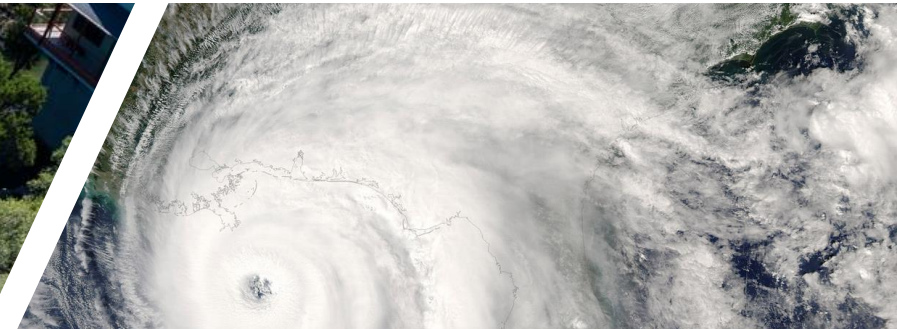




# Are We Prepared for the Next Emergency?

Webinar #2

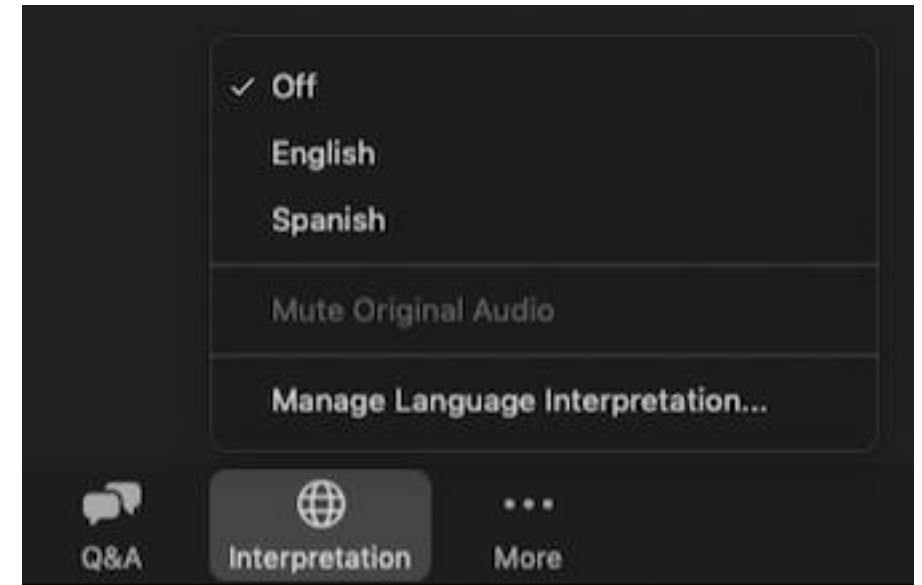


December 15, 2021

# Zoom Interpretation Instructions



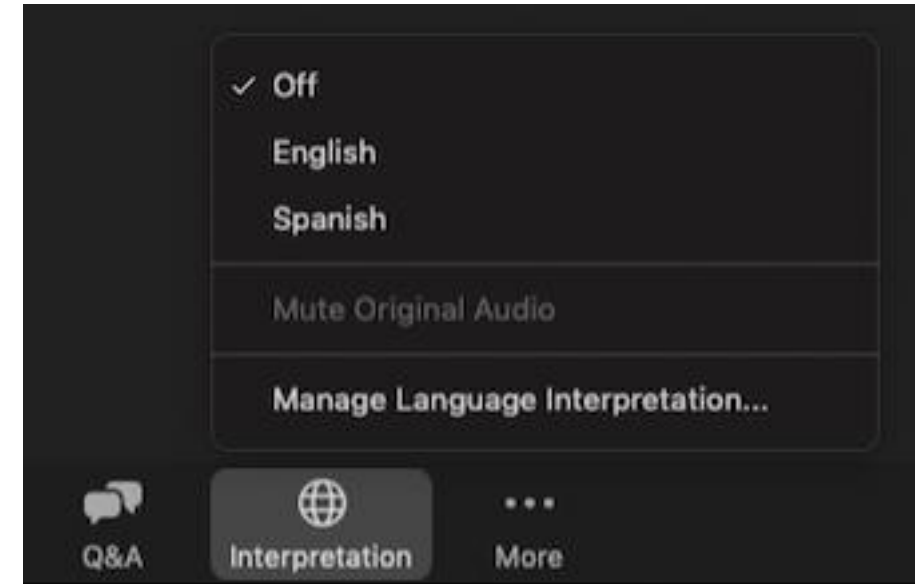
1. Select the “Interpretation” button at the bottom of the screen. It is shown as a globe icon.
2. Upon selecting the “Interpretation” button, click on “Spanish”, and then click the “Mute Original Audio” option at the end of that list. This will allow for you to hear the Spanish interpreter while other voices are muted.
3. Questions and comments may also be submitted through the chat in Spanish.



# Zoom Instrucciones para Interpretación



1. Seleccione el botón "Interpretación" en la parte inferior de la pantalla. Se muestra como un icono de globo.
2. Al seleccionar el botón "Interpretación", haga clic en "Español o Spanish" y luego haga clic en la opción "Silenciar audio original o Mute original audio" al final de esa lista. Esto le permitirá escuchar al intérprete de Español mientras otras voces están silenciadas.
3. Preguntas o comentarios también pueden ser sometidas en el chat en Español.



# Zoom Housekeeping Instructions



- All participants will be muted when entering the platform
- Cameras on (if possible)
- Participate in the chat
- Raise your hand if you want to reconnect to the audio / mic and participate
- Webinar is being recorded
- Presentation will be shared with participants by email



# Agenda

- About NCHPH
- Introductions
- Public Housing Primary Care information
- Louisiana Primary Care Association
- Camillus Health Concern
- La Maestra Community Health Centers
- Discuss the importance of collaborations and partnerships
- Q & A



# National Center for Health in Public Housing (Centro Nacional de Salud en Viviendas Publicas)

- The National Center for Health in Public Housing (NCHPH), a project of North American Management, is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U30CS09734, a National Training and Technical Assistance Partner (NTTAP) for \$2,006,400, and is 100% financed by this grant. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.
- The mission of the National Center for Health in Public Housing (NCHPH) is to strengthen the capacity of federally funded Public Housing Primary Care (PHPC) health centers and other health center grantees by providing training and a range of technical assistance.



