

Health Center Preparedness and Response Forum

Session 4
April 16, 2025

A graphic on a light blue rectangular background. At the top is a white outline of a lightbulb with six short lines radiating from it. Below the lightbulb are five white outline icons of people, each consisting of a circle for the head and a semi-circle for the shoulders. The text 'WORKFORCE SUPPORTS' is centered over the middle of these icons.

WORKFORCE SUPPORTS

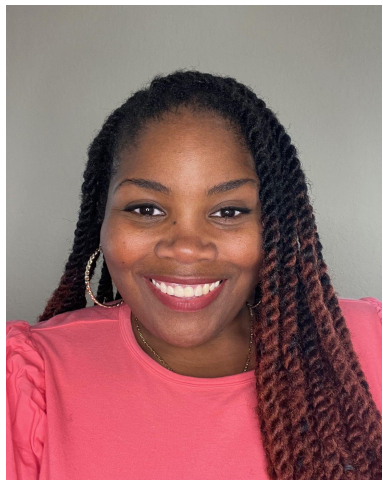
Housekeeping

- All participants are muted on entry
- Use the Q&A to ask a question during the session
- This webinar is being recorded
- Materials will be emailed to participants within one week
- We love your feedback – please fill out the evaluation after the session!

National Training and Technical Assistance Partners (NTTAPs)



NTTAP Facilitators



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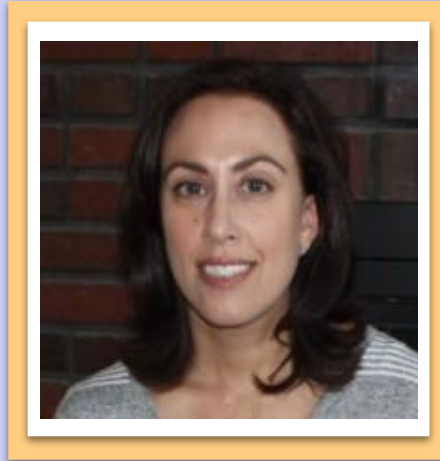


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Agenda

- Welcome and Introductions
- Staff Competencies Framework
 - *Anne Hasselmann*
- Project HOPE
 - *Harley Jones*
- Community Health of South Florida, Inc.
 - *Eunice Hines*
- Q&A
- Audience Engagement
- NTTAP Resources
- Evaluation & Close

Presenter



Anne Hasselmann, MPH

Principal

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Health Care and Public Health Emergency Preparedness
Consulting

Supporting Health Center Staff Through Training: *All-Hazards Emergency Preparedness and Response Competencies*

Anne Hasselmann, MPH

April 16, 2025

Health Center Preparedness and Response
Forum—Workforce Supports



**NATIONAL
NURSE-LED CARE
CONSORTIUM**

a PHMC affiliate

Prepared Staff=Prepared Health Centers

- Health centers must ensure that their patients receive quality care during and after an emergency or disaster.
 - This is part of their mission and is required by federal and state regulations.
- Having a plan is not enough!
- As staff gain emergency management knowledge, health centers build their emergency and disaster response capabilities.



Training is a Critical Element of Staff Support

- Risks to staff increase during emergencies.
- Preparedness can help staff gain some control over how they will be affected by the risks that are most likely to occur.
- TRAINING and EXERCISES prepare staff to respond more efficiently and effectively by knowing what the plans are and what they need to do.
- Staff support is enhanced by training that includes talking with staff about personal preparedness plans, identifying stress responses, and self-care.



Why Emergency Management Competencies?

- In an environment of competing obligations for staff training, competencies help focus emergency management-related learning activities to cover the most essential information and use time efficiently.

***Patient care**
***Day-to-Day Tasks**



***Job-focused Training**
***Compliance Training**
***Preparedness Training**
***Exercises**

All-Hazards Core Competencies for CHCs



Goal:

Improve health center emergency and disaster preparedness, response and recovery so they may continue to care for their patients and support integrated community healthcare response.

Outcome:

→ All health center staff achieve a basic level of competency to perform assigned response and recovery roles across disciplines and skill levels to support their CHC and the larger community.

All-Hazards Emergency Preparedness and Response Competencies

v. 4, 2022

#1

Demonstrate knowledge of the basic principles of emergency management.

