



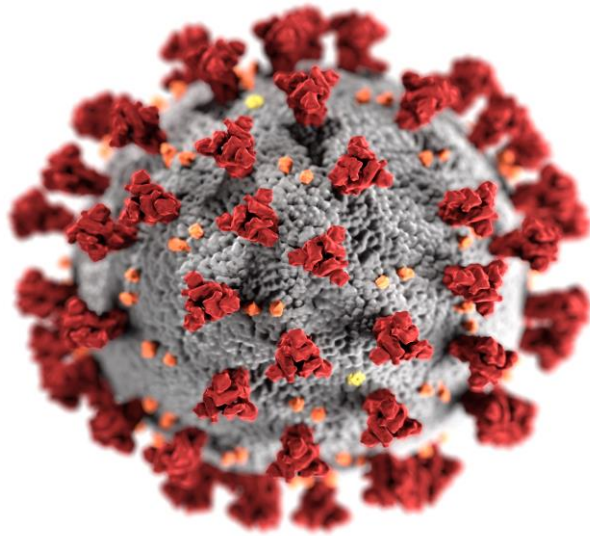
**Washington
Association for
Community Health**
Community Health Centers
Advancing Quality Care for All



Planning For COVID-19 At Washington FQHCs

Webinar Training: 12pm-1pm, April 7, 2020

BACKGROUND



COVID-19, is causing significant illness and deaths in Washington state. Health centers are under an extraordinary amount of pressure - clinical, operational, and financial.

To support health centers, Washington Association for Community Health is partnering with Connect Consulting Services to provide a training on planning for COVID-19.



**Washington
Association for
Community Health**



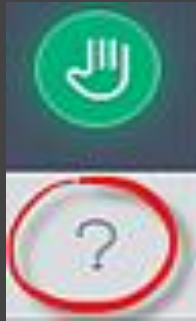
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TRAINING OBJECTIVES

- **Lessons learned from how H1N1 Pandemic impacted health centers**
- **How to manage COVID-19 in the health center setting**
- **Business continuity planning considerations**



Housekeeping



Your lines are currently muted.

You can raise your hand to have your line unmuted, or type questions/comments in your Dashboard.

This session is being recorded. Slides and a recording will be available after the webinar.

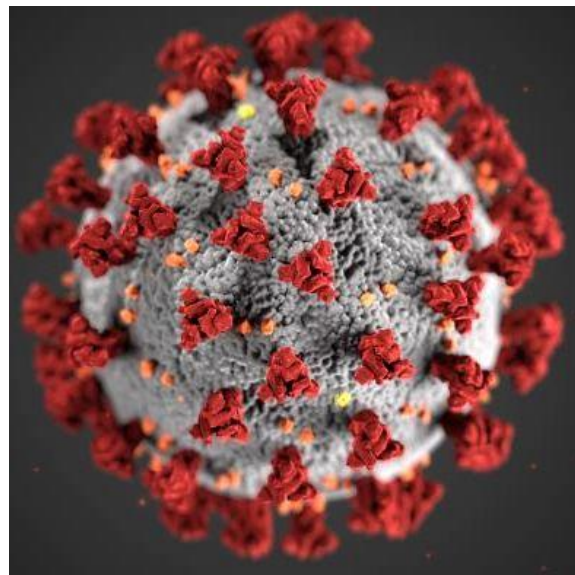
Click on the link in your Dashboard to provide feedback.

Host: Patricia Gepert, Outreach & Equity Coordinator





Washington
Association for
Community Health
Community Health Centers
Advancing Quality Care for All



Connect Consulting Services
Emergency Preparedness
Planning | Training | Exercises

Planning For COVID-19 At Washington FQHCs

April 7, 2020

Webinar Agenda

- WHO Pandemic Planning Phases
- Lessons Learned from how H1N1 Pandemic impacted Health Centers
- COVID-19 Incident Management Recommendations
- Business Continuity Planning Considerations
- Managing Your Mental Health During the event
- Health Center Surge Capacity Recommendations
- FAQs

