

**CAHF** LIVEPROCESS

## THE ABCS OF DISASTER PREPAREDNESS FOR LONG-TERM CARE FACILITIES

**Mitch Saruwatari**  
Vice President Quality, LiveProcess

**Jocelyn Montgomery, RN**  
Director of Clinical Affairs, CAHF

www.LiveProcess.com

---

---

---

---

---

---

---

---

**CAHF** LIVEPROCESS

### disaster preparedness program dpp

## CAN'T HAPPEN HERE?



www.LiveProcess.com

---

---

---

---

---


---

---

---

## LACK OF PLANNING...

CAN MAKE A DISASTER OUT OF ANY EMERGENCY!



www.LiveProcess.com

---

---

---

---

---

---

---

---

## NURSING HOMES DURING KATRINA



www.LiveProcess.com

---

---

---

---

---

---

---

---

## POOR PLANNING COSTS LIVES...



www.LiveProcess.com

---

---

---

---

---

---

---

---

## WHERE TO BEGIN...

- IN CALIFORNIA HAVE TO BE READY FOR ALMOST ANYTHING!
- OVERWHELMING TASK TO PLAN FOR *ANYTHING!*
- START AT THE BEGINNING...



*...THE FOUR PHASES OF DISASTER PLANNING!*

www.LiveProcess.com

---

---

---

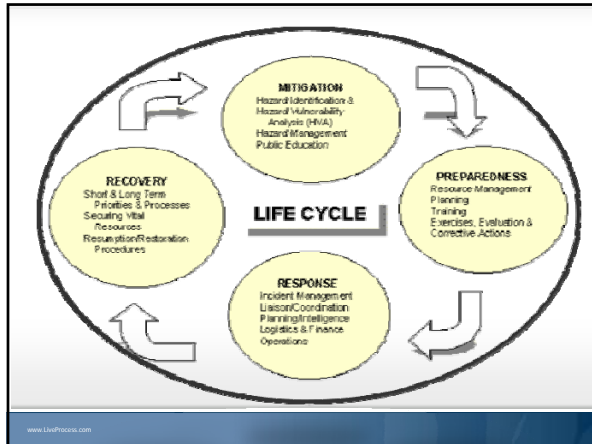
---

---

---

---

---




---

---

---

---

---


---

---

---

### PREPARATION - RESEARCH & COLLABORATION

- REVIEW FEDERAL, STATE AND LOCAL EMERGENCY REGULATIONS AND REQUIREMENTS.
- CONNECT WITH LOCAL EMERGENCY MANAGERS.
- PLAN WITH SUPPLIERS/VENDORS.
- MEET WITH PROVIDERS AT "LIKE" FACILITIES.
- ATTEND TRAININGS AND RESEARCH RESOURCES.
- CONDUCT A HAZARD VULNERABILITY ANALYSIS.




---

---

---

---

---

---

---

---

### MITIGATION

PRE-EVENT ACTIONS THAT LESSEN THE IMPACT OF THE POTENTIAL HAZARD




---

---

---

---

---

---

---

---

## PREPARATION - WRITTEN PLAN!

THINK "ALL HAZARDS APPROACH":

- COMMAND STRUCTURE.
- CROSS TRAINING FOR CRITICAL JOBS.
- PLAN FOR SHELTER IN PLACE AND EVACUATION.
- SITE MAP WITH IMPORTANT FEATURES.
- CONTACT INFO FOR STAFF, SERVICES, FAMILIES, STATE!
- MUTUAL AID AGREEMENTS & CONTRACTS.
- PLAN FOR SITE SECURITY.

[www.LiveProcess.com](http://www.LiveProcess.com)

---

---

---

---

---

---

---

---

## PREPARATION - WRITTEN PLAN!

- ANNEXES TO THE PLAN (HIGH PROBABILITY EVENTS)
  - POWER OUTAGE
  - SEVERE WEATHER
  - EARTHQUAKE
  - PANDEMIC OR OTHER INFECTIOUS DISEASE OUTBREAK
  - FIRE
  - MISSING RESIDENT
- SUFFICIENT DETAIL
- UP TO DATE

[www.LiveProcess.com](http://www.LiveProcess.com)

---

---

---

---

---

---

---

---

## PREPARATION - STOCK UP!

- CRITICAL SUPPLIES AND EQUIPMENT.
- BACK UP POWER, FUEL AND BATTERIES.
- COOLING AND HEATING ALTERNATIVES.
- CASH!
- INFORMATION - PHONE NUMBERS AND ESSENTIAL RECORDS.

