

NYC Health Care Coalition (NYCHCC) Leadership Council Meeting co-hosted with the Emergency Preparedness Coalition of Manhattan (EPCOM)

NYC DOHMH OFFICE OF EMERGENCY PREPAREDNESS AND RESPONSE BUREAU OF HEALTHCARE AND COMMUNITY READINESS

Thursday, May 19, 2022



Agenda

10:00 – 10:03 AM	Welcome and Opening Remarks			
10:03 – 11:00 AM	 Emergency Preparedness Coalition of Manhattan (EPCOM) How A Rigorous Exercise Program Led To MCI Success In Brooklyn National Weather Service 2022 Hurricane Preparedness Tour 			
11:00 – 11:10 AM	Break			
11:10 – 12:00 PM	 New York-Presbyterian Healthcare System NYC Health + Hospitals Mount Sinai Health System NYU Langone Health 	 Northwell Health Montefiore Medical Center MediSys Health Network 		
12:00 – 12:30 PM	 Subject Matter Expert (SME) Coalition Presentations NorthHELP Long Term Care: Greater New York Hospital Association Continuing Care (GNYHA-CC) 			
12:30 PM	Adjournment			





Emergency Preparedness Coalition of Manhattan (EPCOM)

Note: Presentations provided separately



Break (10 minutes)







Network Coalitions Presentations





WITH WORLD-CLASS DOCTORS FROM



NewYork-Presbyterian NYCHCC Leadership Council COVID 19 Challenge and Solution for NYP

May 19, 2022

Arthur Ditzel, Jr

Challenge: Morgue Surge Capacity

- Small surges tax current capabilities
 - -Limited morgue space
 - Slow turn around with the transfer of decedents
- Maintaining privacy
- Loading dock availability
- Communication/coordination difficulty
- Logistics of Body Collection Points (BCP)



Solution: Nutwell Logistics ResponStor Temporary Morgue

- Add 10 ResponStor Temporary Morgue units to the mass fatality plan allowing for rapid, temporary, expansion of fixed morgue space without the need to deploy a BCP
- Each unit adds surge space for 12 decedents in a respectful 36 sq ft footprint
- Powered by an ordinary 20-amp circuit
- Easily stored and deployed on 3 transport carts



Goal:

Purchase 9 more units by the end of year 2022.

Ownership:

Program managed by Emergency Management, and maintained by Biomed.



Thank you.



NYCHCC Leadership Council Meeting

Active Shooter Training & Exercises Project

Jonas Ballreich, M.A., CHEP Director, Emergency Management Training & Exercises



Healthcare Facilities - NYC



Memorial Sloan-Kettering, NYC, 2021

Bronx-Lebanon, NYC, 2017





The NYC Health + Hospitals Experience

Elmhurst, 2004

Armed man kidnapped his wife, an Elmhurst employee. Shot another worker.

The New York Times

Gunman Shoots Desk Clerk and Abducts Wife From Hospital in Queens, Police Say

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By Corey Kilgannon Sept. 12, 2004

A man who was enraged that his wife planned to file for divorce walked into the emergency room of the Queens hospital where she was working yesterday and abducted her after shooting a desk clerk, witnesses and the authorities said.

Around 8 a.m., the authorities said, the man, Miguel Carrasquillo, 33, entered Elmhurst Hospital Center and rushed behind the admitting desk, where his wife, Nancy Carrasquillo, 42, was working with a fellow clerk.

Mr. Carrasquillo grabbed his wife by her hair, threw her to the ground and held the gun to her head, people in the emergency room said. Police officers and security guards began pushing patients away from the area.



Jacobi, 2022

Patient shot a man in the ED waiting area, fled through the hospital



Challenges to Overcome



NYC HEALTH+ HOSPITALS

Active Shooter Training & Exercises Project









Mount Sinai Health System Emergency Management

Leadership Council Meeting May 19, 2022



Program Success

► Hospital Emergency Response Training (HERT)

Implement standardized System-wide Hospital Emergency Response Training for Mass Casualty Incidents to prepare for hospital surge due to a hazardous material incident

- September 2021: FEMA Center for Domestic Preparedness (CDP) HERT Train-The-Trainer course at the Mount Sinai Health System
 - Trained personnel from across the System
- April 2022: First site-specific MSHS HERT training
 - Trained personnel from MS Downtown

– Next Steps

- Formalize the MSHS HERT Curriculum
- Initiate System-wide personnel recruitment strategy
- Train 20-25 personnel at each hospital location



Program Challenge

► HERT Staff Recruitment

- Staff burnout
 - COVID-19
 - Staff Shortages

- Time Commitment

- 3 or 4 Day Initial Training
- Future Trainings/Exercises + Incident Response

- Incentives

- Special Team Wear
- Other?



Thank you!



