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Borough of Queens
Emergency Preparedness Coalition

February 2022 Leadership Council Meeting

Overview of the Medical Operations
Coordinating Cell (MOCC)

Greg Wayrich – NYP Queens

Mohammed Salahuddin – NYC H+H
| Queens Hospital Center



National Healthcare Coalition Preparedness Conference

- Omni/Osceola County Convention Center
- 900 Attendees
- 40 Vendors
- 3 Days of Conference content
- BQEPC/PDC was the only NYC presence
- Networking and best practices
- Federal partners/ASPR
- Key Takeaways

**NATIONAL
HEALTHCARE
COALITION**

PREPAREDNESS CONFERENCE
NOV 30 - DEC 2, 2021 | ORLANDO, FL





Medical Operations Coordinating Cell (MOCC)

Objectives

- **Discuss when and why MOCCs may be necessary and what value they may add**
- **Identify essential structural and operational elements of MOCCs**
- **How we can integrate MOCC operational elements to our Coalition**

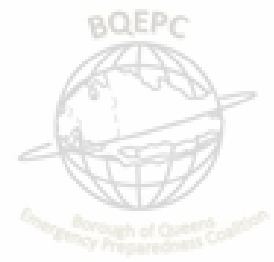


Medical Operations Coordinating Cell (MOCC)

The Challenge in NYC

Coordinating and/or directing capacity management across a region requires:

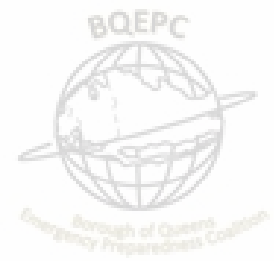
1. Access to appropriate, accurate, and current data
2. Involvement of appropriate medical expertise
3. Authority to implement actions



Medical Operations Coordinating Cell (MOCC)

The Structural Problem

- Healthcare systems typically consist of a fragmented set of privately managed entities collaborating with selected public sector entities such as EMS, health departments, and emergency management
- Hospital specialty care capabilities are not evenly distributed across regions and systems
- There are few technical systems collect and report on data that can be used to manage capacity and/or patient movement



Medical Operations Coordinating Cell (MOCC)

Based on the available resources, the following are likely the four most viable models:

- Integration of the MOCC into a jurisdictional EOC
- Integration of the MOCC into a major healthcare system referral center or healthcare coalition
- Interstate integration of RMOCC or SMOCC at the FEMA or other multi-state regional level with support and coordination from HHS regional staff
- Virtual MOCC operations utilizing web-based tools and distributed personnel and answering points for a common phone number may be integrated into any of the above approaches

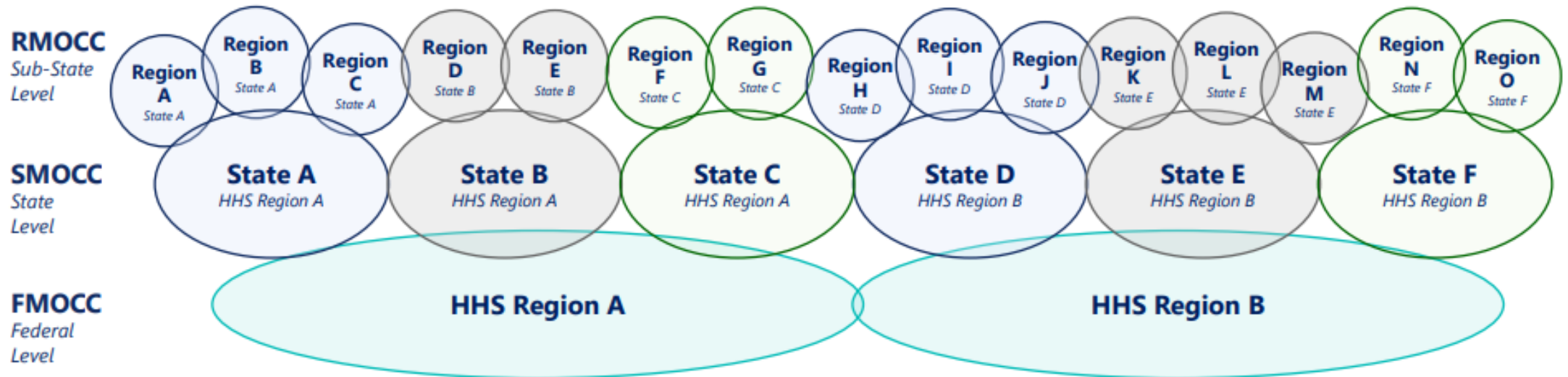


Medical Operations Coordinating Cell (MOCC)