[www.LiveProcess.com](http://www.LiveProcess.com)

---

---

---

---

---

---

---

---

### PREPARATION - COMMUNICATION!

- LAND LINE
- CELL PHONE
- PAY PHONE
- WIRELESS INTERNET
- RADIO PHONES
- HAM
- OUT OF AREA NUMBERS
- RUNNERS
- DISCUSS WHAT TO DO IF ALL ELSE FAILS

[www.LiveProcess.com](http://www.LiveProcess.com)

---

---

---

---

---

---

---

---

### PREPARATION - EDUCATION!

- PLAN IS ONLY AS GOOD AS THE STAFF WHO ARE TRAINED!
- IN-SERVICE STAFF ON THE PLAN REGULARLY.
- DRILLS AND EXERCISES ARE ESSENTIAL.
- TEACH FAMILIES, VOLUNTEERS, AND RESIDENTS.
- PERSONAL PLANS - STAFF WILL NOT SHOW IF THEIR FAMILIES ARE NOT SAFE.

[www.LiveProcess.com](http://www.LiveProcess.com)

---

---

---

---

---

---

---

---

### PREPARE YOUR STAFF: BEYOND THEIR JOBS



- CONSIDER YOUR STAFF AND VOLUNTEERS BEYOND THEIR ROLE AS YOUR EMPLOYEE:
  - STRONGLY ENCOURAGE THEM TO DEVELOP A PERSONAL DISASTER PLAN.
  - STAFF EITHER WON'T SHOW UP, WILL LEAVE, OR WON'T BE FOCUSED ON THEIR WORK IF THEY ARE WORRIED ABOUT THEIR FAMILIES.

[www.LiveProcess.com](http://www.LiveProcess.com)

---

---

---

---

---

---

---

---

## RESPONSE !



### SELF PROTECTION FIRST!

- FIRE SUPPRESSION
- ACTIVATE COMMAND
- TRIAGE/FIRST AID
- SEARCH AND RESCUE
- SITE SECURITY

www.LiveProcess.com

---

---

---

---

---

---

---

---

## RESPONSE! SHELTER IN PLACE



www.LiveProcess.com

---

---

---

---

---

---

---

---



## SHELTER IN PLACE STRATEGIES

- CHAIN OF COMMAND
  - CLEAR LEADERSHIP & ROLES ASSIGNED
  - CROSS TRAIN FOR CRITICAL TASKS
- TRIAGE RESIDENTS
  - SOME TO HOME OR SOME TO HOSPITAL
- EMERGENCY STAFFING PROTOCOLS
  - KNOW WHO WILL SHOW UP
- EMERGENCY SUPPLIES
  - RESIDENTS, STAFF, AND FAMILIES

www.LiveProcess.com

---

---

---

---

---

---

---

---

### MORE SHELTER IN PLACE STRATEGIES

- BACK UP COMMUNICATION.
- PLAN FOR HORIZONTAL OR VERTICAL EVACUATION.
- PLAN FOR SITE SECURITY.
- PLAN FOR A CRISIS OF LAUNDRY!
- PLAN FOR FATIGUE AND STRESS MANAGEMENT.

www.LiveProcess.com

---

---

---

---

---

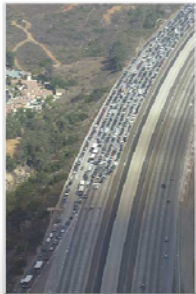
---

---

---

### RESPONSE! EVACUATION

- THE DECISION TO LEAVE MAY BE YOURS OR BE MADE FOR YOU.
- ADVANCED NOTICE MAY NOT HAPPEN.
- PLAN FOR NEAR AND DISTANT EVACUATION SCENARIOS.



www.LiveProcess.com

---

---

---

---

---

---

---

---

### EVACUATION STRATEGIES

- PLAN FOR NEAR AND DISTANT RELOCATIONS.
- MEMORANDUMS OF UNDERSTANDING WITH "LIKE FACILITIES".
- TRANSPORTATION AGREEMENTS.
- CITY/COUNTY COORDINATION.
- DRILLS & EXERCISES.