# Moderators & Panelists



**Dr. Jose Leon, MD**

*Chief Medical Officer*

National Center for Health  
in Public Housing



**Dara Stout, PMP**

*Practice Management  
Coordinator and Emergency  
Management Coordinator*

Louisiana Primary Care  
Association



**Francis Afram-Gyening,  
FACHE**

*Chief Executive Officer*  
Camillus Health Concern



**Tom Vu, MBA**

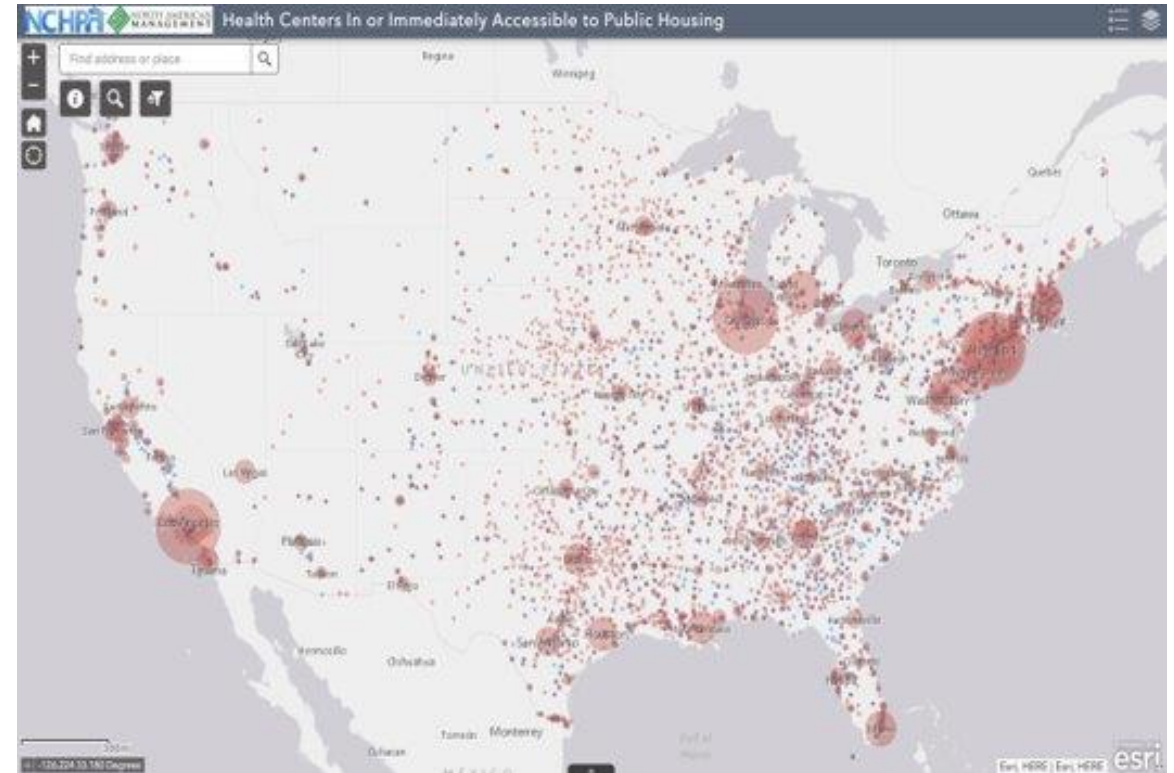
*Executive Director*  
La Maestra Community  
Health Centers





# Health Centers Near Public Housing

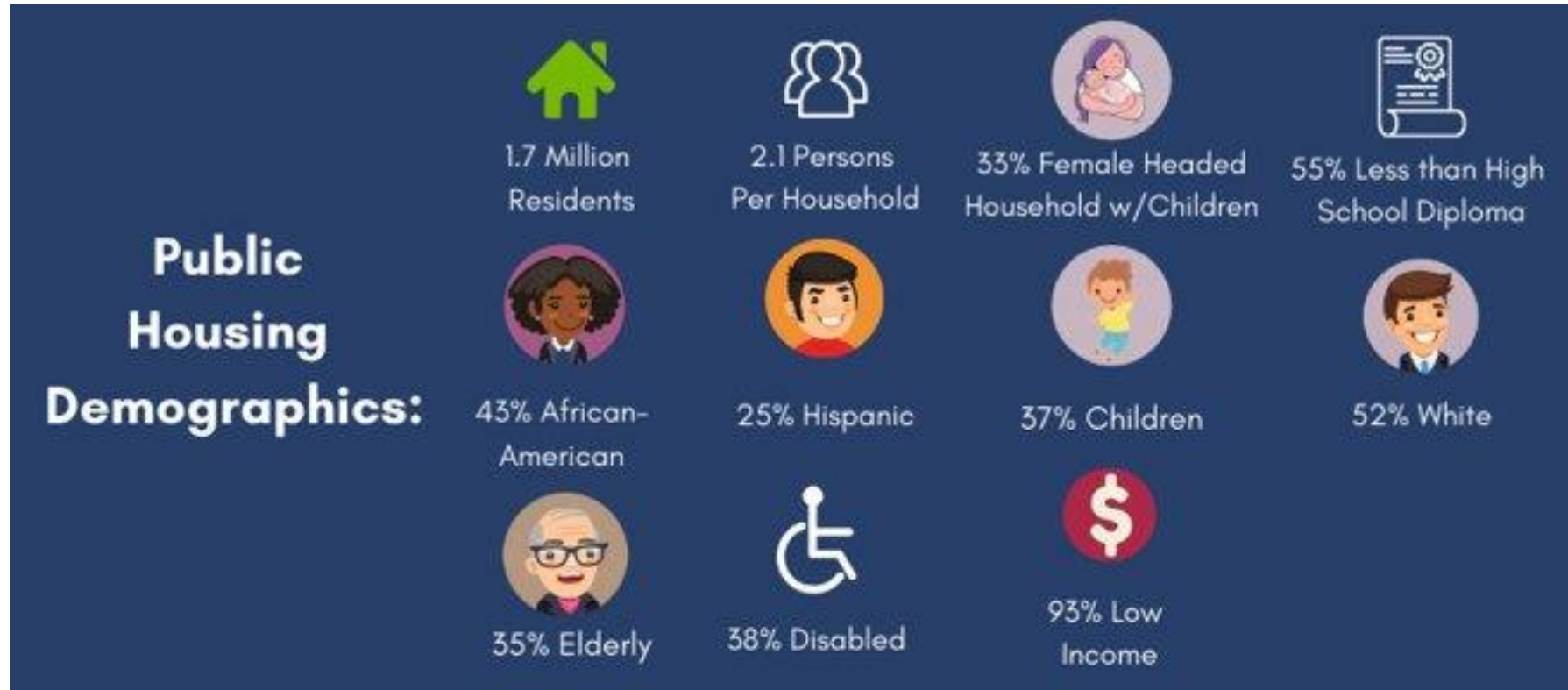
- **1,375** Federally Qualified Health Centers (FQHCs) (Centros de Salud Calificados a Nivel Federal) = **28.5 million patients**
- **435** FQHCs In or Immediately Accessible to public housing (En o Inmediatamente Accesible a Viviendas Publicas) = **5.1 million patients**
- **107** Public Housing Primary Care (PHPC) (Atención Primaria en Viviendas Publicas) = **866,851 patients**



