

**<Insert Name of Agency>**

**Outpatient Hospice**

**Emergency Operations Plan**

<Insert Date Template is Completed/Revised>

Supersedes Previous Version

This plan covers license year <insert year>

<License Number>

# Agency Profile

|  |  |
| --- | --- |
| **Agency Name:**  |  |
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| **County:** |  |
| **Phone:**  |  | **Fax:** |  |
| **Emergency Phone:**  |  |
| **Email Address:**  |  |

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| **Owner/Corporation:** |  |
| **Address:** |  |
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| **Phone:** |  | **Secondary Phone:** |  |
| **Emergency Phone:** |  |

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| **Agency Administrator:** |  |
| **Address:** |  |
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| **Phone:** |  | **Secondary Phone:** |  |
| **Emergency Phone:** |  |

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| **Emergency Operations Plan Coordinator:** |  |
| **Address:** |  |
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| **Phone:** |  | **Secondary Phone:** |  |
| **Emergency Phone:** |  |
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| **Average Daily Census:** |  |
| **Specialty Services:** |  |

# Outpatients in Care

Provide the average number of individuals within the agency’s care who have the following disabilities and/or dependencies:

|  |
| --- |
| **Disability or Other Challenges** |
| Alzheimer’s, dementia or cognitive impairment:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_ |  |  | Confined to bed: |  |  |
| Blind or low vision: |  |  | Require 24-hour constant care: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |
| Deaf or hearing impaired: |  |  | Chronic condition (please specify):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |
| Speech impaired: |  |  | Other (please specify): |  |  |
| Limited mobility or difficulty walking: |  |  |  |  |  |
| Primary Language other than English:  |  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |
| **Dependency** |
| Dialysis: |  | Insulin: |  |  | Walker/cane/scooter/wheelchair: |  |  |
| Ventilator: |  | Oxygen: |  |  | Other (please specify): |  |  |
| Service animal: |  | Power Dependent: |  |  |  |  |  |
| Other machine dependent: |  |  |  |  |  |
| Bariatric Bed: |  |  |  |  |  |
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Table 1: Primary and Sister Facilities

**(See Attachment E)**

|  |  |
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| **Primary Agency**  |  |
| **Agency Name** | **Address (Street, City, State, Zip)** | **County** | **Contact Number** |
|  |  |  |  |
| **Branch Offices** |  |
| **Agency Name** | **Address (Street, City, State, Zip)** | **County** | **Contact Number** |
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# Signature Page

**<Insert Agency Name>**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Name, Title Date

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Name, Title Date

**Mississippi State Department of Health, Office of Emergency Planning and Response**

**Region Level**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

MEHC Regional Planner Date

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Regional Emergency Preparedness Nurse Date

# Record of Changes

This is a continuing record of all changes to the Emergency Operations Plan.

|  |  |  |  |
| --- | --- | --- | --- |
| **Change Number** | **Date of Change** | **Description of Change** | **Initials** |
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**Record of Distribution**

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| **Recipient Name** | **Department/Agency** | **Date Distributed** | **Initials** |
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## INTRODUCTION

### Purpose

The *Minimum Standards of Operation for Hospice****,*** *Subchapter 48, Rule 1.48.1* states:

The licensed entity shall develop and maintain a written preparedness plan utilizing the “all hazards” approach to emergency and disaster planning. The plan must include procedures to be followed in the event of any act of terrorism, man-made or natural disaster as appropriate for the specific geographical location. The Emergency Operations Plan (EOP) will be reviewed by the Mississippi State Department of Health (MSDH) Office of Emergency Planning and Response (OEPR), or designees, for conformance with the “All Hazards Emergency Preparedness and Response Plan.” Particular attention shall be given to critical areas of concern which may arise during any “all hazards” emergency whether required to evacuate or to sustain in place. Additional plan criteria or a specified EOP format may be required as deemed necessary by the OEPR. The six (6) critical areas of consideration are:

* Communications (Agency status reports shall be submitted in a format and a frequency as required by the OEPR)
* Resources and Assets
* Safety and Security
* Staffing
* Utilities
* Clinical Activities

EOPs must be exercised and reviewed annually or as directed by the OEPR. Written evidence of current approval or review of provider EOPs, by the OEPR, shall accompany all applications for agency license renewals.

**Regulatory and CMS require the following supporting plan documents:**

* Transportation contracts
* Communications Plan
* Continuity of Operations Plan
* Mutual aid agreements
* Organizational charts
* Floor plans
* Policies and procedures
* Fire safety plan
* Hazard Vulnerability Analysis
* Training and exercise plans
* Incident specific appendices

### Scope

This Emergency Operations Plan (EOP) is designed to guide planning and response to a variety of hazards that could threaten the environment of the hospice agency or the safety of patients, staff and visitors, or adversely impact the ability of the agency to provide healthcare services. The plan is also designed to meet state and local planning requirements.

The **<Insert position title>** will be responsible for activating the plan. Activation of the plan will be conducted in conjunction with agency command staff as well as local emergency management and public health personnel.

### Assumptions

The assumptions statement shows the limits of the EOP, thereby limiting liability. The following assumptions delineate what is assumed to be true when the EOP was developed:

* Top five hazards were identified.
* Identified hazards will occur.
* Healthcare personnel are familiar with the EOP.
* Healthcare personnel will execute their assigned responsibilities.
* Executing the EOP will save lives and reduce damage.

## ADMINISTRATION

### Executive Summary

This**<Insert name of agency>** Emergency Operations Plan (EOP) is an all hazards plan that outlines policies and procedures for preparing for, responding to, and recovering from possible hazards faced by the organization. Coordination of planning and response with other healthcare organizations, public health, and local emergency management are emphasized in the plan. The plan also addresses proper plan maintenance, communications, resource and asset management, patient care, continuity of operations, management of staff, evacuation, and contingency planning for utilities failure.

All response activities will follow the National Incident Management System (NIMS) guidelines. In addition, the agency will follow the Incident Command System (ICS) organizational structure in response to emergency events and in exercises. In the event of a communitywide emergency, the agency’s incident command structure will be integrated into and be consistent with the community command structure. Staff is encouraged to receive training on the ICS structure and on their roles and responsibilities, to ensure they are prepared to meet the needs of patients in an emergency.

### Plan Review and Maintenance

**Plan Review**

The EOP will be reviewed and updated annually incorporating: the latest NIMS elements, data collected during actual and exercise plan activations, changes in the hazard vulnerability analysis, changes in emergency equipment, changes in external agency participation, etc. A corrective action process will also be instituted and maintained in the plan to ensure lessons learned and action items identified from exercises and real events are properly addressed and documented.

Plan review should also consider changes in contact information, new communications with the local emergency management agency, review of evacuation routes and alternate care sites, and staff and departmental assignments. The review will be conducted by the**<Insert position title or group>**.Plan updates will be the responsibility of the**<Insert position title>**.

**Exercises**

The **<Insert name of agency*>*** must test their plan and operational readiness at least annually. The hospice agency must participate in a community mock disaster drill at least annually. Also the hospice agency must conduct a paper-based, tabletop exercise at least annually (42 CFR 418.113). This is accomplished through exercises in which many planned disaster functions are performed as realistically as possible under simulated disaster conditions.

An After Action Report/Improvement Plan (AAR/IP) will be completed within sixty days. This IP will be incorporated into the Emergency Operations Plan as soon as it is feasible. The **<Insert position title>** will be responsible for coordinating the exercises and AARs/IPs.

All exercises will incorporate elements of the National Incident Management System, Incident Command System, and will be Homeland Security Exercise and Evaluation Program compatible. Information on the Homeland Security Exercise and Evaluation Program can be found at <https://preptoolkit.org/web/hseep-resources>. Future exercises should be planned and conducted according to improvement items identified during previous exercises.

Table 2: Exercises Conducted

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Exercise** | **Hazard Exercised** | **Date of Exercise** | **AAR Completed** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Authorities and References

**<Insert title and date of local city and/or county Emergency Operations Plan>**

**<Insert titles of other organizational plans or policies that have a connection to the Emergency Operations Plan>**

**Mississippi Emergency Management Agency (MEMA)**

<http://www.msema.org/>

**Minimum Standards of Operations for Hospice**

Mississippi State Department of Health

*Title 15, Part III, Subpart 01, Chapter 01*

[MSDH Minimum Standards of Operations for Hospice PDF](http://msdh.ms.gov/msdhsite/_static/resources/2348.pdf)

**National Incident Management System (NIMS)**

Federal Emergency Management Agency (FEMA)

<https://www.fema.gov/national-incident-management-system>

**Incident Command System (ICS)**

Federal Emergency Management Agency (FEMA)

<https://www.fema.gov/incident-command-system-resources>

**The Joint Commission**

[www.jointcommission.org](http://www.jointcommission.org)

**The Community Health Accreditation Program (CHAP)**

[www.chapinc.org](http://www.chapinc.org)

**Accreditation Commission for Health Care, Inc. (ACHC)**

[www.achc.org](http://www.achc.org)

**Strategic National Stockpile**

Centers for Disease Control and Prevention

<http://www.cdc.gov/phpr/stockpile/index.htm>

**Mississippi Responder Management System**

Mississippi State Department of Health

 <https://signupms.org/index.php>

**Centers for Medicare & Medicaid Services (CMS)**

<http://www.cms.gov>

**Disaster Resiliency and NFPA Codes and Standards**

Refer to the National Fire Protection Association (NFPA) Standards in NFPA 101 Life Safety Code, and NFPA 1600, Disaster/Emergency Management and Business Continuity Programs

**Mississippi Emergency Access Program (MEAP)**

<http://www.dps.state.ms.us/divisions/office-of-emergency-operations/mississippi-statewide-credentialing-access-program/>

## SITUATION

### Risk Assessment

A Hazard Vulnerability Analysis (HVA) conducted by the **<Insert name of entity*>*** provides details on local hazards including type, effects, impacts, risk, capabilities, and other related data.

**Agency and Mississippi State Department of Health County Medical HVAs located in Attachments 1 and 2 of the Continuity of Operations Annex and are provided by the MEHC Regional Planner.**

##### <Insert the top five hazards from agency HVA>

1.

2.

3.

4.

5.

## CONCEPT OF OPERATIONS

### Incident Management

Incident management activities are divided into four phases: mitigation, preparedness, response and recovery. These four phases are described below.

* **Mitigation:** Mitigation activities are those that eliminate or reduce the possibility of a disaster occurring. For healthcare operations, this may include installing generators for backup power, installing hurricane shutters, and raising electrical panels to protect them from possible flood damage. **<Insert agency’s strategies for mitigation>**
* **Preparedness:** Preparedness activities develop the response capabilities that are needed in the event an emergency occurs. These activities may include developing emergency operations plans and procedures, conducting training for personnel in those procedures, and conducting exercises with staff to ensure they are capable of implementing response procedures when necessary. **<Insert agency’s strategies for preparedness>**
* **Response:** Response activities include those actions that are taken when a disruption or emergency occurs. It encompasses the activities that address the short-term, direct effects of an incident. Response activities in the healthcare setting can include activating emergency plans, triaging, and treating patients who have been affected by an incident. **<Insert agency’s strategies for response>**
* **Recovery:** Recovery focuses on restoring operations to a normal or improved state of affairs. It occurs after the stabilization and recovery of essential functions. Examples of recovery activities include the restoration of non-vital functions, replacement of damaged equipment, agency repairs, an organized return of patients into the agency, and reconstitution of patient records and other vital information systems. Another key consideration in the recovery and response phases of an incident is the tracking of staff hours, expenses, and damages incurred as a result of the emergency. Detailed records will need to be maintained throughout an emergency to document expenses and damages for possible reimbursement or to properly file insurance claims. **<Insert agency’s strategies for recovery>**

### Plan Activation

This emergency operations plan will be activated in response to internal or external threats to the agency. Internal threats could include fire, bomb threat, loss of power or other utility, or other incidents that threaten the well-being of patients, staff, and/or the agency itself. External threats include events that may not affect the agency directly but have the potential to overwhelm agency resources or put the agency on alert.