www.LiveProcess.com

---

---

---

---

---

---

---

---

## RECOVERY



- PLAN FOR REPATRIATION - "COMING HOME"
- BUSINESS CONTINUITY PLAN
- DATA BACK - UP
- INSURANCE
- LOOK INTO POTENTIAL DISASTER REIMBURSEMENT
- SBA LOANS

www.LiveProcess.com

---

---

---

---

---

---

---

---

## CAHF'S DISASTER PREPAREDNESS PROGRAM



- SUPPORTS THE INTEGRATION OF LONG-TERM CARE INTO DISASTER PLANNING AND RESPONSE EFFORTS THROUGHOUT THE STATE OF CALIFORNIA.
- PROVIDES ITS SERVICES TO ALL RESIDENTIAL LONG TERM CARE IN CALIFORNIA.
- RESOURCES ARE AVAILABLE FREE ONLINE AT [WWW.CAHF.ORG/PUBLIC/DPP](http://WWW.CAHF.ORG/PUBLIC/DPP).

www.LiveProcess.com

---

---

---

---

---

---

---

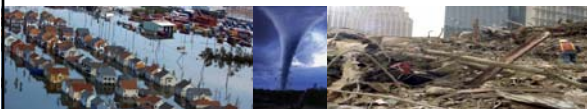
---



## DEVELOPING A FACILITY HAZARD AND VULNERABILITY ANALYSIS (HVA)

### A CLOSER LOOK

**MITCH SARUWATARI**  
VICE PRESIDENT, QUALITY & COMPLIANCE  
LIVEPROCESS



www.LiveProcess.com

Copyright 2007 LiveProcess. CONFIDENTIAL. All rights reserved.

---

---

---

---

---

---

---

---

## OVERVIEW AND OBJECTIVES

Understanding the risks present in your location, the likelihood of occurrence, and your center's preparedness for these events serve as the foundation for all hazard emergency management plans. This session will review components of a typical Hazard Vulnerability Analysis (HVA), will guide health centers through completion of a sample HVA, and discuss how to integrate the HVA into an emergency management plan.

### IN THIS SESSION WE WILL:

1. Describe what a hazard vulnerability analysis is and the importance of developing one that is accurate and specific.
2. Describe the sources of data for completing a HVA.
3. Describe steps to mitigate threats and how the HVA findings are incorporated into a centers' EMP.

[www.LiveProcess.com](http://www.LiveProcess.com)

Copyright 2007 LiveProcess. CONFIDENTIAL. All rights reserved.

---

---

---

---

---

---

---

---

---

---

## RESEARCH

1. REVIEW BEST PRACTICES IN VULNERABILITY ASSESSMENT.
2. IDENTIFY MOST APPROPRIATE METHODOLOGY AND OUTCOME NEEDS FOR YOUR FACILITY (AKA - PICK YOUR PROCESS).
3. INTERNALLY VALIDATE INPUTS & OUTPUTS.
4. EXTERNALLY VALIDATE INPUTS & OUTPUTS.

[www.LiveProcess.com](http://www.LiveProcess.com)

Copyright 2007 LiveProcess. CONFIDENTIAL. All rights reserved.

---

---

---

---

---

---

---

---

---

---

## CRITICAL COMPONENTS OF THE HVA

1. RISK
2. PROBABILITY
3. SEVERITY

[www.LiveProcess.com](http://www.LiveProcess.com)

Copyright 2007 LiveProcess. CONFIDENTIAL. All rights reserved.

---

---

---

---

---

---

---

---

---

---

## THE RISK MATRIX

PROBABILITY	SEVERITY			
	CATASTROPHIC (2.6 - 3.0)	CRITICAL (1.6 - 2.5)	MARGINAL (.6 - 1.5)	NEGLIGIBLE (0 - .5)
FREQUENT (2.6 - 3.0)		Landslide	Extreme Temperature	
PROBABLE (1.6 - 2.5)	Infectious Disease Outbreak	Earthquake Radiological Terrorist Attack	Communications Failure Fuel Shortage	HVAC Failure
OCCASIONAL (.6 - 1.5)	Chemical Exposure - External	Fire Alarm Failure Hostage Situation	Infant Abduction Chemical Exposure - Internal	Medical Vacuum Failure
REMOTE (0 - .5)	etc....	Generator Failure	VIP Situation	Ice Storm Hurricane

www.LiveProcess.com

Copyright 2017 LiveProcess. CONFIDENTIAL. All rights reserved.

---

---

---

---

---

---

---

---

---

---

---

---

## ASSESSING RISK

1. LIKELIHOOD OF EVENT OCCURENCE AND SEVERITY OF ITS IMPACT
2. ASSIGNS A NUMERIC VALUE
3. SUBJECTIVE AND OBJECTIVE OUTPUTS

$$\text{RISK} = \left( \text{PROBABILITY SCORE} * \text{SEVERITY SCORE} \right)$$

www.LiveProcess.com

Copyright 2017 LiveProcess. CONFIDENTIAL. All rights reserved.

