



Engaging and Strengthening Relationships with Community Partners

Emergency Preparedness Training –
Idaho PCA



May 26, 2021

Welcome and Opening Remarks



Welcome to the *Engaging and Strengthening Relationships* webinar!

This is the first in our 2-part series designed to provide the Idaho Primary Care Association (IPCA) with an opportunity to come together and strengthen partner relationships and improve crisis communication capabilities.

The program is sponsored by the Idaho Primary Care Association:

- Kirstie White, Training, Technical Assistance & Program Coordinator, IPCA

Welcome from Healthcare Ready



Today's Facilitators

- Nicolette Louissaint, PhD, Executive Director
- Courtney Romolt, Programs Manager
- Itahni Kotee, Programs Coordinator

Who We Are

Healthcare Ready focuses on health preparedness and response, serving as a linkage point for the health sector and government partners at the federal, state, and local governments. Our goal is to facilitate the planning and response coordination that improves our ability to respond to threats that disrupt patient access to healthcare during crises.



Agenda

- Overview and level-setting (*15 minutes*)
 - Objectives
 - Icebreaker
- Partnership Training (*40 minutes*)
 - Partnership mapping
 - Resource and relationship inventory
 - Partnerships in practice
 - Strategies for increasing engagement and involvement
- Scenario-based Discussion (*30 minutes*)
- Wrap Up (*5 Minutes*)

Housekeeping

- Use the chat box to contribute thoughts and feedback throughout the session questions
- **Zoom:**
 - Use the 'raise hand' feature to provide verbal feedback
 - Feel free to use the chat for answers and thoughts – we'll be reviewing!
 - Questions can go into the chat or the Q&A section
- We're going to use **Poll Everywhere:** <https://PollEv.com/hready110>
 - You can access via web or phone (text [HREADY110](https://PollEv.com/hready110) to [22333](https://PollEv.com/hready110) to join the session)
 - Be sure to participate in the polls!
 - The more we know, the more feedback we will be able to provide.

Objectives

1. Understand and describe your existing partnerships
 - How well do folks in this room work together?
 - What is missing?
2. Define your individual roles and responsibilities in these partnerships
3. Learn key considerations for:
 - Forming new partnerships
 - Sustaining existing partnerships

What do you hope to gain from this training?

- How to find active, engaging community partners
- Additional information on resources
- More confidence in collaborating with community partners, especially for coordinating drill events.
- Best Practices
- Framework for ongoing partnerships that transcend changes in specific individual turnover
- build and sustain better partnerships

Icebreaker 2

What is your favorite thing about Idaho – besides potatoes?

- Camping in beautiful forests
- Trees, lakes, and mountains
- Beautiful geography
- Beautiful land
- The mountains