Source: [2020 National Health Center Data](#)



# Public Housing Demographic Data



Source: [HUD](#)

# Classification of Disasters

- Natural Disasters:
  - Tornadoes and Severe Storms
  - Hurricanes and Tropical Storms
  - Floods
  - Wildfires
  - Earthquakes
  - Drought
- Human-caused disasters:
  - Industrial accidents,
  - Shootings
  - Acts of terrorism
  - Incidents of mass violence

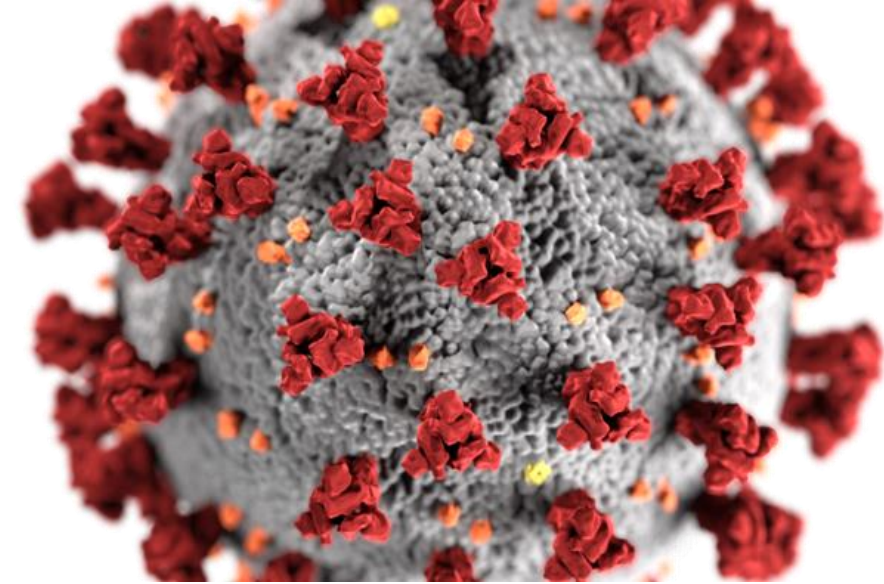
Source: <https://www.samhsa.gov/find-help/disaster-distress-helpline/disaster-types>



# Classification of Disasters

- Incidents of Mass Trauma:
  - Infectious disease outbreaks
  - Community unrest

Source: <https://www.samhsa.gov/find-help/disaster-distress-helpline/disaster-types>





# Emergency Preparedness in Health Centers

- Health centers play a critical role in providing support to communities during and after a disaster.
- Health centers need to have dedicated staff for emergency preparedness.
- It is important to:
  - Collaborate with local partners such as community organizations, churches, community agencies, or others to continue medical services.
  - Set realistic goals for coordinating emergency preparedness.



# Associations and Collaborations in the Community

- Preparing the community near your health center through collaborations and partnerships will help strengthen the response to an emergency.
- Important steps to follow:
  1. Identify local partners
  2. Develop a team
  3. Set goals
  4. Serve your community
  5. Celebrate successes

Source: <https://www.ready.gov/es/kit-de-herramientas-para-la-preparacion-comunitaria>

# Emergency Preparedness in Health Centers

- The National Center for Health in Public Housing (NCHPH), has established a working group for emergency preparedness in the past and has collaborated with the CDC and FEMA to provide training and technical assistance to health centers.
- Currently, NCHPH is working in collaboration with the Puerto Rico Primary Care Association.
- Link to trainings provided by NCHPH:
  - [Preparing for the Psychological Impacts of a Disaster](#)
  - [Emergency Preparedness Publications](#)
  - [Emergency Preparedness Webinars](#)



# Louisiana FQHCs

**December 15, 2021**

**Are We Prepared for the Next Emergency--**

**Session #2**

# Louisiana Weather-Related Disaster History

## Nine Hurricanes since 2017

### 2020 – Hurricane Laura – Highest sustained winds 150 mph

- At least 28 deaths in Louisiana
- An estimated **\$19 billion** in damages on southwestern Louisiana and southeastern Texas near the Gulf of Mexico.