NYCHCC Leadership Council Meeting NYU Langone Network Coalition Report

NYCHCC LCM | Thursday, May 19, 2022, | 10:00am -12:30pm



Enterprise-wide Mystery Patient Drills (MPD)

Lessons Learned and Improvement Plan Items

- Each ED completed MPD in 1Q 2022
 - ✓ Validated the use of a draft standardized MPD toolkit
 - ✓ Tested triage and isolation protocols for various IDs
 - ✓ Validated PPE checklists within HID plans
 - ✓ Shared findings across locations
- Disease of Interest by Location
 - ✓ Lassa Fever NYU Langone Hospital Brooklyn
 - ✓ Monkeypox NYU Langone Hospital Long Island
 - ✓ Tuberculosis NYU Langone Tisch Hospital
 - ✓ Lassa Fever NYU Cobble Hill Emergency Department



NYU Langone Hospital - Brooklyn

Disease of Interest: Lassa Fever

- Key Lessons Learned:
 - ✓ Use of mobile phone worked well with patient
 - Notifications for escalation, EM+ER, Security, IPC were timely
- Improvement Plan Items:
 - Review protocol for placement of HID signage on the Isolation Room door



NYU Langone Hospital – Long Island

Disease of Interest: *Monkeypox*

- Key Lessons Learned:
 - ✓ What do we do with Family Member?
 - Send home or keep with patient
 - ✓ Proper use of contact precaution signage on door

• Improvement Plan Items:

- ✓ Continue to work on EPIC recent travel CDC notification
- Improve communication and notification of isolated patient



NYU Langone Tisch Hospital

Disease of Interest: *Tuberculosis*

- Improvement Plan Items:
 - ✓ Review HID patient placement to Isolation Room
 - Actor placed back in waiting room after identification
 - ✓ Patient Actor and Registration
 - Actor's real SSN located
 - ✓ Confirmation of negative pressure room
 - "Tissue Test"



Phase	Identify	Isolate	Inform	Total Time
Description	Time from patient entering ED to identification of possible HID patient	Time from identification to isolation in appropriate room	Time from Isolation to time colling IPC/DOHMH	Time from potient entering ED to Inform/EndEx
2021 Average (in minutes)	5	6	N/A	23
Most Recent Drill (in minutes)	12	11	7	35

NYU Langone Health

NYU Langone Health - CHED

Disease of Interest: Lassa Fever

• Improvement Plan Items:

- ✓ Need to determine appropriate phone for communication
- Remind medical staff where to discuss sensitive patient information
- Ensure appropriate PPE and HID signage is available in proximate location











COVID Sustainability Plan

May 19, 2022

COVID Situational Status



Analyzing Lessons Learned to Develop Sustainability

- In mid-December of 2021, the *Omicron variant* arrived in NY and was more transmissible than originally predicted, *presenting differently than previous variants*
- Unstructured monitoring of COVID and system trends led to a *reactive testing* approach
- The rapid increase in positivity and exposure created an *overnight surge in testing demand*
- Testing demand began to create *bottlenecks in emergency departments*, risking access to emergency care for non-COVID patients
- Increased employee illness, vaccination mandate and holidays created the perfect storm that *increased staffing constraints*
- **Break-through infections** among the fully vaccinated were far more frequent than expected



Christopher Morely Park Drive-Through Testing Site

Original Resurgence Operational Framework

Predefined framework with built-in triggers to indicate when proactive action is needed.



Protection of Clinical Operations

Initial community sites failed to relieve pressure on the EDs, requiring more immediately adjacent operations to protect targeted clinical operations.





Northwell Health

COVID Positivity Rate

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COVID Sustainability Planning Priorities

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Planning priorities have been developed from the lessons learned throughout the Pandemic.



Remodeled Resurgence Operational Framework

Inclusion of ongoing data surveillance and proactive rapid deployment of testing to help mitigate operational impact.



Rolling Surveillance Track and Trend:

Ongoing surveillance and efficient communication processes will better prepare the system for a resurgence.

The implementation of tracking and trending data can lead to:

- Increased understanding of the current situation
- Ability to better anticipate demand needs
- Decrease time needed to deploy testing sites


Daily Surveillance



Northwell ED Volume



Northwell Inpatient Rates



Go Health Volume and Appointments



Northwell Employee Sick Calls

Global, National

COVID-19 Trends

and Regional



Regional COVID-19 Positivity Rate



Northwell Health*

Monoclonal Antibody Appointments



Antiviral Prescription and Inventory

Overview:

Potential **trigger combinations** have been identified by a **multi-faceted team** comprising of data intelligence, lab, infectious disease and crisis management.

Data Sources:

- Internal:
 - ED/Inpatient Volume Dashboards
 - GoHealth Volume Dashboards
 - Pharmacy Metrics
- External:
 - NYS COVID-19 Dashboard
 - CDC COVID-19 Dashboard

Clinical Guidance

Multistep clinical guidance to determine if actionable approaches are appropriate.

- Designated clinical staff will review all metrics that reach predetermined thresholds
- If single metric or metric combination triggers a concern escalation to immediate clinical response group will follow

- Further investigation and analyses are aligned with recommended guidance from local and federal government
- Based on current trends, historical trends and available data the group will determine if actionable response is necessary

Immediate Clinical Response Group

- If actionable response is advised by clinical advisory group, then notification process to **operations and clinical operations** begins
- Recommended response is data driven with the goal to mitigate impact on operations

Notification and Escalation

Initial Review

Immediate Clinical Response Group

System Goal

Maintain **normal operations** during times of stress

Group Overview

Flexible and scalable group of subject matter experts whose responsibility is to collaborate and guide the system on operational and clinical operational response efforts.





Rapid Deployment of Testing



Testing Strategy:

Adapted previous testing strategies from lessons learned to develop a strategic phased testing deployment.



Employee Health Testing Sites



Hospital Based Testing Sites

Analysis of testing demand and Emergency Department volumes during previous surges drove decisions for predetermined site selections.