MOCCs | Concept

MOCCs can be activated at the Sub-State Regional, State, and Federal levels to facilitate patient movement and resource allocation during a surge event. There are three types of MOCCs included in the concept: sub-state, Regional Medical Operations Coordination Centers (RMOCCs), State Medical Operations Coordination Centers (SMOCCs), and Federal Medical Operations Coordination Centers (FMOCCs).

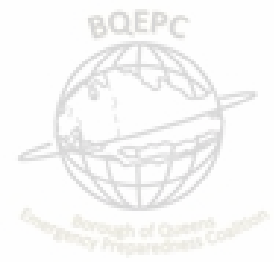




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Determine which of the following to include and prioritize:

- **Collecting/disseminating situational awareness data regarding capacity**
- **Load-balancing/patient distribution**
- **Serving as POC for referral requests**
- **Supporting clinical care for patients awaiting transfer**
- **Supporting staffing issues**
- **Supporting scarce resource access**
- **Supporting access to life-saving capabilities**



Medical Operations Coordinating Cell (MOCC)

Key CMOCC stakeholders:

- **Healthcare Systems**
- **Standalone Healthcare facilities**
- **EMS**
- **State, local, tribal, federal partners**



Medical Operations Coordinating Cell (MOCC)

Difficulties With Developing Solutions

Coordinating and/or directing capacity management across a region requires:

- Access to appropriate, accurate, and current data
- Involvement of appropriate medical expertise
- Authority to implement actions

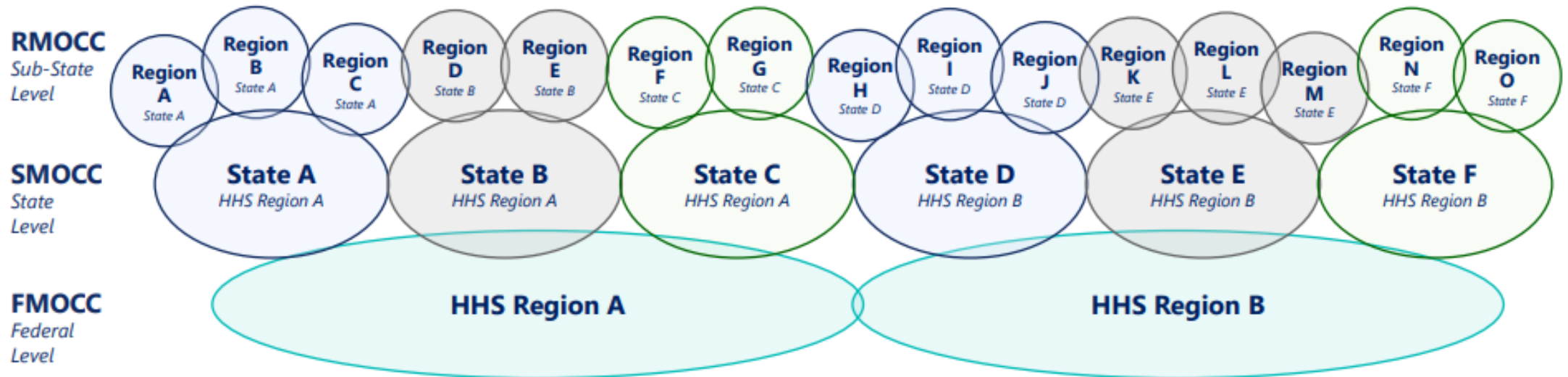


Medical Operations Coordinating Cell (MOCC)