Connect Consulting Services

30+ years of global pandemic planning expertise

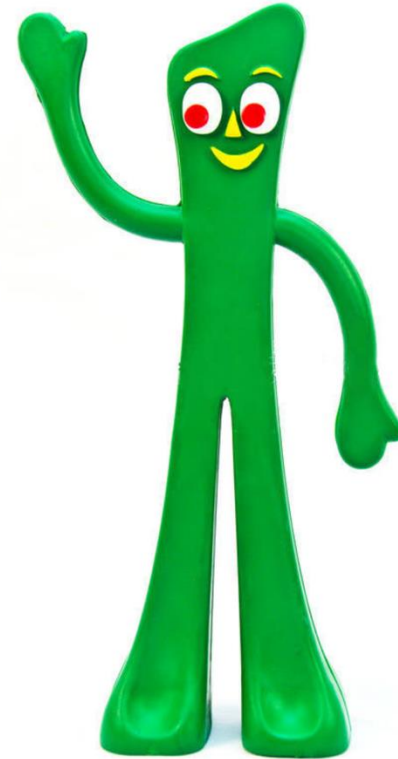


Nora O'Brien, MPA, CEM, Founder and CEO BIO

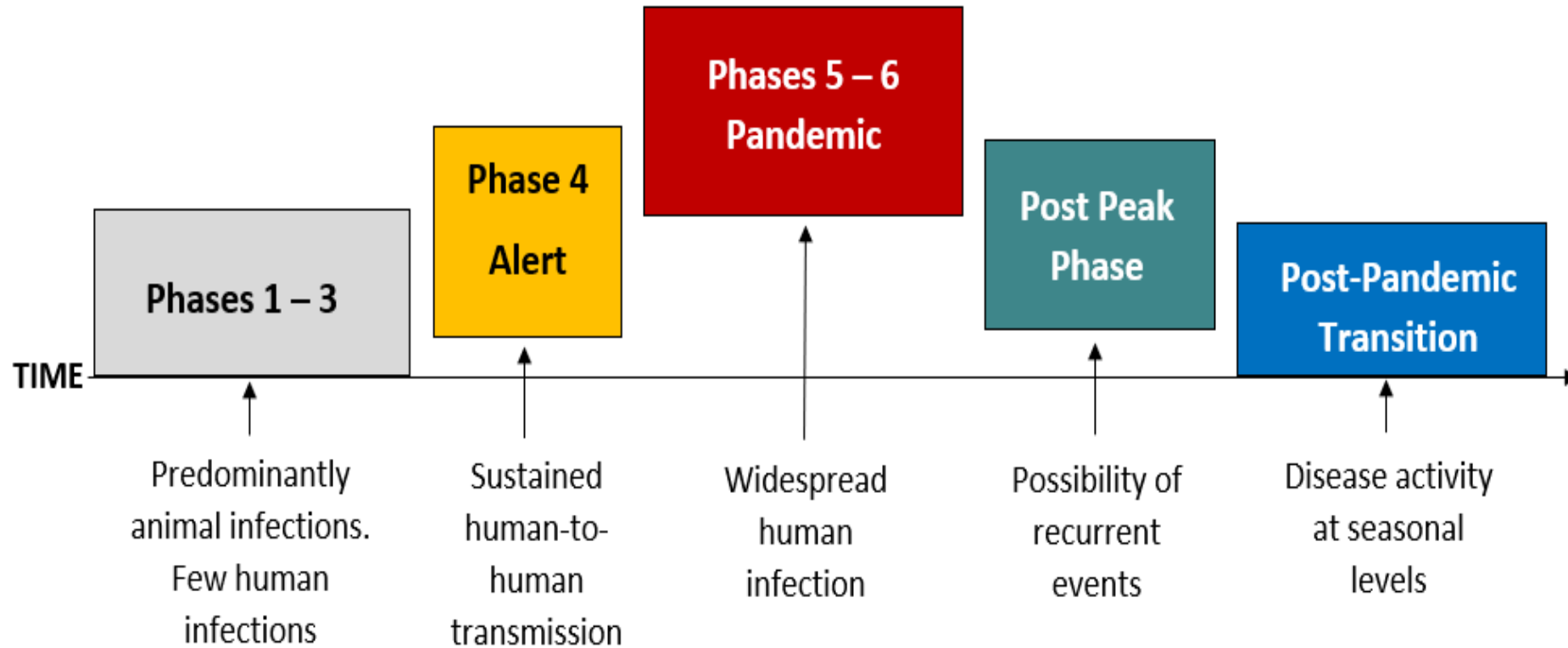
- Founded Connect Consulting Services in 2009
 - Masters Degree, Public Affairs, Disaster & Emergency Management
 - Certified Emergency Manager by the International Association of Emergency Managers (IAEM)
 - Past Chair of the IAEM Healthcare Caucus
 - Former Public Information Officer
 - FEMA Adjunct Instructor teaching the Advanced Public Officer Course
 - Lead H1N1 Pandemic Response for CPCA, wildfires, hurricane responses
 - Named 2018 Sacramento SBA- Woman-Owned Business of the Year
-
- Leads of team of highly skilled Emergency Management, Business Continuity of Planning Specialists, Training and Exercise Experts, and Incident Managers to guide you through disaster response and recovery events