Predetermined ED Adjacent Testing Sites Staten Island LU Forest Hills Lenox Hill **1000** test/day **300** test/day **240** test/day LIJ Vallev Stream North Shore Glen Cove **250** test/day **250** tests/day **100** test/day South Shore Huntington Peconic Weekday: **1000** Weekday: **300 1000** test/day Weekend: 200 Weekend: 650 Key: Western Region

Testing Capacity: 4,440*

* Capacity is dependent on total Northwell Health Laboratory capacity. Stated number reflects LabGold testing, traditional PCR testing is a viable option.

Testing Deployment Playbook:



Predetermined location, fixture type and facility requirements.



Established testing workflows.



Comprehensive resource list and sourcing type.



Thorough FTE analyses for set-up, full operation and de-escalation phases.

Central Region

Eastern Region

Community Testing

Utilize community partnerships to address testing demands and support vulnerable populations.

Mission

Prepare to stand up multiple community testing sites in **24-48 hours** in response to a surge in COVID-19 positivity and community demand for testing in our service areas.

Maximum Testing Capacity

Seven community testing locations identified with the ability to complete **2,100 tests per day.**

Additional Considerations

- Testing site locations are determined by internal, local, state, or federal data that justify a request from a willing community partner
- Intended to be complimentary to Emergency Departments and GoHealths
- Prior evaluation of testing and staffing **resource availability**
- Target vulnerable communities that were identified as areas of opportunity by Community Population Health



Enterprise Support

Continuous, effective and transparent communication is the key to successful COVID management.



Cross-Functional Teamwork and Communication

Northwell Health Laboratory

Flexible plan to address system demands during Pandemic surges



Internal Laboratory Meeting -Biweekly to daily strategy meetings

-Determine pulse of Pandemic

Northwell Health



Continual Communication

-Daily reporting on COVID specimens and twice weekly leadership meetings for trend reporting



Vendor Diversity

-Widespread instrumentation vendors and platforms for high and low volume options



Centralized Allocation of Supplies -Leverage size, relationships and buying power to centrally purchase COVID instruments



Biweekly Vendor Calls

-Laboratory leadership communicates with vendors to maintain **appropriate inventory**



Warehouse and Refrigeration Space -Expansion of warehouse and refrigerator space by 4 times to increase storage capacity

Northwell Health Laboratory has a total testing capacity of 48,500/day. Current LabGold test capacity is 12,000/day with abilities to flex up to 40,000/day.

Human Capital Sustainability Group

Coordination of team members to prepare and strengthen human capital forces.



Confidential - Education Law 6527; Public Health Law 2805, J., K., L., M.

Workforce Planning

	Proactive Workforce Planning	Flex Staff	Quarantine Sick Call	Surge Compensation	Redeployment Pools
Current State	 Predicting Regional Staffing Ratios -Quarantine, sick time trends and traveler contracts help predict ratios. -Coordinated effort with Flex Staff, HR and Nursing. Pipeline Placement Decision -Using workforce planning to inform placement decisions. Expedited Hiring -Ability to expedite our onboarding processes Perm Hiring Between Surges -Using workforce planning to prehire for critical roles 	Flex Pool Development Building the bench. Staffing Fulfilment Prioritized by CNO or Regional Workforce Planning Teams. External Agency -As needed. 	 Quarantine Trends Regularly tracking quarantines. Key indicator of future resurgence. Sick Call Data in Kronos Continuously monitoring, however data lags by two weeks. EML Process New pay codes assisted with leave transitions. 	 Home Sight Moonlighting -Keeps staff at their home location when all other staffing alternatives have been insufficient. Crisis Rates Ability to flex rates in order to incentivize appropriately given the changing climate. 	 Internal Pools Functional RNs Priority determined by nursing. Non-Clinical Swabbers -Critical to support PODs. Workforce Agents -Manage time and pay for deployed team members. Admins -Critical to POD Operations.
New For Fall 2022	-Regional WFP meetings occur regularly to keep ahead of gaps & prioritize hiring.		 Enhanced sick call report is being developed. Monitoring quarantine data to provide warning. 		 Proactively build redeployment pools for fall of 2022, including manager and senior leadership sign off.

Northwell Health[®]

Enterprise Support:

Updated plans to support the COVID Sustainability strategy and ensure continuity of mission essential functions.



Proactive Planning for the Future

Continue to enhance system's Pandemic preparedness, response and resiliency though integration of system-wide Watch Command situational update and active surveillance program



Ensure system, shared services, hospital, ambulatory and joint venture **preparedness plans are current**, **staff are trained**, and **plans are regularly exercised**



Ongoing review of Hospital surge plans for compliance with system strategy and regulatory standards



Integrate OCIO into system preparedness planning strategies and provide support to strengthen the system's ability to prepare, prevent, identify, respond and recover from potential cyber threats

U.S.News

Health & Medicine ARE WE READY?



