



KING COUNTY
Healthcare
Coalition

Prepare. Respond. Recover.

The Healthcare Coalition: Advancing Health and Medical Preparedness in King County

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“When a disaster hits, Americans rely on a fragmented healthcare system to miraculously mount a timely, cohesive, and effective recovery effort. Yet, the carefully orchestrated and sequenced medical responses to disasters lean on a disjointed health system.”

Closing the Seams: Developing an integrated approach to health system disaster preparedness, PricewaterhouseCoopers, 2007

Our Vision...



A coordinated response across the continuum of healthcare that meets the health and medical needs of the community during an emergency

- More than 150 member and partner organizations
- Member organizations represent the continuum of care
 - ▣ *Hospitals, Medical Groups, Safety Net Providers, Tribal Clinics, Pediatric Providers, Home Health and Home Care, Long Term Care, Mental Health, Specialty Providers – Dialysis, Blood, Poison Center*
- Governed by an Executive Council
- To date the work has been funded by local and federal resources

- Building the systems to support effective health and medical response to disasters :
 - ▣ Establishing a response structure
 - ▣ Supporting information and resource management
 - ▣ Enhancing surge capacity
 - ▣ Supporting continuity of operations
 - ▣ Training and exercise coordination

- Worked with Public Health - Seattle & King County to formalize Health and Medical Area Command structure for managing healthcare system wide emergency response
 - ▣ Executive Council participates in the Multi-Agency Coordinating Group (MAC Group) to advise the Local Health Officer on decisions that affect the capacity of the healthcare system
 - ▣ Tested the MAC Group in November full scale exercise

- 2007: acquired KC Healthtrac, a web-based information and resource management tool
- Rolled out to all hospitals in King County in 2008
- Hospitals now using daily for ED Diversion status and bed tracking
- Hospitals are using it state-wide
- Rebranded as WATrac
- Effectively used to support information coordination during full scale exercise and winter storm

- Alternate Care Facilities (ACF)
 - Established a plan for operating a 250 in-patient bed ACF at the Seattle Center
 - Tested the ACF in the full scale exercise in November 2008
- Volunteer Management System (VMS)
 - Established a system for credentialing and tracking medical and non-medical volunteers, that is compliant with state and federal standards
 - Utilized VMS system in the full scale exercise in November 2008 to track and manage almost 200 volunteers

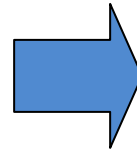
- Regional Hospital Evacuation and Patient Tracking Mutual Aid Plan
 - Developed a plan to outline roles, responsibilities and resource needs to support a hospital facility evacuation
 - Initiated trainings on the plan
- Healthcare Worker Survey
 - With Northwest Center for Public Health Practice at UW launched an extensive healthcare worker survey to assess willingness and ability to report to work during a disaster
 - More than 4000 healthcare workers (clinical and non clinical) participated in the survey
 - Findings will be available early spring/summer 2009

- Palliative Care Planning
 - ▣ Developed educational and training materials for use by families during a disaster
 - ▣ Developed just-in-time training for emergency providers of palliative care
 - ▣ Redeveloped a Memorandum of Agreement for hospice and palliative care agencies to collaborate and provide support during a disaster
- Methadone Treatment Planning
 - ▣ Opioid Treatment Providers in King County have developed a Memorandum of Agreement to provide mutual aid to each other during an emergency

- Business Resiliency Trainings
 - ▣ Developed curriculum and hosted 5 - 2-day workshops to help non-hospital healthcare organizations become more prepared
 - More than 130 healthcare agencies including all non-hospital sectors of the Coalition participated in the workshops
 - Provided approximately 140 large and small grants to non-hospital organizations to help them purchase preparedness supplies and equipment
- Coordination of Regional Trainings & Exercises
 - ▣ Annual Exercises tested redundant communications

Every year healthcare standards get more rigorous
and more community-based

- Alternate Care Facilities
- Coordinated Information and Resource Management
- Call Center Coordination
- Coalition Committee Meetings
- Regional Trainings & Exercises
- Communications and Coordination



**The Coalition assists
organizations in meeting
over 50% of Joint
Commission emergency
management standards**

2008: Support to Your Organization

- Surge Capacity and Capability Management
 - ▣ Resource acquisition for hospitals and healthcare
- Trainings & Exercises
 - ▣ Antiviral dispensing workshops
 - ▣ Functional exercises testing communications coordination, dispensing and patient influx
 - ▣ Hospitals: WATrac trainings
 - ▣ HAM radio trainings
 - ▣ Monthly 800 MHz radio drills
- Continuity of Operations Planning
 - ▣ Facilitated utility and telecommunications prioritization for facilities
 - ▣ Training on Business Continuity

Program Evaluation

- In partnership with the Northwest Center for Public Health Practice at the University of Washington
 - ▣ Stakeholder Interviews
 - ▣ Coalition member survey
- Key Findings:
 - ▣ Strong support for the Coalition and the value it adds
 - ▣ Recognition that the Coalition needs to develop a more sustainable funding model

- **Building Surge Capacity and Capability**
 - ▣ Expand Alternate Care Facility Planning to Eastside and South King County
 - ▣ Expand Volunteer Management System
 - ▣ Support Hospital ED Saturation improvements
 - ▣ Pediatric Evacuation planning
 - ▣ Nursing Home Evacuation planning
 - ▣ Behavioral Health Response planning
 - ▣ Family Assistance planning
 - ▣ Healthcare Fatality Management planning

□ Training & Exercises

▣ Train and test:

- Hospital security plans
- Hospital facility evacuation
- Surge capacity
- Mass dispensing plans

▣ Support Business Continuity planning through training and technical assistance for

- Mutual Aid
- Incident Command
- Personal, Family, Staff Preparedness
- Regional Emergency Response Roles and Responsibilities

- Information and Resource Management
 - ▣ Continue rollout of WATrac to additional healthcare partners
 - Ambulatory Care
 - Home Health/Palliative Care
 - Puget Sound Blood Center
 - Behavioral Health
 - Kidney Dialysis
 - ▣ Educate partners on Health and Medical Area Command roles and procedures

- Evaluate Findings from Program Evaluation and integrate recommendations in to Coalition programming
- Develop Sustainable Funding Model

What Can You Do?

- Champion preparedness within your organization
- Build the trust now with your staff that you will need when the disaster strikes
- Ensure your staff have the support they need to do this work – this is not going to go away!
 - ▣ Dedicated staff
 - ▣ Resources

We All have a Role

- ❑ Continue to donate your organizational expertise to committees and projects
- ❑ Timely response to limited requests for your support and advocacy throughout the year
 - ❑ Hospitals: Signing Regional Hospital Evacuation Mutual Aid Plan
- ❑ Attendance at Annual Meeting and other meetings as needed
- ❑ Assist in identifying future funding opportunities