**Persons Responsible for Plan Activation**

Once a threat has been confirmed, the employee obtaining the information must notify their supervisor immediately. If the employee cannot contact their supervisor, they must immediately contact the **<Insert position title>** directly.

The supervisor should in turn contact the **<Insert position title>**. The **<Insert position title>** will assess the situation and initiate the plan if necessary.

The following individuals have the authority to activate the Emergency Operations Plan (EOP):

Table 3: Individuals Responsible for Emergency Operations Plan Activation

|  |  |
| --- | --- |
| Name | Contact Number |
| Primary: |  |
| Backup 1: |  |
| Backup 2: |  |

**Alerting Staff (On and Off Duty)**

To notify staff that the EOP has been activated, those within the agency will be contacted first through the **<Insert internal communication system (e.g., overhead paging system, radio)>**.

Staff away from the agency at the time of activation will be contacted by the **<Insert external communication system (e.g., phone tree, radio, media)>**. The individuals responsible for contacting staff include the **<Insert position title (e.g., dispatcher, supervisors)>**.

**Alerting Response Partners**

The agency works closely with several external partners(see Annex A: Communications). The **<Insert position title>** will be the individual responsible for contacting these external agencies to notify them that the EOP has been activated.

## ROLES AND RESPONSIBILITIES

During an event, specific roles and responsibilities will be assigned to individual (positions/titles) as well as agency departments.

### Essential Services

The table below identifies the departmental roles and responsibilities during plan activation.

Table 4: Roles and Responsibilities

|  |  |  |  |
| --- | --- | --- | --- |
| **Essential Services** | **Roles and Responsibilities** |  **Point of Contact** | **Secondary Point of Contact** |
| Administration |  |  |  |
| Aides |  |  |  |
| Business Office |  |  |  |
| Nursing |  |  |  |
| Therapy |  |  |  |
| (Add additional essential services if needed) |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Positions

Identifying and assigning personnel in accordance with the Incident Command System (ICS) depends a great deal on the size and complexity of the incident. The ICS is designed to be flexible enough so that the number of staff needed to respond to an incident can be easily expanded or contracted. Hospital Incident Command System (HICS) Form 203 is used to document and assign staff to ICS specific positions. (See sample HICS forms in Attachment D.)

## COMMAND AND COORDINATION

### Command Structure

The Command Structure will be organized according to the Incident Command System (ICS). The chart below illustrates the structure of response activities under the ICS. The chart shows the chain of command and the span of control under each level of management. It also illustrates the flexibility of ICS to expand or contract response activities based on the type and size of the event.

**Organizational Chart**

Incident Commander

Public Information Officer

Liaison Officer

Safety Officer

Medical/Technical Specialist

*Biological/Infectious Disease*

*Chemical*

*Radiological*

*Hospice Administration*

*Branch Administration*

*Legal Affairs*

*Risk Management*

*Medical Staff*

*Pediatric*

Operations Section Chief

* **Staging Manager**

Personnel

Vehicle

Equipment/Supply

Medication

* **Medical Care Branch Director**

Inpatient

Outpatient

Casualty Care

Clinical Support Services

Patient Registration

* **Infrastructure Branch Director**

Power/Lighting

Water/Sewer

HVAC

Building/Grounds Damage

Medical Gases

Medical Devices

Environmental Services

Food Services

* **HazMat Branch Director**

Detection and Monitoring

Spill Response

Victim Decontamination

Agency/Equipment Interface

* **Security Branch Director**

Access Control

Crowd Control

Traffic Control

Search

Law Enforcement Interface

* **Business Continuity Branch Director**

Information Technology

Service Continuity

Records Preservation

Business Function Relocation

Planning Section Chief

* **Resource Unit Leader**

Personnel Tracking

Material Tracking

* **Situation Unit Leader**

Patient Tracking

Bed Tracking

* **Documentation Unit Leader**
* **Demobilization Unit Leader**

Logistics Sections Chief

* **Service Branch Director**

Communications Unit

IT/IS Unit

Staff Food & Water Unit

* **Support Branch Director**

Employee Health & Well-being Unit

Family Care Unit

Supply Unit

Facilities Unit

Transportation Unit

Labor Pool & Credentialing Unit

Finance/Administration Section Chief

* **Time Unit Leader**
* **Procurement Unit Leader**
* **Compensation/Claims Unit Leader**
* **Cost Unit Leader**

**Orders of Succession**

Orders of succession ensure leadership is maintained throughout the agency during an event when key personnel are unavailable. Succession will follow agency policies for the key agency personnel and leadership. The following table lists position specific personnel.

Table 5: Key Personnel and Orders of Succession

| Command and Control | Primary | Successor 1 | Successor 2 |
| --- | --- | --- | --- |
| **Shift 1** |
| Hospice Representative |  |  |  |
| Incident Commander |  |  |  |
| Public Information Officer |  |  |  |
| Safety Officer |  |  |  |
| Liaison |  |  |  |
| Operations Section Chief |  |  |  |
| Planning Section Chief |  |  |  |
| Logistics Section Chief |  |  |  |
| Finance/Administration Section Chief |  |  |  |
| **Shift 2** |
| Hospice Representative |  |  |  |
| Incident Commander |  |  |  |
| Public Information Officer |  |  |  |
| Safety Officer |  |  |  |
| Liaison |  |  |  |
| Operations Section Chief |  |  |  |
| Planning Section Chief |  |  |  |
| Logistics Section Chief |  |  |  |
| Finance/Administration Section Chief |  |  |  |

**Delegations of Authority**

Delegations of authority specify who is authorized to make decisions or act on behalf of agency leadership and personnel if they are away or unavailable during an emergency. Delegation of authority planning involves the following:

* Identifying which authorities can and should be delegated.
* Describing the circumstances under which the delegation would be exercised, including when it would become effective and terminate.
* Identifying limitations of the delegation.
* Documenting to whom authority should be delegated.
* Ensuring designees are trained to perform the emergency duties.

Table 6: Delegations of Authority

| Authority | Type of Authority | Position Holding Authority | Triggering Conditions |
| --- | --- | --- | --- |
| Close Office/Branch | Emergency Authority\* | Senior Leadership\* | When conditions make coming to or remaining in the agency unsafe |
| Represent agency/ organization when engaging Government Officials | Administrative Authority\* | Senior Leadership\* | When the pre-identified is not available |
| Activate agency/ organization Memorandum of Understanding/Mutual Aid Agreements | Administrative Authority\* | Senior Leadership\* | When the pre-identified leadership is not available |
| Add additional authorities as needed  |  |  |  |

**\* Examples**

### Local Emergency Operations Center Coordination

This organization will coordinate fully with the **<Insert name of local emergency management agency>**, should follow the prescribed Incident Command System, and integrate fully with community agencies in activation for a disaster event or during exercises. In addition, the hospice agency will provide information on patient needs during initial planning with the local emergency management agency (to include essential services). The agency will participate in the county/region coalition/Local Emergency Planning Committee.

### Public Health Coordination

The **<Insert position title>** will coordinate planning and response activities with public health. Activities may include:

* Following disease reporting requirements at [MSDH List of Reportable Diseases and Conditions PDF.](http://msdh.ms.gov/msdhsite/_static/resources/877.pdf)
* In the event the emergency operations plan is activated by the agency, the Mississippi State Department of Health (MSDH) Regional Emergency Response Coordinator shall be notified along with the local emergency management agency. Reference Region Public Health Emergency Preparedness Map (provided by MEHC Regional Planner) in Annex A: Communications.
* Participating in and providing support for the Mississippi Responder Management System (see Annex E).
* Participating in public health planning initiatives.
* Receiving guidance and health alerts through the Health Alert Network.
* Participating in any after-action planning as requested from public health officials.

***<*Insert description/outline below for how the agency will coordinate planning and response activities with public health>**

## RESOURCES AND ASSETS

### Acquiring and Replenishing Medications and Supplies

The amounts and locations of current pharmaceuticals and medical and non-medical supplies are evaluated to determine how many hours the agency and/or patient can sustain itself before needing resupply. This gives the agency a par value on supplies and aids in the projection of sustainability before terminating services or evacuating if needed supplies are unable to reach the agency or patient’s residence.

Supplying the hospice agency in an emergency will be initially satisfied by pulling from local resources. As replenishment becomes necessary, resources will be requested from vendors. A list containing the names and contact information of the vendors that deliver and/or manufacture supplies and provide critical services can be found in Annex A: Communications.

If the hospice agency is unable to acquire sufficient resources through outside vendors and pre-positioned arrangements to meet the healthcare needs of their patients, the **<Insert position title>** will communicate this need to the **<insert name of local emergency management agency>** to help locate resources and replenishments.

### Sharing Resources with Other Healthcare Organizations

If the need arises to share resources among other healthcare organizations, the following protocol should be followed.

* **Include procedure for sharing or borrowing supplies.**

If the healthcare organizations sharing the resources are within **<Insert name of jurisdiction>** the borrowed or loaned products should be documented. Hospital Incident Command System (HICS) Form 257 is an example of a resource accounting record form. See Attachment D for a list of Hospital Incident Command System Forms that can be provided by the MEHC Regional Planner. The equipment should then be returned after use. Any consumable supplies that are used should be billed via invoice and paid by the organization using the supplies. Any unused consumables should be returned.

* **Include other procedures.**

If the items shared or borrowed come from outside the **<Insert name of jurisdiction>**, the request should be coordinated through the **<Insert name of emergency management agency>**.The agency should document the final location of the supplies and the quantity and type of items transported. The need must be demonstrated to exceed that of the local jurisdiction prior to disbursement of supplies or equipment.

* **Include other procedures.**

### Resource Sustainability

Establishing the sustainability of resources is crucial to determining if services can be rendered during a disaster for three to ten days, based on the agency’s assessment of their hazard vulnerabilities. Resource inventory is currently maintained to provide for approximately **<Insert number of hours/days>**. If this cannot be sustained through current inventory, agreements are in place with suppliers and vendors for the remaining days. If supplies cannot be obtained, policies and procedures are in place in the event the agency may need to evacuate or temporarily close. (See Annex A: Communications: Planning Activities.)

Agreements can be found in Attachment B: Mutual Aid Agreements/Memorandum of Understanding: Table 11.

## MANAGEMENT OF STAFF

### Assignment of Staff

In a disaster, personnel may not necessarily be assigned to their regular duties or their normal supervisor. They may be asked to perform various jobs that are vital to the operation but may not be their normal day to day duties. The designated reporting location for staff and volunteers will be at **<Insert reporting location>**. The **<Insert position title>** will delegate assignments based on communication with the Hospice Command Center. Staff will be assigned as needed and provided information outlining their job responsibilities and who they report to. **<Insert Agency Policy/Reference>**

### Managing Staff Support Needs

In some circumstances, it may be necessary to provide housing and/or transportation for staff that might not otherwise be able to perform their critical functions for the hospice. These staff support functions will be coordinated through the **<Insert position title>**.

Housing for staff and staff families will be located at:

**<Insert housing options and include addresses for staff and staff families>**

Identified resources for transporting staff and staff families include:

**<Insert transportation resources and include addresses for staff and staff families>**

Disasters can create considerable stress for those providing medical care. The **<Insert position title>** will coordinate the provision of crisis counseling including incident stress debriefings for staff with:

**<Insert name of department(s) and/or organizations (e.g., social workers, chaplains, community mental health service organizations)>**

**<Insert contact information for each department/organization listed>**

### Volunteer Needs

**<Insert or reference agency’s policy for credentialing, assigning to tasks, Just in Time Training, feeding, and housing volunteers>**

Volunteer contact list can be found in the Annex A: Communications, Attachment 2, Table 3.

## PATIENT MANAGEMENT IN AN EMERGENCY

### Patient Scheduling, Triage/Assessment, Treatment, Transfer, and Discharge

Prior to an emergency, nursing staff will educate patients and caregivers on the steps to be taken in the event an emergency occurs. Patients will be evaluated for evacuation assistance needs. If an emergency situation has the potential to threaten the health of the patient and evacuation with the caregiver is not a viable option, the agency will contact the patient’s physician for orders to transfer the patient to appropriate healthcare facilities until such time the patient can once again safely receive health services in their home.