Basics of Emergency Management



Photo: Jason Goodman via Unsplash

#2

Demonstrate knowledge of one's expected role(s) in organizational response plans activated during a disaster or public health emergency.

Roles & Expectations in an Emergency



Photo: Alvaro Reyes via Unsplash

Principles of Communication

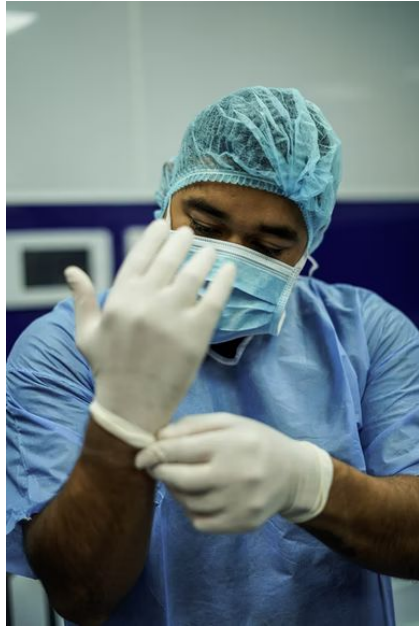


#3

Demonstrate knowledge of general communications principles, and organization-specific communications policies and procedures to be implemented during a disaster or public health emergency.

Photo: Christina @ [wocintechchat.com](https://www.wocintechchat.com) via Unsplash

Staff Risk Reduction & Stress Management



#4

Demonstrate knowledge of personal health and safety measures that can be implemented in a disaster or public health emergency.

Photo: Magdiel Lagos via Unsplash

Maintain Patient Well-being



#5

Demonstrate knowledge of how one's organization will support the physical and mental health of its patients before, during, and after a disaster or public health emergency.

All Hazards Emergency Preparedness and Response Competencies for Health Center Staff: Training Curriculum

- NNCC is developing a 5-module curriculum designed to enhance workforce readiness among health center staff to respond to various hazards effectively, based on the *All-Hazards Competencies*.
- Each course in the 5-part series will include an asynchronous online module for learners, as well as Facilitation Guides for in-person learning sessions at health centers where staff will discuss specific aspects of their health center's emergency plans.
- A 4-part learning series is planned for this Spring.
(See “Resources” for more info!)

Resources

- NNCC All Hazards Competencies Final PDF
- Learning Collaborative Link (starts 4/29):
<https://nurseledcare.phmc.org/training/item/1787:training-to-readiness-advancing-emergency-preparedness-across-health-centers-part-one.html>

For more information:

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Presenter



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Emergency
Preparedness
Workforce Supports

Project HOPE

04/16/2025

About Project HOPE

Healing people. Transforming lives.

Project HOPE is a global health and humanitarian nonprofit organization that responds to the world's greatest health crises. We provide the tools and training local health care workers need to save lives across the globe. We fight disease, respond to disasters, and focus on improving access to health care for women, children, and those with the greatest needs.

Our Vision

We envision a world where everyone has access to the health care, they need to reach life's full potential through a strong global community of health care workers.

Our Mission

Project HOPE places power in the hands of local health care workers to save lives across the globe.



How We Work

Healing people. Transforming lives.

Project HOPE is building a strong global community of health care workers who practice innovative solutions in their communities and then pass them on to others.

- We provide health workers with the skills and support they need to save lives
- We form partnerships to implement lasting solutions
- We scale up evidence-based solutions in the field
- We use our global network and technical expertise to bring about long-term change

Our Program Focus Areas

- Disasters and Health Crises
- Pandemic Preparedness and Response
- Infectious and Noncommunicable Diseases
- Maternal, Neonatal, and Child Health
- Health Policy



Key components of Disaster Preparedness for your Clinic and Workforce

4

- Risk assessment and planning
 - Identifying potential hazards and vulnerabilities
 - Assessing vulnerabilities and developing strategies
- Emergency response plan
 - Develop a plan with and for the staff you are trying to support
 - Assign roles and responsibilities to clinic staff
 - Review and update plans every 2 years
- Communication strategies
 - Internal and external and highlight strategies for ensuring clear and timely communication.
 - CMS Requirements
 - Coordinate patient care in the facility, across providers, and with state and local health departments and FEMA
 - Must include reporting mechanisms with authorities
 - Internal and External Stakeholders
- Resource Management
 - How will the clinic manage resources during disasters
 - Stockpiling essential supplies, ensuring continuity of care, and collaborating with other organizations for resource-sharing
- Training and Exercising
 - Discussion based trainings like seminars, workshops, and table-top exercises
 - Drills, exercises, external drills and scenarios

