

Regional Emergency Communications Plan and Procedure for Hospitals, Medical Facilities, Long Term Care, FQHC's, Labs and Pharmacies in the SMRRC Region

Author: SMRRC

Description: In the event of an emergency that goes beyond the “normal scope of business” for a hospital in the SMRRC region (York, Cumberland, Sagadahoc and Lincoln Counties) we would like to use the following thresholds and procedures for regional healthcare related communications. This should be for all facilities that use Hospital Incident Command System (HICS). For **Medical Centers, Federal Qualified Health Centers, Long Term Care and Laboratories** please see addendum on last page.

Threshold: Any incident that triggers activation of the HICS plan or the Hospital or medical center's EOC, should be the threshold for this procedure. To be clear, an activation of the hospital's emergency code(s) that in any way have an effect on other facilities or rises to a level in which notification should be made to other facilities (telecom interruption, utility service interruptions, building damage, significant events such as hurricanes, winter storms, damage to buildings interruption of patient services, Emergency Department interruptions, etc. **Receiving Hospitals see 2nd page.**

Once Command personnel have activated their emergency plan, the Liaison Officer or other designated command staff should do the following:

1. Log onto the Maine Health Alert Network (HAN) to determine if any other statewide or region wide issues are occurring.
2. A HAN message (see format on page 2) should be sent (via phone or web) out to the “Southern Maine Regional Communications Call Group”. You may also consider using your base station radios and or satellite phones for this purpose **if** there are technical communications issues.*. Please note that not all situations warrant the request to use EMResource. An example of this would be a phone service interruption. In that case you do not need resource or bed tracking done in the region than only a HAN message may be needed. Skip next steps
3. Log onto EMResource with your facility account and start to update **all** resources including the “Situational Assessment Section” and “Mass Casualty Incident (MCI) section” numbers on an hourly or sub hourly basis if appropriate.
4. You may also Log onto WebEOC to review statewide communications. See the WebEOC script on page 2
5. Use the links resource page on the SMRRC website for regional, state, and national information. Including quick links to HAN, WebEOC (hidden link in addendum), EMResource and Maine Responds.
6. These procedures should be written into your facilities Emergency Operations Plans (EOP).
7. When the incident has ended or when your facility is back to normal operations mode, please log out of EMResource, follow up with a phone call or use the Maine HAN to tell other facilities that you have stood down your EOC, and a situational short summary.

Receiving Hospital:

Hospitals may get a call or alert via the HAN or hear of a disaster on WebEOC and may be asked by other hospitals or by dispatch agencies such as REMIS to immediately update EMResource. Specifically the 3 fields of MCI Red, Yellow and Green (how many patients can they immediately receive). In this case, hospital staff may start at step 3

Sample HAN Message:

“This is liaison officer John Dough at Hospital X, we are receiving 15 patients from a 5 car accident on interstate 295. We may need to relocate some of these to other hospitals, please log onto EMResource and update your MCI bed counts. Stand by for more messages.”

For Extended Events:

For events that may last over many hours, days or more, it is important to continue to use EMResource and the HAN for regional communications.

Critical messages and updates about significant changes in status should be sent out via the HAN to the Southern Maine Region notification group.

Regular status updates on EMResource are important during extended events, even if they are only to report the status quo. How often will depend upon the nature of the incident, if it was anticipated or unexpected and how quickly local situations are changing.

In addition, during mass casualty or surge events you may be asked to update your EMResource bed availability numbers more often. This may be every 15 minutes in a mass casualty event or every ½ day in an epidemic or widespread health crisis.

Communications resources:

