Washington Association for Community Health
Community Health Centers
Advancing Quality Care for All
Planning For COVID-19 At Washington FQHCs

Webinar Training: 12pm-1pm, April 7, 2020
BACKGROUND

COVID-19, is causing significant illness and deaths in Washington state. Health centers are under an extraordinary amount of pressure - clinical, operational, and financial.

To support health centers, Washington Association for Community Health is partnering with Connect Consulting Services to provide a training on planning for COVID-19.
TRAINING OBJECTIVES

⚬ Lessons learned from how H1N1 Pandemic impacted health centers

⚬ How to manage COVID-19 in the health center setting

⚬ Business continuity planning considerations
Your lines are currently muted.

You can raise your hand to have your line unmuted, or type questions/comments in your Dashboard.

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Host: Patricia Gepert, Outreach & Equity Coordinator
Planning For COVID-19 At Washington FQHCs

April 7, 2020
Webinar Agenda

- WHO Pandemic Planning Phases
- Lessons Learned from how H1N1 Pandemic impacted Health Centers
- COVID-19 Incident Management Recommendations
- Business Continuity Planning Considerations
- Managing Your Mental Health During the event
- Health Center Surge Capacity Recommendations
- FAQs
Connect Consulting Services
30+ years of global pandemic planning expertise

Nora O’Brien, MPA, CEM, Founder and CEO BIO
• Founded Connect Consulting Services in 2009
• Masters Degree, Public Affairs, Disaster & Emergency Management
• Certified Emergency Manager by the International Association of Emergency Managers (IAEM)
• Past Chair of the IAEM Healthcare Caucus
• Former Public Information Officer
• FEMA Adjunct Instructor teaching the Advanced Public Officer Course
• Lead H1N1 Pandemic Response for CPCA, wildfires, hurricane responses
• Named 2018 Sacramento SBA- Woman-Owned Business of the Year

• Leads of team of highly skilled Emergency Management, Business Continuity of Planning Specialists, Training and Exercise Experts, and Incident Managers to guide you through disaster response and recovery events
Emergency Management Motto: 
ALWAYS (BE FLEXIBLE)!

Semper Gumby
WHO Pandemic Phases

**Phases 1 – 3**
- Predominantly animal infections.
- Few human infections

**Phase 4**
- Sustained human-to-human transmission

**Phases 5 – 6**
- Widespread human infection

**Post Peak Phase**
- Possibility of recurrent events

**Post-Pandemic Transition**
- Disease activity at seasonal levels
Lessons Learned from the H1N1 Pandemic 2009-2010

- Supply Chains of personal protective equipment globally impacted
- Unclear guidance for Healthcare worker protective measures
- Point of dispensing site planning (PODs) was crucial to vaccine distribution
- Social distancing was encouraged but not required
- Most people treated in a primary care setting, not hospitals
- H1N1 Response was about 6 months for the mild flu
- The vaccine took 6+ months to make and distribute
- Referred to as the “plandemic” – pandemic that was mild that allowed us to test our plans but not as deadly as COVID-19
OODA Loop and Managing Crisis

OODA Loop
- **Observe**
- **Orient**
- **Decide**
- **Act**
- When new info is available, repeat process
Texas Coronavirus Prevention

Wash your hands like you just got done slicing jalapeños for a batch of nachos and you need to take your contacts out.

Coronavirus Disease 2019

The California Department of Public Health recommends the following steps to prevent the spread of all respiratory viruses:

**Wash. Your. Hands.**
Wash your hands with soap and water regularly.

**Cover a cough or sneeze**
Cover your cough or sneeze with your sleeve or disposable tissue.

**Don’t touch**
Avoid touching eyes, nose or mouth with unwashed hands.

**Keep your distance**
Avoid close contact with people who are sick.

**Stay home**
If you experience respiratory symptoms like a fever or cough, stay home.

**Get help**
If you experience symptoms of COVID-19, CALL your health care provider.
COVID-19 Social Distancing Orders and Flattening the Curve

- Johns Hopkins Case Count Tracking Map
- Significant Impact on Your Lives, Business, Loved Ones
SUPERMARKETS INTRODUCE DEDICATED SHOPPING HOURS FOR ELDERLY, DISABLED ADULTS, AT RISK INDIVIDUALS AND PREGNANT WOMEN.

