

April 25-28
2017

PREPAREDNESS SUMMIT

Atlanta, Georgia
ATLANTA MARRIOTT MARQUIS

 @PREPSUMMIT #PREP17

PREPAREDNESSUMMIT.ORG

Rapid Public Health Response: Performance Support Tools for On-Call Public Health Preparedness Staff

Introductions

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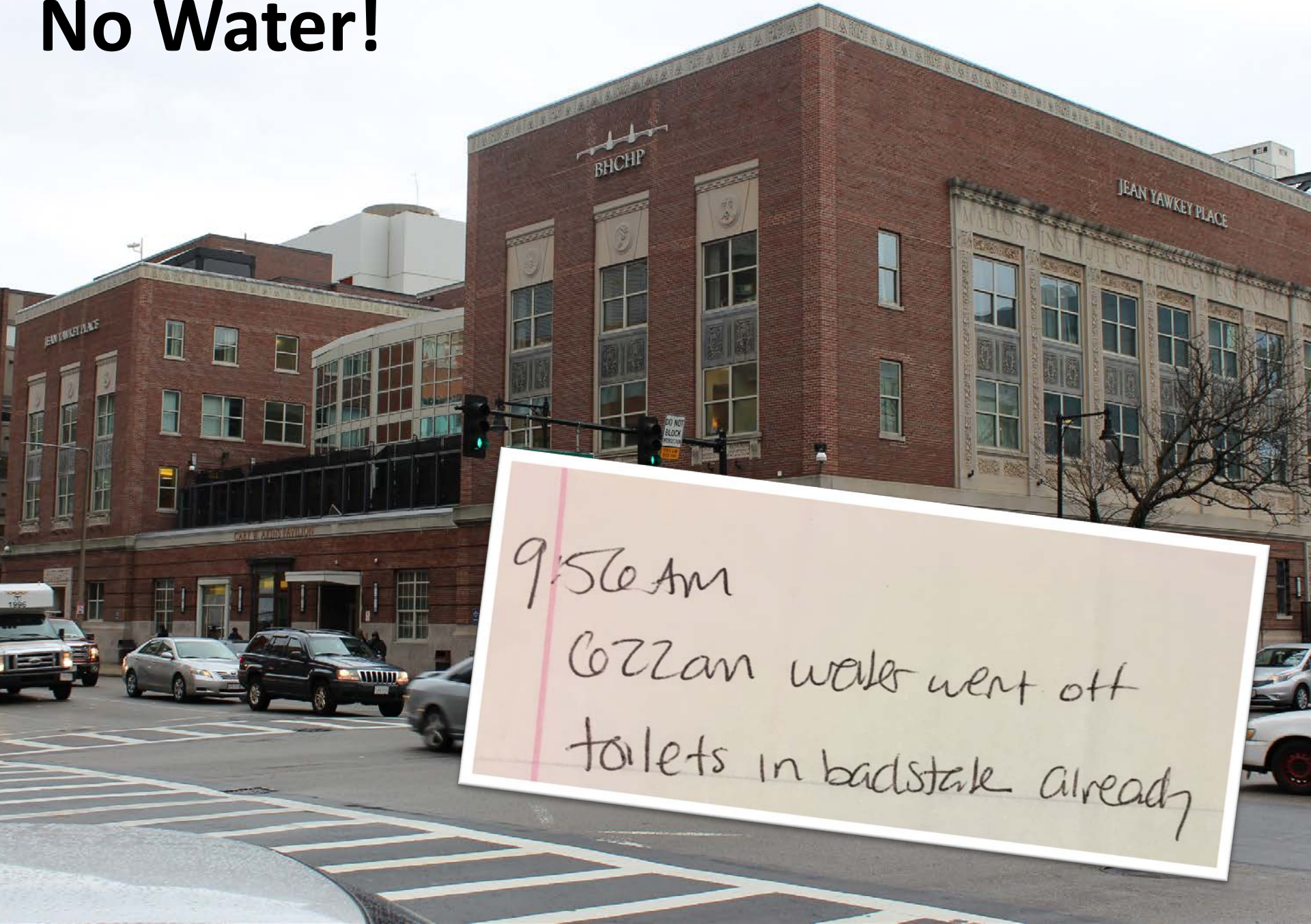
Response & Recovery Role



Saturday in October



No Water!