---

---

---

---

---

---

---

---

---

---

---

---

## ASSESSING PROBABILITY

1. KNOWN FREQUENCY OF OCCURENCE
2. CONCERN OF OCCURENCE
3. TARGET AND WEAPONS ASSESSMENT

www.LiveProcess.com

Copyright 2017 LiveProcess. CONFIDENTIAL. All rights reserved.

---

---

---

---

---

---

---

---

---

---

---

---

### ASSESSING SEVERITY

1. INCLUDES IMPACTS, PREPAREDNESS, AND RESPONSE CAPABILITIES
2. GEOGRAPHICALLY SENSITIVE
3. EASIER TO ADDRESS MITIGATION ACTIVITIES

www.LiveProcess.com

Copyright 2007 LiveProcess, CONFIDENTIAL. All rights reserved.

---

---

---

---

---

---

---

---

### MORE ON SEVERITY ASSESSMENT

#### SEVERITY INCLUDES ASSESSING IMPACTS AND MITIGATION

- a) **IMPACTS**
  - o HUMAN (INJURY VERSUS DEATH)
  - o PROPERTY (PATIENT CARE?)
  - o BUSINESS (CRITICAL FUNCTION?)
- b) **MITIGATION**
  - o PREPAREDNESS (PLANS, POLICIES, AND PROTOCOLS)
  - o INTERNAL RESPONSE (COMPETENCY)
  - o EXTERNAL RESPONSE (MOU, MAA, AND EXERCISES)

www.LiveProcess.com

Copyright 2007 LiveProcess, CONFIDENTIAL. All rights reserved.

---

---

---

---

---

---

---

---

### INVOLVEMENT AND SUPPORT

1. CARE CENTER LEADERSHIP
2. DISASTER COMMITTEE
3. EMA, LEPC, ASSOCIATIONS
4. LOCAL RESPONDERS/HOSPITALS

www.LiveProcess.com

Copyright 2007 LiveProcess, CONFIDENTIAL. All rights reserved.

---

---

---

---

---

---

---

---





### SMALLVILLE HEALTH CENTER

- Suburban area facility built in 1971.
- There have been no seismic retrofits or upgrades.
- An earthquake in 1984 caused minor structural damage.
- Serves a large geographical region.
- 1,000 miles from nearest ocean.
- 250 miles from nearest mountain.
- Diverse socioeconomic culture.
- Center of Excellence.
- Nearest hospital is 30 miles away.
- Nearest Trauma Center is 50 miles away.
- Average daily visits of 200 patients.

www.LiveProcess.com

Copyright 2007 LiveProcess, CONFIDENTIAL. All rights reserved.

---

---

---

---

---

---

---

---

### SMALLVILLE CARE CENTER

- Area is peaceful. No protests or civil disturbances.
- Last year, patient satisfaction was rated at an all time low and there have been several threatening phone calls.
- A month ago, a letter was received threatening to take hostages if services did not improve.
- Very few politicians or celebrities ever visit area.
- Only 36 hours of emergency medical supplies on hand.
- There is one commercial airport 20 miles away.
- There is an aging chemical plant in the area. A local environmental group has identified potential leakage into a nearby stream.

www.LiveProcess.com

Copyright 2007 LiveProcess, CONFIDENTIAL. All rights reserved.

---

---

---

---

---

---

---

---

### SMALLVILLE CARE CENTER

- There have been 10 small internal chemical spills in the past 5 years. 2 short-term injuries.
- Smallville has Police and County Sheriff services.
- The County EMS office is 25 miles away.
- 1 ALS and 2 BLS transports are in the area.
- One County HazMat team is 25 miles away.
- Area not prone to wildfire.
- Power to area is frequently interrupted for several days.
- 1 satellite telephone is on site.
- IT/IS is regularly tested and updated.
- Staff food and water stored to last for 5-days.
- No radiological materials in the area.
- No Unions in the area.

www.LiveProcess.com

Copyright 2007 LiveProcess, CONFIDENTIAL. All rights reserved.

---

---

---

---

---

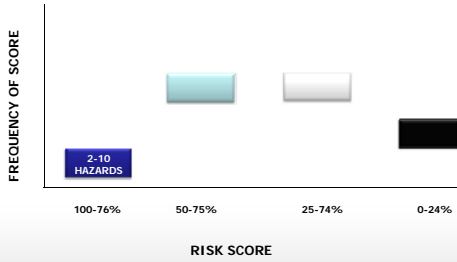
---

---

---



## A GOOD RULE OF THUMB...



www.LiveProcess.com

Copyright 2007 LiveProcess. CONFIDENTIAL. All rights reserved.