After a disaster has occurred, the **<Insert position title and/or department(s)>** will assess staffing and patient care capacity and update the State Medical Asset Resource Tracking Tool as needed. Additional staff will be called in to assist in managing the needs of hospice patients if necessary. Nursing staff will be directed to assess the conditions of patients. Patient admissions to the agency may be curtailed until the emergency situation has subsided.

### Behavioral Health Services to Patients

Prior to an emergency, the **<Insert position title and/or department(s)>** will establish links with local community mental health centers and community service organizations to identify community resources that can respond to the mental health needs of patients in an emergency. Current contact information will be maintained for these organizations so patients, their families, and others can be referred to those resources if needed. The **<Insert position title and/or department(s)>** will also ensure that appropriate hospice personnel have been trained in psychological first aid or other psychosocial interventions to ensure the hospice can provide support to patients needing such care.

During and after an emergency, the **<Insert position title and/or department(s)>** will coordinate with community mental health resources to provide support for patients, family members, and staff.

### Patient Tracking

**<Insert agency’s tracking policy. If no policy in place describe below>**

The **<Insert position title>** will track patients who are transferred to healthcare facilities or are evacuated as a result of a community threat. Contact with the patient/caregiver will be re-established as soon as possible after the emergency. The **<Insert position title and/or department(s)>** shall be responsible for tracking patient destination, admit of patient to alternate agency if needed, care received during transfer, and the return of care once patient arrives back home.

**Indicate method that will be used to track patients evacuated by caregivers or to healthcare facilities (i.e., Hospital Incident Command System Master Evacuation Tracking form or other mechanism).**

In addition, the **<Insert name of agency>**will utilize third-party information such as **<Insert other patient tracking system that may be used (e.g., MPaTS, American Red Cross, database, fax tracking information)>**as appropriate to assist families in locating patients.

## UTILITIES AND SUPPLIES

### Alternate Means of Meeting Office/Branch Building Utility Needs

In the event of an outage, the emergency generator will provide power to designated areas of the agency. The **<Insert position title and/or department(s)>** will call the power company to report the outage and get an estimated time that the power will be restored. The **<Insert position title and/or department(s)>** will notify all departments of the power failure and the status of repair. In the event a power failure happens after normal business hours, the **<Insert position title (e.g., Dispatcher) and/or department(s)>** will immediately notify the **<Insert position title and/or department(s)>** to report the outage.

Table 7: Generator Details

|  |  |  |  |
| --- | --- | --- | --- |
| **Generator Details** | **Generator 1** | **Generator 2** | **Generator 3** |
| Generator make/model |   |   |   |
| Watt rating |   |   |   |
| Type of fuel required |   |   |   |
| Tank Capacity |   |   |   |
| How many hours of power can be generated using full fuel supply? |   |   |   |
| What triggers refueling of tanks for generators?  |  |  |  |
| Essential services supported by the generator |  |  |  |
| Minimum kW needed for essential services |  |  |  |
| Date full load test performed |  |  |  |
| External hook up needed for generator |  |  |  |
| **Person Responsible for:** | **Primary** | **Backup 1** | **Backup 2** |
| Obtaining fuel |  |  |  |
| Fuels generator |  |  |  |
| Oversees maintenance contract |  |  |  |
| **Company/Agency Name** | **Type Fuel Provided** | **Contact Name** | **Phone** |
| Primary: |   |   |   |
| Backup 1: |   |   |   |
| Backup 2: |   |   |   |

**Generator Failures**

In the event of a generator failure, the problem is immediately assessed by the **<Insert position title and/or department(s)>***,* who will make needed repairs or contact the **<Insert name and contact information of generator maintenance company>**.

### Assisting Patients with Restoration of Utilities

After an emergency, nursing staff will re-establish contact with patients as soon as possible. If the patient is lacking critical utility services, the staff person will assist the patient and caregiver in evaluating the status of utility service restoration. The staff member will evaluate whether the patient needs to be moved to a healthcare agency or temporary shelter until utility services are restored.

## EVACUATION

### Decision Making: Evacuate or Shelter-in-Place

The decision to evacuate or shelter-in-place will be made in consultation with agency staff and external stakeholders such as emergency management, fire department, or public health personnel. **<Insert position title(s)>** will decide how and when patients will be notified for evacuation or shelter-in-place. **<Insert position title(s)>** will be responsible for providing a list of patients to the local emergency management agency (EMA) during an event. The EMA will decide how frequently updates will be given depending on the size and nature of the event.

Factors to be considered in making the decision to evacuate or shelter-in-place include the nature and timing of the event, the location or projected path of the threat, (such as a flooding incident, ice storm, or hurricane) and the vulnerability of the patient.

The chart below identifies hazards **(Include the top five hazards from the county medical hazard vulnerability analysis (HVA)** **provided by the MEHC Regional Planner)** that could necessitate the need for the evacuation or shelter-in-place of patients and staff, who is responsible for making the decision, who is to be consulted, the timeline of activities, and factors that should be considered in deciding whether to evacuate or shelter-in-place.

***Complete the chart below based on the top five hazards from the internal county medical or agency HVA and additional threats faced by the agency that could necessitate either evacuation or shelter-in-place response activities.***

Table 8: Evacuation or Shelter-in-Place Decision Making Chart

| **Hazard** | **Decision Authority** | **Alternate** | **Consulting Parties** | **Timeline** | **Triggers for Evacuation** |
| --- | --- | --- | --- | --- | --- |
| Fire | Administrator | Director of Nursing | Emergency Management, Fire Chief | Immediately | Location and intensity of fire |
| Hurricane | Administrator | Director of Nursing | Emergency Management | 48 hours prior to arrival of tropical force winds | Category, track, and speed of storm |
| Power Outage  | Administrator | Director of Nursing | Emergency Management | Immediately | Temperature,Power Dependency |
|   |   |   |   |   |   |
|   |   |   |   |   |   |
|  |  |  |  |  |  |

### Transportation Resources

The **<Insert name of agency>** will identify appropriate resources to assist with transportation of the patient population, staff, supplies, and necessary equipment in the event evacuation is necessary. The agency will seek to identify primary and back-up transportation providers (not including county 911 Emergency Medical Service) with suitable vehicles and personnel to ensure adequate resources are available in an emergency and ensure that the vendors or volunteers who will help transport patients and those who receive them at shelters and other facilities are trained on the needs of the chronic, cognitively impaired, and medically fragile population and are knowledgeable on the methods to help minimize transfer trauma.

If these agencies/organizations are not able to provide transportation resources, the **<Insert position title>** will request resources through the **<Insert name of local emergency management agency>**.

Table 9: Transportation Resources

|  |  |
| --- | --- |
| Name of Company: |  |
| Memorandum of Agreement or Mutual Aid Agreement |  |  |  |
| Transportation Equipment Available: | Type:  | Type: | Type: |
| Contact Name |   | Contact Number: |   |
| Alternate Contact Name |   | Contact Number: |   |
| **Name of Company:** |
| Memorandum of Agreement or Mutual Aid Agreement |  |  |  |
| Transportation Equipment Available: | Type:  | Type: | Type: |
| Contact Name |   | Contact Number: |   |
| Alternate Contact Name |   | Contact Number: |   |

|  |  |
| --- | --- |
| Name of Company: |  |
| Memorandum of Agreement or Mutual Aid Agreement |  |  |  |
| Transportation Equipment Available: | Type:  | Type: | Type: |
| ContactName |   | Contact Number: |   |
| Alternate Contact Name |   | Contact Number: |   |
| **Name of Company:** |
| Memorandum of Agreement or Mutual Aid Agreement |  |  |  |
| Transportation Equipment Available: | Type:  | Type: | Type: |
| Contact Name |   | Contact Number: |   |
| Alternate Contact Name |   | Contact Number: |   |

### Patient Records and Maintenance

In the event of an evacuation, patient records should be moved with the patient to the receiving agency.

**<Insert description for the procedure for ensuring patient records are transported with the patient and identify who is responsible>**

Hard copies of records will be stored in such a way that the critical records can be gathered and transported. The **<Insert name of agency>** has implemented/is considering scanning critical data/documents. Critical data includes:

* **Patient information** (e.g. face sheets, clinical data, physician orders, care plans)
	+ Name
	+ Social Security Number
	+ Photograph
	+ Medicaid or other health insurance number
	+ Date of birth
	+ Diagnosis
	+ Current drug/prescriptions and dietary regimens
	+ Name and contact of next of kin/responsible person/Power of Attorney
* **Family information** (contact information)
* **Reference Hospice Health Insurance Portability and Accountability Act Policy**

### Patient Provisions/Personal Effects

In an evacuation, provisions for patient care will also be moved with the patient to ensure adequate medical care is maintained throughout the evacuation and care at the receiving agency. This will include necessary medications, medical equipment, supplies, staff, and psychological first aid to care for patients. Procedures are in place to ensure patient’s personal effects are also transferred with the patient.

**<Insert description of procedures for ensuring provisions for patient care, including food, one gallon/person of water, medications, and transport of personal effects are addressed in an evacuation and identify the staff and/or responsible departments>**

### Evacuation Locations

If the agency’s office/facility is damaged to the extent that patient care is diminished or cannot be rendered, or it is determined that evacuation of the agency’s office/facility is warranted due to fire, an approaching hurricane, or other hazard, staff may be transported to an alternate location/agency until the home agency has been deemed safe to return. Staff that is outside the agency should be notified and execute their plan. Reference the agency Continuity of Operations Plan for details.

Table 10: Evacuation Locations

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Location | Agency Name | Address | Phone Number | Alternate Contact Number |
| **Primary**  |   |   |   |   |
| **Backup 1** |   |   |   |   |
| **Backup 2** |  |   |   |   |

### Evacuation Routes

Floor plans with evacuation routes are located in Attachment C.

### Evacuation Assessments

**<Insert description of the evacuation assessment of patients (tier system, acuity levels, power/technology dependence)>**

## RECOVERY

### Initiation and Recovery

The decision to enter into the recovery stage of an event is made by the **<Insert position title>**. In this stage, the **<Insert name of agency>** will initiate recovery procedures to return the hospice agency to normal operations.

### Protocol

In order to efficiently recover from an event, protocols must be followed. Listed below are protocols important to recovery operations.

**Recovery protocols:**

* Prioritize healthcare service delivery recovery objectives by organizational essential functions.
* Maintain, modify, and demobilize healthcare workforce according to the needs of the agency.
* Work with local emergency management, service providers, and contractors to ensure priority restoration and reconstruction of critical building systems.
* Maintain and replenish pre-incident levels of medical and non-medical supplies.
* Work with local, region, and state emergency medical system providers, patient transportation providers, and non-medical transportation providers to restore pre-incident transportation capability and capacity.
* Work with local emergency management, service providers and contractors to restore information technology and communication systems.
* Ensure corrective action plans are incorporated into the after action reports/ improvement plans to track for progress.

### Restoration of Services

The **<Insert position title>** will coordinate the restoration of services after an emergency situation affecting the hospice agency.

**List responsibilities in restoring services (i.e., restoration of utilities, repair or replacement of critical systems, overseeing of agency repairs).**

### Utility Restoration

**Describe procedures for restoration of critical systems not already identified in the plan or identify where these procedures can be located.**

### Staff Re-Entry

The **<Insert position title>** will work with the Bureau of Health Facilities Licensure and Certification to give approval for the return of staff to the agency. The coordination of the return of staff to the agency will be the responsibility of the **<Insert position title>**.

**<Insert list of preparations and procedures for returning after an emergency>**

### Staff Debriefing

A debriefing will be conducted within **<Insert** **number of hours>** of the incident to collect lessons learned from the incident or exercise. These lessons learned will be used to revise and update the plan. The **<Insert position title>** will be responsible for coordinating the debriefing.

### After Action Report/Improvement Plan

After any real incident or exercise where the emergency operations plan is activated, an after action report and an improvement plan will be developed. The purpose of the after action report is to document the overall performance of the organization during the exercise or real event. It will contain a summary of the scenario or events, staff actions, strengths, issues, opportunities for improvement, and best practices.