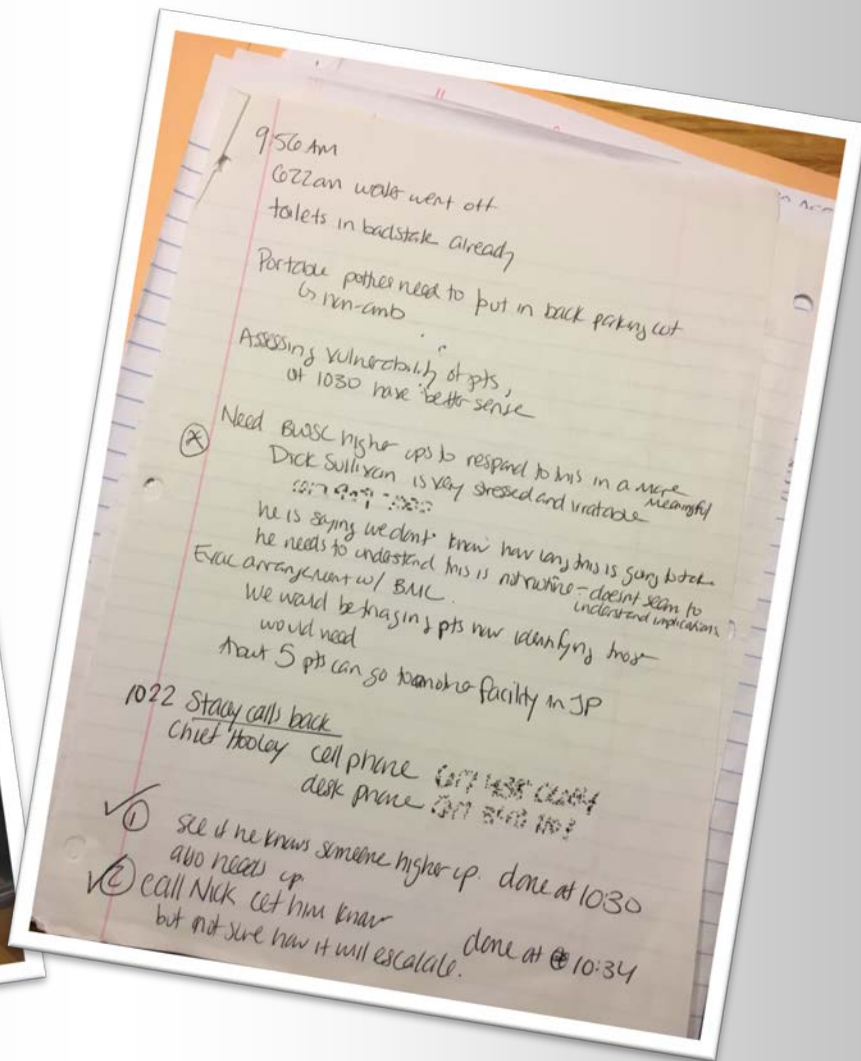


9:56 am

Cozzam water went off

toilets in badstake already

Think Quick...



