Building a Primary Care Emergency Preparedness Coalition

National Emergency Management Summit
September 6, 2012
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Objectives

• Explain the added value of integrating the primary care community into the citywide emergency management planning.

• Discuss a structural model which will lead to a better prepared primary care emergency management community.

• Identify the lessons learned and best practices in successful collaboration with the government, healthcare, and nonprofit sectors.
Primary Care Emergency Preparedness Network (PCEPN)

PCEPN is the result of a cooperative partnership between the Community Health Care Association of New York State (CHCANYS) and the Primary Care Development Corporation (PCDC).

- Created in close partnership with and support from New York City Department of Health and Mental Hygiene’s Office of Emergency Preparedness and Response.

- Funding support to the primary care sector of New York City are supported through funding of the newly aligned Department of Homeland Security’s Assistant Secretary for Preparedness and Response’s (ASPR) grant program and the Public Health Emergency Preparedness (PHEP) program.
Community Health Care Association of New York State (CHCANYS)

As the Primary Care Association (PCA) for NY, CHCANYS organizes, educates, and advocates on behalf of more than 60 Federally Qualified Health Centers across New York State.

- Community, migrant and homeless health centers provide high quality, affordable and accessible primary and preventive health care for more than 1.4 million New Yorkers at over 457 sites.

- Patient-centered health care homes located in medically underserved areas that provide high quality, cost effective primary health care to anyone seeking care.
  - Federal financing model
  - Clinical model
  - Federal designation
Primary Care Development Corporation (PCDC)

Founded in 1993, Nonprofit dedicated to transforming and expanding primary care in underserved communities to improve health outcomes and reduce healthcare costs and disparities.

PCDC’s programs enhance access to primary care by offering:

- **Capital Investment**: Flexible financing to build and modernize facilities
- **Performance Improvement**: Coaching and training to strengthen care delivery
- **Policy & Advocacy**: Leading policy initiatives to strengthen primary care policy
PCDC has partnered with more than 500 organizations in 27 states to deliver its capital financing and performance improvement services.
What is PCEPN

The Primary Care Emergency Preparedness Network (PCEPN), conceptually initiated in 2009, was created to:

– Build upon previous CHCANYS & PCDC Emergency Management (EM) initiatives.

– Provide a medium for NYC’s primary care community to interact and to join forces with each other and with local government throughout each phase of the EM cycle.

– Incorporate the primary care community into NYC citywide disaster planning and response by coordinating the efforts of major primary care providers.

– Serve as a link between NYC emergency decision makers and participating NYC primary care centers
PCEPN – Year 1
PCEPN – Year 1

• Successfully advocated for primary care providers to be represented for the first time with a secured seat in the NYC Office of Emergency Management's (NYC OEM) Emergency Operations Center (EOC).

• Memorandum of Understanding among the various stakeholders

• PCEPN Emergency operational manual objectives:
  – Provide a protocol for support of Emergency Support Function #8 in case of activation.
  – Provide common understanding of PCEPN roles and responsibilities.
Information Flow Without PCEPN

- Federally Qualified Health Centers
- Free Standing Primary Care Centers
- Hospital Based Ambulatory Care Centers
- NYC DOHMH
- NYC OEM
- Specialty Care Centers
- Other Primary Care Sites

Primary Care Emergency Preparedness Network (PCEPN)
Information Flow With PCEPN

NYC DOHMH / OEM

PCEPN

PCEPN MEMBERS

- Free Standing Primary Care Centers
- Hospital Based Ambulatory Care Centers
- Specialty Care Sites
- Other Primary Care Sites
- Free Standing Sites
Requirement to join PCEPN
Year 2

- Be a primary care center in New York City
- Work with PCEPN to establish a Tier level
  - Based on development of the site’s emergency management & business continuity programs
- Determine a primary and secondary contact
- Sign up for EverBridge communication system
- Complete Commitment Form
- Attend PCEPN 101 Training
# Year 2 – Tier Approach
(Capabilities / Expectations)

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This has allowed PCEPN to streamline EM work and strengthen resources and capabilities among those sites that are highly capable to respond in an event.
PCEPN Member Sites

PCEPN Tiers

- Tier 1: 70 Sites
- Tier 2: 22 Sites
- Tier 3: 1 Site
Year 2 - Benefits of PCEPN

- Access to PCEPN website resources
- Technical assistance
  - Group and individual
- Primary Care representation & advocacy
  - Advisory Board
  - NYC DOHMH planning meetings
    - OEPR, ESF 8, etc.
  - NYC OEM planning meetings
  - NYC OEM Emergency Operations Center
- Site-specific community partner & resource catalogue
  - Tier 1 only
Year 2 - PCEPN Website

www.pcepn.org

- Home
  - Recent news
  - Recently added resources
  - Activation status

- About PCEPN
  - Advisory Board

- Activations
  - Current, Past, Status

- Calendar
  - Event Registration
  - Add to the Calendar

- Contact
Year 2 - PCEPN Website
www.pcepn.org

- **Members**

- **News**

- **Resources**
  - Business continuity
  - Emergency management
  - Drills & exercises
  - Point of Dispensing
Welcome to the home of the Primary Care Emergency Preparedness Network!