### 2021 – Hurricane Ida – Highest sustained winds 150 mph

- At least 26 deaths in Louisiana
- Damages are still being estimated from Hurricane Ida, but at least **\$95 billion** in damages in the US from New Orleans to New York



# Preparations Before the Storms

## LPCA Communicates

- **Weather communiques from Louisiana Governor's Office of Homeland Security & Emergency Preparedness (GOHSEP)**
  - LPCA is part of the Louisiana ESF-8 Coalition (Emergency Support Functions)
  - Messages from GOHSEP begin as soon as a serious weather event is identified and continue until the threat or event has passed
  - LPCA Emergency Preparedness forwards these messages to all FQHCs and staff
- **LPCA is in contact with FQHCs before and after the event**

# LA Community Health Centers

## Preparing for a coming storm – Outpatient Health Centers

### In constant contact with regional government agencies

- Health centers have sites in multiple parishes (Parish = County)
- Staff follow evacuation orders in the areas
- Emergency evacuation shelters open around the state
- Patients are contacted and appointments are rescheduled.
- Robo calls go out to patients as necessary, giving clinic updates
- Loose items out of doors at sites are moved inside
- If area is prone to flooding, equipment is raised to countertops if possible

# LA Community Health Centers

## Preparing for a coming storm –

### Odyssey House Louisiana, New Orleans, Louisiana

#### FQHC with Outpatient On-Site Housing (Transition Program)

- Each inpatient residential client completes an individual evacuation plan upon coming in to care.
- In the event of a city-wide mandatory evacuation, OHL connects these clients with the city of New Orleans' resources (OHL provides transportation to shelters whenever possible).
- When a city-wide mandatory evacuation is not issued (as with Ida) clients are all in a difficult position. Without the evacuation order in place, the shelter services are not accessible. For Ida, OHL chose to stay with their clients. If we had evacuated, their most vulnerable clients would have literally been out on the street.
- The majority of OHL inpatient residential clients are also their FQHC patients. When a storm is identified, they start working with each client on any medication needs and issue refills when indicated.
- As with all other FQHCs, they also ensure that all nonresidential patients with scheduled pending appointments are contacted and assisted with any time sensitive needs.

# LA Community Health Centers

## After the storm

- **LPCA After-Event Damage Survey** is sent by email after the storm, until all damages have been recorded. This information is passed on to HRSA and to various humanitarian organizations that can help FQHCs that have equipment needs and medication and medical supply needs.
  - FEMA, DirectRelief, Americares, Mutual Aid Disaster Relief, American Red Cross, etc.
- **Post Hurricanes Laura and Ida** – Some FQHCs still have closed clinics due to damages.



## [LPCA After Event Emergency Damage Survey](#)

**QUESTIONS?**

# THANK YOU

Dara Stout

Louisiana Primary Care Association

Practice Management/Emergency Management Coordinator

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Dstout@LPCA.net

Visit our website at [www.LPCA.net](http://www.LPCA.net)





CAMILLUS HEALTH CONCERN  
NATIONAL CENTER FOR HEALTH IN PUBLIC HOUSING  
EMERGENCY PREPAREDNESS

Presented by  
Francis Afram-Gyening, MBA, MPH, FACHE  
Chief Executive Officer

# ABOUT CAMILLUS HEALTH CONCERN

Established in 1984 and in 1988 became a Federally Qualified Health Center (FQHC), providing primary care, behavioral health, oral health, and social services to individuals and families experiencing homelessness in Miami-Dade County. CHC is the Only free-standing, comprehensive Healthcare for the Homeless Health Resources and Service Administration (HRSA) Section 330 (h) funded provider in Miami-Dade County





# CAMILLUS HEALTH CONCERN PROFILE

- **SITES**
  - Downtown Miami
  - Camillus House
  - Salvation Army
- **2021 PCMH ACCREDITED**
- **2021 QUALITY AWARDS**
  - COVID-19 Testing
  - Health Center Quality Leader
  - Access Enhancer
  - Health Disparities Reducer
- **2021 AMERICAN HEART ASSOCIATION SILVER BADGE**
- **DEMOGRAPHICS**
  - Asian- 40 individuals
  - Black/ African American – 2,173 Individuals
  - American Indian/ Alaska Native – 113 Individuals
  - White- 3,387 Individuals
  - More than one race- 118 Individuals
  - Unreported/ Refused to report race- 202 Individuals
  - \*\*\* 3,436 Individuals identified themselves as Hispanic or Latino/a
  - \*\*\* 2,589 Individuals identified as Non-Hispanic or Latino/a
- **NUMBER SERVED AND % OF HOMELESSNESS – BASED ON 2020 UNIFORM DATA SYSTEM (UDS)**
  - Total number of Unique Patients in 2020: **6,036**
  - Total number of Visits in 2020: **34,517**
  - Total number of patients who experienced homelessness **62%**



CAMILLUS HEALTH CONCERN

# CONTINUITY OF OPERATIONS PLAN (COOP) (Please see attached plan)

Fire Response

Flood Response

Hurricane Response

Infection Control / Exposure Control

Violence and Workplace Safety Plan



CAMILLUS HEALTH CONCERN

# EFFECTIVE COLLABORATIONS & PARTNERSHIPS

## NATIONAL PARTNERS

National Association of  
Community Health Centers

National Health  
Care for the  
Homeless Council

Federal Emergency  
Management  
Agency

Direct Relief

Americares



CAMILLUS HEALTH CONCERN

# EFFECTIVE COLLABORATIONS & PARTNERSHIPS (CONT')

## STATE & LOCAL PARTNERS

Florida Department of  
Health in Miami-Dade  
County

Miami-Dade  
Homeless  
Trust

Public Health  
Trust  
(Jackson Health  
System)

Health Choice  
Network

Community  
Outreach Teams

## HOMELESS SHELTER PROVIDERS

Camillus House

The  
Salvation  
Army

Chapman

Miami  
Rescue  
Mission

Lotus House

# DIRECT RELIEF EMERGENCY MEDICAL PACK



CAMILLUS HEALTH CONCERN

**DIAGNOSTICS** to quickly and accurately assess the condition of affected people on-scene.

**BLOOD PRESSURE CUFF**  
**THERMOMETERS**  
**STETHOSCOPE**

**PERSONAL PROTECTION & TOOLS** to help first responders get to people trapped under debris after an earthquake or keep people warm and dry through a hurricane.