Three Hours

9:41am – 12:56pm



3 emails



26 phone calls



64 text messages



BOSTON HEALTH CARE *for*
the HOMELESS PROGRAM



**Boston Water and
Sewer Commission**

COBTH

CONFERENCE
OF BOSTON
TEACHING
HOSPITALS



BOSTON
PUBLIC
HEALTH
COMMISSION

CENTER
BOSTON
MEDICAL



Boston ESF 8

1 Public Health

- ~1,000 employees

1 Municipal Ambulance Service

- Over 350 EMTs & Paramedics
- 16 Stations

24 Community Health Centers

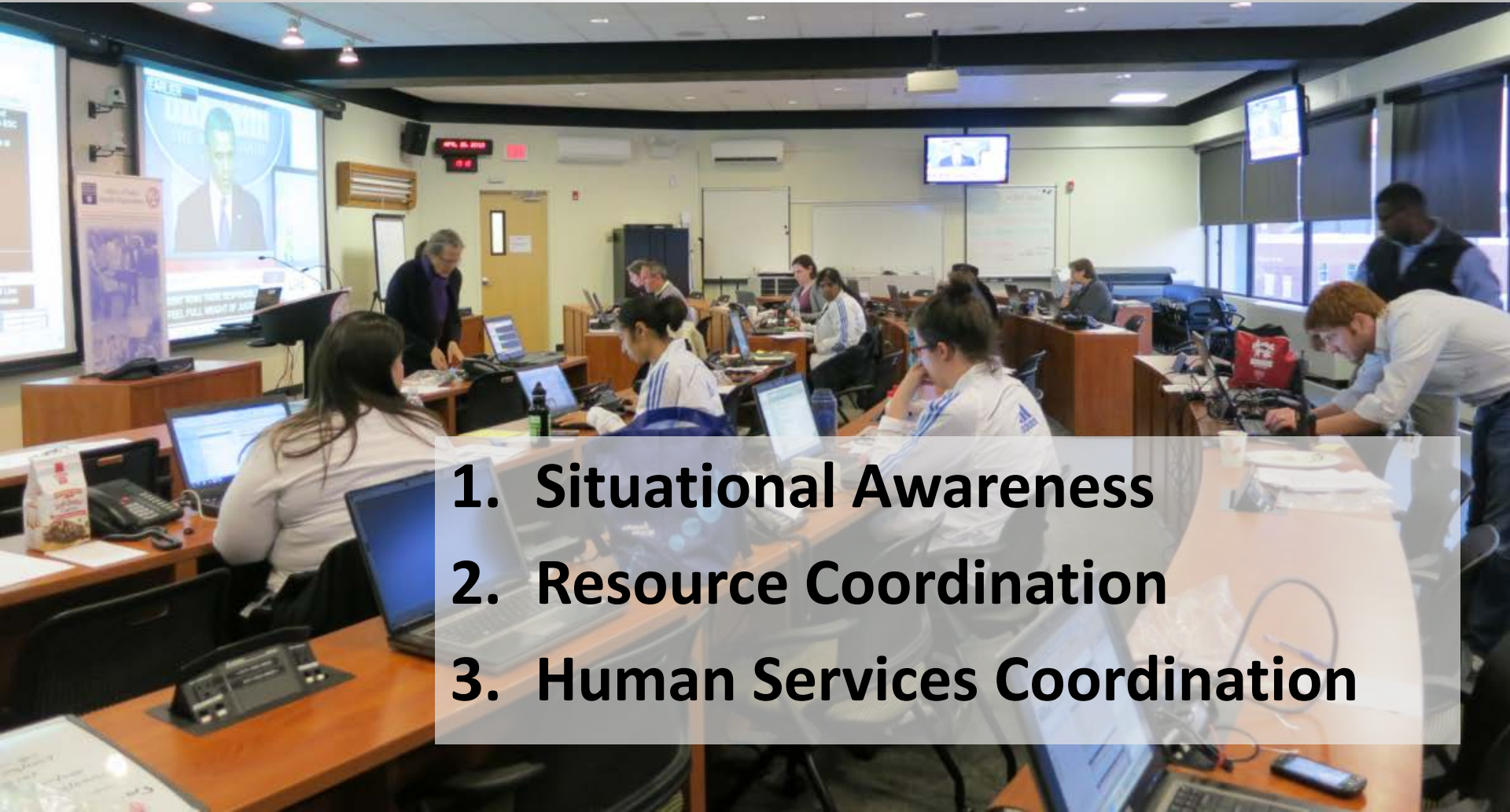
20 Licensed Hospitals

- 6 Level 1 Trauma Centers
- 12 Acute Care

Expansive Long Term Care, Home Health, Specialty Care, Mental Health



Medical Intelligence Center



- 1. Situational Awareness**
- 2. Resource Coordination**
- 3. Human Services Coordination**

