

HEALTHCARE READY

STRENGTHEN. SAFEGUARD. RESPOND.



09.08.16

**Entry Approved:
Access to Disaster Sites**

About Healthcare Ready

In order to build community and business resilience, it is critical that the public and private sectors are interconnected.

This is doubly true during times of disaster and disease.

>90% of U.S. critical healthcare infrastructure is owned by the private sector

Extreme weather events are occurring more frequently

Increasing numbers of citizens require continuous access to healthcare



HEALTHCARE READY

STRENGTHEN. SAFEGUARD. RESPOND.

TYPES OF ASSISTANCE

- Pharmacy Operating Status
- Transportation/Fuel/Power
- Credentialing
- Emergency Orders
- Patient Assistance Programs



DISASTER RESPONSES



OUR PROGRAMS ARE BASED ON EXPERIENCE RESPONDING TO

60 EVENTS

ACROSS THE NATION. SITUATION REPORTS AND INFORMATION SHARING HAS INVOLVED EVERY STATE.



HURRICANE
42%



FLOOD
15%



BLIZZARD/
WINTER STORM
14%



TORNADO
11%



WILDFIRE
5%



INFECTIOUS
DISEASE
5%



DERECHO
2%



VOLCANO
2%



TSUNAMI
2%



EARTHQUAKE
2%

ACCESS DENIED

Delivery of Critical Healthcare Products
and Personnel to Disaster Sites

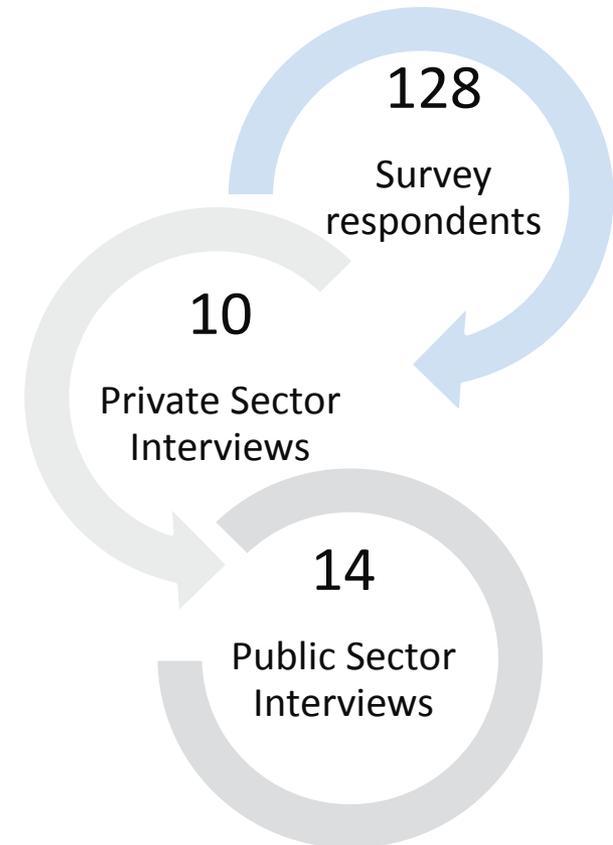
REPORT AND RECOMMENDATIONS



Access Program Review

Establish a baseline assessment of the current access efforts across the U.S.

- 1. Legislative review** of official state-level laws
- 2. Survey** to understand the issue current solutions
- 3. Qualitative interviews** with key contacts



Access Program Review: Input from many groups

State/Local EMA and
Public Health

Federal Health and
Emergency
Management

Hospitals, Physician
Groups, Trauma
Centers

Shipment and
Delivery

Healthcare Coalitions

Construction

Retail Sector

Energy &
Telecommunications
Sector

The Challenge of Access

HEALTHCARE READY



The Challenge of Access: Law enforcement's goals



Ensure safety for both
responders and the public

Protect communities from
crime and looting

The Challenge of Access: Facilitating community response and recovery

Critical private sector personnel are essential to disaster recovery. However, they routinely experience challenges when attempting to enter disaster-stricken areas.

“State Police and National Guard have *refused entry to our critical sites during and after a disaster for our damage assessment and incident response teams.*”

(Pharmaceutical company)

“*Local law enforcement not understanding the situation and importance of other first responders making entry to disaster areas.*”

(Florida EMA)



The Challenge of Access: Facilitating community response and recovery

Restricting these employees and deliveries causes delays in:

- Deliveries of critical personnel and supplies
- Community and economic recovery

“Lack of clarity to private sector partners as to what safe versus unsafe means and how that relates to their ability to access an area.”