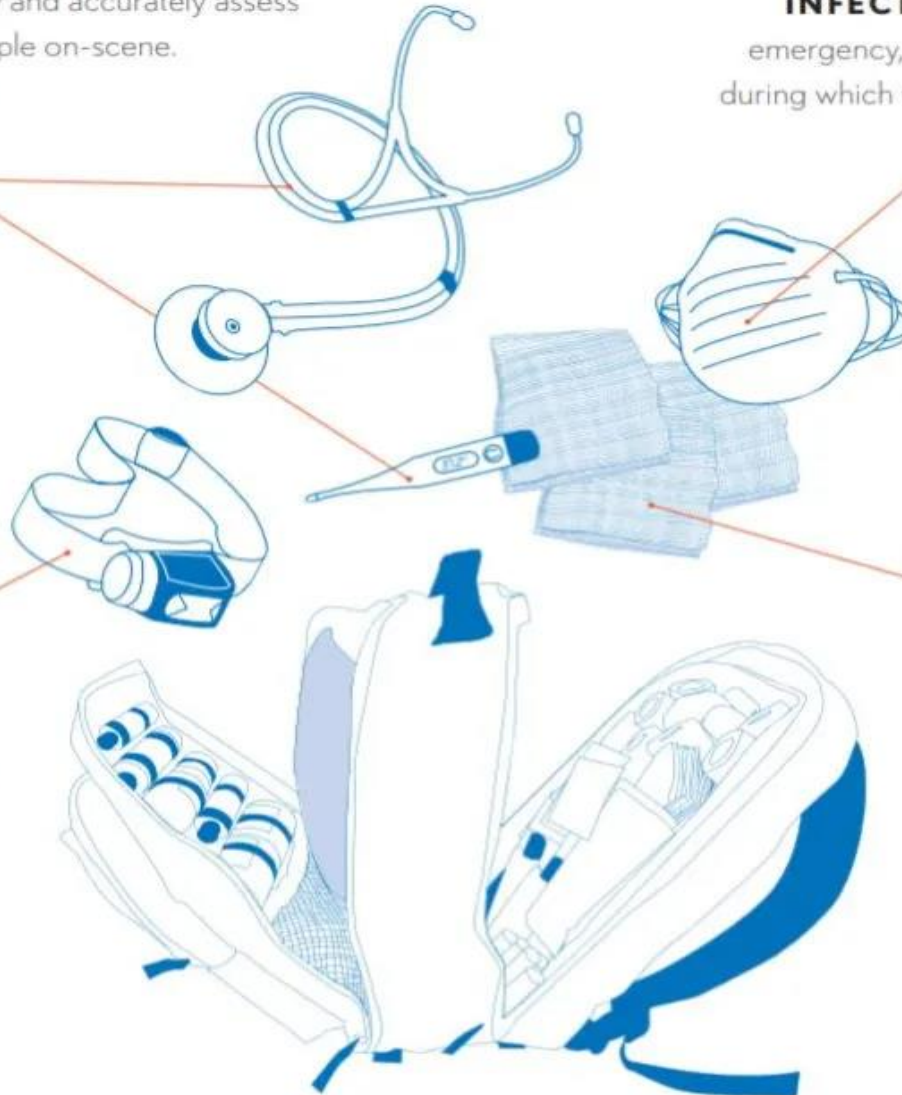
**HEADLAMP**  
**WORK GLOVES**  
**EMERGENCY BLANKETS**  
**PONCHOS**  
**SAFETY GOGGLES**

**INFECTION CONTROL**, critical in any emergency, particularly hurricanes and floods, during which waterborne illnesses are prevalent.

**N95 PARTICULATE MASKS**  
**EXAM GLOVES**  
**HAND SANITIZER**  
**ANTIFUNGAL OINTMENT**  
**HYDROCORTISONE CREAM**

**TRAUMA CARE** for open wounds most frequently associated with earthquakes or tornadoes.

**GAUZE PADS**  
**COLD & HEAT PACKS**  
**BANDAGES**  
**IODINE**







# MobilTEK TELEHEALTH KIT/ BACKPACK



- Support existing emergency preparedness, response, and recovery activities
- Easily deployable
- Address gaps in care during an emergency
- Telehealth Functionality
  - ✓ Connect with a remote provider
  - ✓ Triage patient and provide care on location



# BEST PRACTICE AND CHALLENGES

## Best Practices

- Know the population you serve
- Tabletop Exercise

## Challenges

- Ease of Communication/  
Accessibility to our patients
- Limited On-Call Clinical Team
- Accessibility to Clinic