Duty Officers



- Ask the right questions
- Recommend actions
- Rapidly assess situation
- Initiate plans & processes

The Challenge

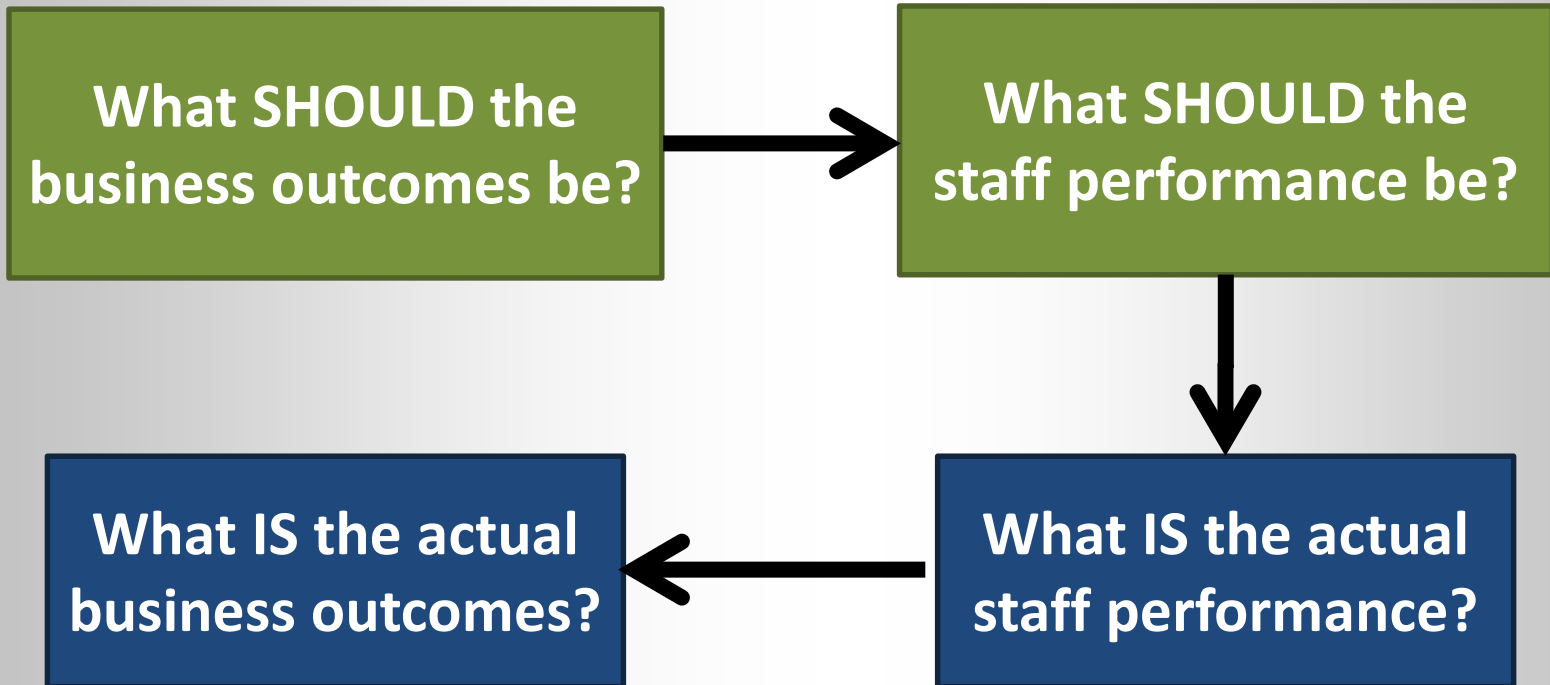
- Different than daily role for most
- Unfamiliar equipment and platforms
- Complex information gathering and decision-making
- Limited time for training & exercises