Emergency Management Motto: **ALWAYS (BE FLEXIBLE)!**

Semper
Gumby



WHO Pandemic Phases



Lessons Learned from the H1N1 Pandemic 2009- 2010

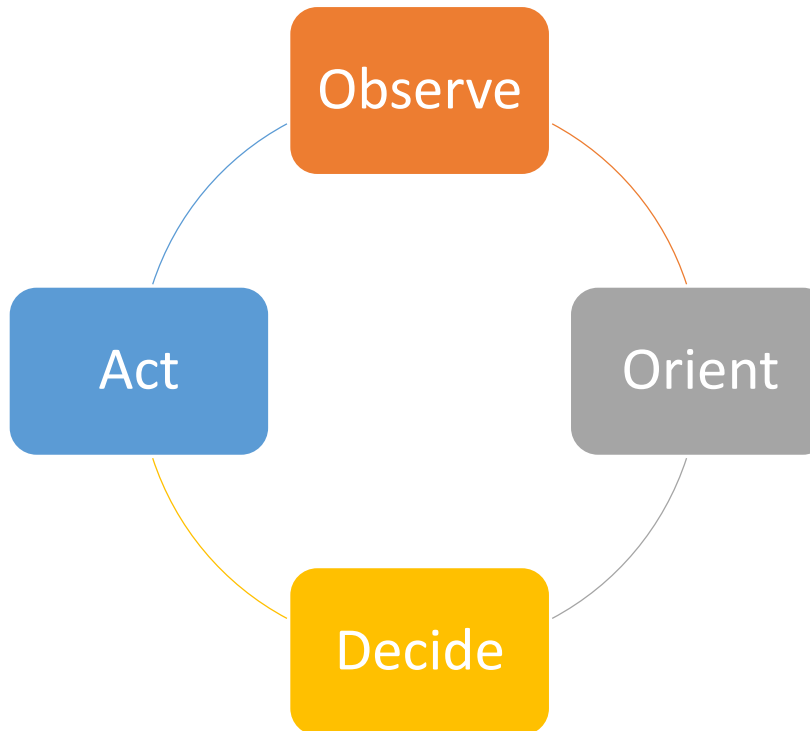
- Supply Chains of personal protective equipment globally impacted
- Unclear guidance for Healthcare worker protective measures
- Point of dispensing site planning (PODs) was crucial to vaccine distribution
- Social distancing was encouraged but not required
- Most people treated in a primary care setting, not hospitals
- H1N1 Response was about 6 months for the mild flu
- The vaccine took 6+ months to make and distribute
- Referred to as the “plandemic” – pandemic that was mild that allowed us test our plans but not as deadly as COVID-19



OODA Loop and Managing Crisis

OODA Loop

- Observe
- Orient
- Decide
- Act
- When new info is available, repeat process



TEXAS CORONAVIRUS PREVENTION

Wash your hands like you
just got done slicing
jalapeños for a batch of
nachos and you need to
take your contacts out.

(Coronavirus Disease 2019)

The California Department of Public Health recommends the following steps to prevent the spread of all respiratory viruses:



WASH. YOUR. HANDS.