Thank You







Network Emergency Management Budget Period Three Highlights

Montefiore DOING MORE

Montefiore Integrated Emergency Management Program





Success Story: The Integrated Health System Emergency Management Annex

Montefiore Health System Emergency Management Manual

Montefiore

INTEGRATED HEALTH SYSTEM EMERGENCY MANAGEMENT ANNEX

HOSPITAL MUTUAL AID PLAN

To activate this Integrated Health System Emergency Management Annex, requesting Incident Commander/Senior Administrator shall: •NOTIFY HOSPITAL OPERATOR (Dial 718.920.2222)

Document Date: 05/01/22

State: "This is a Health System Alert" •DESCRIBE LOCATION, SITUATION and SPECIFIC ASSISTANCE NEEDED

Annex V.21.02.00-01

Montefiore DOING MORE

Print Date: 5/10/22

Origin: Problem Statement

- Complex or catastrophic disasters require an all-of-system approach for coordination, planning, resource allocation, patient and service distribution, and other needs
 - Examples: Superstorm Sandy (2012); COVID-19 pandemic (2020-21)
- CMS and Joint Commission considerations
- Pre-COVID development
 - MEPC evolution
 - Intra-network Service Area Healthcare Hazard Vulnerability Analysis
 - Intra-network mutual aid agreements and plan
 - Network incident command system and organization



Solution: Success Story

- Post-COVID (first wave) activities
- Montefiore Health System Integrated Emergency Preparedness Program and Annex
- Supports Health System needs through collaborative and coordinated planning, preparedness, and response activities
- Provides an outline of general principles and guidelines for system-wide emergency management activities
- Establishes buy-in and consistency across the system
- Led to evolution of System-wide continuity of operations (COOP) planning
- Future plans: Network-wide exercising of the integrated system plan



Challenge: The Epic Disaster Chart

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Epic



Challenge: Patient Registration During MCI Influx

- Recent mass casualty patient influx exercise, all campuses
- No sites used the Epic Disaster Screens for registration
- All sites used paper downtime charts, or improvised with notepaper or post-it notes
- When queried, most were not familiar with the Disaster Screens
- Paper records create several problems
 - Delay patient processing for radiology, labs, operating rooms, and other services
 - Require duplicative work for registration
 - Inhibit patient tracking and accountability
 - Add to HIPAA violation risks
 - Are more subject to loss, damage, or errors





Solutions: Under Development

- Recognition/understanding of the problem
- Training for Registration/Admissions staff
- Policy adjustment to increase permissiveness for disaster activation
- Culture adjustment to encourage utilization
- Technology adjustment to enable "Playground" entries to be more broadly experienced; or to enable "disaster" screens to operate in ASAP mode
- Software adjustment to enable patients to be entered by triage tag number
- Practice regularly through the routine use of disaster screens to initiate patient arrival at designated times on each shift





Conclusion

- This was a brief representation of a selected highlight and challenge
- The NYC healthcare coalition program has been instrumental in focusing our work toward improved coordination, planning, and mobilization for disasters
- Future growth and expansion of the network coalition is anticipated at Montefiore





DOING MORE



Flushing Hospital Medical Center 1982 Building Fire

NYCHCC Leadership Council Meeting May 9, 2022 John Keogh, Senior Planner MediSys Emergency Management

MediSys Health Network

The MediSys Health Network is comprised of

- Jamaica Hospital Medical Center
- Flushing Hospital Medical Center
- Jamaica Hospital Nursing Home
- Network of Neighborhood Based Healthcare Centers
 - MediSys Family Care Centers
 - Outpatient Mental Health Centers
 - Faculty Practices



Flushing Hospital Medical Center





Flushing Hospital Medical Center





1982 Building Occupants

6 5

- Finance, MIS Training, HIM Coding
- 5 Auditorium, Board Room
- 4 O/P Mental Health, Maternal Fetal Medicine, Faculty Practice
- **3** Faculty Practice, Mental Health Administration
- 2 O/P OB/Gyn, OB/Gyn Administration, Faculty Practice
- **1** Ambulatory Care Center, Retail Pharmacy
- C Building Services, Data Center, Mailroom/Printshop



1982 Building Fire

At approximately 10:00 PM on Sunday June 27, 2021, a fire started on the 2nd floor in one of the outpatient OB/Gyn treatment rooms. The cause of the fire was determined to likely have been caused by an overloaded power strip, which had a portable A/C unit plugged in and left on over the weekend.



1982 Building Fire



- Fire was contained to a single suite (Suite 207)
- Fire/Water damage to the 1st & 2nd floors
- Smoke damage to floors 3,4,5 & 6

Immediate Recovery Priorities

Relocation of essential services

- Critical Outpatient Services
 - OB/Gyn
 - Maternal Fetal Medicine
 - Adult and Pediatric Ambulatory Care Center
 - Faculty Practices
 - Private Physician Practices
 - Mental Health/Addiction Services
 - Retail Pharmacy
- Critical Administrative Offices
 - Mental Health
 - OB/Gyn
 - Surgery
 - Finance Departments



What helped

- No impacts to the inpatient units
- Building was unoccupied at time of the fire
- Between COVID surges inpatient census was relatively low
- Swing space available within the facility
- Finance staff was working remotely until 7/1/2021
- Telehealth Outpatient Mental Health
- Ability to combine faculty practice appts at alternate locations



Areas for Improvement/ Recovery Challenges

- Communications
- Limited fire protection
- Asbestos Identified
- Fire Investigation
- Private & Faculty Practice equipment/supplies inventories
- Expense tracking
- Re-construction Coordination
- Joint Commission Survey Window
- Hurricane IDA ** Sept 1st Significant Flooding to the facility


Biggest Lesson Learned

This was a relatively small, contained fire. Several factors have resulted in an extended recovery (which continues today). These include a full-building asbestos abatement, subflooring issues from original construction, and Hurricane Ida response and recovery.