Performance Improvement

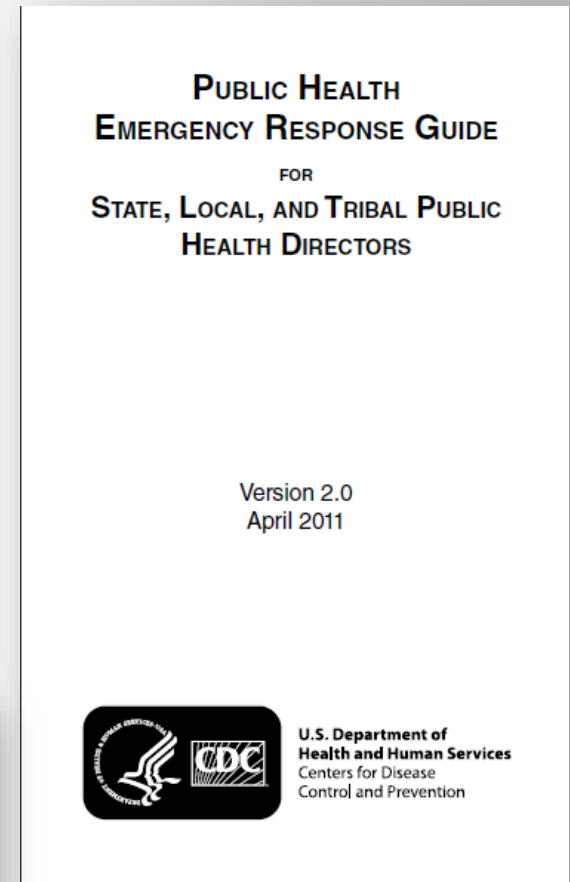
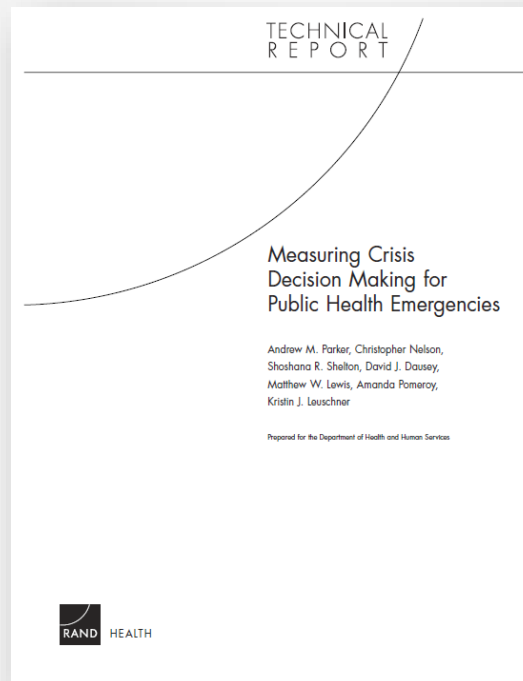
“Business”

