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On the topic:

Emergency Preparedness & Disaster Planning - What if it Happens to Us?

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Emergency Preparedness & Disaster Planning

*What if it Happens to Us?*

Developed & Presented By
Audrey E. Coaxum, CHC, CPC, CEMC, CMC, CMIS, CMOM, CMCO

AGENDA

• Emergency Preparedness Overview
• Emergency Action Plan
• Risk Assessment
• Emergency Preparedness Strategies
• Healthcare Considerations
• Disaster Recovery Planning
• Emergency Preparedness Review
EMERGENCY PREPAREDNESS OVERVIEW

- Emergency
  - An unforeseen combination of circumstances or the resulting state that calls for immediate action.
  - The best time to prepare for an emergency or catastrophic event that could disable the practice is before it occurs.

EMERGENCY PREPAREDNESS OVERVIEW

- Phases of a Disaster
  - Preparation
  - Warning Phase
  - Rehabilitation
  - Impact
  - Recovery
  - Emergency Response
EMERGENCY PREPAREDNESS OVERVIEW

• Goals of the Emergency Preparedness Plan

Safety
Minimize Disruption
Maintain Customer Service
Consider Access & Functional Needs
Protect Assets
Prevent Contamination
Protect Reputation

EMERGENCY PREPAREDNESS OVERVIEW

• Emergency Management Process

1. Mitigation
2. Preparedness
3. Response
4. Recovery
EMERGENCY PREPAREDNESS OVERVIEW

• The Practice Should Consider

1. How our practice would respond to a potential emergency and/or disaster?

2. What should our practice consider in planning for an emergency and/or disaster?

3. What steps should our practice take to protect the staff, patients and property of the practice?

EMERGENCY PREPAREDNESS OVERVIEW

• Emergency Preparedness Plan Requirements
EMERGENCY PREPAREDNESS ACTION PLAN

• Elements of a Written Emergency Action Plan

1. Emergencies reasonably expected in the workplace
2. Alarms/communication systems, and how alarms will be activated
3. Methods of reporting an emergency
4. Emergency escape procedures and routes
5. Procedures for assisting employees and visitors with disabilities
6. Procedures to account for all employees after an evacuation
7. Procedures for those who remain behind to operate critical operations
8. Names of key personnel
9. Rescue and medical procedures
10. Procedures for special situations, such as precautions involved with certain patients and equipment

• Types of Emergencies

Medical Emergencies  Natural Disasters
Technical Emergencies
Extreme Weather  Environmental Emergencies
RISK ASSESSMENT

Risk

• The possibility of a loss or other adverse event that has the potential to interfere with an organization’s ability to fulfill its mandate.

Risk Management

• Involves identifying potential hazards and analyzing what could happen if a hazard occurs.
• Weighs the probability of disaster versus the effort or cost of protection against an event.
• Helps administrators focus on priorities and decisions on utilizing resources to minimize, monitor or control impact of the highest risks.

RISK ASSESSMENT

• Steps in Risk Assessment

Identify Risk

Assess Risk

Analyze Risk

Evaluate Risk
RISK ASSESSMENT

• Sample Risk Assessment

<table>
<thead>
<tr>
<th>Event</th>
<th>PROBABILITY</th>
<th>ALERTS</th>
<th>ACTIVATIONS</th>
<th>SEVERITY = (MAGNITUDE - MITIGATION)</th>
<th>RISK</th>
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<tbody>
<tr>
<td></td>
<td>Likelihood this will occur</td>
<td>Number of Alerts</td>
<td>Number of Activations</td>
<td>Human Impact</td>
<td>Property Impact</td>
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<td>Active Shooter</td>
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<td>0 = N/A 2 = Low 3 = Moderate 3 = High</td>
<td>2 = Low 2 = Moderate 3 = High</td>
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<td>0 = N/A 2 = Low 3 = Moderate 3 = High</td>
<td>2 = Low 2 = Moderate 3 = High</td>
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<td>0</td>
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<td>2 = Low 2 = Moderate 3 = High</td>
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<td>0</td>
<td>0 = N/A 2 = Low 3 = Moderate 3 = High</td>
<td>2 = Low 2 = Moderate 3 = High</td>
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Prioritize Risks > Evaluate Risks > Create Action Plans to Mitigate Risks > Monitor Risks
EMERGENCY PREPAREDNESS STRATEGIES

• Program Management
  - The emergency preparedness program should be built on a foundation of management leadership, commitment and financial support.
  - Key employees should be organized as a program committee that will assist in the development, implementation and maintenance of the emergency preparedness program.