Flushing Hospital Medical Center 1982 Building Fire

NYCHCC Leadership Council Meeting May 9th, 2022 John Keogh, Senior Planner MediSys Emergency Management



SME Presentations



North HELP Coalition

Improving the emergency preparedness of medically vulnerable populations.

NYCHCC Leadership Council Meeting, May 19, 2022

Kevin Chason, DO, FACEP Senior Director, Access Services The Mount Sinai Health System

Yosef Travis, MPH Project Coordinator, North HELP Coalition The Mount Sinai Health System





Mount Sinai

What is the North HELP Coalition?



- The Coalition's mission is to improve the emergency preparedness of medically vulnerable populations.
- ► The Coalition brings together community partners and agencies to improve the resiliency of the NYC outpatient dialysis (OPD) sector through preparedness activities and advocacy efforts.

▶ Initiatives include:

- > Workshops
- Drills and exercises
- ➤ Training
- > Advocacy

North HELF

COALITION

NYC OPD Sector



 Outpatient dialysis includes: center-based hemodialysis, home-based hemodialysis, and home-based peritoneal dialysis.
Characteristics of NYC Dialysis Centers

Characteristics of	NYC Dialysis Centers
Organization	
National	80 centers (50%)
Local	46 centers (29%)
Independent	10 centers (6%)
Affiliation	
Hospital	24 centers (15%)
Non-Hospital	136 centers (85%)
Vulnerability	
SOVI <u>> 70%</u>	91 centers (57%)
SOVI < 70% or	69 centers (43%)
undetermined	
Hurricane Risk	
Zone 1	10 centers (6%)
Zone 2	8 centers (5%)
Zone 3	9 centers (5.6%)
Zone 4	14 centers (8.7%)
Zone 5	15 centers (9%)
Zone 6	9 centers (5.6%)
No Zone	95 centers (59%)

Success: Care Transition



Identified issue with patients receiving routine dialysis in EDs. Engaged with dialysis, hospital, government agency, and NGO partners to understand issue.

Shared recommendations and corrective actions.

Success: Collaboration with Borough Coalitions







Success: Virtual Tabletop Exercise

	Exercise Objective	Core Capability				
1)	Ensure Preparedness is Sustainable	Capability 1: Foundation for Health Care and Medical Readiness				
2)	Utilize Information Sharing Procedures and Platforms	Capability 2: Health Care and Medical Response Coordination				
3)	Plan for Continuity of Healthcare Operations	Capability 3: Continuity of Health Care Service Delivery				
4)	Maintain Access to Non-Personnel Resources during and Emergency	Capability 3: Continuity of Health Care Service Delivery				
5)	Develop Strategies to Protect Health Care Information Systems and Networks	Capability 3: Continuity of Health Care Service Delivery				

Table 1 Exercise Objectives and Associated Core Capabilities

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18	
Evenit	18
Date/Time	March 10, 2022 @ 0915
Fram	Notity WYC
To	All Notify NY EUsers
Themage	The U.S. National Wentile's Service foretasts in Integral intercting the Varifiesat within 3% hours Showfall in NYC and using island is consciously begin on Manday, March 14 and reach 15 increa- by bioland of the day. High winds of \$0-50 MBH with anote hazar data conditions and veduce visibility to 1/4 mile. Haw do your preserve for the stand in a service of pattern sciolations, got? scheduling, checkelling requirement or supported for the spanne, other when is reasonable for the spanne.

Good morning _____

I'm reaching out to inform you that our dialysis center, ______, participated in a tabletop exercise with the North HELP Coalition today. In the exercise, we discussed our response to a blizzard and considered how a blizzard would affect our staff and patients. We will use the discussions we had and observations we made to improve our emergency preparedness program.

The exercise was conducted with other dialysis centers around NYC who are also members of the North HELP Coalition. The Coalition includes all outpatient dialysis centers in NYC and is led by a group of emergency preparedness experts. The goal of this coalition is to improve the preparedness of the outpatient dialysis community in NYC through exercises and other preparedness activities.

All the best,

Challenges





Thank You!

Kevin kevin.chason@mountsinai.org Yosef yosef.travis@mountsinai.org





Long Term Care Exercise Program [LTCExP] and Use of Sit Stat

Danielle M.L. Sollecito, LMSW NYC Department of Health and Mental Hygiene

Lisa Fenger, BS, AMLS, MPA Greater New York Hospital Association, Continuing Care



OPER | Bureau of Healthcare and Community Readiness

• Mission of BHCR:

- Support the NYC healthcare system to respond safely and effectively in emergencies.

• Achieve our Mission by:

- Aligning our work with the Healthcare Preparedness Capabilities driven by the Assistant Secretary for Preparedness and Response [ASPR] to assist us in determining the preparedness priorities of the sectors and how to plan and implement activities.
 - This alignment ultimately allows us to have a shared emergency planning framework where stakeholders collaboratively prioritize and address preparedness and response gaps, and where health care facilities of all types have the tools and resources they need to care for their patients and residents during an event



Long Term Care Exercise Program [LTCExP]





NYC DOHMH Preparedness and Response LONG TERM CARE EXERCISE PROGRAM

Overview

The New York City Department of Health and Mental Hygiene, Office of Emergency Preparedness and Response [IntC DoHkini ODTR] invites you to participate in a unique emergency management inhibite towon as the Long Term Care Elexide Programs [IntCoDr]. The LTCDP is designed to improve the disatter readiness of the City's healthcare tholicities and home care organizations – by Having tholity emergency management teams learn to design, develop, conduct and enalutes meningful exercises that identify and opportunities for improvement in emergency response under simulated conductor.