Employee



****Staff performance = accomplishments and behaviors***

Drawing from Other Models

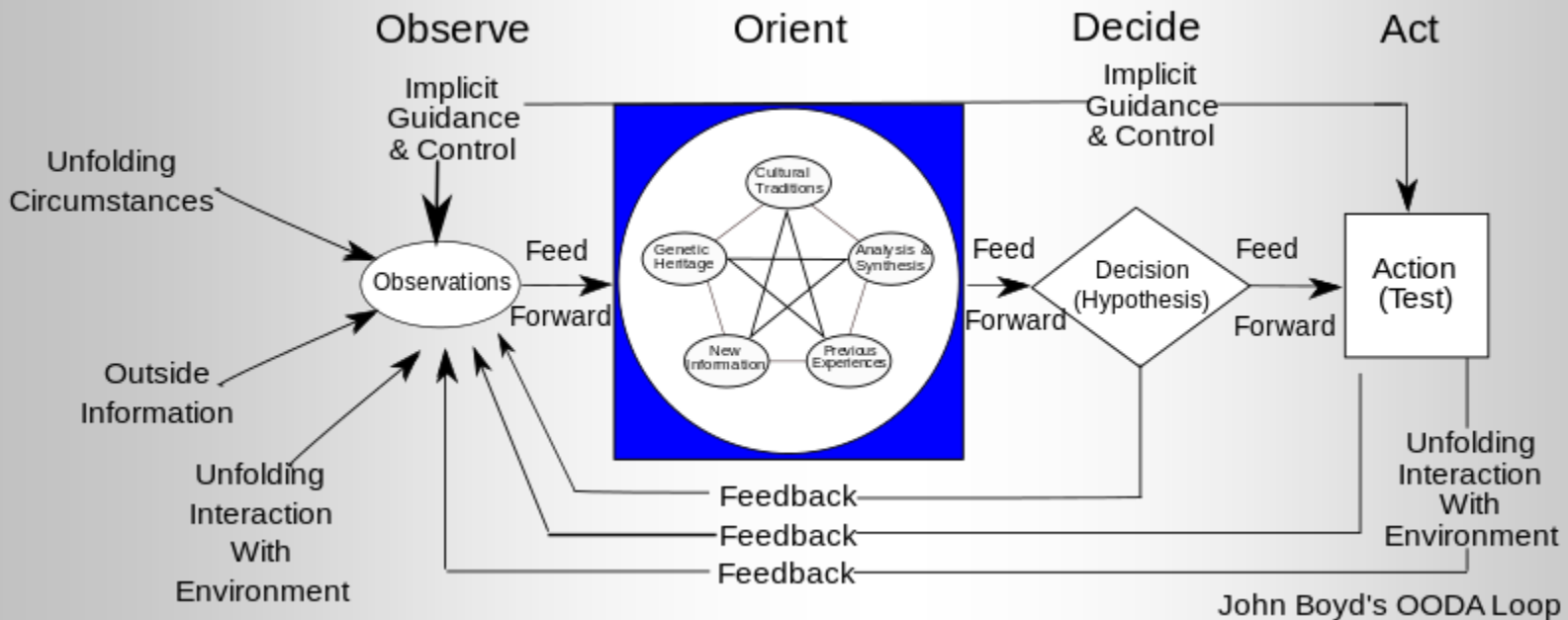


in Disaster Medicine CONCEPTS

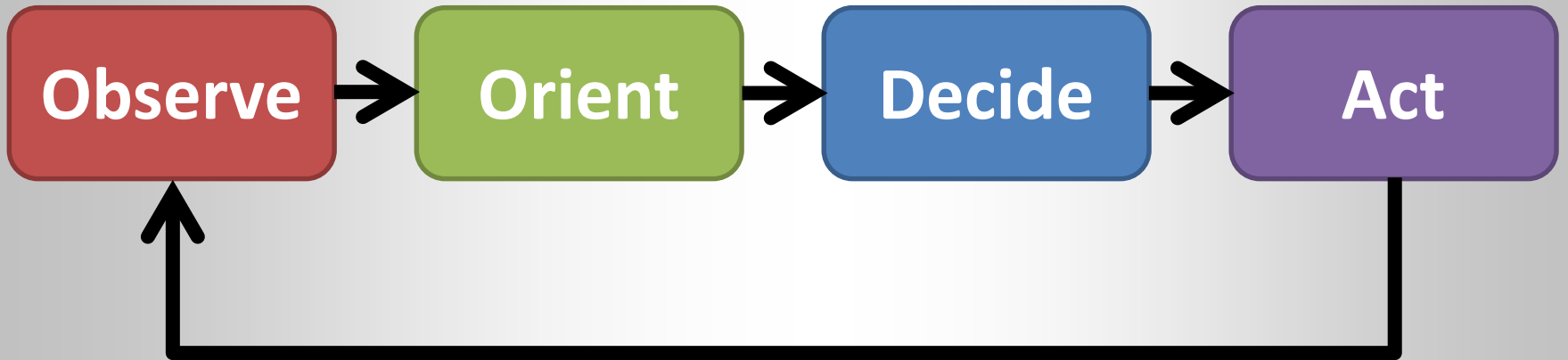
A Framework for Training Public Health Practitioners in Crisis Decision-Making