EMERGENCY PREPAREDNESS STRATEGIES

• Program Planning
  - Considers all threats and hazards.
  - Considers the probability that a specific hazard will impact your practice.
  - Considers the likelihood a threat or hazard will occur.
  - Identifies scenarios to consider.
  - Should be flexible.
  - Identifies tasks, allocates resources and establishes accountability.
EMERGENCY PREPAREDNESS STRATEGIES

• WHAT IF?

EMERGENCY PREPAREDNESS STRATEGIES

• Program Implementation

  - Resource Management
  - Emergency Response Plan
  - Crisis Communication Plan
  - Business Continuity Plan
  - Information Technology Plan
  - Employee Assistance & Support
  - Incident Management
  - Training & Testing
EMERGENCY PREPAREDNESS STRATEGIES

• Resource Management
  - Resource assessment is a process to identify required resources.
  - In addition to emergency supplies that the practice can feasibly keep on hand, encourage workers to maintain their own kit, including such things as medications, mini-flashlight, emergency whistle, water, snacks, etc.

<table>
<thead>
<tr>
<th>Resource Category</th>
<th>Function / Purpose</th>
<th>Quantity</th>
<th>Response Time</th>
<th>Knowledge / Training Capability/ Limitations</th>
<th>Cost / Liability</th>
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<tbody>
<tr>
<td>Evacuation Team</td>
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<td>Shelter-In-Place Team</td>
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<td>First Aid / CPR Team</td>
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<td>Hazardous Materials</td>
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<td>Rescue</td>
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<td>Property Conservation</td>
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<tr>
<td>Emergency Supplies</td>
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EMERGENCY PREPAREDNESS STRATEGIES

Emergency Response Plan

• Evacuation Plan
• Severe Weather/Tornado Sheltering Plan
• Lockdown Plan
• Fire Protection Systems

• Medical Emergency Plan
• Fire Emergency Plan
• Hazard or Threat-specific

• Emergency Response Teams
• Public Emergency Services & Contractors
• Warning, Notification & Communications Systems
EMERGENCY PREPAREDNESS STRATEGIES

• Crisis Communication

Management
- Incident Command
- Community
- Elected Officials/Regulators
- Suppliers
- News Media

Emergency Response Team Leader
- Incident Command
- Employees & Family

HR
- Employees & Families

Front Desk Staff
- Patients
- Customers

• Business Continuity

Business Impact Analysis
- Develop BIA questionnaire
- Conduct follow-up interviews to validate information and fill any information gaps

Recovery Strategies
- Identify and document resource requirements based on BIAs
- Explore recovery strategies with management approval
- Implement strategies

Plan Development
- Develop plan framework
- Organize recovery teams
- Develop Relocation Plans
- Write business continuity and IT disaster recovery procedures

Testing & Exercises
- Develop testing, exercise and maintenance requirements
- Conduct training for business continuity team
- Update BCP to incorporate lessons learned from testing and exercises
EMERGENCY PREPAREDNESS STRATEGIES

• Information Technology

- Develop an IT Disaster Recovery Plan
- Internal Recovery Strategies
- Vendor Supported Recovery
- Data Back Up
- Identify vital records and information and remove/protect them from disaster risks
- Prioritize critical data for protection
- Data Restoration

EMERGENCY PREPAREDNESS STRATEGIES

• Incident Management

- Incident Commander
  - Safety Liaison Public Information
  - Operations
  - Planning
  - Logistics
  - Finance & Administration
EMERGENCY PREPAREDNESS STRATEGIES

• Training & Testing
  - Initial implementation & annually
  - Ensures that employees know what to do during an emergency.
  - Verifies that employees are familiar with the system that would alert them to evacuate, shelter or lockdown.
  - Evaluates the effectiveness of your preparedness.
  - Validates that recovery strategies will work.
  - Verifies that systems and equipment perform as designed.