Training and Education

Staff training on disaster response procedures

- Workshops, seminars, trainings
- Tabletop exercises

Community education initiatives

- Community outreach efforts
- Patient education including planning, preparedness, medications and supplies
- Public messaging efforts

Regular drills and exercises

- Holding regular drills aimed at practicing your clinic's emergency response plan
- Topic specific; live action
- Community led drills and exercises

CHW Training Needs

Trust building

Assessments

Communication and leadership

CPR

Disaster Prevention

Disasters

Emergency Management

Food and Housing

Surveying

CHW Training Needs

Mental Health First Aid, Anxiety Management

Hurricane Helene – Western North Carolina, 2024

Type of Disaster: Extreme flooding and wind

Impacted Populations:

Low-income, elderly, rural communities, non-English speakers, unhoused individuals, agricultural workers

Vulnerabilities During and After Flooding:

Limited access to transportation, healthcare, communication, language barriers and limited disaster preparedness

Role of Community Health Centers (CHCs):

- Many CHCs closed during disaster
- CHC staff redeployed to shelters and hospitals
- Provided surge care post-disaster

Role of Community Health Workers (CHWs):

- Reached isolated populations through mobile outreach
- Sourced resources from partners and disaster-relief groups

Key Challenges:

- Limited infrastructure for mobile operations (laptops, connectivity)
- CHC closures disrupted care for existing patients



Los Angeles Wildfires, 2025

Type of Disaster: Wildfire

Impacted Populations: Elderly, unhoused individuals, people with compromised respiratory systems, outdoor workers, hospitality and domestic workers, children

Vulnerabilities During and After Fires:

- Exposure to smoke and poor air quality (e.g., need for inhalers, masks, air purifiers)
- Displacement leading to increased unhoused populations (e.g., encampments)
- Limited ability to relocate or shelter safely during fires

Role of Community Health Centers (CHCs):

- Mobilized services at community gathering points: donation sites, food pantries, pet care areas, reentry checkpoints

Role of Community Health Workers (CHWs):

- Collaborated with partners to expand care (e.g., mobile vision and dental services alongside primary care)

Key Challenges:

- Large metro area required extensive coordination and inter- agency partnerships for resource allocation



Preparedness Tools and Resources

CDC – Emergency Preparedness and Response

Emergency Preparedness, Response, and Recovery Resources for Health Centers

HRSA Emergency Preparedness & Continuity of Operations resources

Disaster Behavioral Health Resources

FEMA – Free Disaster Training

The Six Principles of CERC

Throughout these chapters, six principles of effective emergency and risk communications are emphasized:

- 1 Be First:** Crisis is time-sensitive. Communicating information quickly is crucial. For members of the public, the first source of information often becomes the preferred source.
- 2 Be Right:** Accuracy establishes credibility. Information can include what is known, what is not known, and what is being done to fill in the gaps.
- 3 Be Credible:** Honesty and truthfulness should not be compromised during crises.
- 4 Express Empathy:** Crisis creates fear, and the suffering should be acknowledged in words. Addressing what people are feeling, and the challenges they face, builds trust and rapport.
- 5 Promote Action:** Giving people meaningful things to do calms anxiety, helps restore order, and promotes some sense of control.
- 6 Show Respect:** Respectful communication is particularly important when people feel vulnerable. Respectful communication promotes cooperation and rapport.

Fully integrating CERC helps ensure that limited resources are managed well and can do the most good at every phase of an emergency response.



Tips for Disaster Responders: PREVENTING AND MANAGING STRESS

Responding to disasters and other emergencies is critically important, and while personally rewarding, it also carries the potential for affecting responders in harmful ways. Dealing with persons affected by crises (disasters) is a challenging. Disasters that are "human-caused" have the potential to produce even more negative mental health outcomes, whether from intentional (e.g., industrial accidents, acts of terrorism) or unintentional (e.g., natural disasters, acts of terrorism) causes. Engaging in disaster and emergency response work is stressful for both traditional first responders (e.g., fire, police, emergency medical services, law enforcement, emergency management personnel) and non-traditional first responders (e.g., behavioral health and public health professionals, paid and volunteer staff of community and faith-based organizations active in disasters).