Harvey Kayman, MD, MPH; Tea Logar, PhD

OODA Loop



OODA Loop



OBSERVE
Gather & document
complete
information

ORIENT
Determine
potential impact.
Classify incident.

Consult w/
response partner
or 2nd DO

DECIDE
1. Send a notification?
2. Activate plans or systems?
3. Activate the MIC?

Gain required
approvals

ACT
Activate plans and systems

ACT
Send notification

ACT
Activate MIC

DEMOBILIZE
Close out event



Job Aid: Observe

OBSERVE – Questions by Incident Type

Date: _____ Incident Start Time: _____ Initial Notification Time (to BPHC): _____	
Incident End Time: _____	
Initial notification received by:	Initial Point of Contact
<input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> BPD Alert <input type="checkbox"/> Pager <input type="checkbox"/> Other: _____	Name: _____ Position: _____ Phone: _____ Email: _____ Incident location: _____ Cause of event: _____
Incident Type(s):	<input type="checkbox"/> Infrastructure (ESF 8) <input type="checkbox"/> Mass Casualties <input type="checkbox"/> Disease <input type="checkbox"/> Hazardous Materials <input type="checkbox"/> Infrastructure (Not ESF 8) <input type="checkbox"/> Security Threat

General REMINDER: Do not disseminate sensitive information

Question	Answer	Source	Credible / Verified?
# of patients (or potential patients)			
Severity and types of injuries? <i>(e.g., lacerations, bullet wounds, crush injuries, etc.)</i>			
Anticipated duration of the incident			
Other agencies currently responding			
Actions taken to address incident <i>(e.g., EMS on-scene, evacuation occurring, etc.)</i>			
What specific ESF 8 facilities are affected?			
What ESF 8 facilities may potentially be affected?			
What special populations are affected? <i>(e.g., language, age, medical issues, socio-economic...)</i>			
Is transportation or travel disrupted? How?			
Has this incident received media attention?			
How will current and forecasted weather conditions affect the situation?			
Have ESF 8 agencies been notified? Who, how?			

Hazardous Materials ***Notify Environmental Health immediately***

Question	Answer	Source	Credible / Verified?
Is the substance known? If yes, what is it?			
Are there any contaminated casualties? If so, has patient decontamination been performed?			
Has a HAZMAT Response Level been designated by BFD?			
What geographical area is affected?			
Is any evacuation or shelter in place ordered?			

Job Aid: Orient

ORIENT – Assess potential impact and classify

POTENTIAL IMPACTS

Red = Major Impact
Purple = Potentially Major

NOTES

Healthcare System Impacts

Surge of Patients (Boston)
Actual, # Potential, # Dead

- Phase 2 (11-30 pts)
- Phase 2 (11-30 pts) w/ specialty pts (e.g. burn patients, children, radiation exposures)
- Phase 3 (31-50 pts)
- Phase 4 (51-200 pts)
- Phase 5 (> 200 pts)
- Contaminated patients