(FL County EMA)

“The lack of standardization of on scene credentialing and the lack of pre-arranged vetting and/or plan integration **creates delays** in the overall response.” *(Global Retail Corporation)*



The Challenge of Access: A complex issue

Fragmented solutions

Home rule can cause changes with rollout at county or city level

“Difficult to say - this is truly a local responsibility and as a home rule state we have little influence over what actually happens.” (WA Military Department)

Agreement on the need for continuous healthcare, but many challenges remain

Costly

Communication about programs

*“There are multi-jurisdictional working groups trying to address this issue but **each state is so individual in process and requirements** it is hard to get a handle on where to start.” (Illinois EMA)*

Multiple definitions of critical personnel

Challenges understanding the supply chain

The Challenge of Access: A complex issue

Public Sector Challenges

Coordination with law enforcement to ensure badges are recognized

Responders coming from other jurisdictions may need access

Managing the program (staff, funding, technical resources)

Private Sector Challenges

Tracking programs in each state and maintaining registration

Tracking personnel (full time and contractors)

Determining which employees need to be registered based on multiple factors (type of event, etc.)

High Level: Current Access Solutions

HEALTHCARE READY



Federal Solution



2011 Credentialing and
Disaster Reentry Working
Group

Joint Standard Operating
Procedure (JSOP) as a national
template

Local responses require local
solutions, using a national
guidance

Legislative frameworks

Florida

- The Division of Emergency Management shall establish a statewide system to facilitate transport and distribution of essentials...

North Carolina

- The certification system shall allow for both pre-emergency declaration and post-emergency declaration certification...

South Carolina

- ...Shall develop a system by which a person who transports goods or services... can be certified as such for the purpose of re-entry...

Texas

- The division shall develop a phased re-entry to govern the order in which particular groups of people are allowed to re-enter areas...

