

North HELP Coalition

Preparing Vulnerable Populations with Special Medical Needs

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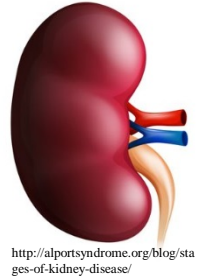
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**Mount
Sinai**

History

- Established in 2010 to improve emergency preparedness of providers serving vulnerable populations with special medical needs.
- Initial coalition focus was the evaluation of readiness of patients under going cancer treatment, transplant recipients, and patients with end stage renal disease (ESRD) receiving dialysis.
- Dialysis centers and patients face unique challenges during disasters as they are reliant on transportation, water and power utilities.
- Much of the initial work was with dialysis and over the this and the last BP contract we have expanded the scope of the coalition to include opioid treatment programs (OTP).



Partners

- The Mount Sinai Hospital
- Memorial Sloan Kettering Cancer Center
- Lenox Hill Hospital
- NYS Department of Health
- Regional Emergency Medical Services Council (REMSCO)
- National Kidney Foundation
- Island Peer Review Organization (IPRO)
- North General Hospital
- ESRD Network of New York
- New York Organ Donor Network



North HELP Goals

Create an easily replicated model for emergency management that can be shared across different special needs populations and health systems.

- ▶ Subject Matter Experts provide focus review of care models
- ▶ Assess unique vulnerabilities and gaps in preparedness and planning
- ▶ Provide education and training for sites to develop HVA and EOP
- ▶ Review communications and information sharing strategy between centers, patients and response agencies
- ▶ Develop exercises for facilities to coordinate with ESF-8



<http://www.mountsinai.org/patient-care/service-areas/kidney-diseases/areas-of-care/kidney-center>



North HELP Accomplishments

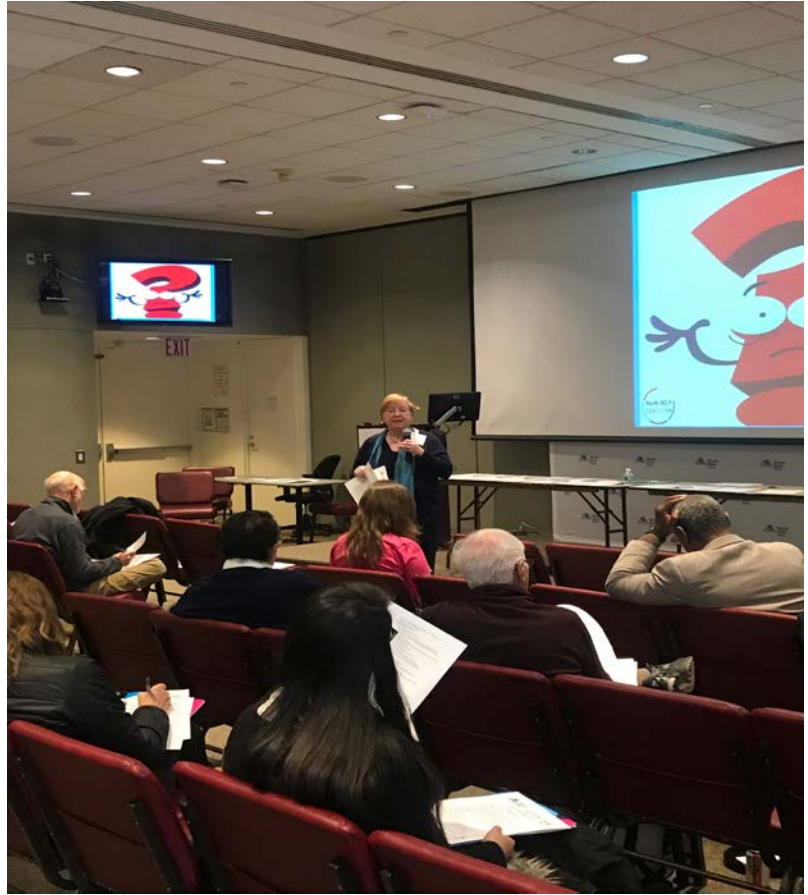
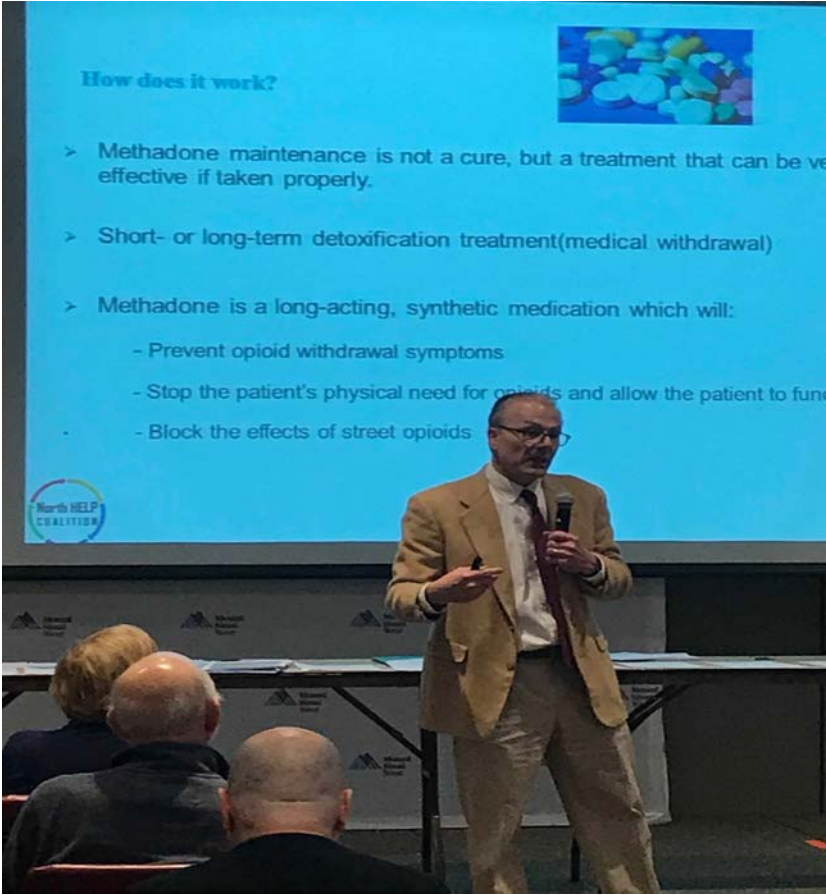