IN IRELAND, THE HASHTAG #SELFISOLATIONHELP PEOPLE CAN OFFER ASSISTANCE AND RUN ERRANDS FOR PEOPLE WHO ARE RISK AND NEED TO SELF-ISOLATE.

A POSTCARD PROJECT THAT ALLOWS VULNERABLE ELDERS TO REQUEST ERRANDS SUCH AS SHOPPING.

ITALIAN PEOPLE IN LOCKDOWN JOIN IN SING-ALONGS.

DRIVE BY WEDDING AND BIRTHDAY CELEBRATION PARADES SO THAT PEOPLE CAN ENGAGE WITH FAMILY AND FRIENDS FOR SPECIAL OCCASIONS.

Ways Communities Have Pulled Together To Support Others In Times of COVID-19
Masks, PPE, & Health Centers
Incident Command System
Crisis and Emergency Risk Communication
CERC Principles

- Principle 1: Be First - Crises are time sensitive. Quickly sharing information about a disease outbreak can help stop the spread of the disease and reduce illness and the loss of life.
- Principle 2: Be Right - Credibility is established by providing accurate information.
- Principle 3: Be Credible - Honesty and truthfulness should never be compromised and Acknowledge when you don’t have an answer to a question and then work with experts to find an answer.
- Principle 4: Express Empathy - Disease outbreaks can cause uncertainty and helplessness. It’s important to acknowledge fear and suffering.
- Principle 5: Promote Action - Giving people actionable ways to help stop the spread of infection is essential.
- Principle 6: Show Respect - When reporting important information, respectful communication promotes cooperation and rapport.
COVID-19 Impacting Your FQHC

- Identify who is in charge, what decisions need to be made, how to stay afloat
- Develop/use communication channels to communicate business opening/closing, etc.
- Plan for Alternate Staffing patterns NOW - school closures and ill family members
- Find alternate suppliers for goods and services NOW - supply chains are broken
- Determine alternate business process for your essential business functions NOW
- Find Alternate IT access NOW
- Obtain a business line of credit NOW – take advantage of government support programs like CARES
Questions to ask you and your team........

- Do you have an internal process for managing the crisis?
- Who is in charge and do you have team members that can step in if you can’t?
- How do we stay in business without access to our staff/patients, etc.?
- Are you communicating clearly to staff/patients, etc. on your next steps?
- If you can’t do your core business, can you support the community COVID-19 response in a different way?
- Can you reduce hours with a smaller staff?
- If your core business is impacted by COVID-19, can you PIVOT to develop new services that will bring you new revenue streams?
- Can you partner with new people to create new services to your community?
- What’s our physical and mental health support system for our team?
CARES Act Support for Healthcare Providers

• $2 trillion Coronavirus Aid, Relief, and Economic Security (CARES) Act has more than $100 billion in aid for healthcare organizations

• Fewer than 500 employees? An SBA program could cover your payroll for 2.5 months.

• A small agency within HHS will administer the $100 billion fund for expenses and lost revenue but get your numbers ready now.

• Advance payments and no sequester are quick boosts to Medicare streams.

• NACHC CARES Act Provisions for Health Centers
Caring for Your Behavioral/Mental Health

Normalizing our Experience

Examples of Distress (age dependent):

• Emotionally - shock, anger, irritability, helplessness, sadness and loss of control
• Cognitively - concentration and memory difficulties, worry and intrusive thoughts
• Physically - fatigue, sleep disturbances, hyperarousal, and somatic complaints
• Behaviorally - social withdrawal, relationship difficulties, hypervigilance, violence
Caring for Your Behavioral/Mental Health

When to Reach Out (examples; age dependent)

• Substance use
• Depressive systems
• Changes in eating
• Behavior changes Unhealthy Anger
• Trauma Symptoms- new or compounded
• Complicated grief
• Interpersonal violence
• General support
Tools to Care for Your SELF-Building Resilience