Depending on the nature of the event, sources of stress may include exposure to scenes of human suffering and massive destruction, risk for personal harm, the death of loved ones, making, intense workloads, limited resources, and separation from family members who may also be in harm's way.

Responders can take actions to protect themselves and to manage stress before a disaster or other disaster-related event occurs during the response and recovery phases. These actions will also help once the responder returns home after deployment or a particularly traumatic shift.

Introduction

Stress prevention and management begin long before you are called upon to respond to an emergency or disaster. This tip sheet presents a series of personal stress prevention and management skills that you can learn and practice before you are called upon to respond, as well as approaches you can apply to manage stress during your deployment. You can also download SAMHSA's new Disaster Behavioral Health App and access resources specific to pre- and post-deployment for responders, supervisors, and family members.

Stress Prevention and Management

PREPARING FOR YOUR DISASTER ASSIGNMENT

The ideal time for taking actions to prevent stress and to strengthen your stress management skills is before your disaster assignment. Responder stress can be diminished by practicing for the disaster role, developing a personal toolkit of stress management skills, and preparing yourself and your loved ones.

Practice for the Disaster Role:

- Know Your Job**
 - Train hard and know your job well. You will perform at peak capacity, with more confidence and less stress, if you know you are as ready as you can be.

SIX DOMAINS OF PREPAREDNESS

The **Public Health Emergency Preparedness Program** works to advance six main areas of preparedness so state and local public health systems are better prepared for emergencies that impact the public's health.

- Community Resilience:** Preparing for and recovering from emergencies
- Incident management:** Coordinating an effective response
- Information Management:** Making sure people have information to take action
- Countermeasures and Mitigation:** Getting medicines and supplies where they are needed
- Surge Management:** Expanding medical services to handle large events
- Biosurveillance:** Investigating and identifying health threats

www.cdc.gov/cpr/readiness

Presenter



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COMMUNITY HEALTH
of SOUTH FLORIDA, INC.

-
- 12 Community Health Centers
 - (9) Miami-Dade
 - (3) Monroe County
 - Over 58 school-based clinics
 - 2 Mobile Units





Case Scenario: U.S. 1's 18-Mile Stretch Fire since March 18, 2025.

U.S. 1's 18-Mile Stretch reopens,
Card Sound Road still closed because
of brush fire



Continuity of Operations Plan (COOP)

CHI Healthcare facilities are geographically located in South Miami-Dade and Monroe Counties, Florida. Areas subject to natural disasters, such as hurricanes, tropical storms, Turkey Point (Electrical Plant) and flooding, as well as man-made disasters.

CHI is considered the First Time responder in the South End of the County and may be called upon to provide emergency patient care in the event of a disaster or a major accident which occurs within CHI's service area. It is the responsibility of the President & CEO or his designee to initiate implementation of the CHI Continuity of Operations Plan (COOP).

This COOP is done in coordination with the Miami-Dade County, Monroe County, and State of Florida Governmental Emergency Management Agencies.

This Plan covers all CHI sites and business locations. The Environment of Care Committee also serves to review all Emergency Management Procedures, the COOP and related protocols for the organization.

Provides guidance for implementation of emergency procedures prior to a declared or imminent incident and immediately after a disaster, in order to ensure optimal medical care for patients while maintaining the safety of CHI employees and security of its facilities and equipment.

What are the Challenges?

Inability for labs to pick up specimens on time

Challenges in getting staff to travel for Outreach Events

Polluted Environment

Patients and staff worried about losing their home

Patients unable to get transportation to center for their medical appointments

Fires affecting Power lines

Road Closed: Not being able to leave or enter the Islands

ACTIONS

WHAT DID WE DO



Assess all scheduled patients that are driving in the Island to seek care

Change them to be telehealth
Send a message to MyChart, Solutions Reach to all patients in Monroe County



Assess all patients that are scheduled for lab work

Reschedule the lab work. Do home visits. Residents may not leave their home due to the pollution and the lack of transportation



Assess all community events

Consider the date and time of the events



Assess what staff drives into the island for collaboration of community events, and who is scheduled to the centers to perform patient care

Reduce transportation to and from the island

WHAT WAS THE OUTCOME

Community Emergency Response Team including Outreach Activities

- A team of volunteers and staff on Outreach Workers that collaborate with other designated individuals trained in basic response skills, that go door to door, assess & identify those in need of assistance after a disaster.