Current Solutions

Formal Programs

- State Run Programs
- Third Party Programs
- City (locally run) Programs

Ad Hoc Solutions

- Emergency Declarations
- Access Letters

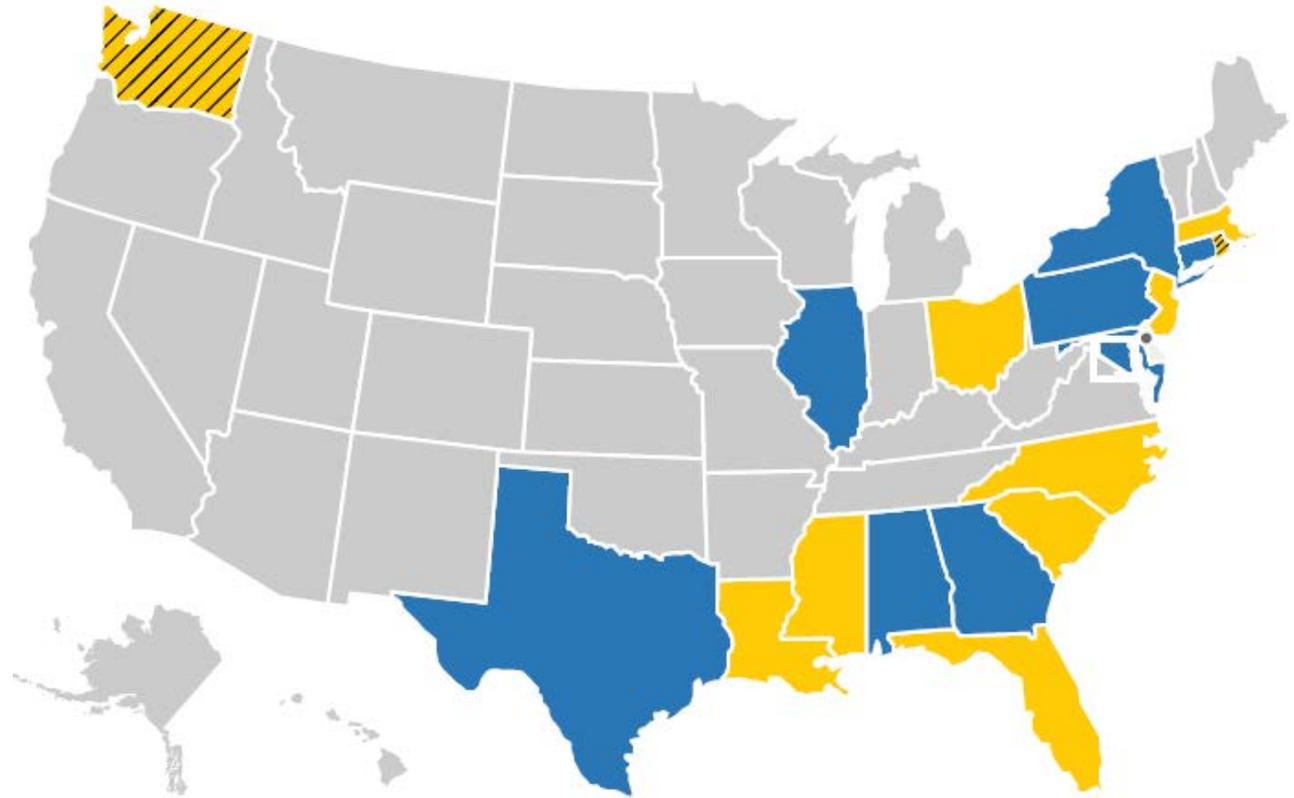
Current Programs

Formal state programs:

- Florida
- Ohio
- Louisiana
- Massachusetts
- Mississippi
- North Carolina
- New Jersey
- South Carolina

Programs in Development:

- Rhode Island
- Washington



Formal Programs: State and city-level government run programs

All require pre-registration and renewal but have different requirements for participation

States issue a badge, letter or similar document to use on the ground

Managed through EMA



The most successful states use virtual BEOC and Web EOC for information sharing and program management

- Florida, Illinois, North Carolina, South Carolina (new), and Washington

Formal Programs

State and city-level government programs

Advantages

- Registration in advance of an event
- Uniform approach for a whole state
- No cost for private sector participants

Disadvantages