- Physical Distancing vs. Social Distancing: The power of collective
- Realistic expectations and acceptance
- Educate and prepare BUT minimize social media/stress inducing news
- Spiritual and Faith-based support
- Keep routines; Volunteer
- Self-Care practice: meditation, physical exercise, creativity
- Positive daily reminders; daily acts of kindness
- Prepare for Post Distancing/Isolation/Quarantine
- Be Gentle on Yourself, Keep Sense of Humor

We can only help those around us if we help ourselves first
Medical Surge Capacity Definition

Medical Surge is the capability to rapidly expand the capacity of the existing healthcare system (hospitals, CHCs, alternate care facilities and PH depts) in order to provide triage and subsequent medical care.

Medical Surge is also defined as rapid expansion of the capacity of the existing healthcare system in response to an event that results in increased need of:

- Personnel
- Support functions,
- Physical and logistical support
Potential Health Center Response Roles

- Patient triage
- Provide surge capacity to hospitals, public health
- Mental Health services
- Offer facilities for treatment of the less critically injured/ill patients
- Vaccinations or serve as Point of Dispensing (POD) sites
- Expanded use of Tele-health
Potential Health Center Response Roles

• Translation services
• Social Services access
• Deployment of mobile medical assets and staff
• Syndromic surveillance
• Infection control
  • Other suggestions?
Please Share Your COVID-19 questions and comments

• We want to learn from you!
Connect Consulting Services is Open For Business to Serve You

- On March 19, 2020, CA Governor Newsom issued Executive Order N-33-20 directing all residents immediately to heed current State public health directives to stay home, except as needed to maintain continuity of operations of essential critical infrastructure sectors and additional sectors as the State Public Health Officer may designate as critical to protect health and well-being of all Californians.

- In accordance with this order, the State Public Health Officer has designated the following list of “Essential Critical Infrastructure Workers” to help state, local, tribal, and industry partners as they work to protect communities, while ensuring continuity of functions critical to public health and safety, as well as economic and national security.

  “Workers performing security, incident management, and emergency operations functions at or on behalf of healthcare entities including healthcare coalitions, who cannot practically work remotely”
CCS Pandemic Planning Response Guide

- WHO Pandemic phases
- Guide to develop a pandemic response and recovery plan for each phase
- Incident Response Tools
- Business Continuity Planning Considerations
- Mental Health Considerations
- 1 hour of Consultation to learn more about your pandemic planning process
- $250.00 + 1 hour of consulting
2020 CMS Emergency Preparedness Toolkit

- Will reflect all the changes from the Omnibus Burden Reduction (Conditions of Participation) Final Rule CMS-3346-F
- Streamlined, more user-friendly Toolkit layout
- New provider reference chart on all changes relating to frequency of plan review and updates, training, drills, and exercises cycles as well as the type of drills and exercises that are allowed by provider type for all 17 provider types
- Updated training, drill, and exercise resources
Connect Consulting Services
Overview

Been in business since 2009

We do:
✓ Pandemic Response and Recovery Planning
✓ Emergency Operation Management Planning
✓ Crisis Communications Response and Planning
✓ Business Continuity Planning
✓ Training Development and Delivery for in-person, webinar, or LMS
✓ Active Shooter and Workplace Violence De-escalation planning and training
✓ Drills and Exercises
✓ Compliance Audit and Improvement Planning
Want More Information & Webinars From Us?

- Want to know how we can help your organization or agency? [Book a call with us here](https://connectconsulting.biz/free-webinars/) to share with us how we might help
- Register here [https://connectconsulting.biz/free-webinars/](https://connectconsulting.biz/free-webinars/) for our free monthly webinars
- Join our monthly [newsletter](#)
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Contact Us!

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Want to know more how we can help your organization or agency? Book a call with us here to share with us how our products and services might help

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The webinar is being recorded and will be posted on the Association’s website

Click on the link in your Dashboard to provide feedback

Questions/Comments, please contact:

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