---

---

---

---

---

---

---

---

---

---

---

---

## MANAGEMENT

1. REVIEW FREQUENCY
2. IDENTIFY NEXT STEPS

### HOSPITAL OVERLOAD

INCIDENT RESPONSE GUIDE

Does your Emergency Management Plan Address the following issues?

#### Mitigation & Preparedness

1. Does your hospital have a hospital capacity control plan that includes:
  - A procedure for cancelling elective surgeries, procedures and clinic appointments?
  - A procedure to increase the ED utilization rate?
  - Facilitation of early discharges and transfers out of the facility?
  - A system to allow current bed availability and patients waiting to be admitted?
  - A procedure to evaluate and choose for alternate sites?
  - A procedure to enforce patient discharge times and a holding area for discharged patients to wait until transportation arrives?
2. Does your hospital have a plan for providing essential patient care and resources and triggers for implementing alternate methods of care (alternate care)?
3. Does your hospital have a continuity of operations plan for long-term events?
4. Does your continuity of operations include a line of escalation when administrative staff are unavailable?
5. Does your hospital maintain a database (registry) of available health care providers in your area, or know the process of acquiring resources from local, regional or state registries (e.g., the Emergency System and Advanced Registration of Qualified Healthcare Personnel) to supplement services?
6. Does your hospital have a policy for the use of isolated and unisolated volunteers that includes validation of licensure and certification?
7. Does your hospital have a plan to supplement staffing including use of registry nurses and other

### HOSPITAL OVERLOAD

INCIDENT RESPONSE GUIDE

Mission: To safely manage periods of limited bed capacity, facilitate the timely admission of patients, and minimize holding time in the emergency department (ED).

#### Reactions

- Read this incident response guide and review organization chart
- Use this response guide as a checklist to ensure all tasks are addressed and completed

#### Objectives

- Monitor current census of ED and equipment, number waiting to be seen, waiting for admission and pending discharges
- Activate alternate care sites
- Provide safe and appropriate patient care
- Communicate situation status regularly to patients, families, staff, other hospitals and local officials
- Evaluate decision criteria and adjust/alter/trigger care (time, resources)

#### Immediate Actions From Decision to Activate (EOP to 2 Hours)

##### COMMAND

- Incident Commander
- Activate Hospital Command Center, Command Staff and Section Chiefs, as appropriate
- Activate the Medical/Technical Team(s) - Hospital Administration, Clinic Administration,




---

---

---

---

---

---

---

---

---

---

---

---

## NEXT STEPS:

1. Prioritize hazards.
2. Validate priorities with community responders and hospitals.
3. Develop hazard-specific response plans.
4. Educate staff on these plans and policies.
5. Practice using drills and exercises.
6. Evaluate competencies; update plans and policies.
7. Introduce mitigation activities (e.g. trainings).
8. Re-test using drills and exercises.
9. Repeat items 1 through 8.

THIS IS A CRITICAL CYCLE FOR ANY COMPREHENSIVE EMERGENCY MANAGEMENT PROGRAM.

PLEASE MAKE IT FUN!!

www.LiveProcess.com

Copyright 2007 LiveProcess. CONFIDENTIAL. All rights reserved.

---

---

---

---

---

---

---

---

---

---

---

---

**FOR MORE INFORMATION:**

**Mitch Saruwatari**  
LIVEPROCESS  
[msaruwatari@liveprocess.com](mailto:msaruwatari@liveprocess.com)  
(818) 312-0131

**Jocelyn Montgomery, RN**  
California Association of Health Facilities  
(916) 441-6400 ext 214  
[jmontgomery@cahf.org](mailto:jmontgomery@cahf.org)

**For NHICS tools:**  
California Association of Health Facilities  
Disaster Preparedness Program  
[www.cahf.org/public/dpp](http://www.cahf.org/public/dpp)

**For CDP training programs:**  
<https://cdp.dhs.gov/>

www.LiveProcess.com

Copyright 2017 LiveProcess. CONFIDENTIAL. All rights reserved.

---

---

---

---

---

---

---

---

---

---



*EMERGENCY PREPAREDNESS.  
PEACE OF MIND.*

**THANK YOU FOR YOUR PARTICIPATION!**



www.LiveProcess.com

Copyright 2017 LiveProcess. CONFIDENTIAL. All rights reserved.

---

---

---

---

---

---

---

---

---

---