- Advance registration can prove problematic
- Requires continuous outreach to the private sector
- Pre-registration does require a renewal (time spans vary) and upkeep
- If a company is not headquartered in these states, they are unlikely to be aware of pre-registration

Formal Programs: Notable Programs

States frequently use existing infrastructure, such as virtual business emergency operations centers (vBEOCs) to administer the programs. **North Carolina was recognized by many other states and the private sector as a model for state-wide access programs**, with both Florida and South Carolina using their model.

(Multiple private sector partners)

The Florida Retail Federation (FRF) worked with Emergency Management to create ... **a partnership designed to facilitate communication between the retail industry and public authorities** to assure the continuity of operations during events. This program helped serve as a basis for the upcoming state-wide program.

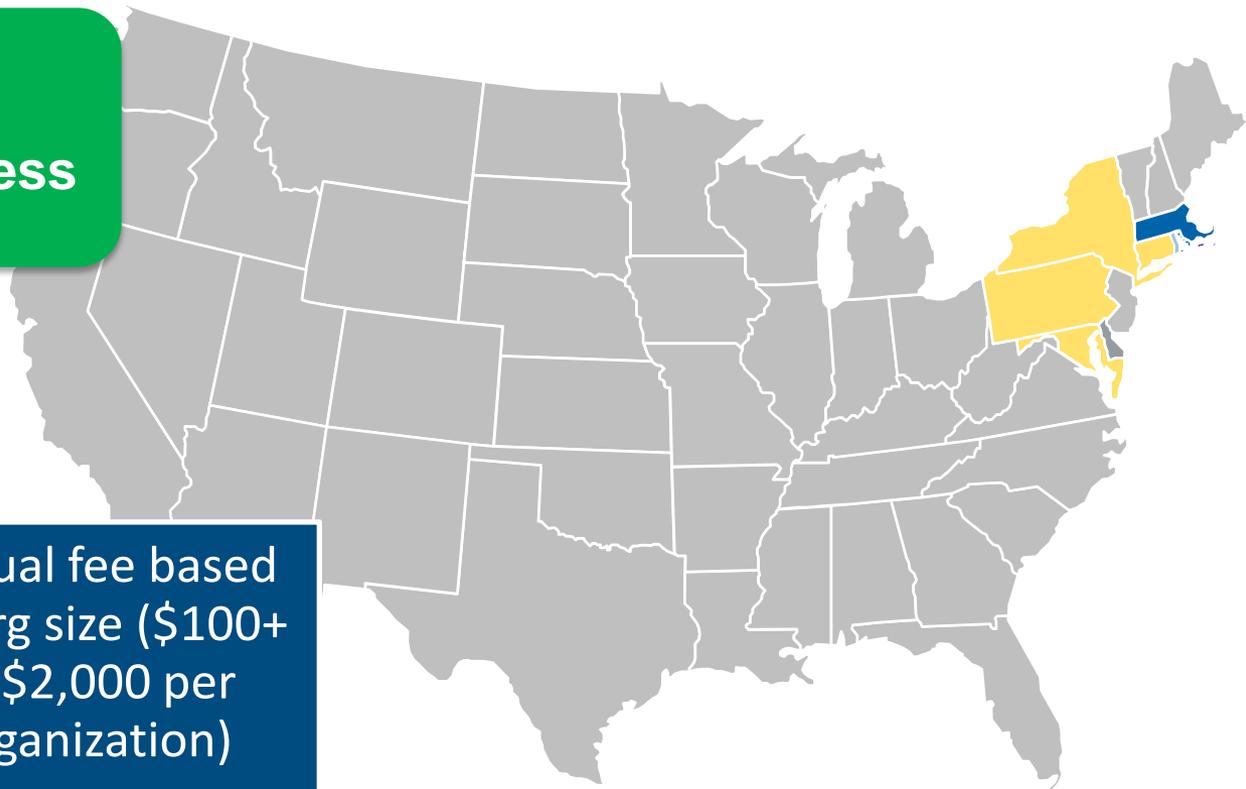
(Florida Emergency Management Agency)