Taking Stock of Current Partnerships



Why Partnerships are so Important

Knowing where to turn for needed resources and expertise

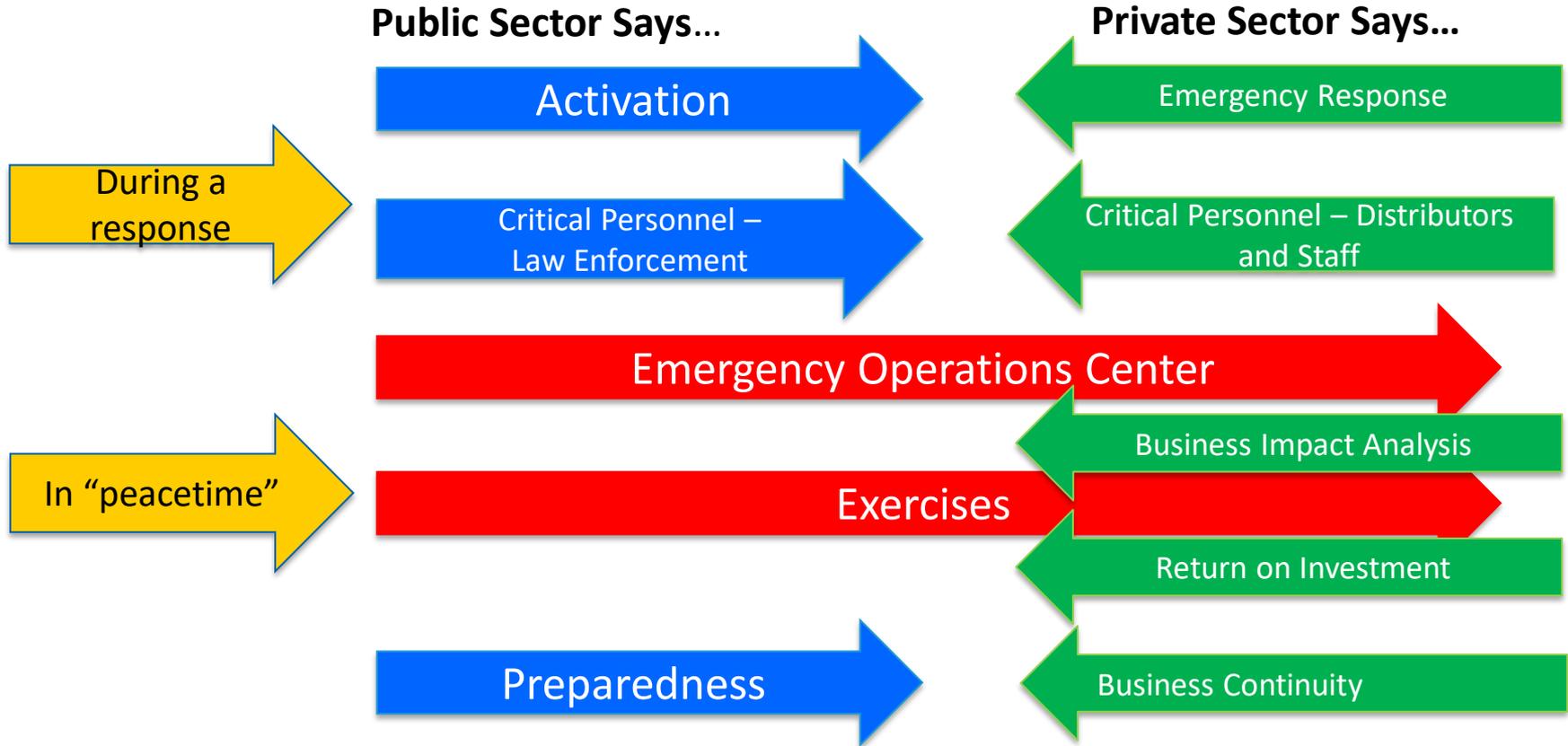
Establishing a foundation of **trust**, both between organizations and with the community

Protecting health care systems' capability to meet surge needs and focus on most critical patients

Increasing your situational awareness

Knowing where you're needed most and where to put your limited resources

...Then Understand Language



What Can Change During an Emergency Response?

Emergency powers can change the enforcement of laws and regulations to protect lives, health, and property

- Curfews
- Access for employees and vendors
- Power
- Shelters
- Requests for resources

Local



- Executive Orders
- Disaster declarations
- Insurance waivers
- Prescription refill policies
- Healthcare provider licensing waivers

State



- Federal Disaster Declarations
 - Individual Assistance
 - Public Assistance
- PREP Act: Liability¹
- Emergency Prescription Assistance Program (EPAP)

Federal



Partnership Mapping

HEALTHCARE READY



Internal Partnerships

- **Why:** Ensure buy-in across the organization
- **Benefit:** Leverage capacity from within when needed most
- IT Department
- Supply chain
- C-suite (Executives)

External Partnerships

- **Why:** Use resources from nearby agencies and organizations to augment capacity
- **Benefit:** Build a community-wide capability
- Law enforcement
- Fire department/EMS
- Hospitals and health systems
- Public health department

Partnership Mapping: Let's Think



We're going to think about the following questions:

- Are there clear lead organizations for Idaho community health clinics' major needs:
 - **During** a disaster?
 - **Before** a disaster, for preparedness messaging and activities?
 - **After** a disaster, for long-term recovery?



Partnership Mapping: Warm-up



- How do you maintain buy-in across the organization for emergency preparedness?
- What activities or programs are completed through external partnerships?
- How does the scale of an emergency affect how these activities and services are handled?

Partnership Mapping 1: Let's Think



Who are two internal partners/teams you engage with during “blue skies”?

- Maintenance facilities
- Quality, IT
- IT
- IT, Maintenance, Operations



Partnership Mapping 2: Let's Think

Who are two external partner organizations you engage with during “blue skies”?

- Local law enforcement and fire
- South Central Public Health Dept, Local County Office, Fire Departments
- Regional emergency management committee
- IPCA
- Local Emergency Planning Committee, County Health Depts



Partnership Mapping 3: Let's Think



Do your partner change during times of emergency or disaster?

