

Healthcare Preparedness Work Group (HCPWG)
Meeting Minutes
March 1, 2018
2:00pm-3:00pm

ATTENDEES: Adam Bramwell, Teresa Berning, Brandi Colombo, Bethany Fisher, Dean Gosselin, Gay Harvey, Megan Harrington, Elizabeth Merson, Dave Oliver, Laurie Smith, Pat Snyder, Denise Yi

HOW TO CONTACT PH IN AN EMERGENCY – ELIZABETH MERSON

- During Monday-Friday 8:00am – 5:00pm you can call (805) 788-5500 and declare “This is a Public Health Emergency” and the front desk will get you to the appropriate staff member.
- For all after hours Public Health Emergencies, you can call (805) 781-4553 the Sheriff’s Watch Commander and they will get in touch with the appropriate person.
- Attached PH Contact flow chart

REVIEW SLO -DISASTER HEALTHCARE COALITION WEBSITE– ELIZABETH MERSON

- PHEP solicited feedback on PHEP website, particularly the Coalition page: SLOcounty.ca.gov/dhcc
- The group suggested the following:
 - Add meeting schedules
 - Add links to Plans and SOPs
- The group was encouraged to review the website and send input to PHEP@co.slo.ca.us

FACILITIES COMMUNICATIONS PLAN– DENISE YI

- Please see attached flyer for best practices for Facility Communications Plans developed by a Healthcare Coalition in Minnesota. (Facility Communications Plan)
- <http://www.cwhealthcarecoalitions.org/resource-library/>
- Organizations discussed different ways to communicate with their residents.
 - Mass email/ text messaging may not work because it isn’t encrypted for HIPAA
 - Discussed using different system for non-HIPAA messages
- Asked organizations to bring in their communication plans, for us to talk about as a group.

ROUNDTABLE

- Group – Would like OES to join our meetings to help answer some residential care facilities questions.

FUTURE AGENDA ITEMS

- Communications Overview with Robin Hendry
- Organizations provide brief summary of organizational mission and disaster response capacity.

MEETING ADJOURNED AT 3:15

NEXT MEETING: HCPWG

May 3, 2018
2:00 pm - 3:00 pm
Library Conference Room
2180 Johnson Avenue, 2nd Floor

Facility Communications Plan

Emergency Communications

Tactical Communications:

- List communications systems that the hospital has available for tactical communications. (Include primary, secondary, and all back up systems). Consider the following: telephone, cell phone, internal radios, e-mail, fax, CAHAN, ReddiNet, HAM radios, Brown Net and others.
- Ensure CAHAN access equipment, routers, room lights and ability heat room are on backup generation.
- Identify which additional communication systems have access to back up generator.
- If the hospital has gaps in communication prioritize systems for acquisition.
- Identify responsibility for maintenance and testing of communications systems.
- Define the minimum requirements for exercising each system.
- Identify whether or not the facility has an agreement for priority restoration of telephone service with the phone service provider.
 - If not, identify a person to contact your phone service provider and ensure this is in place.
- Identify whether or not the facility has applied for and received a Government Emergency Telecommunication Service (GETS) card. Government Emergency Telecommunications Service (GETS) is an emergency communications service designed to be used when National Security and Emergency Preparedness (NS/EP) personnel are unable to complete emergency calls through their regular telecommunications means.
 - If not, identify a person responsible for making the application.
 - Information available at <http://www.fcc.gov/pshs/emergency/gets.html>

Public Information Communication:

- Identify who has responsibility to authorize release of information (e.g., approve press releases).
- Identify hospital spokespersons for pandemic influenza and other predictable scenarios
- Describe how the hospital would participate in a local joint information center (JIC) and how it would coordinate messaging with the state.
- Identify how the hospital would notify families on patient status in a situation where visitors are restricted.
 - Identify responsible department or position.
 - Consider any alternative solutions if staffing does not allow for hospital staff to fulfill this role.
- Consider pre-scripting public messages for anticipated emergency conditions, such as visitor restrictions, how to access health care when normal processes have been altered, etc.
 - Reference or include pre-scripted messages.

Staff Information Communications:

- Describe how staff will receive notification of altered work schedules or assignments
- Describe how staff (on and off duty) will be briefed on the status of the situation
 - Frequency of briefings
 - Method(s) of briefings (e-mail, website, written memos, hot line)

Training:

- Describe staff training requirements regarding use of emergency communications systems.

Need to Contact Public Health in an Emergency?

Is it regular business hours?
(Monday-Friday 8am-5pm)

YES

NO

**Contact
Public Health Dept
Main Line at 805-781-5500**

**Contact
Sheriff Watch Commander
at 805-781-4553**