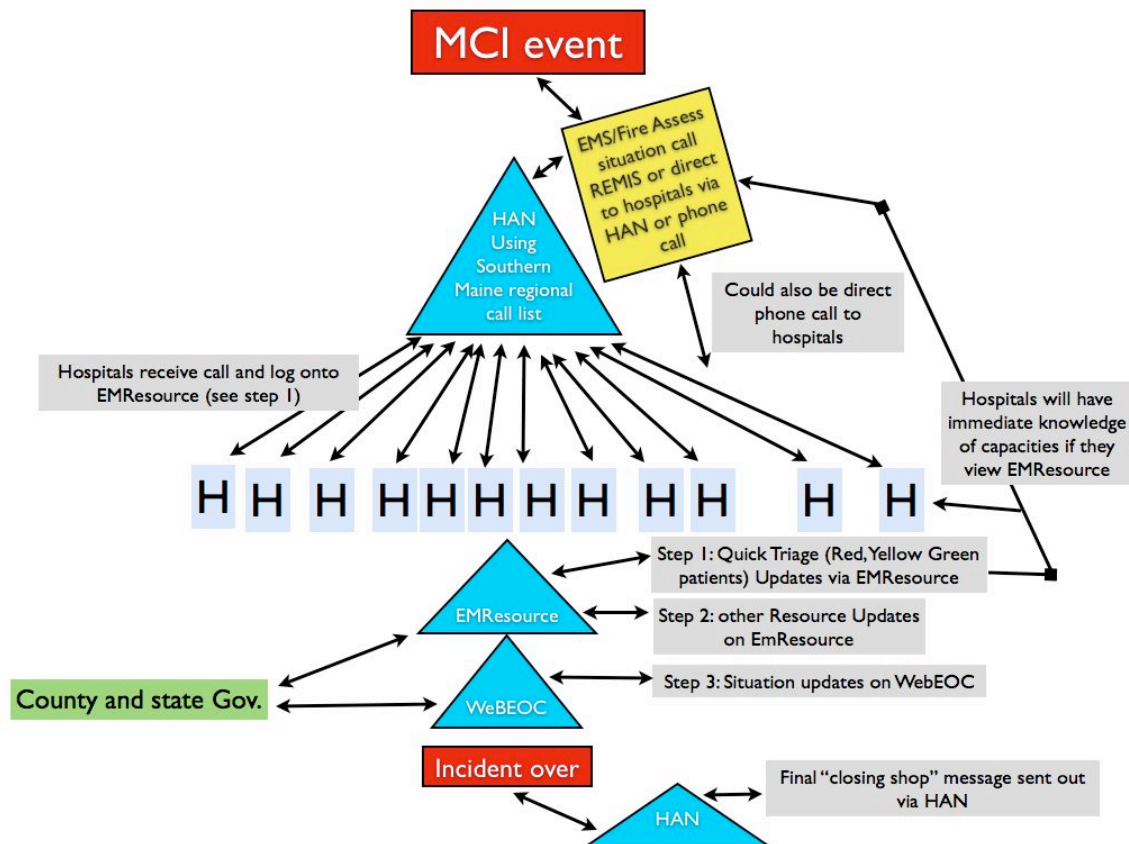
1. Instructions for WebEOC (Healthcare only) (Attached)
2. Instructions for EMResource (Healthcare only) (Attached)
3. Instructions for Maine HAN General instructions and **Regional Hospital Notification instructions (Healthcare only) (Attached)
4. Training videos on each software:
 - ▣ HAN Instructions: http://www.smrrc.org/Videos/NewHAN2_new_account.mov

- ❑ Sending HAN Message: <http://www.smrrc.org/Videos/HAN-sending%20alerts%20for%20SMRRC%20Region.mov> (New Link will be posted on the SMRRC website for the new version of HAN)
- ❑ EMResource Instructions: <http://www.smrrc.org/Videos/EMResource.mov>
- ❑ WebEOC Instructions: <http://www.smrrc.org/Videos/WEBEOCTraining%20Video.mov>

5. Websites noted for this:

- a. <http://www.smrrc.org/resources.htm#biological>
- b. <https://mainehan.org/>
- c. <https://gateway.maine.gov/eoc7/>
- d. <https://emresource.intermedix.com/login>
- e. <http://www.maineresponds.org/>

*If there are communications issues, please use alternate means but follow the intent of this guideline. If the web is down, use radio or other communications (GETS, WPS Cards) to update your neighboring medical facilities/hospitals to your EOC status, emergency communications updates and also stand down communications.