CEPR has contracted incident Management Solutions, Inc. (IMG), an emergency management consultancy, to design, develop, and conduct this program initiative. In colloportion with the City's number from essodations and other external partners, we will engage up to 100 holities to take part in the LTCERP. Participants will receive training and resources that will assist their holities in meeting CMS requirements for participation, requiring only the commitment of trait time. These is no cost for participation, requiring only the commitment of that this particular there is no cost to participation. Program (HSERP) training and coordinated work group meetings that hous on conducting, enslutating, and occurrenting a civide is truncional exercise involving your thelity.

Program Structure

The LTCEXP will be comprised of four Workshop Sessions, a briefing webinar, the functional exercise, and an after-action review conference. Participation in each activity is required as part of the program. At present, all activities will be conducted virtually.

Each participating facility will establish a three-person exercise planning team (EPT) consisting of two leadership staff, as well as an alternate, with incoverage and authority to participate in the enrise program, ensuring representation at every section. Fabilities will provide DOHMH with a signed commitment letter verifying their participation.

Preparing for the Program

Participants are strongly encouraged to take at least two of the following three FEMA interactive web-based independent Study courses prior to the start of the program. 0 IS-120 C An introduction to Exercises

- o IS-130 A: How to be on Exercise Evolucitor, and
- o 15-139 A: Exercise Design and Development

Registering for the Program Space is limited: Register online today by selecting the following link and completing the brief registration process. <u>Click here to register</u> October 13, 2021 Workshop Session 1 isr Design and Development December 8, 2021 Workshop Session 2 Bercike Canduct February 2, 2022 Workshop Session 3 December Social and American Social and America

March 21, 2022

Controller / Evoluator Briefing

March 22-23, 2022 Functional Exercise (Alterd one heliday sension)

Program Dates

March 24, 2022 After-Action Review Conference

April 6, 2022 Workshop Session 4 After Action Review and Improvement Planning



For More Information

Health

Danielle Sollecito, LMSW

Senior Program Manager Bureau of Healthcare and Community Readiness 347.396.2782 Discasi@health.msc.msy



Long Term Care Exercise Program [LTCExP] - Timeline

Provider Engagement and Recruitment into the LTCExP [September 2021 – October 2021]	
Workshop 1: Exercise Design and Development [October 13, 2021]	
Workshop 2: Exercise Conduct [December 8, 2021]	
Workshop 3: Exercise Evaluation [February 2, 2022]	
Controller Evaluator Briefing [March 21, 2022]	
Functional Exercises – 3 half day sessions [March 22-23, 2022]	
After Action Conference [March 24, 2022]	
Workshop 4: After Action Review and Improvement Planning [April 5, 2022]	



Operation HExIS 2022 [Healthcare Exercise for Inundation of Stormwater]

- Threat/Scenario
 - Severe Weather Outbreak during a Pandemic
- Objectives of Exercise
 - Incident Command System/Unified Command
 - Activate the Facility Command Center (FCC)
 - Emergency Coordination
 - Continuity of Health Care Service Delivery
- Participants
 - 54 Long Term Care Providers 48 Nursing Homes, 0 Adult Care Facilities, 6 Home Care Agencies
- Partners
 - New York City Emergency Management Emergency Radio Communication Program: roll calls
 - NYS Department of Health eFINDS: developed three DEMO drills for FE
 - NYS and NYC Long Term Care Associations

























Thank you.

Danielle M. L. Sollecito, LMSW Senior Program Manager, Long Term Care Facility Preparedness and Response Bureau of Healthcare and Community Readiness Office of Emergency Preparedness and Response (OEPR) NYC Department of Health and Mental Hygiene (DOHMH) p: 347.396.2782 | c: 646.300.3472

Utilization of Sit Stat During LTCExP Functional Exercise

GREATER NEW YORK HOSPITAL ASSOCIATION

Over 100 years of helping hospitals deliver the finest patient care in the most cost-effective way.

⁹² Sit Stat Scope

Sit Stat is a situational awareness and information sharing platform

- Hosted by the Greater New York Hospital Association (GNYHA)
- 115+ hospitals across NYS
- 15+ response agencies (FDNY, NYS Department of Health, NYCEM)
- 76 nursing homes
- Nursing homes
 - DOHMH: Supporting the expansion of Sit Stat to the NYC nursing home sector
 - GNYHA Continuing Care is leading this effort with the collaboration of Greater New York Healthcare Facilities Association and Southern New York Association
 - Working closely with GNYHA to ensure compatibility between hospital and nursing home domains
 - Status terminology and definitions
 - System usage particularly for drills and real-time data collection
 - Coordination between hospitals and nursing homes for data sharing as needed

Sit Stat Implementation Timeline 93







Pre-Exercise Process

- Coordinate: Worked with exercise development team to integrate Sit Stat use into scenario
- <u>Recruit!</u>: Enrolled 9 facilities in advance of the exercise
- Train: Provided training for newly enrolled facilities
- Drill: Conducted a pre-exercise drill for LTCExP participants & non-participants
- □ Survey: Parallel SurveyMonkey for facilities not enrolled in Sit Stat & home health agencies with no Sit Stat access
 - Use of SurveyMonkey in conjunction with Sit Stat pioneered through admissions surveys during Omicron surge