GOOD SHEPHERD  
HEALTH CENTER

**THANK YOU!**





**LA MAESTRA  
COMMUNITY HEALTH CENTERS**

City Heights · El Cajon · National City · Lemon Grove

# Emergency Preparedness Planning

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# Health Center Role

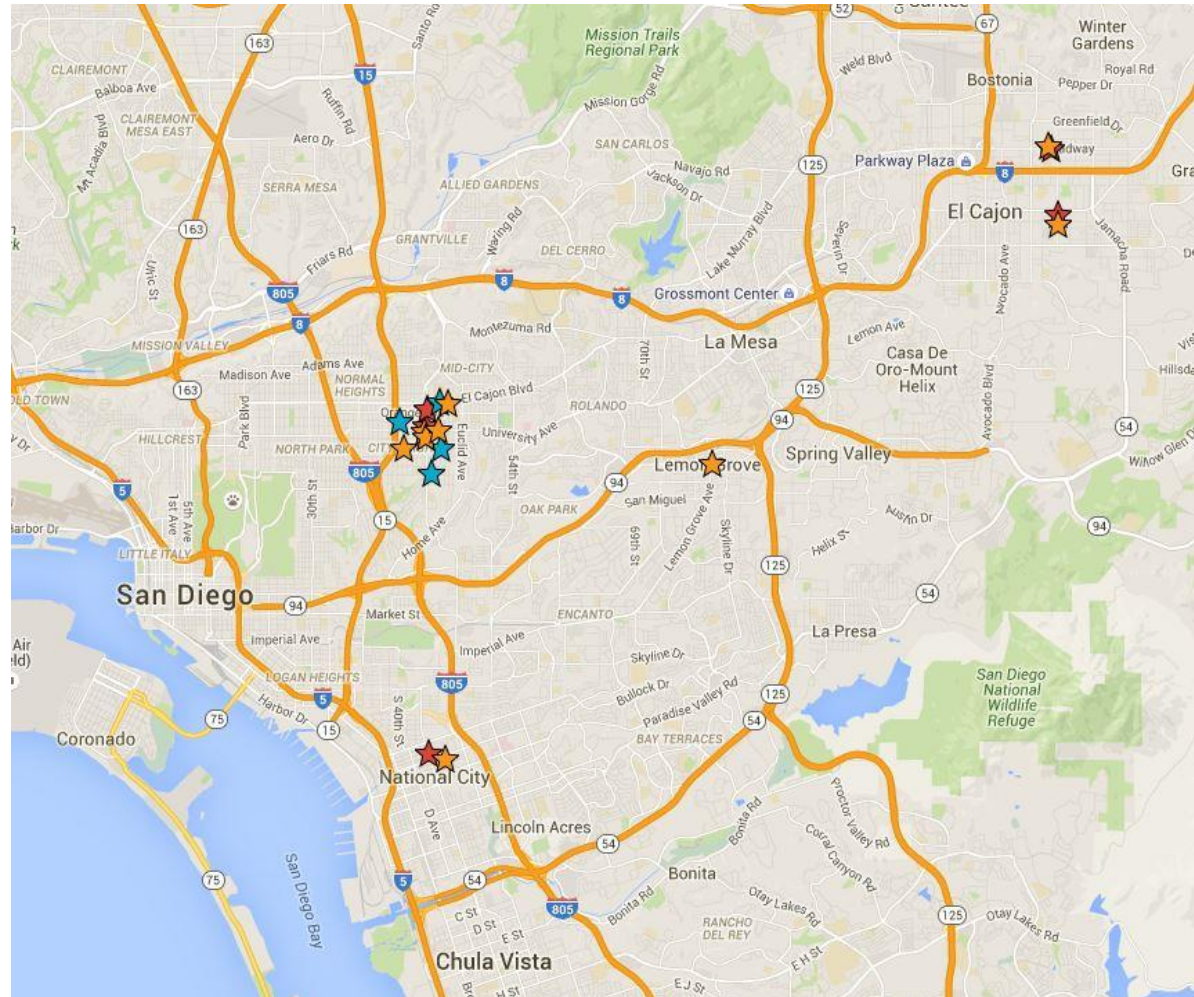
- One of the most culturally diverse health centers in California – sites are in refugee resettlement areas and along US-Mexican border.
- 67% of patients prefer communication in language other than English
- Staff come from the cultures served, ensuring cultural and linguistic competency.
- More than 30 languages and dialects spoken by 700+ employees
- Employees provide valuable support and education to local residents



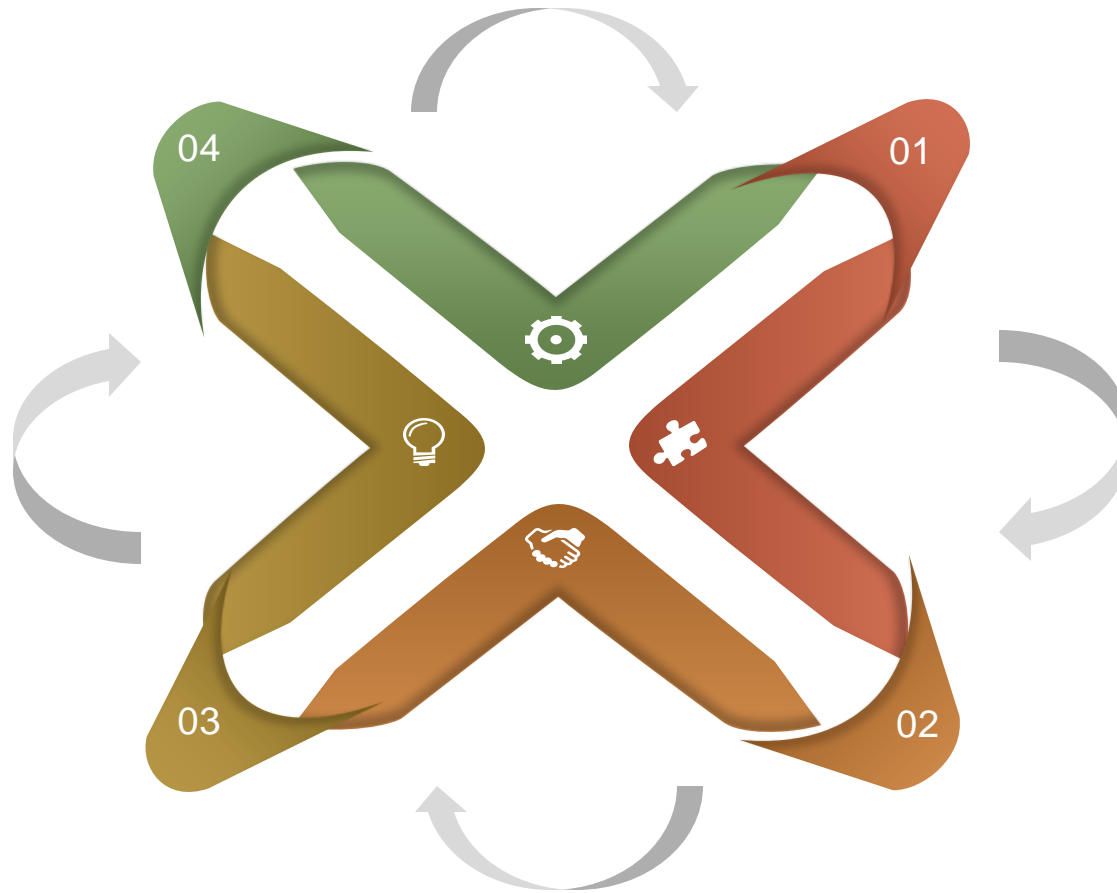


# Health Center Role

- Health Centers are the community's support system
- May serve as triage center, information center, and in some cases as shelter
- Provide medical care to relieve overburdened hospitals
- Be prepared to serve the needs of diverse groups, including unexpected populations
- Be aware of existing resources available before, during and after an emergency
- Requires on-going internal and external communication