<http://www.iStockphoto.com/photos/gold-medal?excludenativity=true&sort=mostpopular&mediatype=photography&phrase=gold%20medal>

- ▶ Develop model plans for dialysis
- ▶ White paper on dialysis community readiness and response post hurricanes Sandy and Irene
- ▶ Held multi-agency transplant center tabletop exercise with all seven NYC transplant centers to test communication between centers and NYODN during an emergency
- ▶ Held workshops with SMEs (e.g. from agencies such as ConEd, etc.) and provide training for dialysis providers to increase awareness on city plans for transportation, power and other key planning considerations.
- ▶ 2013-2014: Distributed to all dialysis centers in NYC a dialysis preparedness DVD which won two Communications Awards from the Academy of Interactive and Visual Arts and was later translated into 5 languages
- ▶ <https://www.youtube.com/watch?v=UIB9cHDSUno>

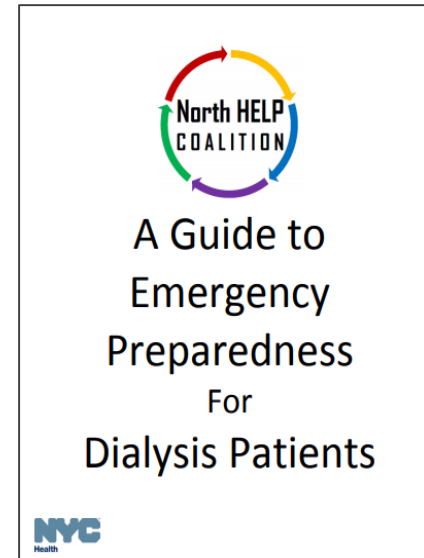
North Help Accomplishments

- ▶ Develop and Pilot Situation Status Tool for ESRD Centers
- ▶ ESRD Center Mapping project
- ▶ Provide ESF8 training to Dialysis Center leaders
- ▶ Develop planning guides for patients
- ▶ Partner with MRC to develop staff and patient emergency preparedness training
- ▶ Develop Train the Trainer program for ESRD center
 - 5 minute modules for patients
 - Diet
 - Transportation
 - Communication
 - Home and family plans



North HELP Accomplishments

- ▶ Developed “*A Guide to Emergency Preparedness for Dialysis Patients*” and enhanced a training program for dialysis center staff use in educating patients in emergency preparedness through partnership with the NYC MRC which provided training to over 1200 patients.
- ▶ Developed “*A Guide to Emergency Preparedness*” for OTP centers.



North HELP Accomplishments

Dialysis Center Activities Accomplishments Total number of dialysis centers in New York City n= 116 (2014-Present)

Activities	Zones	# of Activities	#of Centers Participated	Percentage
Trainings/Meetings	All zones and centers outside an evacuation zone	11	72	62%
Exercise	All zones and centers outside an evacuation zone	2	22	18.9%
Surveys	All zones and centers outside an evacuation zone	3	48	41.3%

