

Medical Surge – Shelters and ACS for MRC

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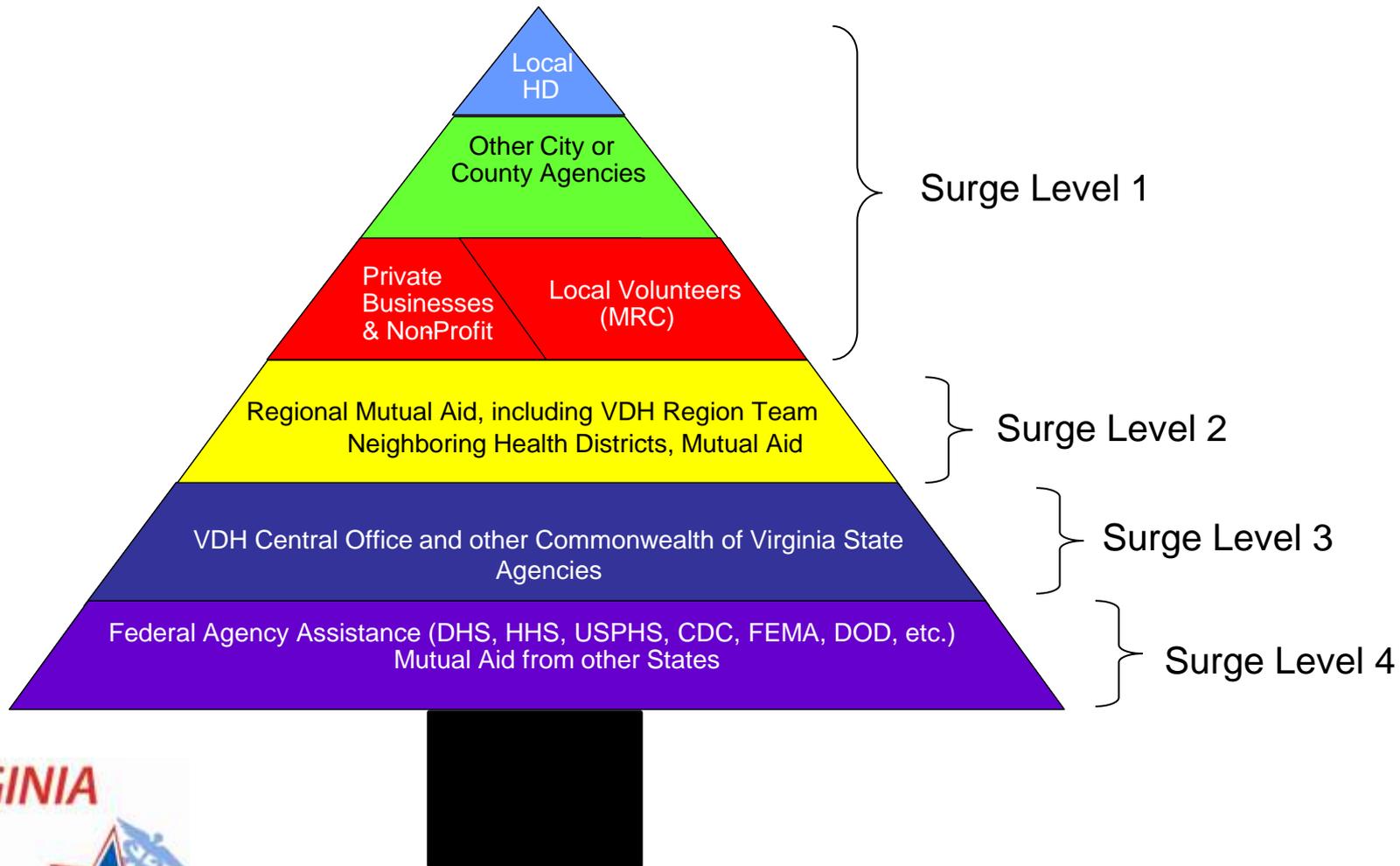
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OF HEALTH
Protecting You and Your Environment

Tonight's Goals...