MOCCs | Concept

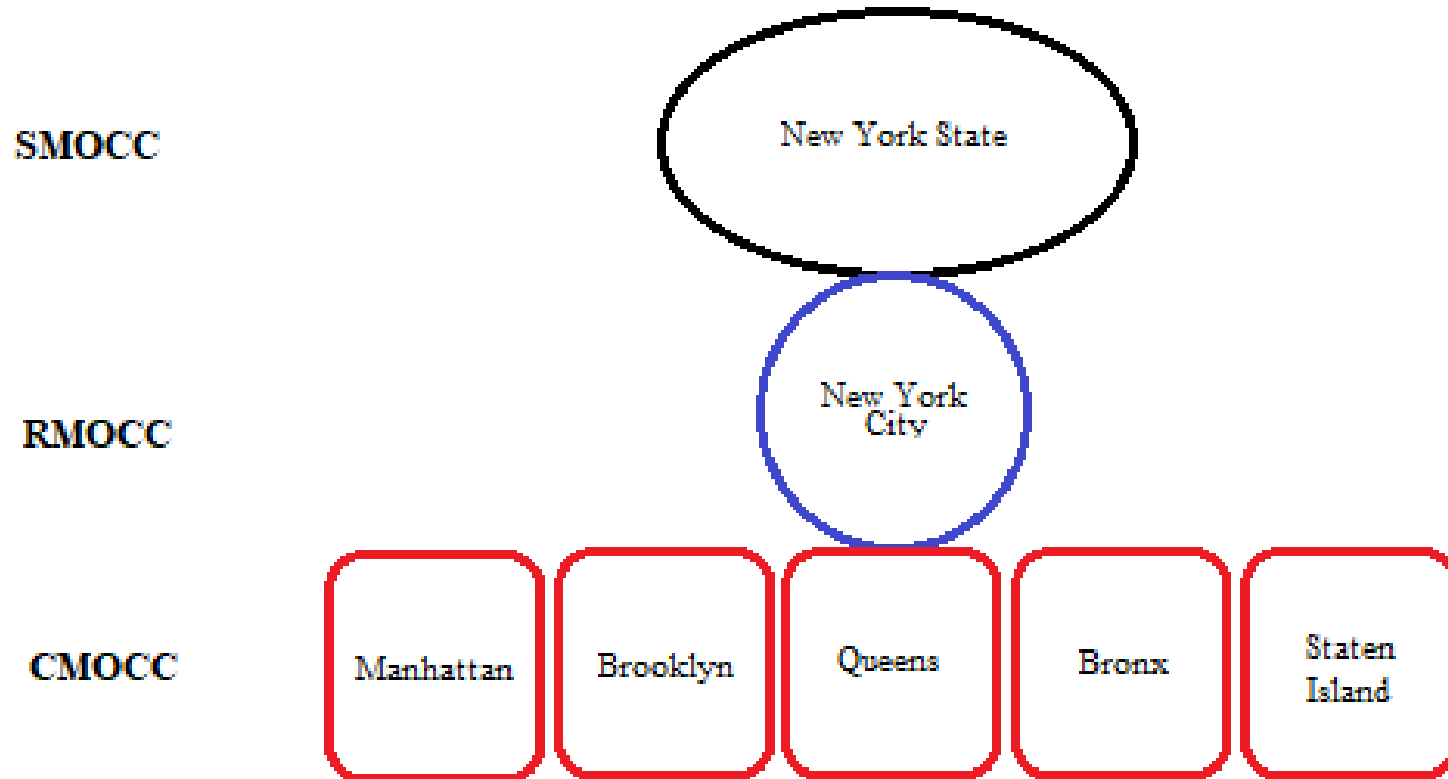
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Medical Operations Coordinating Cell (MOCC)

Model: Integrating MOCC in Coalitions





Medical Operations Coordinating Cell (MOCC)