The purpose of the improvement plan is to ensure issues and opportunities for improvement are adequately addressed to improve response capabilities to future events. The corrective action plan will include a list of issues to be addressed, tasks that will be performed to address them, individuals responsible for completing the tasks, and a timeline for completion.

The **<Insert position title>** will be responsible for coordinating the development of the after action report and improvement plan and will ensure identified corrective actions are completed within the targeted timeframes.

## GLOSSARY

**Activation** - When all or a portion of the plan has been put into motion.

**After Action Report (AAR)** - A report that includes observations of an exercise or real event and that makes recommendations for improvements. The purpose of the after action report is to document the overall performance of the organization during the exercise or real event. It will contain a summary of the scenario or events, staff actions, strengths, issues, opportunities for improvement, and best practices.

**Continuity of Operations (COOP) Plan (Business Continuity)** - Planning designed to facilitate the continuance of mission essential functions and the protection of vital information in the event the organization is faced with a situation that could disrupt operations.

**Decontamination** - The process of making safe by eliminating poisonous or otherwise harmful substances, such as noxious chemicals or radioactive material.

**Delegations of Authority** - Specifies who is authorized to make decisions or act on behalf of agency leadership and personnel if away or unavailable during an emergency.

**Emergency Operations Center (EOC)** - An EOC is where actions are carried out and where everyone meets and coordination takes place.

**Hazard Vulnerability Analysis (HVA)** - Identifies possible hazards, including the probability, severity, frequency, magnitude, and locations/areas affected.

**Health Alert Network (HAN)** - A nationwide program to establish the communications, information, distance-learning, and organizational infrastructure used to defend against health threats, including the possibility of bioterrorism.

**Health Insurance Portability and Accountability Act of 1996 (HIPAA)** - U.S. government legislation that ensures a person’s right to buy health insurance after losing a job, establishes standards for electronic medical records, and protects the privacy of a patient’s health information.

**Homeland Security Exercise and Evaluation Program (HSEEP)** - Developed by the Department of Homeland Security as a threat and performance-based exercise program that provides doctrine and policy for planning, conducting and evaluating exercises. HSEEP was developed to enhance and assess terrorism prevention, response and recovery capabilities at the local, state, and federal levels. HSEEP training courses are free and available online.

**Human-Caused Events** - An event that is a result of human intent, negligence, or error or involving a failure of a man-made system. Includes terrorism, criminal events, biological events, hazardous material and chemical spills, extended power outages, fires, or any event for which a human is responsible.

**Improvement Plan (IP)** - Used to ensure issues and opportunities for improvement are adequately addressed to improve response capabilities to future events and will include a list of issues to be addressed, tasks that will be performed to address them, individuals responsible for completing the tasks, and a timeline for completion.

**Incident Command System (ICS)** - A standardized, on-scene, all hazards incident management approach that: allows for the integration of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure; enables a coordinated response among various jurisdictions and functional agencies, both public and private; and establishes common processes for planning and managing resources.

**Isolation** - The separation of an ill patient from others to prevent the spread of an infection or to protect the patient from irritating or infectious environmental factors.

**Key Personnel** - Personnel designated by their department, organization, or agency as critical to the resumption of mission-essential functions and services.

**Mission Essential Functions (Essential Functions)** - Activities, processes, or functions that could not be interrupted or unavailable for several days without significantly jeopardizing the operation of the department, organization, or agency.

**Mississippi Responder Management System (MRMS)** - Is the Mississippi State Department of Health's online registration system for medical, health, and non-medical responders for the state. It is a secure database of pre-credentialed healthcare professionals and pre-registered non-medical volunteers who are trained to provide a coordinated response to emergencies in support of established public health and emergency response systems.

**Mitigation** - The stage of emergency management where activities are conducted that eliminate or reduce the possibility of a disaster occurring. For healthcare operations, this might include the installation of generators for backup power, the installation of hurricane shutters, or the raising of electrical panels to protect from possible flood damage.

**Mutual Aid Agreements (MAA)** - Arrangements made between governments or organizations, either public or private, for reciprocal aid and assistance during emergency situations where the resources of a single jurisdiction or organization are insufficient or inappropriate for the tasks that must be performed to control the situation. These are also referred to as inter-local agreements or memorandum of understanding.

**National Incident Management System (NIMS)** - A systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations and the private sector to work seamlessly to prevent, protect against, respond to, recover from and mitigate the effects of incidents, regardless of cause, size, location or complexity, in order to reduce the loss of life and property and harm to the environment.

**Natural Disasters** - The effect of a natural hazard that affects the environment and leads to financial, environmental, and/or human losses.Includes severe weather events such as hurricanes, tropical storms, thunderstorms, snow and ice storms, mudslides, floods, and wildfire events.

**Orders of Succession** -Ensures leadership is maintained throughout the agency during an event when key personnel are unavailable.

**Personal Protective Equipment (PPE)** - Specialized clothing or equipment worn by an employee for protection against infectious materials.

**Preparedness** -The stage of emergency management where activities are conducted to develop the response capabilities needed in the event an emergency occurs. These activities may include developing emergency operations plans and procedures, conducting training for personnel in those procedures, and conducting exercises with staff to ensure they are capable of implementing response procedures when necessary.

**Public Health** - The science and practice of protecting and improving the health of a community, as by preventive medicine, health education, control of communicable diseases, application of sanitary measures, and monitoring of environmental hazards.

**Public Information** - Information that is disseminated to the public via the news media before, during, and/or after an emergency or disaster.

**Recovery** - The stage of incident management that focuses on restoring operations to a normal or improved state of affairs. This stage occurs after the stabilization and recovery of essential functions. Examples of recovery activities might include the restoration of non-vital functions, replacement of damaged equipment, and agency repairs.

**Response** - The stage of incident management that includes those actions that are taken when a disruption or emergency occurs. It encompasses the activities that address the short-term, direct effects of an incident. Response activities in the healthcare setting can include activating emergency plans, triaging, and treating patients that have been affected by an incident.

**Strategic National Stockpile (SNS)** - A federal resource to provide medicine and medical supplies to protect the public in the event of a public health emergency as a result of an act of terrorism or a large scale natural or human-caused disaster that is so severe local and state resources are inadequate or become overwhelmed.

**Vital Records, Files, and Databases** - Records, files, documents, or databases, which if damaged or destroyed, would cause considerable inconvenience and/or require replacement or re-creation at considerable expense. For legal, regulatory, or operational reasons, these records cannot be irretrievably lost or damaged without materially impairing the organization's ability to conduct business.

**Vulnerable Populations** - Vulnerable populations are patients who are pediatric, geriatric, disabled, or have serious chronic conditions or addictions.

## ACRONYMS

**AAR** After Action Report

**CMS**  Centers for Medicare & Medicaid Services

**COOP** Continuity of Operations Plan

**DHS** Department of Homeland Security

**EOP** Emergency Operations Plan

**FEMA** Federal Emergency Management Agency

**HICS** Hospital Incident Command System

**HIPAA** Health Information Portability and Accountability Act

**HSEEP** Homeland Security Exercise and Evaluation Program

**HVA** Hazard Vulnerability Analysis

**HVAC** Heating, Ventilation, and Air Conditioning

**ICS** Incident Command System

**IP** Improvement Plan

**IS** Independent Study

**JIC** Joint Information Center

**MAA** Mutual Aid Agreement

**MEAP** Mississippi Emergency Access Program

**MEHC** Mississippi Emergency Support Function 8 Healthcare Coalition

**MEMA** Mississippi Emergency Management Agency

**MOU** Memorandum of Understanding

**MPaTS** Mississippi Patient Tracking System

**MRMS** Mississippi Responder Management System

**MSDH** Mississippi State Department of Health

**NFPA**  National Fire Protection Association

**NIMS** National Incident Management System

**OEPR** Office of Emergency Planning and Response

**POC** Point of Contact

**PPE** Personal Protective Equipment

**SNS** Strategic National Stockpile

## ATTACHMENTS

Attachment A: Training Plan

Attachment B: Mutual Aid Agreements/Memorandum of Understanding

Attachment C: Routes to Evacuation Sites and Agency Floor Plans

Attachment D: Sample Hospital Incident Command System Forms

Attachment E: Affiliated Facilities Specific Information

### Attachment A: Training Plan

**<Insert Agency Staff Training Requirements and Tracking>**

Suggested Training:

* Emergency Preparedness Policies and Procedures
* Psychological First Aid training for identified staff
* Independent Study (IS)-100.HCb, IS-200.HCa, IS-700 and IS-800:
	+ Personnel who will have a direct role in response to an incident will be trained in IS-100 (Incident Command System (ICS), An Introduction) and IS-200 (Basic Incident Command System)
* ICS-300 and ICS-400:
	+ Personnel who will assume Incident Command positions and/or supervisory roles will be trained in ICS-300 Intermediate ICS for Expanding Incidents and ICS-400 Advanced ICS

**The hospice agency should be able to provide documentation of completion of all trainings.**

**National Incident Management System (NIMS)**

Federal Emergency Management Agency (FEMA)

<http://www.training.fema.gov/is/>

**National Incident Management System (NIMS)**

Federal Emergency Management Agency (FEMA)

Implementation for Healthcare Organizations Guidance

<http://www.phe.gov/Preparedness/planning/hpp/reports/Documents/nims-implementation-guide-jan2015.pdf>

### Attachment B: Mutual Aid Agreements/Memorandum of Understanding

**List existing mutual aid agreements and/or memorandum of understanding (MOU). MOUs are stored <Insert location>.**

Table 11: Mutual Aid Agreements/Memorandum of Understanding

|  |  |  |  |
| --- | --- | --- | --- |
| **Facilities/Agencies in Agreement** | **Nature of Agreement** | **Expiration Date (if applicable)** | **Date Verified/Point of Contact** |
| \*Sysco | \*Emergency Food Supply | \*None |  |
| \*XYZ Hospital | \*Shelter |  |  |
| \*Ben’s transport service | \*Transport |  |  |
| Additional MOUs |  |  |  |
|  |  |  |  |

**\* Examples**

### Attachment C: Routes to Evacuation Sites and Agency Floor Plans

**<Insert evacuation routes, floor plans, maps, and written directions to evacuation sites>**

### Attachment D: Sample Hospital Incident Command System Forms

Hospital Incident Command System (HICS) Forms are provided by the MEHC Regional Planner

HICS 203 – Organization Assignment List

HICS 207 – Hospital Incident Management Team Chart

HICS 254 – Disaster Victim/Patient Tracking

HICS 255 – Master Patient Evacuation Tracking

HICS 257 – Resource Accounting Record

HICS 260 – Patient Evacuation Tracking Form

### Attachment E: Affiliated Facilities Specific Information

This attachment should include the following location specific information:

* Table 2: Exercises Conducted
* Table 3: Individuals Responsible for Emergency Operations Plan Activation
* Table 4: Roles and Responsibilities
* Table 6: Delegations of Authority
* List of Top Five Hazards from Agency Hazard Vulnerability Analysis
* Agency Floor Plan
* Attachment 2: Table 1: Employee Emergency Call Back Roster
* Attachment 2: Table 5: Critical Infrastructure Contact Information
* Agency Hazard Vulnerability Analysis
* Mississippi State Department of Health County Medical Hazard Vulnerability Analysis

## ANNEXES

Annex A: Communications

Annex B: Safety and Security

Annex C: Strategic National Stockpile

Annex D: Continuity of Operations

Annex E: Mississippi Responder Management System

### Annex A: Communications

**<Insert Communications Policy>**

**Internal Communication**

To ensure personnel are adequately informed throughout the course of emergency response activities, the agency will provide updates and general information to staff through regularly scheduled briefings, agency internal website, email, etc. This flow of information regarding the incident will continue throughout the emergency until the all-clear signal is given.

**Communication with Response Partners**

The **<Insert name of agency’s liaison>** will provide updates to external organizations within **<Indicate time interval>**. To communicate with external agencies, the agency will use **<Insert external communication system (e.g., phone tree, radio, media)>**.