Wash your hands with soap and water regularly.



Cover a cough or sneeze

Cover your cough or sneeze with your sleeve or disposable tissue.



Don't touch

Avoid touching eyes, nose or mouth with unwashed hands.



Keep your distance

Avoid close contact with people who are sick.



Stay home

If you experience respiratory symptoms like a fever or cough, stay home.



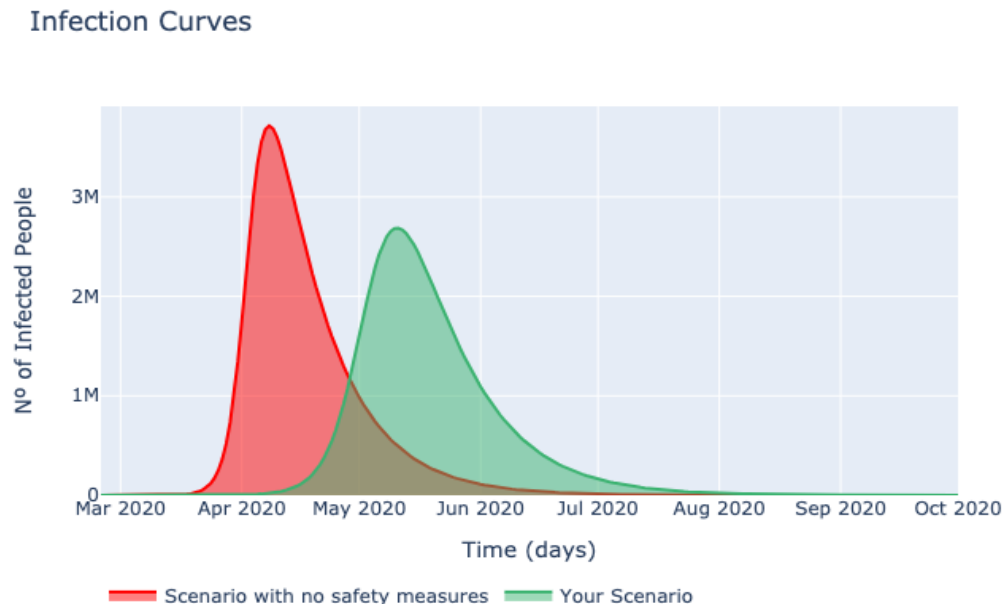
Get help

If you experience symptoms of COVID-19, CALL your health care provider.



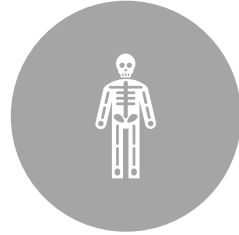
COVID-19 Social Distancing Orders and Flattening the Curve

- [Johns Hopkins Case Count Tracking Map](#)
- Significant Impact on Your Lives, Business, Loved Ones

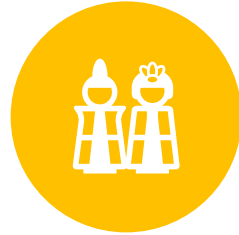




SUPERMARKETS
INTRODUCE DEDICATED
SHOPPING HOURS FOR ELDERLY,
DISABLED ADULTS, AT RISK
INDIVIDUALS AND PREGNANT
WOMEN.



IN IRELAND, THE HASHTAG
“[#SELFISOLATIONHELP](#)” PEOPLE
CAN OFFER ASSISTANCE AND RUN
ERRANDS FOR PEOPLE WHO ARE
RISK AND NEED TO SELF-ISOLATE.