# Emergency Preparedness



## PLANNING

La Maestra's Emergency Management considers the health center size, locations, community, vulnerable populations

## IMPLEMENTATION

Requires the involvement of all staff in planning and carrying out activities between collaborations, management and employees

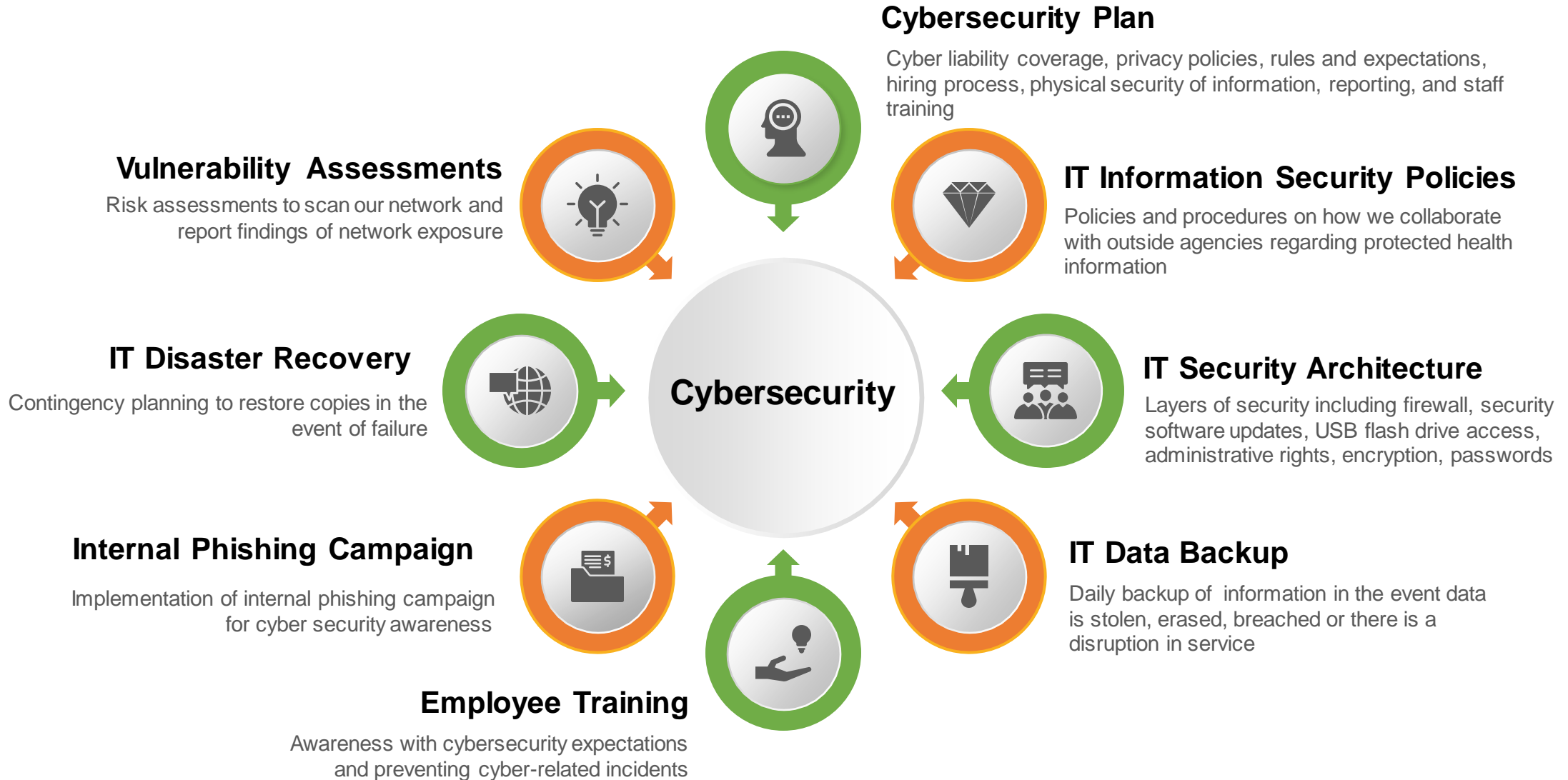
## TESTING & EXERCISES

Safety and emergency simulation exercise involve the decision making with management and staff of procedures, facilities, systems and equipment

## PROGRAM IMPROVEMENT

Health center growth requires constant reassessment and maintaining coalitions with members of the community to leverage resources and coordination efforts

# Cybersecurity





# Disruptions in Service

## Continuing Patient Care: ChartGuard

- Enables the health center to continue to see patients in the event of a power outage
- Creates PDF copies of patient electronic charts for upcoming appointments
- Automatically updates EHR appointment book and patient charts each night
- Integral component of our health center's continuity requirements



# Disruptions in Service

## Priority List

- Health Centers provide vital services.
- To prepare for heat waves be proactive in collaborating with local utility companies.
- La Maestra is registered as an Essential User with San Diego Gas & Electric, meaning the health center is on the priority list to have service restored during a blackout.





# Collaborations

Collaborate with key community resources to coordinate for the health of our underserved populations:

- Public safety and security (fire department, law enforcement, emergency medical services)
- Public works (roads, transportation, sanitation, post office)
- Public Health (immunizations, food safety, disease surveillance)
- Federally funded local response initiatives (Community Emergency Response Teams)
- Utilities (energy, water, communications)
- Public Schools



# Communication

Understanding our community when planning to communicate with residents about potential emergencies and general public health information

- Communication with diverse populations depends on the availability of language services
- Consistent connection helps to identify the range of languages spoken
- Face-to-face demonstration allows us to quickly address any misunderstandings.