Exercise Process

- □ Sit Stat survey deployment simulated real-life timing during response to event
 - SurveyMonkey launched simultaneously for non-Sit Stat users
- Survey addressed potential facility impacts based on exercise scenario
 - EOC status
 - Impacts to infrastructure, operations, supplies, staffing
 - Power and generator impacts
 - Safety and security concerns
- Participants were provided a half-hour time frame in which to respond

⁹⁶ Survey Questions

Survey Statuses	Response Options
EOC Status Please report the current status of your internal Emergency Operations Center (EOC).	Inactive Active - On Site Active - Virtual Active - Backup Location
Infrastructure Impacts Is your facility currently experiencing event-related infrastructure impacts related to systems & utilities, physical infrastructure, facility access points, critical areas (e.g., residential rooms, dietary, mechanical), etc.? If yes, please indicate the level of impact and the impacted areas.	None Minor / Anticipated Moderate Severe Comment: provide impacted area(s) if selecting Minor/Anticipated, Moderate, or Severe
Staffing Shortages Is your facility currently experiencing a staffing shortage? If yes, please indicate the level of impact.	None Minor / Anticipated Moderate Severe
Supply Shortages Is your facility currently experiencing any supply shortages? If yes, please indicate the level of impact.	None Minor / Anticipated Moderate Severe
Power Status Please report the current power status at your facility.	Grid Power Generator - No Impacts Generator - Impact Downtime Procedures
<u>Generator Run Time (Days)</u> How many days can you run your facility based on current generator power capacity?	Number
Other Operational Impacts Is your facility currently experiencing or anticipating any other operational impacts?	None Minor / Anticipated Moderate Severe
Safety & Security Are there any current or anticipated safety or security concerns at your facility?	Yes No