A POSTCARD PROJECT THAT
ALLOWS VULNERABLE ELDERS
TO REQUEST ERRANDS SUCH
AS SHOPPING



ITALIAN PEOPLE IN LOCKDOWN
JOIN IN SING-ALONGS



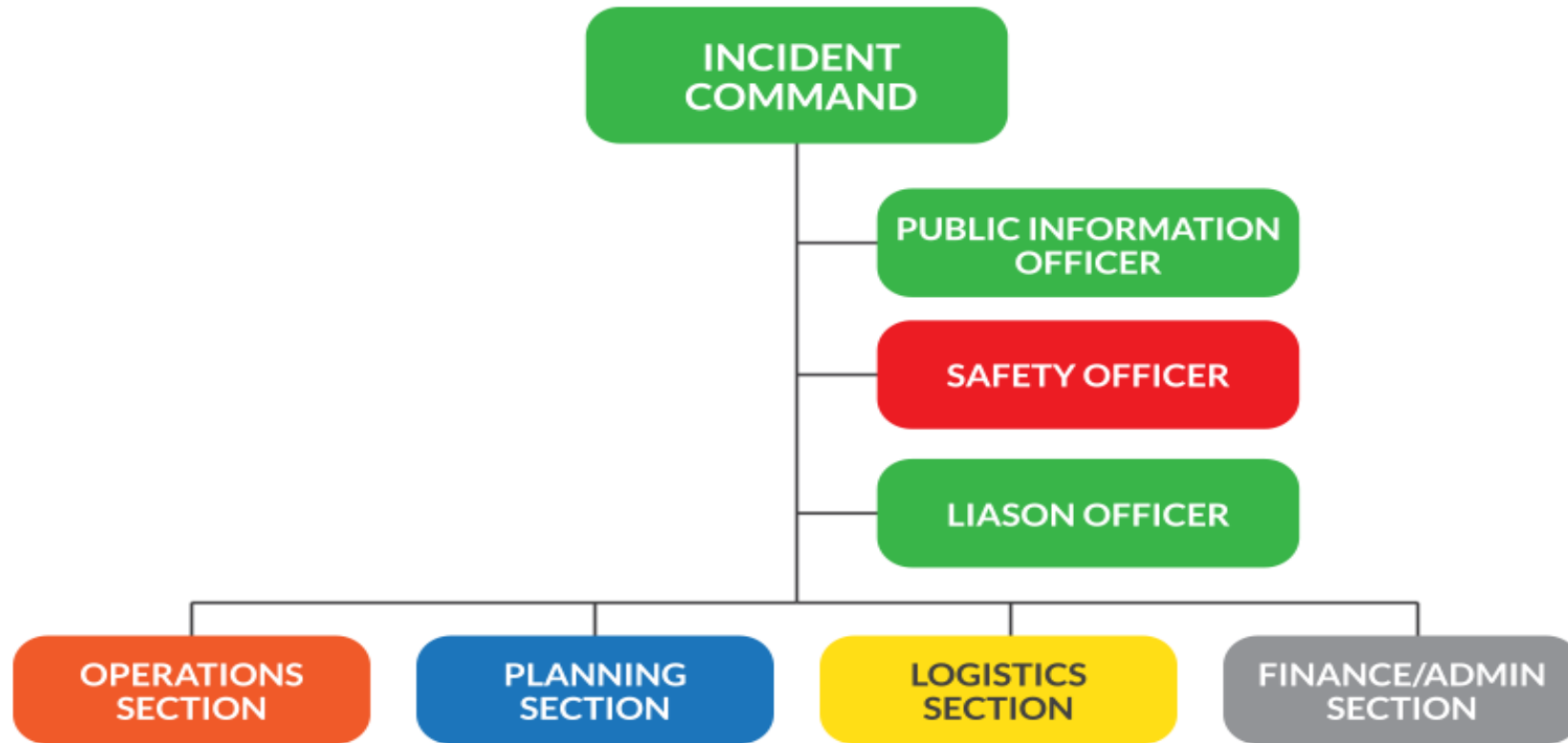
DRIVE BY WEDDING AND
BIRTHDAY CELEBRATION
PARADES SO THAT PEOPLE CAN
ENGAGE WITH FAMILY AND
FRIENDS FOR SPECIAL
OCCASIONS.