# Communication

## Call Center

- La Maestra Call Center can be used specifically to help out in the event of a disaster
- Provide interpreters in different language combinations
- Call Center provides Registered Nurses as a point of triage during emergencies

## Mass Text Messaging

- Originally used for appointment reminders, can notify for power outages, earthquakes, etc.
- Texts target specific patient populations in real-time and sends updates
- 2-way emergency preparedness communications send surveys and collect data





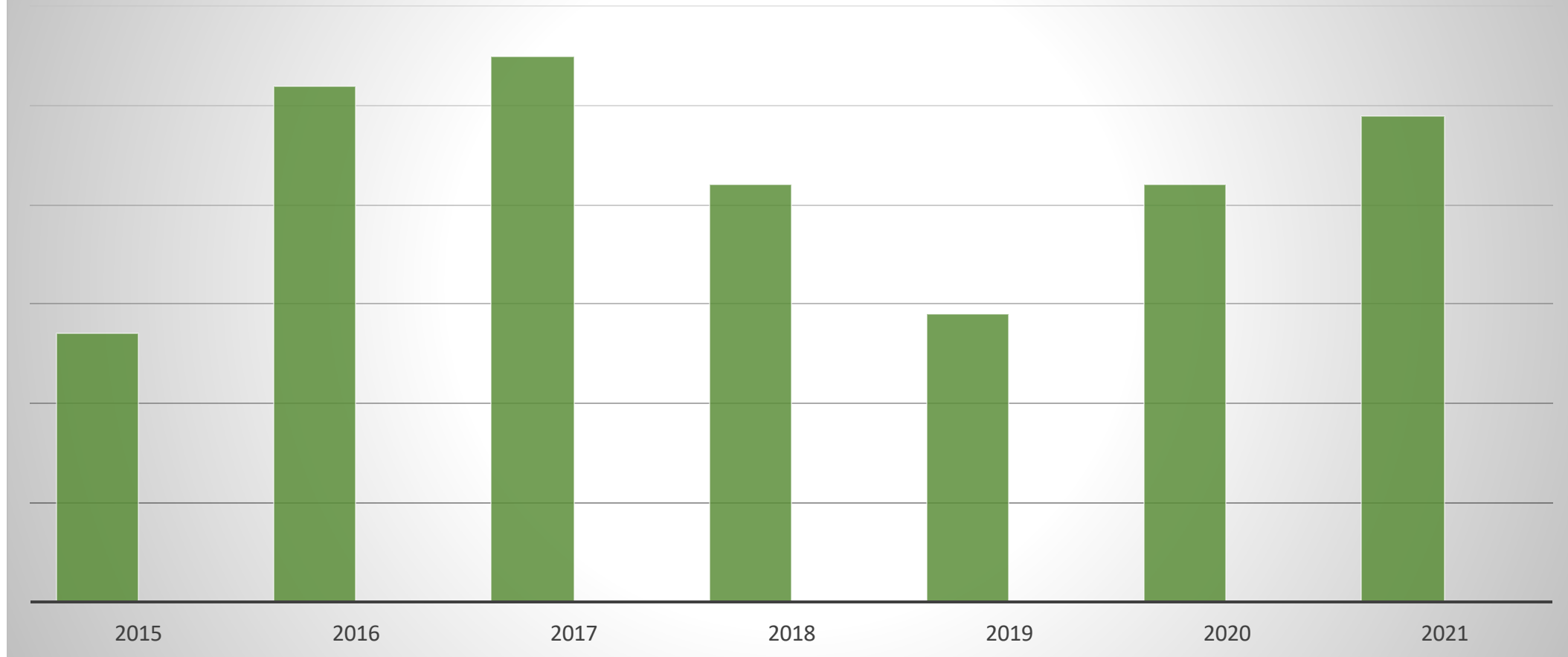
# Strategic National Stockpile Program

La Maestra works with San Diego County Emergency Services to have stockpiles of medications or vaccines delivered to us in the event of a public emergency. Provides ability to dispense mass medications

- The CDC will deliver up to 1,000 does per hour within 48 hours
- Avoids having to store medications on site and having them expire or exposed to extreme temperatures
- Look for a site in your area and enlist as a Point of Dispensing



## Patient Grievances, Incidents and Near Misses



- How the pandemic has affected patient complaints and incidents
- Monitor patient satisfaction surveys
- Incidents and complaints recorded in software which tracks historical information by year

# Active Shooter Coverage

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01

## Description of Coverage

- Act of Workplace Violence Event Aggregate
- Workplace Violence Expenses Per Insured Event
- Personal Accident Expenses Per Insured Person
- Business Interruption Expenses Per Insured Event
- Business Interruption Indemnity Period
- Business Interruption Waiting Period
- Policy Deductible

02

## Covers expenses related to:

- Public Relations Counsel, Funeral Burial, Psychiatric Care, Medical or Dental Care, Employee Counseling, Temporary Security Measures, Rehabilitation Expenses, Reward Money for Post-Event Investigation Tips.

03

## Insured persons include:

- All Directors, Officers, Employees, Faculty Guests, and Students





# Thank You

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## Address

4060 Fairmount Avenue,  
San Diego, CA 92105



## Contact

619-972-4165



## Email Address

[tvu@lamaestra.org](mailto:tvu@lamaestra.org)



# Complete Post – Evaluation Survey





# Questions and Answers

# References and Resources

- Emergencias – Organización Panamericana de la Salud (PAHO) <https://www.paho.org/es/temas/emergencias>
- Types of Disaster - Substance Abuse and Mental Health Services Administration (SAMHSA) <https://www.samhsa.gov/find-help/disaster-distress-helpline/disaster-types>
- Manténgase Informado - Ready.gov <https://www.ready.gov/be-informed>
- The National Center for Health in Public Housing <http://rny.jqr.mybluehost.me/resources/>
- Free CEUs:
  - Prepared4ALL: Whole Community Inclusive Emergency Planning <https://www.hdilearning.org/courses/disasterville/>
  - Disaster Health Core Curriculum <https://ncdmph.usuhs.edu/education/core-curriculum>
  - Disaster Health Core Curriculum Online Assessment <https://cpd.confex.com/cpd/apr2021044/quiz/takequiz.cgi>

Thank you!



# Contacts

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