List two external partners you engage with during emergencies

- For the pandemic we engaged with the United Way to help get donated PPE
- Incident Command, Emergency services
- Law Enforcement
- Red Cross

Internal Partnership Mapping: During Normal Operations

Spend a few minutes creating a “map” of your internal and external partnerships *on a regular day*.

Partner	Needs Supported	Activities
Supply chain vendors	Medical products	Delivery of medical products and supplies needed to operate
IT department	EHRs IT infrastructure	EHR operations Email and network functionality Access to systems
Idaho Police Department	Law enforcement	Security, de-escalation

Partnership Mapping: During Disasters

Spend a few minutes creating a “map” of your internal stakeholders and regional partnerships needed *during disasters and emergency events*.

Partner Organization	Needs Supported	Activities
IT Department	IT infrastructure Communication	Mass communication Systems access
Supply chain vendors	Availability of medical products	Delivery of medical products
Other CHCs	Care support, supplies	Emergency medicine Emergency care support
Idaho Police Department	Security Stabilization	Evacuation Public info-sharing
Emergency Management	Stabilization Cross-sector coordination	Info-sharing Resource allocation
<i>Community centers (CBOs and anchor institutions)</i>	<i>Community outreach</i>	<i>Reaching community and delivering services onsite</i>

Think About Your Partnership Needs Continued

Take a minute to consider:

Are there organizations
you wish you had a
relationship with?

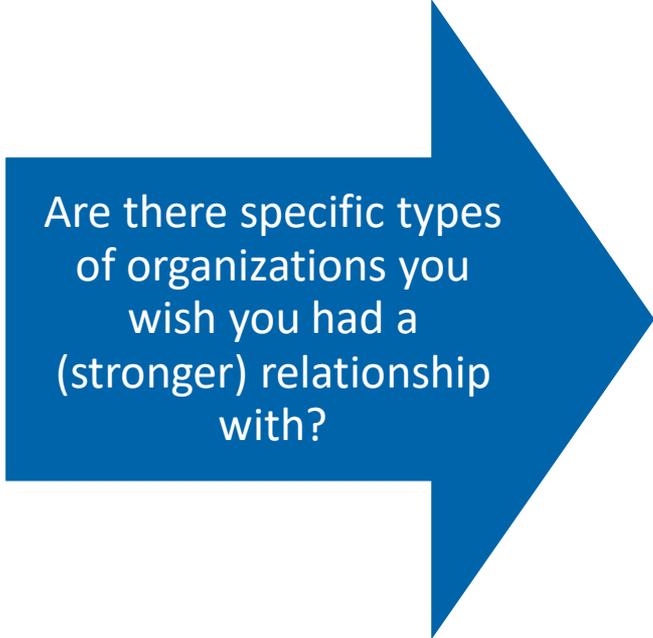
Are there specific types
of organizations you
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with?

Think About Your Partnership Needs Continued

Take a minute to consider:

A large, light blue arrow pointing to the left, containing the text "Are there organizations you wish you had a relationship with?".

