Probability (High, Med, Low)	Risk (High, Med, Low)	Contingency Planning Considerations
<p><b>EXAMPLE:</b></p> <p>Bedridden paraplegic with IV infusion, multiple wounds undergoing treatment.</p>	<ol style="list-style-type: none"> <li>1. Shelter staff may not have necessary skills to manage the IV infusion.</li> <li>2. Shelter may not have necessary medical supplies to manage the patient's needs.</li> <li>3. Patient at increased risk for infection.</li> </ol> <p>**All SPN patients to be pre-registered</p>	L	H	<p><b>Pre-Storm Impact:</b></p> <ul style="list-style-type: none"> <li>• Request additional resources for the necessary supplies and equipment through local emergency management.</li> <li>• Assess the capabilities of the nursing staff for skill sets required to care for this patient, if able and needed, request additional nurses through Medical Reserve Corps.</li> <li>• If county has pre-arranged agreements with healthcare facilities to accept SpNS patients, consider transporting patient to the facility.</li> <li>• EOC Health and Medical at EOC – Contingency Plan</li> <li>• Contact Home Care Provider to determine who they will be sending to continue client care for infusion and wound care</li> </ul> <p><b>During Impact:</b></p> <ul style="list-style-type: none"> <li>• Place patient in a high visibility area of the shelter.</li> <li>• Assign the best qualified nurse to oversee patient care.</li> <li>• Monitor for infection.</li> <li>• Perform on-going bed checks.</li> <li>• If problem occurs, alert EM for evacuation at safest possible time.</li> </ul> <p><b>Post-Impact:</b></p> <ul style="list-style-type: none"> <li>• Begin discharge planning for highest risk patients.</li> <li>• If necessary, transport patient to a facility able to provide level of care.</li> <li>• Legislation requiring Health Care Facilities &amp; hospitals to take ↑LOC if they receive federal and state funding</li> </ul>

# DRAFT LEVEL OF CARE CONTINGENCY PLANNING AND GUIDELINES

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- Reviewed by Level of Care workgroup
- Contains strategies for meeting needs
- Provides recommendations for local action
  - Preplanning to reduce demand on capacity and capabilities
  - Planning for specialized and/or increased staff to assist in care
  - Preparing for increased needs during stay

# DRAFT LEVEL OF CARE CONTINGENCY PLANNING AND GUIDELINES

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- Please submit any feedback or comments by December 5, 2013 to [BPR\\_CommRes\\_CHDSupport@doh.state.fl.us](mailto:BPR_CommRes_CHDSupport@doh.state.fl.us)



# LEVEL OF CARE ONGOING STRATEGIES

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- Develop guidelines for specific strategies identified at the workshop
- Share contingency planning guidelines with County Health Departments and post on DOH website
- Continue to emphasize pre-planning and state and local partnerships
- Share best practices and resources on the DOH website
- Incorporate level of care issues in shelter trainings and exercises

# NEXT STEPS

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Michele Sheffield  
State Coordinator for Special Needs Shelters  
Florida Department of Health



# SAVE THE DATE!

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Interagency Committee  
for Special Needs Sheltering

Upcoming Meeting Dates

May 15, 2014

November 13, 2014

# THANK YOU



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