DISASTER RECOVERY PLANNING

- Maintain Good Patient Care
- Address Special Needs
- Notifications
- Evacuation/Shelter in Place
- Medical Care & Resources
- Secure Facility
- Account for People
- Follow all Warnings & Guidelines
- Documentation
DISASTER RECOVERY PLANNING

Disaster Implications

**Internal**
- Employee Personal Issues
- Access
- Medical Equipment
- Medication
- Ancillary Services Disruption
- Infection Control
- Resource Management

**External**
- Social & Economic Disruption
- Food, Shelter, Water
- Property Damage
- Power Outage
- Sanitation
- Road Closures
- Hospital Closures
- Evacuations
- Workforce Shortages

DISASTER RECOVERY PLANNING

Temporary

Permanent

LOSS
DISASTER RECOVERY PLANNING

Restoring Business Operations

<table>
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<tr>
<th>Facility</th>
<th>Operations</th>
<th>Financial</th>
<th>Emotional</th>
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<td>Assess Damage</td>
<td>Employee Status</td>
<td>Assess Loss</td>
<td>Assess Mental Health Needs</td>
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<tr>
<td>Office Space</td>
<td>Patient Tracking</td>
<td>Inventory &amp; Document Loss</td>
<td>Promote Psychological First Aid</td>
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<tr>
<td>Needs</td>
<td>Contact Patients &amp; Suppliers</td>
<td>Contact Insurance Carrier</td>
<td>Monitor Mental Health Needs</td>
</tr>
<tr>
<td>Equipment Needs</td>
<td>Information Processing</td>
<td>Financial Resources</td>
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<tr>
<td>Business &amp; Medical Record Access</td>
<td>Debriefing</td>
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• Closing the Practice

Medical Records
Notice of Closing
Financial/Legal Considerations
Patient Communications

CLOSING DOWN
EMERGENCY PREPAREDNESS REVIEW

- How quickly your practice can get back to business after an emergency depends on the emergency planning done before an event occurs.
- Gauge your current level of preparedness.
- Know what kinds of emergencies might affect your practice both internally and externally.
- Provide First-aid and CPR training to key employees.
- Create procedures to quickly evacuate and shelter-in-place.
- Talk to your staff about the practice’s emergency preparedness plans.
- Include emergency preparedness information during staff meetings, in newsletters, on the practice’s intranet, in periodic employee e-mails and through other internal communications tools.
- Practice the plan.

EMERGENCY PREPAREDNESS REVIEW

- Create an emergency contact list including employee emergency contact information.
- Set up a telephone call tree, password-protected page on the company Web site, e-mail alert or call-in voice recording to communicate with employees in an emergency.
- Create a list of critical business contractors and others whom you will use in an emergency.
- Create a list of inventory and equipment, including computer hardware, software and peripherals, for insurance purposes.
- Decide which emergency supplies the practice can feasibly provide, if any.
- Establish what supplies you want to keep in a portable supply kit.
**EMERGENCY PREPAREDNESS REVIEW**

- Backup your records and critical data. Keep a copy off-site.
- Use and keep up-to-date computer anti-virus software and firewalls.
- Consider using a security professional to evaluate and/or create your disaster preparedness and business continuity plan.
- Talk to utility service providers about potential alternatives and identify back-up options.
- Meet with your insurance provider to review current coverage.
- Consider additional insurance such as business interruption, flood or earthquake.
- Send safety and key emergency response employees to trainings or conferences.

**SUMMARY**

- The emergency preparedness program should be reviewed periodically to ensure it meets the current needs of the practice.
- Make note of any laws, regulations and other requirements that may have changed and update the program accordingly.
- Conduct regularly scheduled education and training seminars to provide staff with information, identify needs and develop preparedness skills.
- Evaluate and revise processes and procedures based on lessons learned in training and exercises.
- Keep records on file for easy access.
QUESTIONS

THANK YOU FOR ATTENDING!!

You can contact me at:

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RESOURCES

• FEMA - www.ready.gov/business
• CDC - www.emergency.cdc.gov/coping/government.asp
• American Red Cross - www.redcross.org/get-help/how-to-prepare-for-emergencies
• SBA Disaster Loans - www.sba.gov
• Federal Disaster Assistance Information: www.disasterassistance.gov
• https://nnlm.gov/scr/members/emergency/disaster-recovery
• https://sis.nlm.nih.gov/outreach/specialpopulationsanddisasters.html

RESOURCES

Disaster Distress Help

• Treatment Locators Mental Health Services Locator (800) 789-2647 (English and Español) (866) 889-2647 (TDD) www.mentalhealth.samhsa.gov/databases
• Substance Abuse Treatment Facility Locator (800) 662-HELP (4357) (Toll-Free, 24-Hour English and Español Treatment Referral Service) (800) 487-4889 (TDD) www.findtreatment.samhsa.gov
• Hotlines National Suicide Prevention Lifeline (800) 273-TALK (8255) (800) 799-4889 (TDD)
• SAMHSA National Helpline (800) 662-HELP (4357) (English and Español) (800) 487-4889 (TDD)
• Workplace Helpline (800) WORKPLACE (967-5752) www.workplace.samhsa.gov/helpline/helpline.htm