This site is best viewed in Firefox, Chrome, or Safari

Recent News
Please check here for recent news and announcements from PCEPN!

2012 Group Technical Assistance Training Dates & Topics Posted
The 2012 Group Technical Assistance Training dates, locations and times have been posted to the PCEPN calendar. Click here for more information. Topics include: HVA TrainingEM 101 for Primary ...

First three PCEPN Training Sessions Scheduled
PCEPN announces the first three

Recent Added / Updated Resources

Tier 1 Business Continuity Plan tools
0k - Jun 6, 2012 11:52 AM by Info PCEPN (v2)
Tools and templates for primary care centers developing robust Business Continuity Plans.

Tier 2 Business Continuity Plan tools
0k - Jun 6, 2012 11:52 AM by Info PCEPN (v2)
For primary care centers developing their Business Continuity Plans.

Activation Status
There are no current PCEPN activations
Posted Apr 19, 2012 8:23 AM by Brian Silva
Showing posts 1 - 1 of 1 View more »
Year 2 - Technical Assistance (Sites)

• Technical Assistance
  – Emergency Management Planning
  – Business Continuity Planning
  – Drill & Exercise execution
Year 2 - Technical Assistance (Group)

• Training Topics

  – HVA Training
  – EM 101 for Primary Care Centers
  – Risk Communications
  – Staff Training
  – Evaluation and Corrective Action Planning
  – Overview of NYC Pandemic & Evacuation Plans
  – Partnership Facilitation, Resource & Volunteer Management
Case Studies
PCEPN Initial Collaboration - H1N1

I. Regular coordinated informational email blasts

II. Cooperative weekly H1N1 conference calls

III. Participation in NYC H1N1 planning workgroups (Healthcare Surge, Antiviral Access, Vaccine Distribution)
PCEPN Initial Collaboration - H1N1

**CHCANYS**
- Influenza Services Locator coordination: Offering Public H1N1 Vaccine Hours
- Successfully placed Medical Reserve Corps at sites that requested staffing assistance

**PCDC**
- The Point of Dispensing program was designed to increase New York City’s capacity to respond to the Novel H1N1 health crisis in 2009
- Primary care sites were provided with the tools and individualized assistance to design and implement mass vaccination programs in some of the most underserved neighborhoods servicing at-risk populations in the city
The objectives for PCEPN Response Team were as follows:

• **Objective 1:** Communicate with, and assist, all primary care centers within New York City

• **Objective 2:** Assist all PCEPN members within New York City with preparations and supplies as needed

• **Objective 3:** Assist primary care centers with issues directly related to the storm
Objective 4: Assist the EOC’s Healthcare Evacuation Center (HEC) with the emergency evacuation of health care entities located within the affected zones

Objective 5: Assist the EOC’s HEC with obtaining emergency transportation for evacuation of health care residents

Objective 6: Assist the EOC’s HEC with any issues related to the evacuation as needed

Objective 7: Engage and assist other healthcare partners within ESF-8 in order to strengthen relationships and improve the response for the citizens of New York
Hurricane Irene
August 2011

NYC Primary Care Centers were very prepared for an emergency event due to their emergency management training, plans and procedures.

• PCEPN was activated at the NYC OEM EOC from 1700 hours Friday, August 26, to 1900 hours Monday, August 30

• Able to contribute more to the healthcare evacuation in the EOC ESF#8 because the PCCs were resilient.

• PCEPN was able to deliver unexpected but effective and efficient assistance to both the EOC and healthcare community
Hurricane Irene
August 2011

• What were the Lessons Learned?
  – PCEPN internal Staffing
  – Activation Staff Rotation
  – Communication with Partners
  – Coordinate PCEPN activation

• What changes will PCEPN incorporate on our protocols based upon Irene?
  – Rebuild the Staffing Schedule to 3-week schedule, with back-ups for vacation
  – Work 12-hour operational shifts, with half hour overlap to train relief
  – PCEPN to further build the activation manual with the contact information of all sectors within ESF8, not only the primary care sectors
  – Exercise the deployment of PCEPN to the EOC and the HEC
Future of Primary Care in NYC & PCEPN

• Refinement of the PCEPN Member Tier placement

• After Action Report/Improvement Plan assistance projects

• Multi-site, coordinated exercises

• Expanded community integration projects
Questions?
Thank you

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