**<Insert additional tables for each county served>**

Table 12: External Contacts

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Agency | Purpose for Contact | Contact Name/Title | Phone | Alternate Contact Info |
| Fire |  |  |  |  |
| Emergency Medical Services |  |  |  |  |
| Emergency Management Agency |  |  |  |  |
| Police Department |  |  |  |  |
| Sheriff |  |  |  |  |
| Coroner |  |  |  |  |
| Other such as MEHC Regional Planner, Regional Emergency Response Coordinator |  |  |  |  |
| EPI (hotline number) |  |  |  |  |
| Surrounding Hospitals/Nursing Homes |  |  |  |  |
|  |  |  |  |  |

**Attachment 1: Mississippi State Department of Health Region Public Health Emergency Preparedness Map**

**<Insert current MSDH Region Public Health Emergency Preparedness Map provided by MEHC Regional Planner>**

**Public Information**

The **<Insert position title (e.g., Public Information Officer)>**will have the responsibility for coordinating media and public information. All media inquiries should be directed to the **<Insert position title (e.g., Public Information Officer)>**.No other staff member should interact directly with the media unless they have approval from the **<Insert position title (e.g., Public Information Officer)>**. It is recommended that staff who may serve in this capacity have Public Information Officer Training.

**Coordination of Public Information with Response Partners**

If several agencies are involved in response, the **<Insert position title (e.g., Public Information Officer)>**will coordinate with them to form a Joint Information Center (JIC). The information that will go out to the community will come from the JIC as a single, consistent, and unified message from all of the affected agencies.

**Communication with Patients and Families**

Policies and protocols have been established for communication activities prior to and during an emergency. The **<Insert position title>** will communicate updates every **<Insert time interval>** in the **<Insert location>**.

**Planning Activities**

The agency’s plan should include the following: communication planning activities the agency is or will be conducting (which should include providing safety and education information upon admission of the patient), collaboration with other healthcare facilities and/or community service organizations for patient tracking, and psychological first aid, etc. To ensure communication with patients and their families is consistent and timely during an emergency, this agency has established a family support center for patients and working relationships with local, state, and federal partners and will continue to develop them to ensure that patient safety, and physical and psychological needs are met during a disaster. The agency should ensure families are aware of and knowledgeable about the agency plan, including: how and when they will be notified about evacuation plans, how they can be helpful in an emergency, (i.e., coming to the agency to assist) and how/where they can plan to meet their loved ones. Out-of-town family members should be given a number they can call for information. Patients who are able to participate in their own evacuation should be informed and aware of their roles and responsibilities in the event of a disaster.

**Response Activities**

**<Insert agency’s plan for establishing a family support center>**

This agency has pre-designated points for families to meet during an emergency where they will be given updates during the event on the patients and how the incident is being mitigated. At the time of the incident, families will be directed to this location upon arrival at the agency. These locations are subject to change due to the unknown nature of the incident.

**Communication with Vendors of Essential Supplies, Services, and Equipment**

The **<Insert name of agency>** has developed a list of vendors, contractors, and consultants that can provide specific services before, during, and after an emergency event. The **<Insert position title>** is responsible for maintaining the list. This list will be updated periodically. The list includes the name of the vendor and the supplies, services or equipment they provide to the patients, a phone number and alternate contact information.

**Communication with Other Healthcare Organizations**

The **<Insert name of** **agency liaison>** will be responsible for providing key information to other healthcare organizations. Key information to be shared with other healthcare organizations in the community during a disaster includes:

* Command structures, including names and contact information for the command center.
* Resources and assets that can be shared.
* Process for the dissemination of the names of patients and the deceased for tracking purposes.

**Communication about Patients to Third Parties**

**<Reference Agency Health Insurance Portability and Accountability Act Plan/Policy)>**

**Backup Communications, Redundancy, and Equipment**

**List backup communications equipment and systems to be used in the event of telephone failure, which must include a communication plan (e.g., radios, runners).**

Table 13: Communication Methods

|  |  |
| --- | --- |
| **Primary** | **Alternate** |
| \*Phone | \*Runner |
| \*Telephone | \*Cell phone, pager  |
|  |  |
|  |  |

 **\* Examples**

**Use of Plain Text by Staff in Emergencies**

To launch an effective response to an emergency event, it is critical that communications between responding agencies and personnel are clear and understandable. To ensure communication is understood in an emergency, staff will use plain text and avoid the use of acronyms, radio ten codes, and other terminology that may lead to confusion in the midst of emergency response activities.

Table 14: Emergency Intercom Codes

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| --- | --- |
| **Code** | **Emergency/Threat** |
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**Attachment 2: Emergency Call Lists**

Table 1: Employee Emergency Call Back Roster

Table 2: Patient Physicians Emergency Call Back Roster

Table 3: Volunteers Emergency Call Back Roster

Table 4: Vendor Contact Information

Table 5: Critical Infrastructure Contact Information

Attachment 2: Table 1: Employee Emergency Call Back Roster

**<Insert Date> (Indicate Location)**

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| --- | --- | --- | --- | --- |
| **Name** | **Department** | **Phone** | **Email Address** | **Emergency Staffing Role** |
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Attachment 2: Table 2: Patient Physicians Emergency Call Back Roster

**<Insert Date> (Indicate Location)**

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| --- | --- | --- | --- | --- |
| **Name** | **Department** | **Phone** | **Alternate Phone** | **Email Address** |
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Attachment 2: Table 3: Volunteers Emergency Call Back Roster

**<Insert Date> (Indicate Location)**

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| --- | --- | --- | --- | --- |
| **Name** | **Department** | **Phone** | **Email Address** | **Emergency Staffing Role** |
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Attachment 2: Table 4: Vendor Contact Information

**<Insert Date> (Indicate Location)**

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| --- | --- | --- | --- | --- |
| **Vendor** | **Contact**  | **Phone** | **Supply/Resource** | **MEAP: Yes or No** |
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Attachment 2: Table 5: Critical Infrastructure Contact Information

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| --- | --- | --- | --- | --- |
| **Supply/Resource** | **Vendor** | **Contact**  | **Phone** | **Email Address** |
| Electricity |  |  |  |  |
| Employee assistance program |  |  |  |  |
| Gas |  |  |  |  |
| Internet |  |  |  |  |
| Mental Health |  |  |  |  |
| Patient assistance |  |  |  |  |
| Telephone |  |  |  |  |
| Transportation |  |  |  |  |
| VOIP Vendor |  |  |  |  |
| Water |  |  |  |  |
| Other |  |  |  |  |
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### Annex B: Safety and Security

##### Internal Security Measures

**<Insert Lockdown Plan/Policy including Mutual Aid Agreements/Memorandum of Understandings with external agencies>**

* Entrances and exits (North, East, etc.)
* Reception

Table 15: Internal Security Assignments

|  |  |  |  |
| --- | --- | --- | --- |
| **Area to Secure** | **Assigned Staff** | **Department** | **Contact Information** |
|  |  |  |  |
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**Controlling Access**

Employees will park in their regular parking spaces and must present agency issued identification. All others seeking entrance to the agency shall be directed to the **<Insert location of designated entry area(s)>** for directions or other information.

**Coordination with Local Law Enforcement Agencies**

In the event of an internal or external incident the **<Insert name of local law enforcement agency>** can be called to assist. They will assist with security of the perimeter and manage traffic flow in the event of patient relocation. Any request for additional resources must be coordinated through the **<Insert name of local emergency management agency>**.

### Annex C: Strategic National Stockpile

**Purpose**

The Strategic National Stockpile (SNS) is a federal resource used to provide medicine and medical supplies to protect the public in the event of a public health emergency as a result of an act of terrorism or a large-scale natural or human-caused disaster that is so severe that local and state resources are inadequate or become overwhelmed. If such an event should affect this community, the **<Insert name of agency>** may need to utilize SNS resources to treat patients and/or to provide prophylaxis to both patients and agency staff. The purpose of this annex is to outline procedures for coordinating with public health to obtain medications and needed medical supplies from the SNS during a public health emergency.

**Definition of the Strategic National Stockpile**

The SNS consists of antibiotics, chemical antidotes, anti-toxins, life-support medications, IV administration, airway maintenance supplies and medical/surgical items. Medications and medical supplies are intended to support treatment of ill patients and mass prophylaxis for those exposed but not yet symptomatic. Once local, state, and federal authorities agree that local and state resources have or will soon become overwhelmed, SNS supplies can be delivered to the state. Once the SNS supplies arrive, the Mississippi State Department of Health (MSDH) is responsible for managing the supplies and distributing them to affected communities and facilities across the state. Local governments will play a vital role in providing support to state SNS operations such as the use of facilities, resources, staff, and volunteers to help with the distribution of medications and/or medical supplies to target populations. Healthcare facilities play a major role by treating those who are ill and providing medications to medical staff and their families to prevent them from becoming ill.

**Coordination of Planning with Public Health**

Planning for the SNS must be coordinated with the MSDH.

**Planning for mass prophylaxis of staff:**

The first step in the coordination of this plan is to register with the state by completing the MSDH SNS and Pandemic Influenza Programs Provider Enrollment Form No. #255E. This form will be submitted to the MSDH Regional Emergency Preparedness Nurse **<Insert the date of submission>**. If not, this form can be obtained by selecting Strategic National Stockpile on the MSDH website at [www.healthyMS.com](http://www.healthyMS.com) or from any region health office.

The MSDH coordinates with registered facilities in planning for receiving the SNS. The MSDH will also provide training including how the treatment algorithms and standing orders contained in the MSDH SNS Plan (plan is located on the MSDH website at [www.healthyMS.com](http://www.healthyMS.com)) are to be used by healthcare personnel in the distribution of medications from the Strategic National Stockpile (SNS). The **<Insert position title>** will work with the Mississippi State Department of Health (MSDH) to coordinate planning and training of staff for possible SNS activation. The MSDH point of contact for the **<Insert name of agency>** SNS planning is the MSDH Regional Emergency Preparedness Nurse, **<Insert contact phone number>**.

The MSDH also requires a coordinating physician be identified from the agency to oversee the dispensing of medications and/or administration of vaccine(s). The physician is not required to be on site, but staff will be required to work under his or her direction. The coordinating physician for the **<Insert name of agency>** is **<Insert name of coordinating physician>**.

**Planning for receiving assets for treatment of ill patients:**

The MSDH does not require completion of the Provider Enrollment Form for healthcare facilities to receive SNS assets for the treatment of ill persons.

* The MSDH will need case count, epidemiologic, intelligence, and inventory information from treatment centers to support strategic decisions.
* The MSDH will need contact information for people at the treatment center responsible for providing periodic case counts.

**Requesting the Strategic National Stockpile**

The SNS is a federal resource. As with all federal resources, it cannot be requested unless response to the incident is anticipated to exceed local and state resources. If the **<Insert name of agency>** encounters a situation where patient demand is anticipated to exceed available resources, the **<Insert position title>** of the healthcare agency should communicate this to the **<Insert name of local emergency management agency>**.If local and state resources are not sufficient to supply the increased demand, the request will be forwarded to the State Emergency Operations Center at the Mississippi Emergency Management Agency, which will assess the situation. If indicated by the event, the MSDH will request the SNS assets from the Centers for Disease Control and Prevention.

**The healthcare agency will need a plan to request resupply of SNS assets. This plan should include:**

* Communications plan that includes staff assigned to request resupply, contact information for the county emergency management office and local and state public health offices, and any additional numbers that would be provided during an incident.
* Provision to the Mississippi State Department of Health (MSDH) of up-to-date information on case count, epidemiologic, intelligence and inventory information from treatment centers to support strategic decisions.

* Provision to the MSDH on the number of staff and/or staff family members for whom there has been insufficient distribution of prophylactic regimens.
* Detailed information for product description and quantities related to specific requests.