- ★ Public Health Medical Surge
- ★ Local and State-managed Shelters
- ★ Purpose of Alternate Care Sites (ACS)
- ★ Volunteer Roles in ACS and Shelters
- ★ Hospital Emergency Response Teams
- ★ State and Federal Deployment



Public Health Surge Concept



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Emergency Shelters



Local and State Shelters

- ★ VDH and the LHD's are responsible for staffing the Special Medical Needs population for both types of shelters.
- ★ Local Sheltering
 - Located within an affected locality
 - Shelters local populations
- ★ State Managed Sheltering
 - Located outside of the affected locality, but within the state for up to 30 days
 - Does NOT shelter local Populations



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Local Shelters

- ★ Local sheltering is a responsibility of the local jurisdiction: usually under ESF-6 (Mass Care)
- ★ Most LHD's are involved in coordinating ESF8 (Health & Medical) shelter staff
- ★ The efforts to create, build and maintain **MRCs** has and will continue to benefit shelter support



Local Shelters

- ★ The role of the health district is to coordinate medical support services **prior** to local shelter activation
- ★ Local shelter responsibilities and roles could be different across jurisdictions
- ★ Personnel resources other than health department employees are needed



State Shelters



State Managed Shelters (SMS)



- SMS are large-scale, Governor-activated
- Most are located on the grounds of state higher educational facilities
- Are for general and special medical needs population
- Many sites have co-located sheltering for pets

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What does a SMS provide?

- Registration & Intake
- Dormitories
- Feeding
- Sanitary Needs & First Aid
- Security
- Access to Children's Activities
- Crisis Counseling
- Communications (internet/phone)
- Programmatic Counseling

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Where are the SMS?

- Virginia State University
- Richard Bland College
- Longwood University
- Southside Virginia Community College – Daniel Campus
- Virginia Commonwealth University
- University of Virginia
- William and Mary
- Christopher Newport University
- Paul D. Camp Community College, Franklin
- George Mason University
- Northern Virginia Community College, Annandale
- University of Mary Washington
- James Madison University (Rockingham County Fairgrounds for pets)
- Virginia Military Institute (Virginia Horse Center for pets)
- Virginia School for the Deaf and Blind, Staunton
- VA Tech
- SVCC - Christanna Campus
- Patrick Henry Community College

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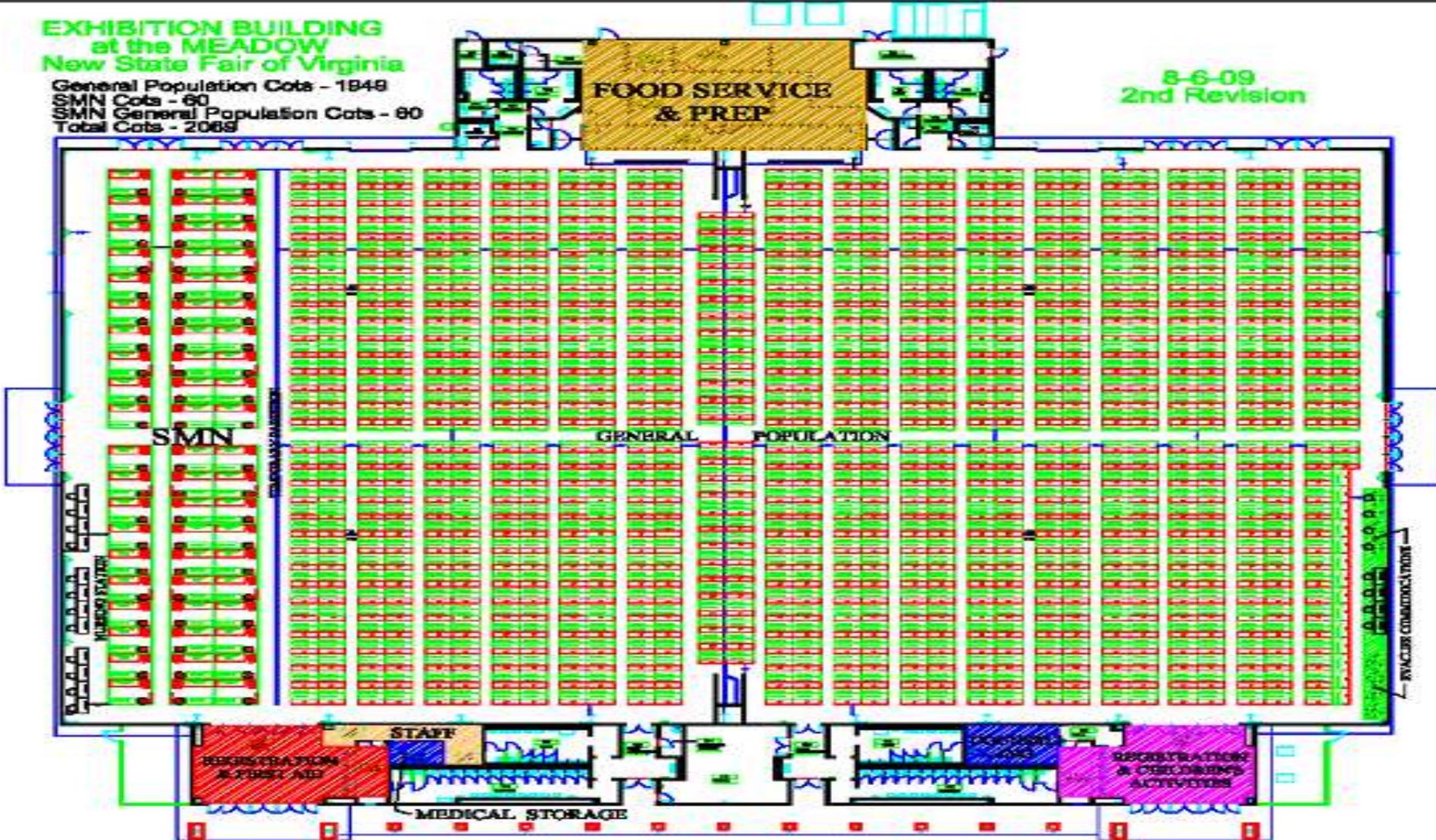


