Emergency Management Strategies for Nursing Care Centers

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Joint Commission Webinar Panelists:

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Our Mission
To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.
Over 20,000 Health Care Organizations Accredited

- Ambulatory Health Care
- Behavioral Health Care
- Home Health Care
- Hospitals and Critical Access Hospitals
- Laboratory Services
- Nursing Care Centers
The Joint Commission Nursing Care Center Accreditation Program

- Accrediting Nursing Homes since 1966
- Specialty Certifications added in 2013
  Post-Acute Care and Memory Care
- Over 1,000 nursing homes proudly display our coveted Gold Seal of Approval
  - Better outcomes
  - Increased readiness/performance on state surveys, QAPI requirements
  - Quality-focused competitive edge
Today’s Evolving and Volatile Landscape

Severe Storms: 14
Tornadoes: 8
Flooding: 16
Landslides: 3
Snow Storms: 8

...In just the first 7 months of the year!
Foundations for Emergency Preparedness

- Assessment
- Testing
- Planning

The Joint Commission
Accreditation
Nursing Care Centers
Step One: Assessment

- Hazard Vulnerability Analysis (HVA)
- Community Assistance and Integration
- Inventory: Resources and Assets
Hazard Vulnerability Analysis (HVA)

- Identify potential emergencies
- Consequences of such events
- Prioritizing
- Priorities guide the development of the plan
Hazard Vulnerability Analysis (HVA)

- **Community Assistance and Integration**
  - Communicate with local emergency response agencies
  - Integrate plans

- **Inventory: Resources and Assets**
  - Personal protective equipment
  - Water
  - Fuel
  - Medical and non-medical assets
Step Two: Planning

- **Mitigation**: Attempt to reduce impact
- **Preparedness**: Build capacity and identify resources
- **Response**: Action and procedures to be implemented
- **Recovery**: Steps to restore services
Mitigation

• Activity taken to reduce the severity and impact

• HVA

• Hard activities
  • Little human intervention
  • Improve built environment to withstand hazards
  • Adding equipment and systems based on HVA
Mitigation

• **Soft Activities**
  • Add to hardening effort
  • Adding supplies
  • Communicate needs
    • Local community,
    • State or federal government
    • MOUs
Preparedness

- Activity taken to build capacity and identify resources (organize and mobilize)
- Plan for how to respond
- May include
  - Inventory of resources and assets
  - Staff training
    - Shelter-in-place vs. evacuation
  - Exercises
Response

• Eight Key Considerations
  • General considerations
  • Communications
  • Resources and assets
  • Safety and security
  • Staff and responsibilities
  • Utilities
  • Patient and resident clinical and support needs
  • Disaster Volunteers
Eight Considerations

• Communications
  • Patient’s, residents and families
  • Staff & licensed indecent practitioners
  • Contracted services
  • External authorities & other health care organizations
  • Establishing backup systems and advanced preparation
Eight Considerations

- **Resources and assets**
  - Medications and related supplies
  - Medical and non-medical supplies
  - Monitoring resources
  - Transportation
Eight Considerations

• Safety and security
  • Internal needs
  • Integration with external security agencies
  • Hazardous materials and waste
  • Elopement
  • Controlling and coordinating vehicles
Eight Considerations

- **Staff responsibilities**
  - Roles and responsibilities
  - Staff support needs

- **Utilities**
  - Electricity, water, fuel, medical gas & utility systems
Eight Considerations

- Patient and resident clinical and support needs
  - Triage, assessment, treatment, admission, transfer, and discharges.
  - Evacuation: Section, floor or building
  - Resident sanitation and hygiene
Eight Considerations

• Patient and resident clinical and support needs
  • Mental health needs
  • Mortuary services
  • Continuity of clinical documentation

• Disaster volunteers
  • Oversight, professional validation & identification
Eight Considerations

• Restoration of operations
  • Care, treatment, and services
    • Staff and physician scheduling adjustments
    • Facility repairs
    • Inventory, materials management
    • Staff and patient debrief/counseling
Eight Considerations

• Business continuity plans
  • Insurance
  • Outsourcing of services

• Evaluation of emergency
  • Opportunities for improvement
Step Three: Testing and Evaluation

- **Testing the plan**
  - Choose a scenario from the identified priorities
  - Try to make it fail!
  - Participate with the community test
  - Who’s Monitoring and documenting the test?
  - What was successful and what was not?
  - What are the solutions?
Testing and Evaluation

• Evaluating the test
  • Evaluate each activation, especially the actual emergencies
  • Identify deficiencies and opportunities
  • Communicate the results
  • Modify the plan as needed
  • Test and evaluate the modifications next time round
QUESTIONS?
Standards Interpretation Group (SIG)

- Staffed by Joint Commission engineers and experienced nursing home industry professionals
- Experts on accreditation requirements
  - Interpretation of accreditation requirements
  - Compliance issues
  - Applicability of standards and elements of performance
- Provide examples from similar agencies/organizations
- Call 630-792-5900 or submit online at https://web.jointcommission.org/sigsubmission/sigsubmissionform.aspx
Assistance and Resources

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