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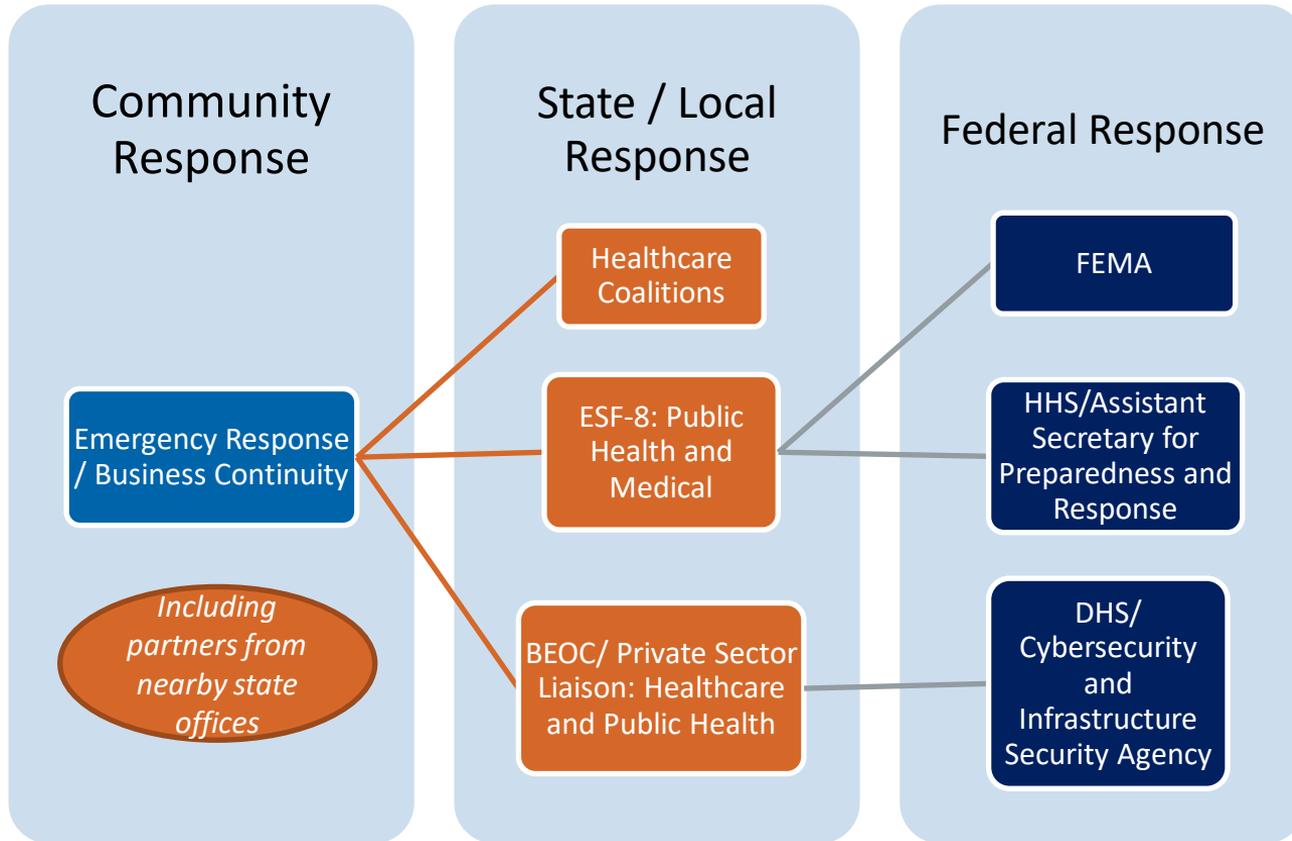
Are there specific types
of organizations you
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with?

Response Systems

▶▶▶ HEALTHCARE READY



Emergency Preparedness and Response Systems

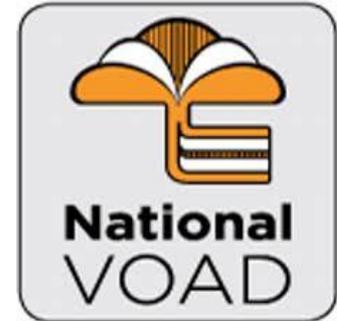


Community-based Emergency Response Organizations



- **National VOAD**

- Coalition of 70+ of the nation's most reputable national organizations (faith-based, community-based and other non-profit organizations) and 56 State/Territory VOADs
- Entry point for making connections to NGOs, government, and for-profit organizations that can support preparedness and response



- **Idaho State VOAD**

- <https://www.idvoad.org/about-us/>
- Coalition of state and local NGOs that support response efforts in some capacity
- Important to maintain strong relationship and communication

- **United Way and 2-1-1**

- 211 is free and confidential service that helps people across North America find the local resources they need 24 hours a day, 7 days a week
- Connects callers to state and local resources and supports long-term recovery



Resource and Relationship Inventory



Local

- Healthcare Coalitions
 - For more information, visit http://www.idhca.org/wp-content/uploads/2018/04/HUGES_Healthcare-Coalitions.pdf
 - Panhandle Health District
 - Public Health Idaho: North Central District
 - Southwest District Health
- Emergency Support Function (ESF) 8: Public Health and Medical
 - [Region 10 Public Health Contact information](#)
- BEOC / Private Sector Liaison: Healthcare and Public Health
 - Idaho Office of Emergency Management (IDOEM): 208-258-6500
 - Idaho Emergency Operations Center (IDEOC): 208-846-7610
 - Private Sector Liaison Region 10: Brett Holt (Boise Idaho): 208-422-3040

Resource and Relationship Inventory

National (Federal Response)

- DHS FEMA/National Business of Emergency Operations (NBEOC)
 - [FEMA Region 10 Contact Information](#)
- HHS/Assistant Secretary for Preparedness and Response (ASPR)
 - [HHS Region 10 Contact information](#)
 - Eastern Idaho Liaison - 208-533-3145
- DHS Cybersecurity and Infrastructure Security Agency CISA
 - [CISA Region 10 Contact Information](#)

FEMA and HHS Regions



Partnership Mapping



Now, we're going to create a larger map of regional partnerships using the results of the previous exercise.