Identify Shelters

- For families and their pets.

Community Health Center

- CHI to provide medical, behavioral health services with pharmacy, labs, urgent care and crisis unit and addresses needs and linkage, including Outreach activities.

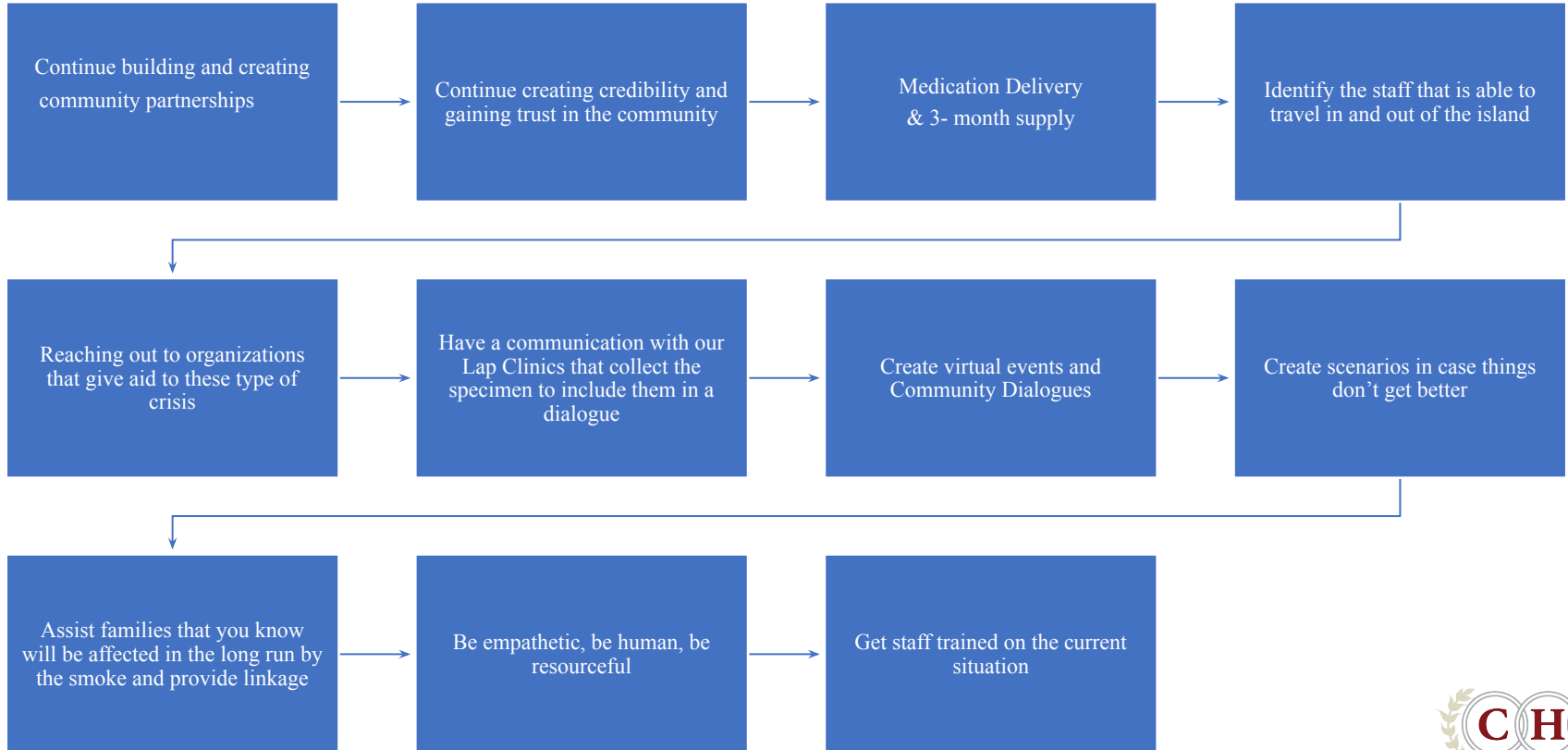
Americares

- <https://usprogram.americares.org>
- Provides supplies and medication FREE to organizations during natural disaster events.