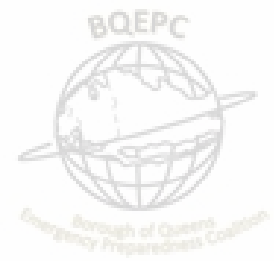
CMOCC (Coalition Medical Operations Coordinating Cell). Basic structure can be the same for a regional, state, sub-state or federal MOCC

- **Objectives and Priorities**

- Determine which of the following to include and prioritize:
 - Serving as POC and Collecting/disseminating situational awareness data regarding capacity
 - Load-balancing/patient distribution- Patient Movement
 - Supporting scarce resource access – Medical Resource Sharing
 - Supporting access to life-saving capabilities

- **Integration with other Coalitions and Partners**

- Determine paths and systems of information sharing with key partners
- Identify paths for escalation of issues and problems



Medical Operations Coordinating Cell (MOCC)

CMOCC Roles and Responsibilities

- CMOCC Staffing
 - Unit manager
 - Clinical (on-call)
 - Call-taker
 - Administrative support
- CMOCC Operations
 - Is the CMOCC virtual, physical, or a hybrid?
 - How is the CMOCC accessed?
 - How is EMS integrated into CMOCC operations and transfer decision-making?
 - How does a CMOCC prioritize patients for transfer
 - How best to gather, process, and report data for situational awareness?
 - How will CMOCC operations affect hospital reimbursement?



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QUESTIONS?

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HVA's and Construction: Designing Resiliency for Future Use

David Schowerer, Northwell-
Long Island Jewish Forest Hills

Traditional HVA methods

- Assessing likelihood for events and impact on facility
- Based more in current time or looking back for
 - Frequency
 - Impact
 - Size of incident
 - Response
 - Mitigation.

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HHS Framework for Resilient Health Care Settings

- Element 1 – Understand Climate Risks
 - Element 2a – Improve Land Use
 - Element 2b – Improve Building Design
 - Element 3 – Protect Infrastructure
 - Element 4 – Protect Clinical Care Facilities/Functions
 - Element 5 – Protect the Environment/Ecosystem
- How much have you actually looked at in this area?

Future HVA planning methods

- Be more forward looking for climate issues
 - Floods
 - Major storms
- Utility company interviews and checks
 - How are they positioned for future need and capacity
 - How reliable are they
 - Safety record
 - Response times

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HVA and Construction

- Are you using it for construction?
 - Is there discussions in pre design?
 - Post design?
- How early in the Architectural and Engineering design is useful?
 - Is it forward looking?
 - What is cost benefit ratio?
 - Cost savings over time
 - Community needs and assessments
 - How interactive are you with community?

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Looking Forward

- Constant changes in landscape and regulation
- Proactive work with utilities, organizations (Such as coalitions)
- Engage external companies who specialize in sustainability and resiliency
- Become a participant and be vocal
- It may sound crazy , right up to the point it happens so put it out there
- Think bigger then you have been.....

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The Gold Standard: Pediatric Surge Capability

Joseph Knichel, Northwell-
Long Island Jewish Medical
Center/Cohen's Children
Medical Center

Regional Pediatric Surge Capability

- Translating effective plans into operational regional action
- Provide annex components & resources
 - Reframe inclusive and effective pediatric medical surge readiness
 - Enable optimal health system pediatric surge response

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Disasters Treat Victims of All Ages

- Pediatric population is a challenge – physiologically vulnerable and they are **NOT JUST SMALL ADULTS**
- Lack cognitive decision-making skills
- Children will be disproportionately affected
- There are a lot of healthcare disparities, as children make up 25% of the US population

How many hospitals actually have a pediatric surge as a part of their surge plans?

Surge Capacity & Capability Challenges

- There have been a number of Pediatric Near Misses
 - H1N1 – 2009
 - Hurricane Sandy – 2012
- Healthcare Systems must respond quickly and with agility to support local needs and pediatric resource matching throughout region

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Other Considerations

- Especially while other events are happening, transportation considerations are important to remember
 - PIRT team from Cornell can serve as a secondary means of transport (24/7, 365)
- Supply chain considerations as pediatric patients use different types and size equipment than adults
- Pediatric mental health is a growing concern within healthcare organizations.