Managed by the Chicago Office of EM and administered through the Chicago Public Private Partnership, the Chicago Business Recovery Access Program (BRAP) successfully engaged existing resources to develop a city-wide credentialing system.

(Chicago Office of Emergency Communications)

Formal Programs: Third party programs

CEAS (Corporate Emergency Access System)



Primarily in major cities on the East Coast

Annual fee based on org size (\$100+ to \$2,000 per organization)

Requires proof of liability coverage

Online system for access and verification of personnel



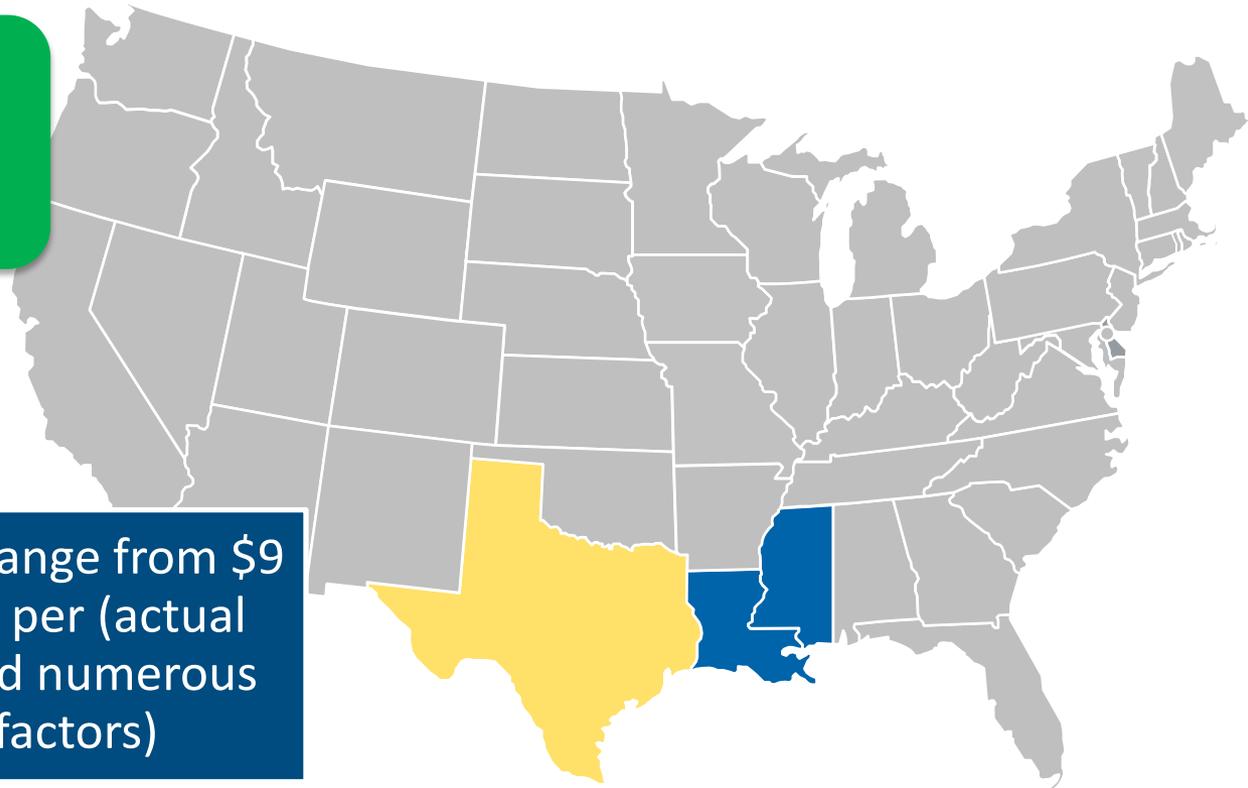
Formal Programs: Third party programs

**ER-ITN
(Emergency
Responder – ID
Trust Network)**

Mainly in the Gulf
Coast

Fees range from \$9
– 36 per (actual
based numerous
factors)

Online system for
access and
verification of
personnel



Statewide
program
City/county
program

Current Solutions

Non-profit third party programs

Advantages



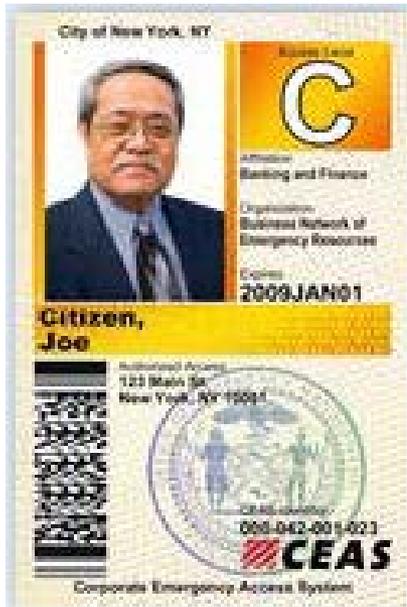
- Lesser burden on government
- Solution that can work across jurisdictions
- Electronic system with real time badging
- Reliable – avoids reliance on informal relationships

Disadvantages



- Cost for users
- Liability concerns for both parties
- Companies not based in states less aware of programs
- Only useful where program is active

Formal Programs: Third party program badges



Scan QR code or search by name.

Verify record details in QR code and on Internet.

ER-ITN Verify Mobile App

Available on the App Store

GET IT ON Google play

Authorized personnel only; registration code required.

Vehicle Placard, Authorization Letter, ID Card, or Mobile Device

Ad Hoc Solutions: Emergency declarations

A number of states have issued emergency declarations with language to facilitate access but language is varied

NY Governor's declaration for Hurricane Sandy:

Bridge restrictions were lifted for emergency personnel and “medical personnel which include doctors, nurses, etc.”

NYC Mayor's declaration for Winter Storm Juno:

Travel ban except for “vehicles used for the purposes of any private agency, organization or group...for the purpose of providing fire, medical, ambulance...or other services directed toward relieving human suffering...vehicles used to deliver food, medical supplies or fuel.” (NYC Department of Health)

Advantages

- The declaration is applicable to an entire jurisdiction
- Governors can create flexible declarations to assist specific groups
- Declarations can be created ad hoc and disseminated quickly

Disadvantages

- Declarations are not always issued in time
- Each emergency declaration is different
- Declarations are not often communicated to local law enforcement
- Declarations released differently for different states

Ad Hoc Solutions: Access Letters

Some companies develop event-specific letters requesting access on official letterhead with or without government partner seals



Letters typically are:

- **From companies** and offer validation of the driver and the nature of their business
- **From BEOC/EOC** verifying the critical nature of the request
- **Facilitated by credible partners** to coordinate with government and describe the need for access

Advantages

- Neither on the ground communications or internet access are required
- The letters are easy to develop using pre-approved stock language
- Many organizations have experience with developing and issuing letters for previous events
- The documents can be easily shared between vehicles.

Disadvantages

- No guarantee of success and the approach is dependent on law enforcement accepting the letter
- Process is inherently insecure and/or could result in fraud (may be misplaced or forged)
- There is still a need to get the physical letter to the personnel who needs it (at the disaster site).