Department of Health Resources & Education

- Education and Linkage
- CHI Outreach Activities

Lessons Learned



Resources

CHCPrep Community-Based Exercise for Health Center Preparedness

4.8.25 (10 AM – 1 PM)

LOCATION:
Doris Ison Health Center
10300 SW 216th Street
Miami, FL 33190

Contact gianna@fachc.org for more info



OBJECTIVES



Showcase emergency response equipment available to Community Health Centers (CHCs) through FACHC and regional Coalition partners

Provide CHC staff with hands-on experience with Alternate Care Site shelters and equipment

Assess CHC needs in alternate care site operations (staff, equipment, etc.); solicit staff feedback on potential workflows

Engage CHC staff, provide training opportunities, and raise awareness of ongoing preparedness activities and partners



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Q&A

Resources

Key Principles of Emergency Preparedness

Emergency preparedness involves planning and preparing for potential emergencies to minimize their impact on individuals and communities. Effective preparedness can save lives, reduce injuries and mitigate property damage. It ensures a coordinated response and recovery, enhancing community resilience.

Community Health Workers' Role

CHWs are often trusted, effectively disseminating information and mobilizing resources.

They can act as first responders, providing immediate assistance during emergencies and help coordinate resources and services, ensuring that vulnerable populations receive the necessary support.

CHWs educate the community on emergency preparedness, ensuring that individuals know how to respond effectively.

Ensure Personal and Community Preparedness

- Establish clear communication channels for disseminating information before, during and after an emergency.
- Develop and regularly update plans that outline roles, responsibilities and procedures during an emergency.
- Maintain a list of key contacts, including emergency services, local authorities and community leaders.
- Encourage individuals and families to prepare emergency kits with essential supplies (e.g., water, food, medications, first aid supplies).

Resources:

It is essential to have a comprehensive list of contact information for local emergency services, support organizations and training opportunities. This can include:

- Local fire departments
- Police departments
- Emergency medical services
- Local health departments
- Community support organizations

Federal Contacts and Resources:

Federal Emergency Management Agency (FEMA)
 • General Contact: 1-800-621-3362 (FEMA Helpline)
 • Disaster Assistance: DisasterAssistance.gov

Centers for Disease Control and Prevention (CDC)
 • Emergency Preparedness and Response
 • CDC Emergency Preparedness (800) 232-4636
Department of Health and Human Services (HHS)
 • Office of the Assistant Secretary for Preparedness and Response (ASPR): (877) 696-6775
 • Public Health Emergency page
National Disaster Medical System (NDMS)
 • General Information: aspr.hhs.gov

Other Coping Resources

Crisis Text Line:
 Free, 24/7 texting service for mental health support and crisis intervention. Text HOME to 747471 or visit crisisline.org.

United Way 211 Network:
 Provides multiple resources, including mental wellness care. Call 2-1-1, available 24/7, or visit 211.org.

National Domestic Violence Helpline:
 Call 800-799-7233 or text START to 88788.

National Sexual Assault Helpline:
 Call 800-656-HOPE.

988 Suicide & Crisis Lifeline:
 This provides free, confidential support to people experiencing mental health-related distress. Call or text 988, or visit 988lifeline.org.

SAMHSA Distress Helpline:
 The Substance Abuse and Mental Health Services Administration has a Disaster Distress Helpline that provides counseling and support for survivors experiencing emotional distress. You can call 800-985-5996, visit samhsa.gov, or send a text to 66746 with phrase TalkWithUs for English or Hablame in Spanish. This service is available 24/7.

Emergency Preparedness

Health Centers & Community Health Workers

Principios clave de la preparación para emergencias

La preparación para emergencias implica planificar y prepararse para posibles emergencias para minimizar su impacto en las personas y las comunidades. Una preparación eficaz puede salvar vidas, reducir lesiones y mitigar daños a la propiedad. Garantiza una respuesta y recuperación coordinadas, mejorando la resiliencia de la comunidad.