**Acquiring the Strategic National Stockpile**

If the situation necessitates the need for the Strategic National Stockpile (SNS), the **<Insert position title>** of the healthcare agencywill coordinate with the MSDH for the receipt of SNS supplies. To some extent, circumstances will drive the response and dictate how supplies will be received. A representative from the **<Insert name of agency>** might be asked to pick up SNS supplies from a health department point of distribution site or another drop site in the county/city. If so, the **<Insert name of agency>** will need to provide the MSDH with the name of the healthcare representative designated to pick up the medications and/or medical supplies prior to pick up. Upon arrival at the designated location, the representative will be asked to present two forms of identification; one form of identification issued by the **<Insert name of agency>** and one form of photo identification issued by the state (e.g., driver license). The representative will sign for all medications and/or medical supplies received. If there is a discrepancy between the order and what was received, the **<Insert position title>** of the healthcare agency must notify the MSDH Public Health Command/Coordination Center by phone at (601) 576-8085, as instructed in the packet of information received with the shipment.

**Two methods for acquiring/receiving SNS assets include:**

1. Direct shipment to agency:
* With over 5,000 regimens of medication.
* Plan for receiving SNS assets to include:
* Day and night point of contact (in triplicate) who has authority to order, receive materials, and sign for controlled substances.
* Identification of location for receipt of SNS delivery (e.g., building A, rear loading dock, south entrance).
* Adequate material handling equipment required to off-load and stage large pallets; if a loading dock is not available, the agency should ensure plans include how to off-load by hand.
1. Healthcare representative pick-up from a predetermined health department open point of distribution or other drop site in the county/city.

**Distribution of Strategic National Stockpile Medications**

Distribution of medications and/or administration of vaccinations from the Strategic National Stockpile (SNS) must follow the same algorithms for prophylaxis and standing orders contained in the Mississippi State Department of Health (MSDH) SNS Plan or provided by MSDH with the vaccine. These algorithms will be provided tothe **<Insert name of agency>** in the SNS supplies received and through the MSDH guidance issued to healthcare facilities and medical providers. The **<Insert position title>** coordinating at the healthcare agency will oversee the distribution of SNS medications to patients. The **<Insert** **position title>** of the healthcare agency will coordinate the distribution of the SNS medications to staff and their families.

Health information forms provided by the MSDH (either hard copy or electronic copy) must be completed to receive medications and/or vaccines from the SNS. These forms must be returned to the MSDH within 48 hours for patient tracking purposes. The **<Insert** **position title>** of the healthcare agency will coordinate the collection of these documents and ensure they are received by the MSDH within forty-eight hours.

The **<Insert name of agency>** may not charge patients, staff, and/or their families for medications/vaccines or any supplies received from the SNS.

A copy of the standing orders, algorithms, and health information forms can be found in the [**MSDH SNS Plan**](http://msdh.ms.gov/msdhsite/_static/resources/1136.pdf)**. (The standing orders and algorithms can be found in Section IV: Clinical Policies and Procedures, and the health information forms can be found in Section V: Forms.)**

Utilization of medications for the treatment of ill persons, although accompanied by medical guidance from the MSDH and interim guidance from federal partners, is ultimately up to the attending physician. There are no treatment algorithms. Information about treatment regimen(s) should be captured as part of the healthcare agency’s standard Medical Administration Record, which is standard medical practice, not a stipulation of distribution of the SNS.

**Healthcare facilities:**

* Must have a plan to store SNS assets under appropriate medical and pharmaceutical laws and regulations
* Must have an inventory plan
* Must not charge for SNS assets
* Must have a dispensing plan

**Security**

Heightened security measures may be needed as a result of the events leading up to activation of Strategic National Stockpile (SNS) plans. Circumstances may lead some individuals to take unlawful measures to try to secure SNS assets for themselves and/or others. Adequate security measures must be in place to ensure SNS assets received by the **<Insert name of agency>** are secure and to reduce any unnecessary risk to staff transporting or dispensing the medications. The **<Insert name of agency>** will take appropriate measures to coordinate security at the agency.

**Include a specific security plan identifying who will provide security. Please note, county and city police may not be able to provide security officers in the case of a communitywide event, so an alternate plan is necessary.**

**Public Information**

During SNS activation, the Mississippi State Department of Health (MSDH) will activate its Risk Communication Plan. Guidance will be communicated to the general public including the nature of the public health threat, where state operated point of distribution sites will be located, and who should go there. In addition, information will be provided regarding symptoms of infection and/or contamination and who should seek medical attention. Any public information messages released to the media from the **<Insert name of agency>** should be consistent with the message issued by the state to avoid confusion and panic in the general public. The **<Insert name of agency>** should coordinate any information released to the public with the local Emergency Operations Center and/or Joint Information Center.

**Demobilization**

As SNS operations conclude, the MSDH will provide specific instructions to healthcare facilities regarding what to do with unused supplies. The **<Insert** **position title>** of the healthcare agencywill coordinate with the MSDH in the final disposition of these supplies.

Within a week of demobilization of SNS operations, the **<Insert name of agency>** staff will conduct a debriefing to discuss lessons learned from the incident. The lessons learned identified in the debriefing will be used to update and improve the agency’s SNS Plan. The **<Insert** **position title>** of the healthcare agency will update and revise plans accordingly and cooperate with the MSDH in any after-action planning discussions or meetingsand will ensure distribution activity is documented in the Administration Section of Table 2.

*Since the SNS is a voluntary program, an agency may elect to participate at any time.*

**References**

The Mississippi State Department of Health, Plan for Receiving, Distributing, and Dispensing the Strategic National Stockpile Assets:

[http://msdh.ms.gov/msdhsite/\_static/44,0,122,154.html](http://msdh.ms.gov/msdhsite/_static/44%2C0%2C122%2C154.html)

This link may change when a new plan is uploaded.

Centers for Disease Control and Prevention, Strategic National Stockpile website:

<http://www.cdc.gov/phpr/stockpile/>

**Strategic National Stockpile (SNS) Planning Checklist for Healthcare Facilities**

| **SNS Planning Checklist for Healthcare Facilities** |
| --- |
| **Primary Point of Contact (POC) (24/7) Name and contact information:** |
| **Secondary POC (24/7) Name and contact information:** |
| **Ship to Address (Do not use Post Office Boxes):** |
| **Describe the agency’s plan to receive/unload materials if shipped directly to the agency:** |
| **Describe the agency’s plan if materials must be picked up and transported from a staged location in the county/city:** |
| **Describe the agency’s plan to receive shipments after normal work hours (after 8 a.m. to 5 p.m.):** |
| **Describe the agency’s plan to store SNS materials at appropriate temperature/storage requirements:** |
| ***\*\*If shipments are requested, facilities could be responsible for costs of returning shipments to Mississippi State Department of Health. A documentation of the understanding that persons cannot be charged or billed for supplies received from SNS (state or federal) must be completed at the time of receiving SNS materials.\*\**** |
| **Describe the agency’s security plan:** |
| **Describe/insert agency’s dispensing plan:** |

**Attachment 1: Closed Point of Distribution Form**

**<Insert the Closed Point of Distribution Form provided by the MEHC Regional Planner>**

### Annex D: Continuity of Operations

**Purpose**

Whether due to natural forces such as a hurricane, a technological event such as an electrical fire, or an event caused by humans such as an act of terrorism, a disaster can have a serious impact on the organization’s ability to provide the healthcare functions that patients and the community depend on. Therefore, it is vitally important to have plans in place to continue to perform mission-essential functions and protect vital information in the event that the organization is faced with a situation that could disrupt operations. Continuity of Operations (COOP) planning addresses three possible types of disruption to an organization:

* Denial of access to an agency (i.e., damage to a building)
* Denial of service due to a reduced workforce (e.g., pandemic influenza)
* Denial of service due to equipment or systems failure (i.e., an information technology systems failure)

COOP planning seeks to minimize the potential impact of these events on employees, operations, and facilities.

**Phases of Continuity of Operations Planning**

There are three phases to the COOP process:

* Normal operations (mitigation and preparedness)
* COOP execution (emergency operations period)
* Reconstitution(return to normal operations)

**Normal Operations**

Normal operations are those periods without a declared state of emergency or the period directly following the conclusion of an event. Mitigation and planning activities can be conducted during normal operations to protect systems and prepare for an emergency affecting information systems.

Mitigation activities are those that eliminate or reduce the possibility of a disaster occurring. For information technology systems, this would include measures to protect equipment and critical information such as backup power, firewalls, virus protection, password protection of files, and data redundancy.

Preparedness activities develop the response capabilities that are needed in the event that an emergency occurs. These activities may include developing response procedures for the backup and restoration of data, training personnel in those procedures, conducting system(s) tests, executing regular backups of data, developing manual interim process to ensure continuous service of essential functions, and conducting exercises with staff to ensure they are capable of implementing response procedures when necessary.

**Continuity of Operations Execution**

The continuity of operations execution phase includes the actions that are taken when an emergency occurs. This includes activating emergency procedures and staff to protect or restore information systems and data for essential functions of the **<Insert type of healthcare agency>**.

**Reconstitution**

Reconstitution focuses on restoring the essential functions to a normal or improved state of affairs. It occurs after the stabilization and recovery of essential functions. Examples of recovery activities might include the restoration of non-vital functions, replacement of damaged equipment and agency repairs.

**Continuity Elements**

During an emergency, continuing operation of essential functions is imperative. In order to continue operation of essential functions, such as business activities and patient care, the following continuity elements have been listed:

* **Orders of Succession:** Located in Command and Coordination Section.
* **Delegations of Authority:** Located in Command and Coordination Section.
* **Risk Assessments and HVAs:** Located in Attachment 1 and 2 of this Annex.

**Continuity Facilities**

The **<agency name>** has identified continuity facilities to conduct business and/or provide clinical care to maintain essential functions when the original property, host agency, or contracted arrangement where the agency conducts operations is unavailable for the duration of the continuity event. The table below lists the pre-arranged telework options.

Table 16: Continuity Facilities

|  |  |  |  |
| --- | --- | --- | --- |
| Continuity Agency | Type of Agency | Location of Agency | Accommodations |
| Branch Office(s)\* | Telework\* | 1234 Medical Center Drive, Niceville\* |  |
| Home Telework\* | Telework\* | Home of Record Agency Leadership\* |  |

**\* Examples**

**Essential Records Management**

The **<Insert name of agency>** keeps all essential hardcopy records in a mobile container that can be relocated to alternate sites. In addition, electronic records, plans, and contact lists are maintained by the organization leadership and can be accessed online and retrieved on system hard drives when applicable and appropriate. Access to and use of these records and systems enables the performance of sample essential functions and reconstitution to normal operations.

**Sample Mission Essential Functions**

The **<Insert name of agency>** has established the following list as sample essential functions during a continuity of operations activation. The sample essential functions identified are:

* Health Information Technology
* Human Resources
* Public Relations
* Health Information Management
* Infusion Therapy
* Add others as relevant

**Roles and Responsibilities for Information Technology Continuity of Operations**

The positions responsible for overseeing Information Technology Continuity of Operations are:

|  |
| --- |
| **Primary** |
| **Name** |  |
| **Contact**  |  |
| **Alternate Contact**  |  |
| **Roles and Responsibilities** |  |
| **Limitations** |  |
| **Backup 1** |
| **Name**  |  |
| **Contact**  |  |
| **Alternate Contact** |  |
| **Roles and Responsibilities** |  |
| **Limitations** |  |
| **Backup 2** |
| **Name**  |  |
| **Contact**  |  |
| **Alternate Contact** |  |
| **Roles and Responsibilities** |  |
| **Limitations** |  |
| **Backup 3** |  |
| **Name**  |  |
| **Contact**  |  |
| **Alternate Contact** |  |
| **Roles and Responsibilities** |  |
| **Limitations** |  |

**Plans and Procedures for Information Technology Continuity of Operations**

|  |
| --- |
| **Describe the organization’s plan/procedures for backing up vital data:** |
|  |
| **Describe how personnel are trained on the plans/procedures for backing up vital data:** |
|  |
| **Does the organization have an emergency service plan? If so, explain:** |
|  |
| **Describe how the organization plans to minimize service interruptions as a result of necessary scheduled downtime:** |
|  |
| **Describe the contingency plans that are in place for managing unscheduled operational interruptions:** |
|  |
| **Describe how end-users are trained in executing downtime plans/procedures:** |
|  |
| **Describe how data will be retrieved (whether stored on external hardware, the operating system or as backed up data) in the event of an operational interruption:** |
|  |
| **Describe the process by which data will be entered into the system as soon as it is restored following an outage or disruption:** |
|  |

**Critical Information Technology, Systems, Equipment, and Databases**

The chart below identifies critical Information Technology (IT) systems, equipment and databases that are used by the organization and describes what functions the system serves, where it is located, who manages the IT needs of the system, equipment, or database, and what those responsibilities are.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **IT Functions** | **Name of Critical System/Equipment/Database** | **Location** | **Managed By** | **Responsibilities** |
| Inventory Management |  |  |  |  |
| Patient Management  |  |  |  |  |
| Communication Systems  |  |  |  |  |
| Security Systems  |  |  |  |  |
| Other |  |  |  |  |
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**Attachment 1: Agency Hazard Vulnerability Analysis**

**<Insert Agency and Branch Office Hazard Vulnerability Analysis provided by MEHC Regional Planner>**

**Attachment 2: Mississippi State Department of Health County Medical Hazard Vulnerability Analysis**

**<Insert MSDH County Medical Hazard Vulnerability Analysis provided by MEHC Regional Planner>**

### Annex E: Mississippi Responder Management System

**Purpose**

The purpose of this annex is to familiarize healthcare staff and administrators with the Mississippi Responder Management System (MRMS) and encourage participation and support of the program.