Recommendations

▶▶▶ HEALTHCARE READY



Recommendations Summary

The recommendations are available in the report in three buckets, based on things to consider as you approach solutions to this issue:

- 1. Establishing an access program**
- 2. Running an access program**
- 3. Using ad hoc solutions**

Quick overview of the recommendations in the report, based on best practices and input from stakeholders.

Recommendations

Establishing an access program

Review existing models and best practices from current formal access programs as well as existing systems, infrastructure for possible use in the access program.

Engage a diverse set of stakeholders to assist with the development of protocols.

Allow critical infrastructure sectors to define and determine their critical personnel (and update).

Create redundant, non-electronic solution(s) for events in which telecommunications and IT are limited or not available.

Recommendations

Relying on ad hoc solutions

Develop stock language to ensure that emergency declarations are specific and provide guidance on private sector access.

Share BEOC and/or private sector office operational contacts publically on EMA website.

Create template letter of access that may be customized for each event from the EMA (with logo and contact information).

Conclusion



“As with all planning, the process is more important than the plan and having the relationships established ahead of time is key to successful integration of all entities.”

Cooper University Hospital (NJ)

Complexity

Multi-layered and complex challenges, which may require a multi-faceted response during an event.

Progress

This is a complicated and difficult issue, but there has been a lot of progress made in the recent past.

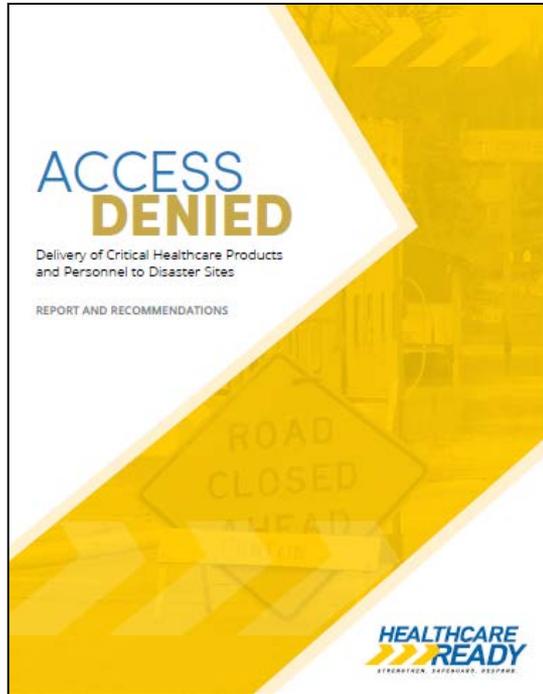
Formal programs

Formal, established access programs and guidance are the best solutions to ensure critical personnel access and protect communities

Communication

The creation of programs also ensures that the issue is already understood by the EMA, and (hopefully) communicated to law enforcement

Download the report



Download the report at:

<https://www.healthcareready.org/programs/disaster-access>

Let's Connect!

Emily Lord

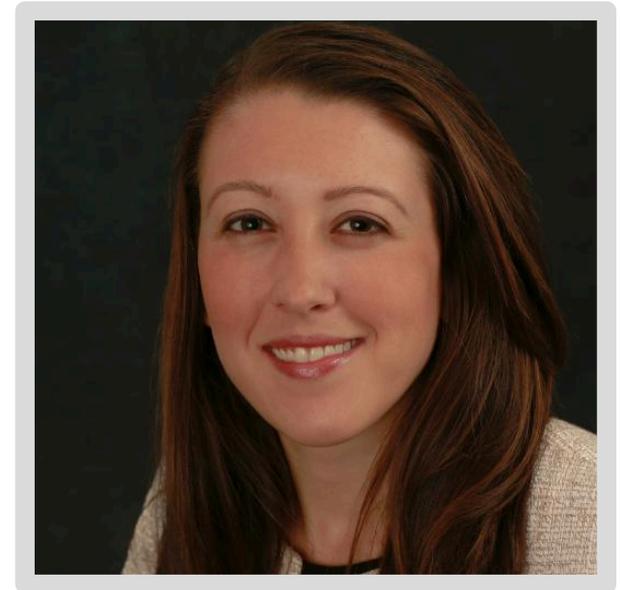
Executive Director

www.HealthcareReady.org

elord@healthcareready.org

@HCR_Emily

@HC_Ready





www.HealthcareReady.org

www.rxopen.org

@HC_Ready

Thank You