Ways Communities Have Pulled Together To Support Others In Times of COVID-19

Masks, PPE, & Health Centers



Incident Command System



[FEMA Incident Command System Training](#)

Crisis and Emergency Risk Communication

CERC Principles

- Principle 1: **Be First** - Crises are time sensitive. Quickly sharing information about a disease outbreak can help stop the spread of the disease and reduce illness and the loss of life
- Principle 2: **Be Right**- Credibility is established by providing accurate information
- Principle 3: **Be Credible** - Honesty and truthfulness should never be compromised and Acknowledge when you don't have an answer to a question and then work with experts to find an answer.
- Principle 4: **Express Empathy** - Disease outbreaks can cause uncertainty and helplessness. It's important to acknowledge fear and suffering.
- Principle 5: **Promote Action** -Giving people actionable ways to help stop the spread of infection is essential.
- Principle 6: **Show Respect** -When reporting important information, respectful communication promotes cooperation and rapport



COVID-19 Impacting Your FQHC

- Identify who is in charge, what decisions need to be made, how to stay afloat
- Develop/use communication channels to communicate business opening/closing, etc.
- Plan for Alternate Staffing patterns **NOW- school closures and ill family members**
- Find alternate suppliers for goods and services **NOW- supply chains are broken**
- Determine alternate business process for your essential business functions **NOW**
- Find Alternate IT access **NOW**
- Obtain a business line of credit **NOW** – take advantage of government support programs like CARES



Tips for Managing COVID-19 and Staying in Business

- Questions to ask you and your team.....
 - Do you have an internal process for managing the crisis?
 - Who is in charge and do you have team members that can step in if you can't?
 - How do we stay in business without access to our staff/patients, etc.?
 - Are you communicating clearly to staff/patients, etc. on your next steps?
 - If you can't do your core business, can you support the community COVID-19 response in a different way?
 - Can you reduce hours with a smaller staff?
 - If your core business is impacted by COVID-19, can you **PIVOT** to develop new services that will bring you new revenue streams?
 - Can you partner with new people to create new services to your community?
 - What's our physical and mental health support system for our team?

CARES Act Support for Healthcare Providers

- \$2 trillion Coronavirus Aid, Relief, and Economic Security (CARES) Act has more than \$100 billion in aid for healthcare organizations
- Fewer than 500 employees? An SBA program could cover your payroll for 2.5 months.
- A small agency within HHS will administer the \$100 billion fund for expenses and lost revenue but get your numbers ready now.
- Advance payments and no sequester are quick boosts to Medicare streams.
- [NACHC CARES Act Provisions for Health Centers](#)

Caring for Your Behavioral/Mental Health

Normalizing our Experience

Examples of Distress (age dependent):

- Emotionally- shock, anger, irritability, helplessness, sadness and loss of control
- Cognitively- concentration and memory difficulties, worry and intrusive thoughts
- Physically- fatigue, sleep disturbances, hyper-arousal, and somatic complaints
- Behaviorally- social withdrawal, relationship difficulties, hypervigilance, violence