To start, we'll group partners and community needs according to:

- Behavior Health and Disaster Trauma/Distress Counseling
- Health/Medical needs
- Sheltering
- Security
- Information Technology

But first, let's gauge the level of activity in each group.



Partnership Mapping: Regional Map

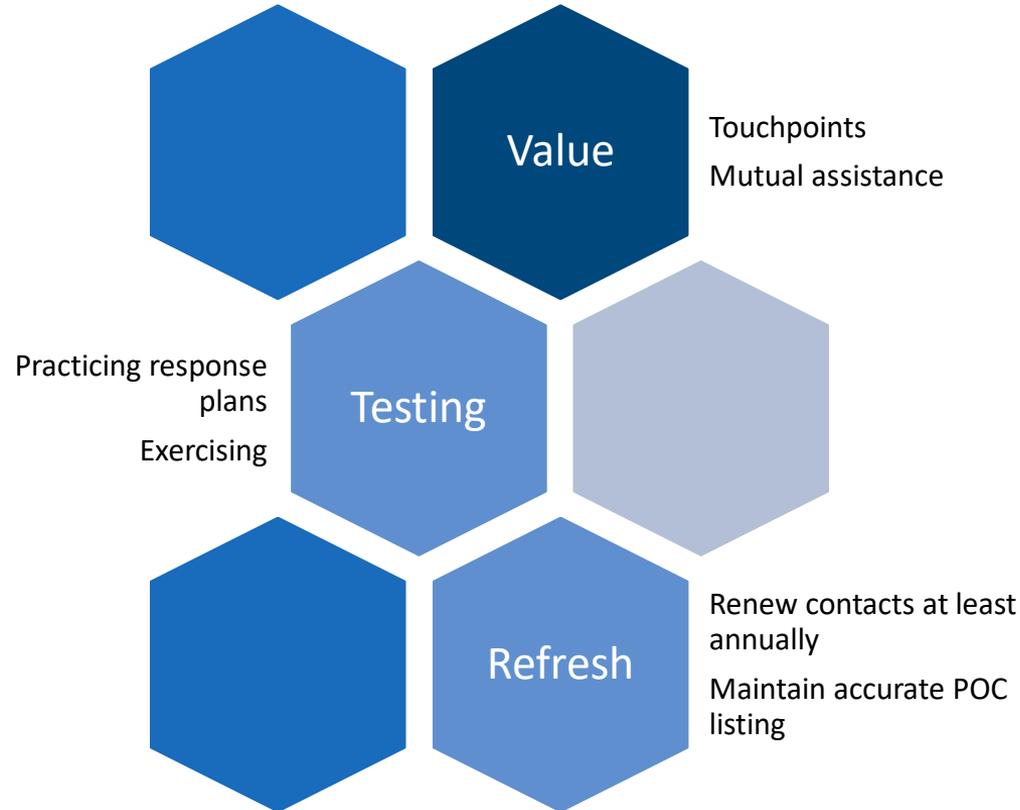
Partner Organization	Needs Supported	Activities
	Behavior Health and Disaster Trauma/Distress Counseling	Mental health support
	Health/Medical Support / Backups	Hospitals Health systems
	Sheltering	Standing up shelters Mass care planning
	Security	Securing compromised spaces Mass care support
	Information Technology	IT Infrastructure Data and systems recovery

Increasing Involvement and Engagement across the Organization



- What are the barriers to fostering new partnerships or relationships within your CHC? Across the PCA?
- What do you think is most difficult in keeping partners engaged?

Maintaining Engagement | Overcoming challenges



Maintaining Partnerships



Scenario-based Discussion



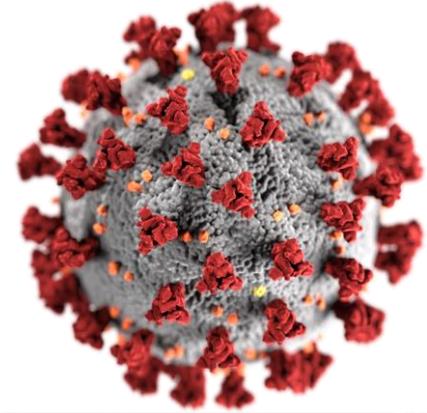
Discussion Guidelines



- We will discuss an emergency scenario that requires you to consider your relationships internally, with the PCA, and with regional and national partners.
- Consider the protocols and steps you would follow if this scenario were to happen. Share your thoughts and reactions with the group!
- *Do not fight the scenario!*