⁹⁷ Sit Stat Response: 86% responded

Setup View Upload Other Regions Event Preferences	Form Report Re	jional Info	Jobs		_						referencieren . A marinet . 2000	avent a strate	
S March 2022 Exercise										A invalid contact info Show map * customize print excel refresh			
Drill: ***DRILL*** DOHMH LTCExP Op Hex/S Functional Exercise (Day 2, AM)					MCI Notification:	Fire - Level A (Alpha) ID	: BK0501						
Nursing Homes	Association Affiliation	Borough	EOC Status Infrastructure Impact	s (NH) Staffing Shortages	Supply Shortages	Power Status	Generator Run Time (Days	Other Operational Impac	ts Safety & Security	y Comment	Last Update	By User	
Beach Gardens 🌳	SNYA	Queens	Active - On site Minor / Anticipated	Moderate	Moderate	Generator - No Impacts	7	Minor / Anticipated	No	Leaking through windows Nurses Cons	23 Mar 2022 11:08	Gina Solomita	
Bensonhurst For Rehab & Healthcare 💎	None	Brooklyn	Active - On site Minor / Anticipated	Minor / Anticipated	Minor / Anticipated	Grid Power	5	None	Yes	Some windows have been severely dama.	22 Mar 2022 15:08	Efraim Acker	
Bronx Gardens Rehab & Nursing Center 🌳	None	Bronx	Active - On site Moderate	Moderate	Moderate	Generator - No Impacts	4	Moderate	No	Ancillary Support Staff, Nurses, Physicians	. 23 Mar 2022 11:18	Sherry Flores	
Bronx Park Rehab & Nursing Center 💎	GNYHCFA	Bronk	-	-	-	+	+	4			25 Feb 2022 10:18	Lisa Fenger	
Brooklyn United Methodist Church Home 🌳	GNYHA Continuing Care	Brooklyn	Active - On site Minor (Anticipated)	Moderate	Minor / Anticipated	Generator - No Impacts	3	Minor / Anticipated	Yes	Nurses, Physicians I Consumable Medical	. 22 Mar 2022 11:25	Victor Orriola	
Crown Heights Center For Nursing & Rehab 💎	None	Bracklyn	Active - On site None	None	None	Generator - No Impacts	5	None	No		22 Mar 2022 11:10	Susan Rice	
Eger Health Care & Rehab Center 🌳	GNYHA Continuing Care	Staten Island	Active - On site Minor / Anticipated	Moderate	None	Generator - No Impacts	3	None	Yes	Nurses, Other, CNA's Fire Alarm System	22 Mar 2022 15:18	Sam Pepper	
Haym Salomon Home For Nursing & Rehab 💎	SNYA	Bracklyn	Active - On site None	None	None	Grid Power	3	None	No	Brooklyn	22 Mar 2022 12:30	Chaim Lipschitz	
Hebrew Home For The Aged At Riverdale 😵	GNYHA Continuing Care	Bronx	Active - On site Moderate	Minor / Anticipated	-	Generator - No Impacts	365	Moderate	1-	lower lying areas like research will be eva	22 Mar 2022 11:46	Yamil Velazquez	
Hillside Manor Rehab & Ext. Care Cntr 💎	GNYHCFA	Queens		-	-	+	-	-	-		13 Jan 2022 14:44	Mitchell Teller	
Jamaica Hospital Nursing Home 💎	GNYHA Continuing Care	Queens	Active - On site Minor / Anticipated	Minor / Anticipated	None	Grid Power	4	None	Yes	Ancillary Support Staff,Nurses Downed tr.	22 Mar 2022 15:15	Angela Czarneck	
King David Center For Nursing & Rehab 💎	None	Brooklyn	Active - On site Moderate	Minor / Anticipated	Minor Anticipated	Generator - Impact	4	Minor / Anticipated	Yes	some windows have been damaged and h.	" 22 Mar 2022 15:08	David Schoenblu	
awrence Nursing Care Center 💎	None	Queens	Active - On site Minor (Anticipated)	Minor / Anticipated	None	Generator - No Impacts	4	Minor / Anticipated	No	A few rooms with wet floor tiles, a few roo	22 Mar 2022 15:32	Linda O'Connor	
Linden Center For Nursing & Rehab 🌚	SNYA	Brooklyn		-	-	+	-	+	+		16 Mar 2022 12:27	Nelissa Garces	
Manhattanville Health Care Center 💎	GNYHCFA	Bronx	Active - On site Moderate	Moderate	Minor / Anticipated	Grid Power	10	None	Yes	cracked windows Nurses, need 5 nurses .	22 Mar 2022 15:13	Uri Schwartz	
Midway Nursing Home 💎	None	Queens	Active - On site Minor (Anticipated	Minor / Anticipated	Minor (Anticipated	Grid Power	3	Minor / Anticipated	Yes	5 windows broken. Residents relocated. R.	22 Mar 2022 15:28	Susan O'Connor	
Morris Park Nursing Home 🌚	SNYA	Bronx	Active - On site Minor (Anticipated	Minor / Anticipated	None	Grid Power	+	-	No	Ancillary Support Staff, Nurses, Physician A.	23 Mar 2022 11:22	Angela Vitacco	
Northern Manhattan Rehab Nursing Center 😵	GNYHCFA	Manhatten	Active - On site Minor / Anticipated	Minor / Anticipated	None	Generator - No impacts	4	Minor / Anticipated	Yes	Ancillary Support Staff, Medical Assistants	22 Mar 2022 15:39	Steven Rossi	
Norwegian Christian Home & Health Center 😵	GNYHA CC & GNYHCFA	Brooklyn	Active - On site None	Minor / Anticipated	None	Generator - No Impacts	5	None	No	Nurses, anticipate staff inability to arrive	22 Mar 2022 11:28	Denise Fazio	
Ozanam Hall Of Queens Nursing Home 💎	None	Queens	Active - On site None	Minor / Anticipated	None	Grid Power	4	None	Yes	Nurses, Other, We have asked our staff to	23 Mar 2022 11:22	Charlie Steffen	
Promenade Rehab & Health Care Center 🌚 🌚	GNYHCFA	Queens	Active - On site	Minor (Anticipated		-	-	-		Nurses	22 Mar 2022 15:03	Kimberly Sharma	
Sheepshead Nursing & Rehab Center 🐨	GNYHCFA	Brocklyn	Active - On site Moderate	Moderate	None	Grid Power	30	None	No	7 rooms had windows broken during high	22 Mar 2022 11:16	Leonard Grunhut	
The Chateau at Brooklyn Rehab & Nursing 🐶	None	Brooklyn	Active - On site Minor / Anticipated	Minor / Anticipated	None	Generator - No Impacts	10	Minor / Anticipated	Yes	5 Broken Windows; flooding in 5 resident r.	23 Mar 2022 11:13	Patricia O'Conne	
The Citadel Rehab & Nursing Center 😵	None	Brona	Active - On site Minor / Anticipated	Minor / Anticipated	None	Grid Power	3	None	Yes	Broken windows have been addressed. S	22 Mar 2022 11:14	Hershey Bernath	
he Silvercrest Cntr For Nursing & Rehab 😵	GNYHA Continuing Care	Queens		-	-	-	-	-	-		10 Nov 2021 12:48	Rosanne Casey	
Vaterview Nursing Care Center 🐨	GNYHCFA	Queens	Active - On site Minor / Anticipated	Minor / Anticipated	None	Generator - No Impacts	60	None	No	Ancillary Support Staff, Medical Assistants,	22 Mar 2022 15:17	Michael Berger	
Vest Lawrence Care Center 🐨	SNYA	Queens	Active - On site Minor / Anticipated	" Noné	None	Generator - No Impacts	9	None	No	Broken Windows	22 Mar 2022 15:17	David Cytryn	
Vindsor Park Nursing Home 🐨	None	Queens	Active - On site Minor / Anticipated	Minor / Anticipated	None	Generator - No Impacts	15	None	No	Nurses	22 Mar 2022 15:05	David Abramchik	
Summary	N/A	N/A	N/A N/A	N/A	N/A	N/A	560	N/A	N/A			and the second second	
	10010		torna torna	1.000		Louis -	1. 2.1			Comment	Long Hadate	Dutters	

McKinney 😵





- □ Further integration of Sit Stat into functional exercises involving nursing home participation
 - Demonstrates use in real-life situations better than stand-alone drill

Use Exercises as Recruiting Tool

□ Use functional exercises as a recruiting tool to encourage more enrollment in Sit Stat

Integrate Sit Stat Responses into Exercise Play

- Better integration within exercise play to Sit Stat responses
 - For example: Sim Cell (representing DOHMH, NYCEM, trade associations, etc.) can call facilities reporting impacts to:
 - Gather further details of impact
 - Identify needs for assistance
 - Demonstrates follow-up to Sit Stat reporting in real-life situations



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Adjourn