**Background**

After the attacks on the World Trade Center and Pentagon building on September 11, 2001, complications arose from the many well-intentioned medical volunteers who traveled to New York and Washington D.C. to provide assistance. Because a system was not in place to quickly credential medical volunteers, many of these individuals were either sent away or assigned menial tasks that did not require medical licensing to perform. In response, Congress authorized funding for states to develop Emergency Systems for the Advance Registration of Volunteer Health Professionals.

In Mississippi, MRMS is an online registration system for medical, health, and non-medical responders for the state. It is a secure database of pre-credentialed healthcare professionals and pre-registered non-medical volunteers who are trained to provide a coordinated response to emergencies in support of established public health and emergency response systems. The volunteer registry improves the efficiency of volunteer deployment and utilization by verifying the credentials of volunteer healthcare professionals in advance. Pre-registration and pre-verification of potential volunteers enhances the state’s ability to quickly and efficiently dispatch qualified health professionals to assist in emergency response activities.

**Operations**

Health professionals and others interested in participating in the program should visit the Mississippi State Department of Health (MSDH) MRMS website at [https://signupms.org](https://signupms.org/index.php).

On the website, volunteers can register for the program, list contact information and professional licensure information, and indicate where and how they would like to volunteer in the event of a disaster. Licensure information is verified through the appropriate state licensing boards. The information that volunteers supply to the website is confidential and will only be made available to government emergency planners if a disaster is declared. In addition, signing up for the program does not in any way obligate members to respond during a particular crisis.

In the event of a disaster or mass casualty event, potential volunteers will be provided with information regarding volunteer opportunities and given the option to accept or decline. Volunteers are expected to maintain current contact information on the MRMS. The Mississippi Responder Management System (MRMS) is supported by federal funding from the National Healthcare Preparedness Program.

**Volunteer Benefits**

First and foremost, individuals who volunteer under the MRMS will have the opportunity to use their experience and training in providing critical services to fellow Mississippians in a disaster situation. Training for members is provided across the state on topics such as Disaster Mental Health, State Medical Needs Shelter Operations, Strategic National Stockpile Operations, Cardiopulmonary Resuscitation, Personal Preparedness, the National Incident Management System and more. Continuing education units are available at no cost to many licensed professionals for much of the training offered under the program.

**Requesting Volunteers**

* If the agency experiences staffing shortages and/or patient surge conditions due to a disaster situation, a representative of the healthcare agency should first submit the request for staffing assistance to the local emergency management agency.
* The request should be specific, indicating the location, number of staff needed, specific expertise needed, and the estimated number of days the assistance will be required.

* From the local emergency management agency, the request will be channeled to the Mississippi Emergency Management Agency to the Mississippi State Department of Health where public health officials will use the MRMS system to generate a list of qualified and credentialed volunteers.

* Those individuals listed will be contacted by the state through the MRMS and provided with the opportunity to volunteer for deployment. They will be provided with information regarding the event (including where they need to report) and be given the opportunity to accept or decline service as a volunteer.
* The requesting healthcare agency will be provided with an update from the state regarding the status of the request, including the number of volunteers responding and estimated date and time of arrival.



**Liability Protections for Volunteers**

Volunteer immunity is available for good faith acts associated with volunteer services. However, there is no immunity for acts or omissions that are intentional, willful, wanton, reckless or grossly negligent (Miss. Code Ann. § 95-9-1).

An unpaid volunteer acting on behalf of the Hospice Agency is afforded coverage under the Tort Claims Act. Op.Atty.Gen. No. 2002-0144, Conerly, March 29, 2002.

State/political subdivision employees/agents receive some liability protections during a declared emergency (Miss. Code Ann. § 35-15-21).

**References**

The Mississippi State Department of Health Responder Management System website:

[https://signupms.org](https://signupms.org/index.php)

“Emergency Systems for Advance Registration of Volunteer Health Professionals (ESAR-VHP) – Legal and Regulatory Issues”, The Center for Law and the Public’s Health at Georgetown and Johns Hopkins Universities, 2008

“Hurricane Katrina Response – Legal Protections for VHPs in Alabama, Louisiana and Mississippi”, The Center for Law and the Public’s Health at Georgetown and Johns Hopkins Universities, 2008

## INCIDENT SPECIFIC APPENDICES

Appendix A: Active Shooter

Appendix B: Biological Event

Appendix C: Bomb Threat

Appendix D: Chemical Event

Appendix E: Cyber Attack

Appendix F: Earthquake

Appendix G: Explosive Event

Appendix H: Extended Power Outages

Appendix I: Fire

Appendix J: Floods

Appendix K: Hazardous Materials/Decontamination

Appendix L: Hurricanes

Appendix M: Nuclear/Radioactive Event

Appendix N: Pandemic Influenza/Infection Control/Isolation

Appendix O: Severe Weather/Extreme Temperatures/Winter Storms

Appendix P: Surge Capacity

Appendix Q: Wildfire

### Appendix A: Active Shooter

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within ten to fifteen minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation. This annex is designed to minimize the negative impacts and to provide an appropriate response in the event of an incident involving a person with a weapon within the agency.

**Include the organizational plan for an active shooter event.**

**Planning considerations:**

* Contact response partners
* Intercom codes
* Agency Lockdown Policy
* Agency “go box” (e.g., map of agency, keys)

**Links:**

<http://www.dhs.gov/publication/active-shooter-how-to-respond>

<http://training.fema.gov/is/courseoverview.aspx?code=IS-907>

### Appendix B: Biological Event

A biological event is the deliberate release of viruses, bacteria, or other germs (agents) used to cause illness or death in people, animals, or plants. These agents are typically found in nature, but it is possible that they could be changed to increase their ability to cause disease, make them resistant to current medicines, or to increase their ability to be spread into the environment. Biological agents can be spread through the air, through water, or in food. Terrorists may use biological agents because they can be extremely difficult to detect and do not cause illness for several hours to several days. Some bioterrorism agents, such as the smallpox virus, can be spread from person to person and some, such as anthrax, cannot.

**Include the organizational plan for a biological event.**

**Planning efforts need to be made for these specific biological attacks: Aerosol Anthrax, Plague, Food Contamination, and Foreign Animal Disease.**

**Planning considerations:**

* Contact response partners
* Shut down heating, ventilation, and air conditioning
* Personal Protection Equipment Plan/training
* Infection Control Plan
* Isolation/Quarantine Plan
* Food Safety Plan
* Treatment Plan
* Decontamination procedures
* Negative pressure room
* Closed Point of Distribution Enrollment form
* Reference Strategic National Stockpile Annex

**Links:**

<http://www.fema.gov/pdf/emergency/nrf/nrf_BiologicalIncidentAnnex.pdf>

<http://www.dhs.gov/topic/biological-security>

<http://www.cdc.gov/mmwr/preview/mmwrhtml/rr4904a1.htm>

[MSDH SNS Plan](http://msdh.ms.gov/msdhsite/_static/resources/1136.pdf)

### Appendix C: Bomb Threat

A bomb threat can be delivered as either a written or verbal notification of intent to detonate an explosive or incendiary device with the intent of causing harm to individuals or of causing damage to or the destruction of physical property. Such a device may or may not exist. While a good number of bomb threats are pranks, bomb threats made in connection with other crimes such as extortion, hijacking, and robbery are quite serious.

**Include the organizational plan for a bomb threat.**

**Planning considerations:**

* Contact response partners
* Intercom codes
* Bomb Threat Call Checklist
* Agency Lockdown Policy
* Evacuation Decision Maker(s) with contact information
* Evacuation with meeting locations identified
* Search procedures for each department
* Train staff on awareness of suspicious packages

**Link:**

<https://emilms.fema.gov/is906/assets/ocso-bomb_threat_samepage-brochure.pdf>

### Appendix D: Chemical Event

A chemical event is the intentional use of toxic chemicals to inflict mass casualties and mayhem on an unsuspecting civilian population.

Chemical terrorism often refers to the use of military chemical weapons that have been illicitly obtained or manufactured de novo. However, a chemical event could also be an accidental release such as the unintentional explosion of an industrial chemical factory, a tanker car, or a transport truck in proximity to a civilian residential community, school, or worksite.

**Include the organizational plan for a chemical terrorism event.**

**Planning efforts need to be made for these specific chemical attacks: Blister Agent, Toxic Industrial Chemicals, Nerve Agent, and Chlorine Tank Explosion.**

**Planning considerations:**

* Contact response partners
* Intercom codes
* Shut down heating, ventilation, and air conditioning
* Decontamination procedures

**Links:**

<https://chemm.nlm.nih.gov/chempack.htm>

<http://www.cdc.gov/mmwr/preview/mmwrhtml/rr4904a1.htm>

### Appendix E: Cyber Attack

Cyber security involves protecting an infrastructure by preventing, detecting, and responding to cyber incidents. Unlike physical threats that prompt immediate action-such as stop, drop, and roll, in the event of a fire, cyber threats are often difficult to identify and comprehend. Among these dangers are viruses erasing entire systems, intruders breaking into systems and altering files, intruders using your computer or device to attack others, or intruders stealing confidential information. The spectrum of cyber risks is limitless. Threats, some more serious and sophisticated than others, can have wide-ranging effects on the individual, community, organizational, and national level.

**Include the organizational plan for a cyber attack.**

**Planning considerations:**

* Policies and procedures for employee use of your organization’s information technologies
* Procedures for securing all computer equipment and servers with specific individual access permissions
* Procedures to report lost items for employees
* Procedures to prevent unauthorized data transfer via USB drives and other portable devices
* Policies and procedures to disable inactive accounts, including those of transferred or terminated employees, after a set time period
* Procedures on how to address potential cyber security vulnerabilities with medical devices

**Links:**

<http://www.ready.gov/cyber-attack>

<http://www.fema.gov/pdf/government/grant/hsgp/fy09_hsgp_cyber.pdf>

<http://www.phe.gov/Preparedness/planning/cip/Documents/cybersecurity-checklist.pdf>

### Appendix F: Earthquake

Earthquakes are among the most unpredictable and devastating of natural disasters. An earthquake can be defined as a sudden movement of the earth as the result of the abrupt release of pressure. This release of pressure can result at fault lines where two tectonic plates collide or separate; it can occur as the ground lifts or sinks due to underlying pressures, or pressure can be released in thrust faults or folded rock. An earthquake is also referred to as a “shaking hazard.”