Caring for Your Behavioral/Mental Health

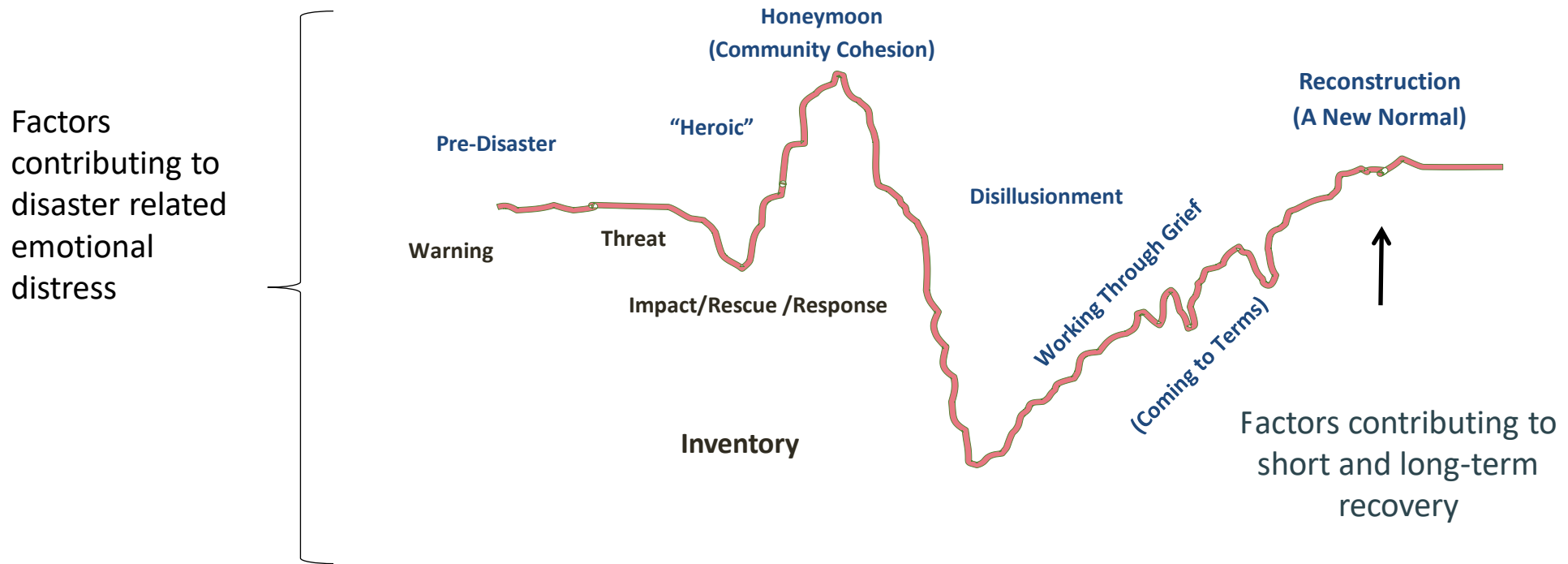
When to Reach Out (examples; age dependent)

- Substance use
- Depressive systems
- Changes in eating
- Behavior changes Unhealthy Anger
- Trauma Symptoms- new or compounded
- Complicated grief
- Interpersonal violence
- General support



Timeline for Most Disasters/Emergencies

Preparing for New Normal



Tools to Care for Your **SELF-** Building Resilience

- Physical Distancing vs. Social Distancing: The power of collective
- Realistic expectations and acceptance
- Educate and prepare BUT minimize social media/stress inducing news
- Spiritual and Faith-based support
- Keep routines; Volunteer
- Self-Care practice: meditation, physical exercise, creativity
- Positive daily reminders; daily acts of kindness
- Prepare for Post Distancing/Isolation/Quarantine
- Be Gentle on Yourself, Keep Sense of Humor



We can only help those around us if we help ourselves first

Medical Surge Capacity Definition



Medical Surge is the capability to rapidly expand the capacity of the existing healthcare system (hospitals, CHCs, alternate care facilities and PH depts) in order to provide triage and subsequent medical care.



Medical Surge is also defined as rapid expansion of the capacity of the existing healthcare system in response to an event that results in increased need of:

- Personnel
- Support functions,
- Physical and logistical support



Potential Health Center Response Roles

- Patient triage
- Provide surge capacity to hospitals, public health
- Mental Health services
- Offer facilities for treatment of the less critically injured/ill patients
- Vaccinations or serve as Point of Dispensing (POD) sites
- Expanded use of Tele-health

Potential Health Center Response Roles

- Translation services
- Social Services access
- Deployment of mobile medical assets and staff
- Syndromic surveillance
- Infection control
 - Other suggestions?



Please Share Your COVID-19 questions and comments

- We want to learn from you!