Access to Health Care

- Roadway access to HCF blocked
- Subway access blocked
- Travel restrictions

Provision of Health Care services

- Not accepting ED pts
- Non-critical functions disrupted
- Staffing availability
- Multiple facilities affected
- HCF partial evacuation
- HCF evacuation
- Critical functions disrupted

Public Health Impacts

Provision of Public Health services

- BPHC Facility impacted (e.g. building integrity, building safety and security, utilities, building occupants)
- Critical functions impacted: (list)

Health of the public

- Large # people impacted (pts & witnesses)
- Contaminated environment (e.g. unsafe air, water, food, property)
- Actual or potential transmission of disease (highly pathogenic, BT Agent, etc)

Other Impacts

Public information

- MIC receiving many inquiries from press or our partners
- Large amount of media coverage
- Inaccurate or unclear information, rumors

Classify Incident

Classification	# Potential Patients	Potential Disruption to ESF 8
<input type="checkbox"/> Major	Significant number (MCI Phase 2 w/ specialty, or MCI Phase 3 or above)	Major (TBD)
<input type="checkbox"/> Moderate/ Minor	Minor to moderate number (MCI Phase 2)	Moderate (TBD)
<input type="checkbox"/> Informational	Little to none (MCI Phase 1)	Little to none
<input type="checkbox"/> Developing/ Unknown	Unclear	Unclear

Job Aid: Decide

DECIDE – Based on classification incident type, determine MIC actions

Classification	Notifications	MIC Activation	Potential Plans & Systems
Major	Immediate <input type="checkbox"/> Phone Call to COBTH EM Coordinator <input type="checkbox"/> Page MDPH Duty Officer <input type="checkbox"/> Everbridge high-priority alert (email, SMS) to OPHP staff, COBTH EM Coordinator <hr/> MIC Alert/Advisory <input type="checkbox"/> Alert or Advisory to MIC Advisory Distribution List via business email, SMS text, and business phone; <u>confirmation required</u> .	Level 2: Partial -or- Level 3: Full Physical *See steps below	Systems <input type="checkbox"/> WebEOC Create an incident in the City of Boston WebEOC <input type="checkbox"/> EMTrack <input type="checkbox"/> MassMAP Plans <input type="checkbox"/> BPHC EOP <input type="checkbox"/> Family Reunification Plan
Moderate/ Minor	Initial Notification <input type="checkbox"/> Email via Everbridge or the MIC email account to all OPHP staff, COBTH Emergency Management Coordinator <input type="checkbox"/> Hospital impacts: Phone call to the COBTH Emergency Management Coordinator <hr/> MIC Advisory (if necessary) <input type="checkbox"/> Advisory to MIC Advisory Distribution List via business email only. No confirmation of receipt is needed.	Level 1: Enhanced Virtual	Systems <input type="checkbox"/> WebEOC Create an incident in the City of Boston WebEOC
Informational	No notification required.	Steady State	No action required.
Developing/ Unknown	Initial Notification (if necessary): <input type="checkbox"/> Email via MIC email to OPHP staff, COBTH Emergency Management Coordinator <input type="checkbox"/> Hospital impacts: Phone call to the COBTH Emergency Management Coordinator	Steady State	No action required.

Steps to Physical MIC Activation (Level 2 or Level 3)

- Convene and facilitate a conference call with all available MIC Duty Officers
- Assess OPHP availability to staff the MIC utilizing Everbridge Mass Notification
- Develop an initial MIC Operations Plan to be disseminated
- Activate and set-up the MIC
- Staff the Boston Emergency Operations Center (EOC), ESPB Desk

Saturday in October



**FORCES OF
CHANGE:**

CAPABILITIES,
INNOVATION,
& PARTNERSHIPS

Thank You

To download the job aids and key references:

<https://delvalle.bphc.org/dutyofficer>

For more information, contact
delvalle@bphc.org

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PREPAREDNESSSUMMIT.ORG



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