El rol de los Trabajadores Comunitarios de la Salud (CHWS)

Los CHW suelen ser personas de confianza, difunden información y movilizan recursos de manera eficaz.

Pueden actuar como primeros respondedores, brindando asistencia inmediata durante las emergencias y ayudando a coordinar recursos y servicios, garantizando que las poblaciones vulnerables reciban el apoyo necesario.

Los CHW educan a la comunidad sobre la preparación para emergencias, garantizando que las personas sepan cómo responder de manera efectiva.

Segúrese de la preparación personal y comunitaria

- Establezca canales de comunicación claros para difundir información antes, durante y después de una emergencia.
- Desarrolle y actualice periódicamente planes que describan roles, responsabilidades y procedimientos durante una emergencia.
- Mantenga una lista de contactos clave, incluidos servicios de emergencia, autoridades locales y líderes comunitarios.
- Incentive a las personas y familias a preparar kits de emergencia con suministros esenciales (por ejemplo, agua, alimentos, medicamentos, suministros de primeros auxilios).

Recursos:

Es esencial tener una lista completa de información de contacto de los servicios de emergencia locales, las organizaciones de apoyo y las oportunidades de capacitación. Esto puede incluir:

- Departamentos de bomberos locales
- Departamentos de policía
- Servicios médicos de emergencia
- Departamentos de salud locales
- Organizaciones de apoyo comunitario

Contactos y recursos federales:

Agencia Federal para el Manejo de Emergencias (FEMA)
 • Contacto general: 1-800-621-3362 (línea de ayuda de FEMA)
 • Asistencia por desastre: DisasterAssistance.gov

Centros para el Control y la Prevención de Enfermedades (CDC)
 • Preparación y respuesta ante emergencias
 • Preparación para emergencias de los CDC: (800) 232-4636
Departamento de Salud y Servicios Humanos (HHS)
 • Oficina del Subsecretario para la Preparación y Respuesta (ASPR): (877) 696-6775
 • Emergencia de Salud Pública page.gov

Sistema Nacional de Atención Médica en Desastres (NDMS)
 • Información general: aspr.hhs.gov

Otros recursos de ayuda

Línea de mensajes de texto por crisis:
 Servicio de mensajes de texto gratuito, disponible las 24 horas del día, 7 días de la semana, para apoyo en salud mental e intervención en crisis. Envíe un mensaje de texto con la palabra HOME al 747471 o visite crisisline.org.

Red 211 de United Way:
 Ofrece múltiples recursos, incluida atención para bienestar mental. Llame al 2-1-1, disponible las 24 horas del día, 7 días de la semana, o visite 211.org.

Línea Directa Nacional contra la Violencia Doméstica:
 Llame al 800-799-7233 o envíe un mensaje de texto con la palabra START al 88788.

Línea Nacional de Ayuda para Agresiones Sexuales:
 Llame al 800-656-HOPE.

988 Línea de Ayuda contra el Suicidio y Crisis:
 Proporciona apoyo gratuito y confidencial a personas que experimentan angustia relacionada con la salud mental. Llame o envíe un mensaje de texto a 988 o visite 988lifeline.org.

Línea de Ayuda para el Estrés de SAMHSA:
 La Administración de Servicios de Salud Mental y Abuso de Sustancias tiene una línea de Ayuda para el Estrés por Desastres que brinda asesoramiento y apoyo a los sobrevivientes que experimentan angustia emocional. Puede llamar al 800-985-5996, visitar samhsa.gov o enviar un mensaje de texto a 66746 con la frase TalkWithUs por inglés o Háblame por español. Este servicio está disponible 24 horas al día, 7 días a la semana.

Preparación para la Emergencia

Centros de salud y Trabajadores comunitarios de la salud

Including CHWs in Emergency Preparedness and Response Tipsheet
Preparación para la Emergencia Centros de salud y Trabajadores comunitarios de la salud Tipsheet

Mentimeter Exercise

Evaluation

Please take the time to complete the evaluation and help us improve this activity for future sessions.

THANK YOU!

Stay Tuned for Details on Our Next Series!

This webinar is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of awards totaling \$847,285 with 0% financed with non-government sources, \$678,959 with 0% financed with non-government sources and \$550,000 with 0% financed with non-government sources. The contents are those of the authors and do not necessarily represent the official views of, nor an endorsement by, HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).