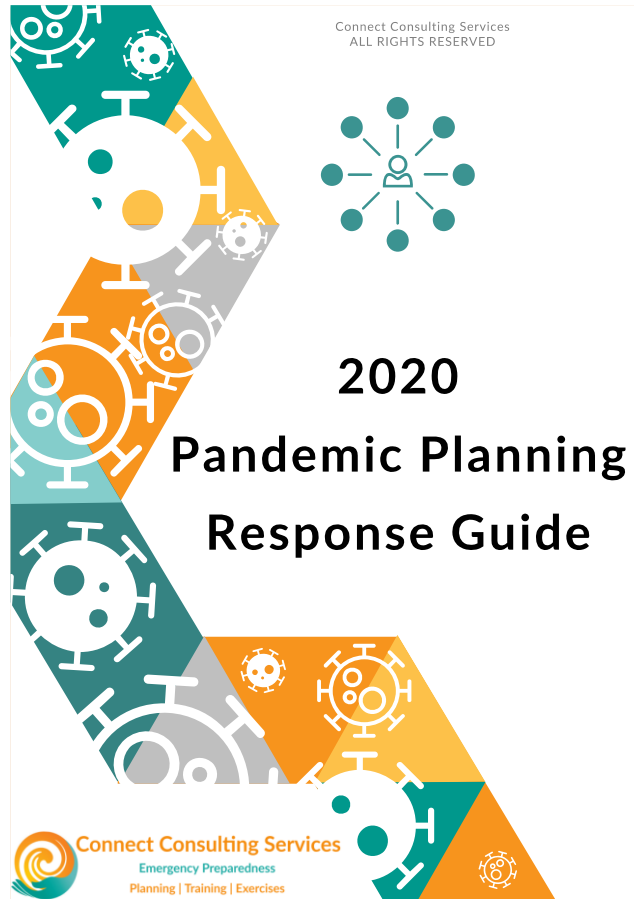
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- On March 19, 2020, CA Governor Newsom issued Executive Order N-33-20 directing all residents immediately to heed current State public health directives **to stay home**, except as needed to maintain continuity of operations of essential critical infrastructure sectors and additional sectors as the State Public Health Officer may designate as critical to protect health and well-being of all Californians.
- In accordance with this order, the State Public Health Officer has designated the following list of “Essential Critical Infrastructure Workers” to help state, local, tribal, and industry partners as they work to protect communities, while ensuring continuity of functions critical to public health and safety, as well as economic and national security.
- ***“Workers performing security, incident management, and emergency operations functions at or on behalf of healthcare entities including healthcare coalitions, who cannot practically work remotely”***

CCS Pandemic Planning Response Guide



- WHO Pandemic phases
- Guide to develop a pandemic response and recovery plan for each phase
- Incident Response Tools
- Business Continuity Planning Considerations
- Mental Health Considerations
- 1 hour of Consultation to learn more about your pandemic planning process
- [\\$250.00 + 1 hour of consulting](#)

CMS Emergency Preparedness Compliance Toolkit

Systems, Process, and Planning
from Start to Finish

2020 Edition



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www.ConnectConsulting.biz
916.758.3220

For more information or questions about this Plan, contact:

2020 CMS Emergency Preparedness Toolkit

- Will reflect all the changes from the [Omnibus Burden Reduction \(Conditions of Participation\) Final Rule CMS-3346-F](#)
- Streamlined, more user-friendly Toolkit layout
- New provider reference chart on all changes relating to frequency of plan review and updates, training, drills, and exercises cycles as well as the type of drills and exercises that are allowed by provider type for all 17 provider types
- Updated training, drill, and exercise resources



Connect Consulting Services
Emergency Preparedness
Planning | Training | Exercises

Connect Consulting Services Overview

Been in business since 2009

We do:

- ✓ Pandemic Response and Recovery Planning
- ✓ Emergency Operation Management Planning
- ✓ Crisis Communications Response and Planning
- ✓ Business Continuity Planning
- ✓ Training Development and Delivery for in-person, webinar, or LMS
- ✓ Active Shooter and Workplace Violence De-escalation planning and training
- ✓ Drills and Exercises
- ✓ Compliance Audit and Improvement Planning



Clients



Planned Parenthood Federation of America, Inc.



4/7/20
FQHCs



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Want More Information & Webinars From Us?

- Want to know how we can help your organization or agency? [Book a call with us here](#) to share with us how we might help
- Register here <https://connectconsulting.biz/free-webinars/> for our free monthly webinars
- Join our monthly [newsletter](#)
- Need a speaker or trainer for a webinar?

Contact Us!

Nora O'Brien, MPA, CEM

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Want to know more how we can help your organization or agency? [Book a call with us here](#) to share with us how our products and services might help

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THANKS

- The webinar is being recorded and will be posted on the Association's website
- Click on the link in your Dashboard to provide feedback
- Questions/Comments, please contact:
 - Patricia Gepert (pgepert@wacommunityhealth.org)