**Include the organizational plan for an earthquake.**

**Planning considerations:**

* Contact response partners
* Evacuation with meeting locations identified
* Procedures for utility shut down
* Medical surge (if applicable)
* Mass fatality and casualty

**Links:**

<http://www.fema.gov/pdf/plan/prevent/rms/396/fema396_a.pdf>

<http://www.ready.gov/earthquakes>

### Appendix G: Explosive Event

An unintentional explosion can result from a gas leak in the presence of an ignition source. These leaks/explosions can occur in building pipelines, infrastructure pipelines, or transportation. The principal explosive gases are natural gas, methane, propane, and butane because they are widely used for heating purposes. However, many other gases, like hydrogen and acetylene, are combustible and have caused explosions in the past. Gas explosions can be prevented with the use of intrinsic safety procedures to prevent ignition.

Improvised explosive devices, commonly referred to as IEDs, have become common tools of domestic and international terrorists. According to the Agency for Healthcare Research and Quality (AHRQ), due to the public accessibility of explosive materials and bomb-making knowledge, a domestic terrorist attack would probably take the form of a conventional explosive munitions attack. An explosive device may consist of explosives alone or may be combined with biological, chemical, or radiological materials. The AHRQ states that a “lack of knowledge about primary blast injuries and failure to recognize a blast’s effect on certain organs can result in additional morbidity and mortality.”

**Include the organizational plan for an explosive event.**

**Planning efforts need to be made for these specific explosive attacks: Gas Leak/Explosion and IEDs.**

**Planning considerations:**

* Contact response partners
* Intercom codes
* Mass fatality and casualty
* Medical surge
* Blast injuries
* Secondary devices

**Links:**

<http://www.dhs.gov/topic/explosives>

<http://www.ready.gov/explosions>

<https://chemm.nlm.nih.gov/chempack.htm>

<https://www.fema.gov/media-library-data/20130726-1455-20490-7465/fema426_ch4.pdf>

### Appendix H: Extended Power Outages

Extended loss of electrical services can be fatal for a medically fragile and compromised population in a healthcare agency. While the occasional interruption of the electrical utility grid is part of life, steps need to be taken to protect vulnerable patients during times of any loss of power. Utility service can be interrupted by natural disasters, industrial accidents at power generation facilities, or damage to power transmission systems.

**Include the organizational plan for extended power outages.**

**Planning considerations:**

* Refer to Section 10: Utilities and Supplies, Section A: Power.
* Contact response partners
* External Contacts (e.g., Power Company, electrical contractors)
* Evaluation of patients for hypothermia/hyperthermia

**Links:**

<http://www.phe.gov/Preparedness/planning/cip/Documents/healthcare-energy.pdf>

<http://www.acphd.org/media/269431/electical%20power%20outage_loss%20response%20plan.ww.pdf>

<http://www.ready.gov/power-outage>

### Appendix I: Fire

Fire is a rapid oxidation process that releases energy in varying intensities in the form of heat and often light, and generally creates and releases toxic vapors. Fire does not have to be in immediate proximity to be fatal. The reduced oxygen and production of smoke and fumes can replace breathable air, creating an anaerobic environment that leads to asphyxiation. Not all fires create visible smoke. Inside a building where airflow is restricted, the risk of dying from oxygen starvation is greatly increased.

**Include the organizational plan for fire.**

**Planning considerations:**

* Contact response partners
* Intercom codes
* Shut down heating, ventilation, air conditioning, power, oxygen and gas to affected area(s)
* Close doors and windows
* Evacuation with meeting locations identified
* Fire extinguishers (types, location, and training)
* Smoke detector locations
* Sprinkler systems
* Disaster Resiliency and National Fire Protection Association (NFPA) Codes and Standards
	+ Refer to the NFPA Standards in NFPA 101 Life Safety Code, and NFPA 1600, Disaster/Emergency Management and Business Continuity Programs

**Links:**

<https://www.osha.gov/SLTC/etools/hospital/hazards/fire/fire.html>

<http://www.nfpa.org/safety-information/for-consumers/escape-planning/basic-fire-escape-planning>

### Appendix J: Floods

Floods are one of the most common hazards in the United States. A flood is the inundation of a normally dry area caused by an increased water level in an established watercourse. Flood effects can be local, impacting a neighborhood or community, or very large, affecting entire basins and multiple states. Flooding can also occur along coastal areas as a result of abnormally high tides, storms, and high winds.

**Include the organizational plan for floods.**

**Planning considerations:**

* Contact response partners
* Intercom codes
* Internal and external flooding
* Shut down power to affected area(s)
* Evacuation with meeting locations identified
* Monitor weather, radio, and media outlets

**Links:**

<http://www.ready.gov/floods>

<https://www.osha.gov/dts/weather/flood/index.html>

### Appendix K: Hazardous Materials/Decontamination

A hazardous materials incident may occur when a hazardous substance has been dispersed into the environment in a manner that has the potential to harm people. These emergencies can result from the release of toxic substances in any quantity, the release of large quantities of a substance that is not problematic when used in smaller and controlled amounts, or from the results of combining two otherwise non-hazardous substances. Release can be in vapor, aerosol, liquid, or solid form.

**Include the organizational plan for hazardous materials and decontamination.**

**Planning considerations:**

* Contact response partners
* Intercom codes
* Identify sources of hazardous materials/waste
* Decontamination Plan
* Runoff of contaminated water during decontamination
* Identify necessary emergency actions to save lives and protect the staff and the environment
* Evacuation with meeting locations identified
* Identify exposure procedures
* Infection Control Plan

**Links:**

<http://www.ready.gov/hazardous-materials-incidents>

<https://www.osha.gov/SLTC/hazardouswaste/training/decon.html>

### Appendix L: Hurricanes

A tropical cyclone, also called a hurricane depending on its location and strength, is a storm system characterized by winds reaching a constant speed of at least 74 miles per hour and possibly exceeding 200 miles per hour. On average, a hurricane’s spiral clouds cover an area several hundred miles in diameter. The spirals are heavy cloud bands from which torrential rain falls. Tornado activity may also be generated from these spiral cloud bands. Hurricanes are unique in that the vortex or eye of the storm is deceptively calm and almost free of clouds with very light winds and warm temperatures. Outside the eye, a hurricane’s counter-clockwise winds bring destruction and death to coastlands and islands in its erratic path. High winds and heavy rains from hurricanes impact inland regions many miles from the coast.

**Include the organizational plan for tropical cyclones.**

Refer to Section 7: Resources and Assets and Section 10: Utilities and Supplies.

**Planning considerations:**

* Contact response partners
* Storm surge zones
* Hurricane evacuation routes
* Evaluation of patients for discharge/transfer
* Evacuation Plan
* Transfer agreements and transportation
* Staffing needs
* Shelter-in-Place Plan (if applicable)
* Monitor weather radio and media outlets
* Influx of patients
* Reference Severe Weather Plan

**Links:**

<http://www.ready.gov/hurricanes>

<http://emergency.cdc.gov/disasters/hurricanes/index.asp>

<http://www.nws.noaa.gov/om/hurricane/index.shtml>

### Appendix M: Nuclear/Radioactive Event

While nuclear power facilities have multiple mechanical, technological, and procedural redundancies to minimize technological failure and human error, it is prudent to have a plan for dealing with the possibility of a catastrophic failure at a nuclear facility or threat of an act of terrorism. Likewise, radiological events occur without warning and will require rapid responses to decontaminate and treat those who may have been exposed.

**Include the organizational plan for nuclear and radiological events.**

**Planning efforts need to be made for these specific nuclear and radiological events: radiological dispersal device, nuclear detonation, and nuclear accident.**

**Planning considerations:**

* Contact response partners
* Intercom codes
* Proximity to nuclear facility (plume projections)
* Evacuation with meeting locations identified
* Identify exposure procedures
* Decontamination Plan
* Identify necessary emergency actions to save lives and protect the staff
* Nuclear medicine

**Links:**

<http://www.ready.gov/nuclear-power-plants>

<http://www.ready.gov/nuclear-blast>

<http://www.ready.gov/radiological-dispersion-device-rdd>

<http://www.remm.nlm.gov/>

### Appendix N: Pandemic Influenza/Infection Control/Isolation

A pandemic is a global disease outbreak. An influenza pandemic occurs when a new influenza virus emerges for which people have little or no immunity and for which there is no vaccine. The disease spreads easily from person to person, causes serious illness, and can sweep across the country and around the world in a very short time. It is expected that such an event could overwhelm local healthcare systems as an increased number of sick individuals seek healthcare services. In addition, the number of healthcare workers available to respond to these increased demands will be reduced by illness rates similar to pandemic influenza attack rates affecting the rest of the population.

**Include the organizational plan for pandemic influenza/infection control/isolation.**

**Planning considerations:**

* Contact response partners
* Infection Control Plan
* Isolation Plan
* Immunization Policy
* Preventative measures (e.g., personal protective equipment, hand sanitizer)
* Staff absenteeism due to illness

**Links:**

<http://www.flu.gov/>

<http://www.ready.gov/pandemic>

<http://www.cdc.gov/flu/pandemic-resources/index.htm>

[MSDH SNS Plan](http://msdh.ms.gov/msdhsite/_static/resources/1136.pdf)

[MSDH List of Reportable Diseases and Conditions PDF](http://msdh.ms.gov/msdhsite/_static/resources/877.pdf)

### Appendix O: Severe Weather/Extreme Temperatures/Winter Storms

**Severe Weather**

Severe weather is any atmospheric phenomenon that can cause property damage or physical harm.

**Extreme Temperatures**

The loss of the heating, ventilation, and air conditioning system in a healthcare agency is a serious technological failure, under certain conditions. During times of extreme weather, such as a frigidly cold winter or usually hot summer, the failure of these systems can create harmful and fatal conditions for patients.

**Winter Storms**

Snow and accompanying ice can immobilize a region and paralyze a city. Ice can bring down trees and break utility poles, disrupting communications and utility service. It can also immobilize ground and air transportation. The healthcare agency may find itself completely on its own for several days.

**Include the organizational plan for severe weather/extreme temperatures/winter storms.**

**Planning considerations:**

Refer to Section 10: Utilities and Supplies.

* Contact response partners
* Intercom codes
* Loss of heating, ventilation, and air conditioning
* Identify necessary emergency actions to save lives and protect the staff
* Evaluation of patients for hypothermia/hyperthermia
* Monitor weather, radio, and media outlets
* Severe Weather
	+ Hail
	+ Intense cloud to ground lightning
	+ Torrential rain
	+ Strong winds (micro-bursts, straight line winds)
	+ Tornadoes
	+ Extreme cold and heat
	+ Ice and snow

**Links:**

<http://www.ready.gov/severe-weather>

<http://www.ready.gov/tornadoes>

<http://www.ready.gov/heat>

<http://www.ready.gov/winter-weather>

### Appendix P: Surge Capacity

Surge capacity is a measurable representation of a healthcare system's ability to manage a sudden or rapidly progressive influx of patients within the currently available resources at a given point in time. Healthcare systems must develop and maintain surge capacity throughout the system in anticipation of the need to care for patients presenting from infectious disease outbreaks, public health emergencies, and mass casualty incidents.

**Include the organizational plan for surge capacity including alternate on-site triage and treatment locations.**

**Planning considerations:**

* Contact response partners
* Intercom codes
* Alternate triage options during a mass casualty event
* Variations of casualty events
* Staffing needs
* Equipment and supplies
* Evaluation of patients for discharge/transfer

**Links:**

<http://archive.ahrq.gov/news/ulp/btbriefs/btbrief3.htm>

<http://www.phe.gov/Preparedness/planning/mscc/handbook/Documents/mscc080626.pdf>

### Appendix Q: Wildfire

Each year, thousands of acres of land and dozens of structures are destroyed by fires that can start at any time of the year. Wildfires have a variety of causes including arson, lightning, debris burning, and carelessly discarded cigarette butts. Adding to the fire hazard is the growing number of people living in new communities built in areas that were once open land.

**Include the organizational plan for wildfire.**

**Planning considerations:**

* Contact response partners
* Intercom codes
* Shut down heating, ventilation, and air conditioning
* Close doors and windows
* Smoke (inhalation, visibility)
* Evacuation with meeting locations identified

**Links:**

<http://www.ready.gov/wildfires>

<https://www.osha.gov/dts/wildfires/index.html>

<http://www.readyforwildfire.org/wildfire_action_plan>