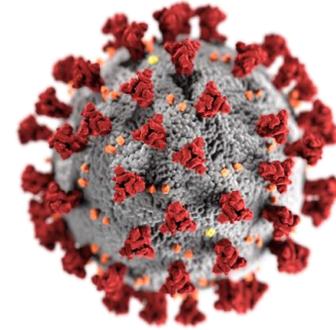
Setting the Scene

- It is **July 2021**, and several concurrent events are happening on the regional and national scale.
- **Back to school immunizations** are in full swing
 - Many school-age children are catching up on vaccinations paused during the height of the COVID-19 pandemic.



Setting the Scene – July 2021

- COVID-19
 - The **first booster shot for the Pfizer COVID-19 vaccine** has just become available and is being distributed to states.
 - There have been **outbreaks of COVID-19** in some areas as schools re-open for the new school year and variants circulate.
- A **series of storms** in the Western region of the country have pushed rivers in Idaho to the brink of overflow, and the ground is saturated with water.



Part 1 - Flooding

The latest storm has caused flash flooding and many rivers have overflowed. 80% of the state's power grid has gone offline, and nearly all CHCs in Idaho have lost power.

- What is IPCA's primary concern?
- How does IPCA check on the status and needs of CHCs?
- Who is the first partner you reach out to?



Part 1 - Flooding

The latest storm has caused flash flooding and many rivers have overflowed. 80% of the state's power grid has gone offline, and nearly all CHCs in Idaho have lost power.

- How do the CHCs check in on staff and patients?
- What is your first priority at this point?
- **Poll:** Do you have a written plan of action to prioritize the use of emergency power to vital resources? Heart monitors, defibrillators, etc.



Part 2 - Flooding Continues (Day 3 and 4)

The flooding event is severe, and emergency management staff are limited due to COVID-19 response. Clean-up and recovery are **expected to take three times longer** than in previous events.

- How will your emergency power plans hold up beyond 72 hours?
- What is your communication plan – to staff, to patients?



Part 2 – Flooding Continues (Day 3 and 4)

The flooding event is severe, and emergency management staff are limited due to COVID-19 response. Clean-up and recovery are **expected to take three times longer** than in previous events.

- What is the IT and power recovery plan?
- What functions are prioritized at this point?



Part 2 - Cyber Attack (Day 4)

During the power outage, a group of hackers targets Idaho healthcare facilities with **widespread ransomware attacks**.

A number of facilities are hit at the same time, and experience system-wide outages.

Power recovery is ongoing, but slow, with less than 50% of the power restored to date.



Part 2 – Cyber Attack (Day 4)

During the power outage, a group of hackers targets Idaho healthcare facilities with **widespread ransomware attacks**.

- How do you handle this? What is the protocol?
- **Poll:** Who is the first internal point of contact? Do you have the information you need to contact them?
- Do you currently have the right strategy to minimize such risk in the future?



Part 3 - Back to school and vaccinations (Day 4+)

Recognizing that the community is preparing for back to school, how do these events impact the vaccinations underway?

- Primary concerns?
 - Power
 - Access to networks and systems
- Partners needed to address challenges?
 - Supplies
 - School communication
 - Patient outreach



Part 4 - Recovery

The process to restoring operations after the event is ongoing. Ransomware attacks have been managed; some facilities have lost significant amounts of data.

- How does your team approach recovery (internally)?
- Which partners would you want to work with during recovery?
 - How do you reach out to them?
 - What do you expect their need to be post-event?



Closing



Closing Remarks



Thank you for your participation and your feedback! We look forward to seeing you at the next event.

Upcoming Training



- June 15, 2021 at 11:00am (MT)
 - Crisis Communications Best Practices
 - Webinar

Please complete assessment provided through the Zoom poll to provide your feedback on this training and your thoughts and ideas for future trainings in this series.

Stay Connected with Healthcare Ready



www.HealthcareReady.org

Response-related questions or assistance: Alerts@HealthcareReady.org

General outreach to Healthcare Ready: ContactUs@HealthcareReady.org

Hotline: **1-866-247-2694**

COVID-19 Emergency Page: <http://www.healthcareready.org/covid19>

Sign up for Healthcare Ready's regular Situation Report:

<http://www.healthcareready.org/contact-us>

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