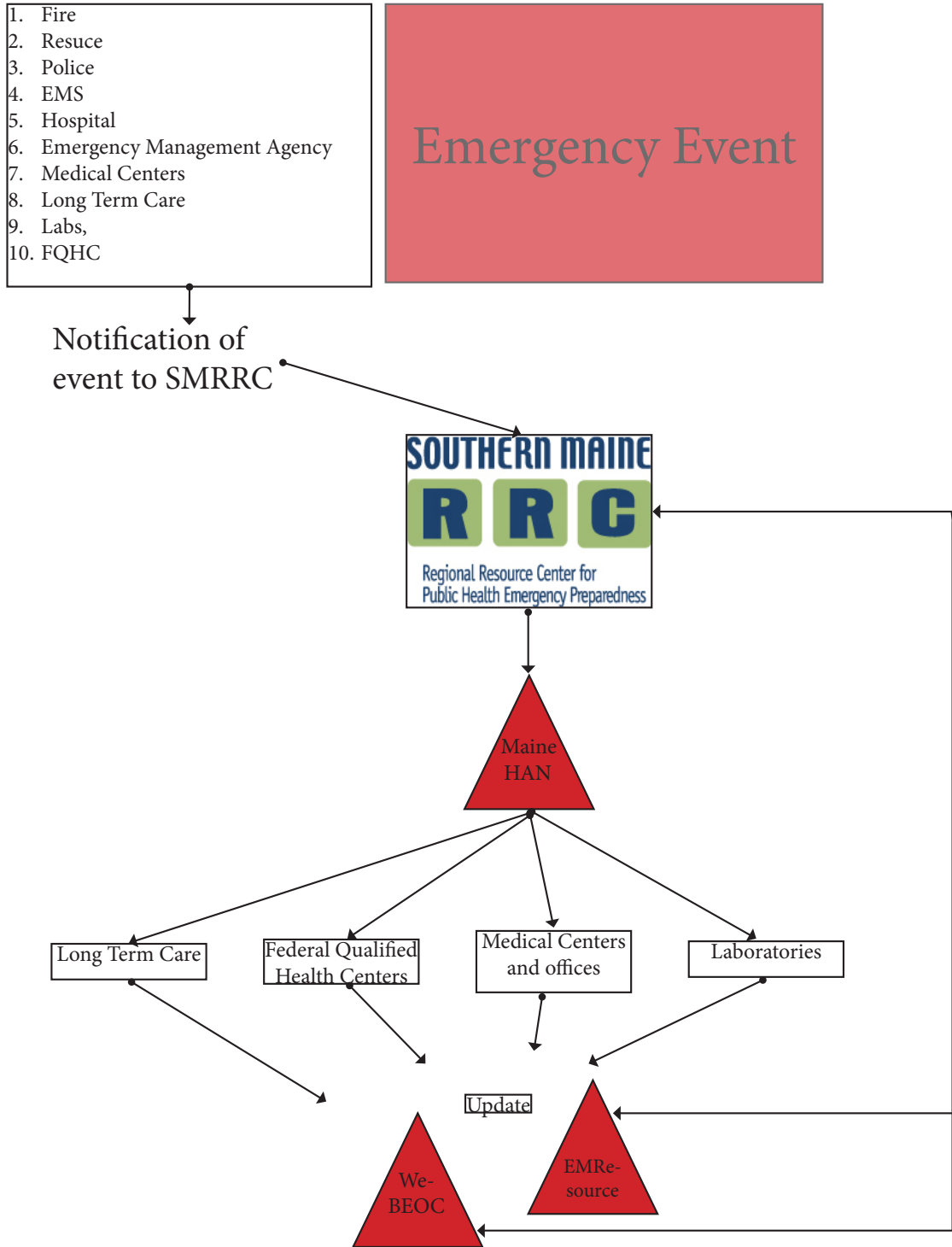


Addendum: for Long Term Care centers, Medical Centers, Federal Qualified Health Centers, and Laboratories

In the event of an emergency in which the regional emergency communications plan has been activated, SMRRC may send out via the HAN, a message that states the issue and requests your assistance.

Specifically, LTC, MC FQHC's and Labs use EMResource to update the current status of your. See the above above instructions on receiving a HAN message and verifying receipt of that message.

If you feel the need to send out a message to the region via the Health Alert Network, please contact SMRRC and we can **do this for you**. An example of this might be a closure of your facility due to some emergency and how it may affect patients and other area facilities. See below diagram:



Addendum for New Hampshire Border Hospitals and all New Hampshire Participating Hospitals:

Several Hospitals in NH requested permission to communicate to Maine Hospitals in the event of disaster or emergency that may effect cross border healthcare. In addition, Maine Hospitals are interested in an operational level communications and bed resource for NH Hospitals. The following procedures are how this communication should occur:

1. To notify NH Hospitals from Maine:

- a. All participating NH Hospitals will have Maine HAN individual accounts.
- b. Each of these accounts will be part of the Southern Maine Healthcare Emergency Communications Group.
- c. NH Hospitals will receive communications from this group.
- d. Participating NH Hospitals have been given “read/view only” account in WEBEOC and EMResource.
- e. Further and direct communication can occur via phone.

2. To Notify Maine Hospitals from NH:

- a. All participating NH Hospitals will have Maine HAN individual accounts.
- b. Each of these accounts will be part of the Southern Maine Healthcare Emergency Communications Group.
- c. Two to three individuals will be given the ability to send messages for each facility to the Southern Maine Healthcare Emergency Communications Group.
- d. NH has given Maine Access to their bed tracking software: HC Standard. (See separate instructions)
- e. NH will give us (9/10/2013) access to their WEBEOC software (read only account).

Participating Hospitals list 9/10/2013:

1. Portsmouth Regional Hospital, Portsmouth, NH
2. Frisbie Memorial Hospital, Rochester, NH
3. Southern New Hampshire Health System, Nashua, NH
4. Memorial Hospital, North Conway, NH
5. St Josephs Hospital, Nashua, NH
6. Exeter Hospital, Exeter, NH
7. Wentworth-Douglas, Dover, NH