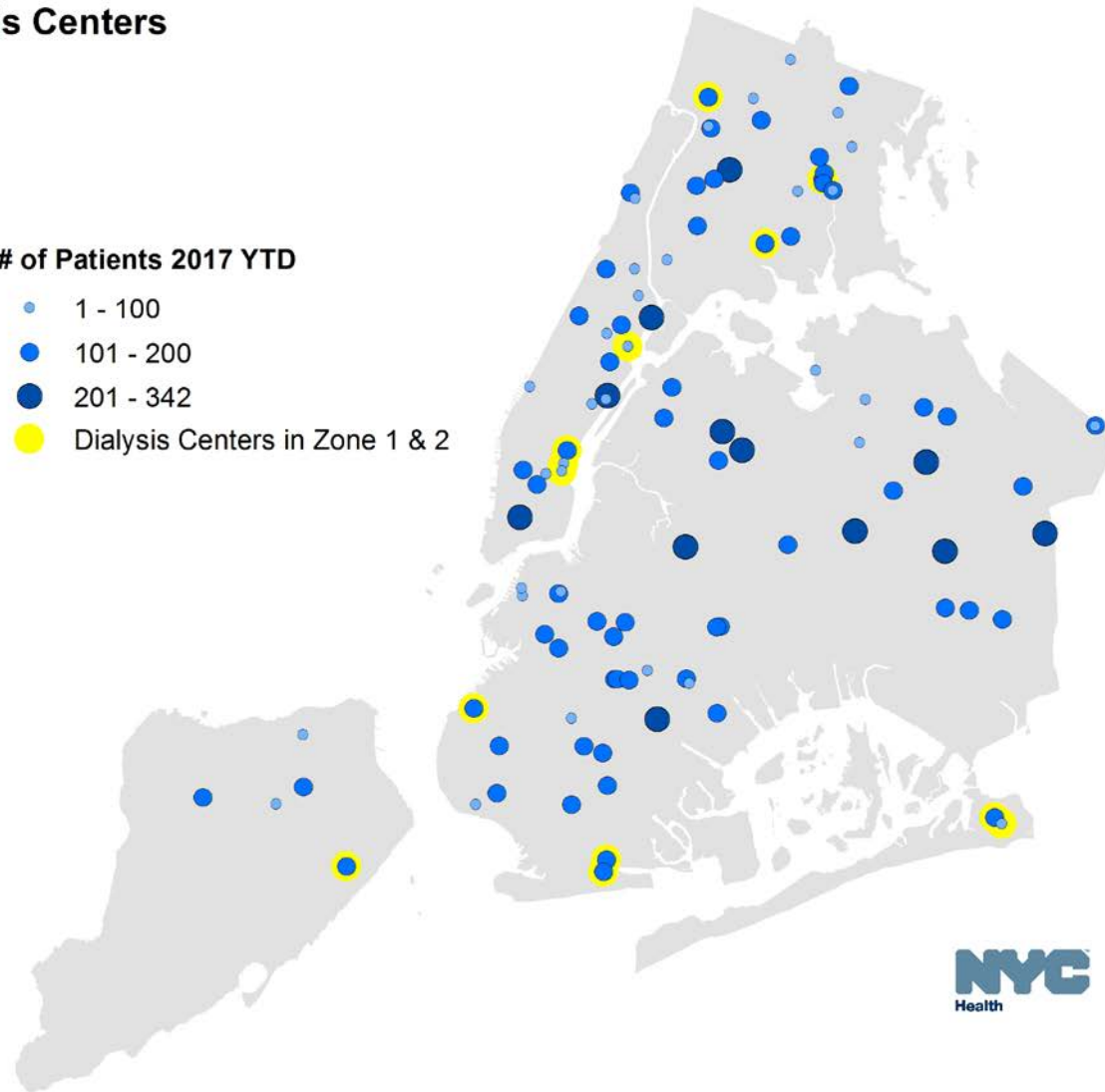


ESRD Mapping

NYC Dialysis Centers

of Patients 2017 YTD

- 1 - 100
- 101 - 200
- 201 - 342
- Dialysis Centers in Zone 1 & 2



North HELP Accomplishments

OTP Center Accomplishments Total number of OTP Centers in New York City n= 70

<u>Activity</u>	<u>Number of Participating Centers</u>	<u>% of Total</u>
HVA Training	26	37%
EOP Training	16	23%

Coastal Storm Evacuation Zone	NYC Opioid Treatment Programs
1	2
2	10
3	3
4	7
5	4
6	9
Not in an Evacuation Zone	35

2017-2018 Activities

- Develop and distribute an emergency response training video to dialysis and OTP centers
- Conduct an exercise needs assessment with all NYC dialysis and OTP centers to understand current exercise programs
- Develop a Disaster Preparedness Drill and Exercise Manual focused on the needs of medically vulnerable populations
- Conduct in-person workshop to train dialysis and OTP center leadership on how to conduct exercises
- Update and present Emergency Preparedness Outreach Training Program for NYC dialysis centers



Benefits of Participation

Provides a tool kit and templates designed to assist centers in preparing their staff and patients with the benefit of helping meet the new CMS Conditions of Participation :

- Completing an HVA and reviewing plans
- Reviewing communications with staff, patients and response partners
- Developing Citywide Situation Awareness capability to coordinate response to disasters that can impact their ability to serve their patients
- Help patients to be prepared for emergencies

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Questions?