How is a site set up?

EXHIBITION BUILDING at the MEADOW New State Fair of Virginia

General Population Cots - 1848
SMN Cots - 60
SMN General Population Cots - 60
Total Cots - 2068

8-6-09
2nd Revision



VDH Responsibilities

- ★ Developing and coordinating a plan to shelter special medical needs persons
- ★ Establishing and operating a wellness clinic
- ★ Providing behavioral health triage and services for shelter residents and staff



Special Medical Need Person?

- ★ Is unable to make sheltering arrangements on their own **AND**
- ★ Is not acutely ill **AND**
- ★ Has one or more medical and/or psychiatric conditions that requires medical care or assistance that exceeds what a general shelter is able to provide.

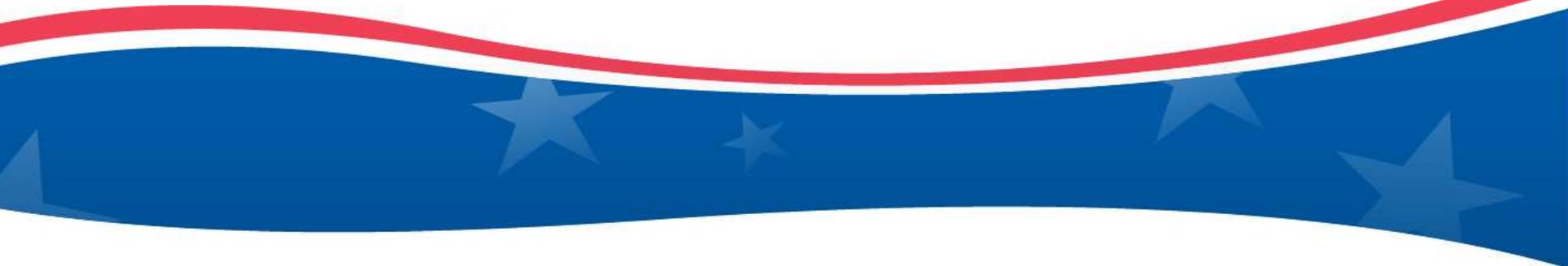
Where does the staff come from?

- VDH Personnel
- MRC
- Hospitals
- Pharmacy
- Contract or
Emergency Staff



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Community Medical Surge

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ACS – Concept of Operations

A contingency plan for community reserve when:

- ★ Medical Surge overwhelms hospitals
- ★ Transportation/access to hospitals limited
- ★ Event with large number of non-acutes
- ★ Extended event requiring monitoring

Operating under a Crisis Standard of Care





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Potential ACS Missions

- ★ “Decompress” hospitals & Eds
(Receive & Treat sub-acute cases)
- ★ Supplement care after serious/life threatening symptoms treated at acute center
- ★ Isolate or cohort infectious patients
- ★ Stabilize and triage before entry to hospital
- ★ Treat non-acute, chronic conditions
- ★ Point of distribution for meds
- ★ Other purposes unique to your community?





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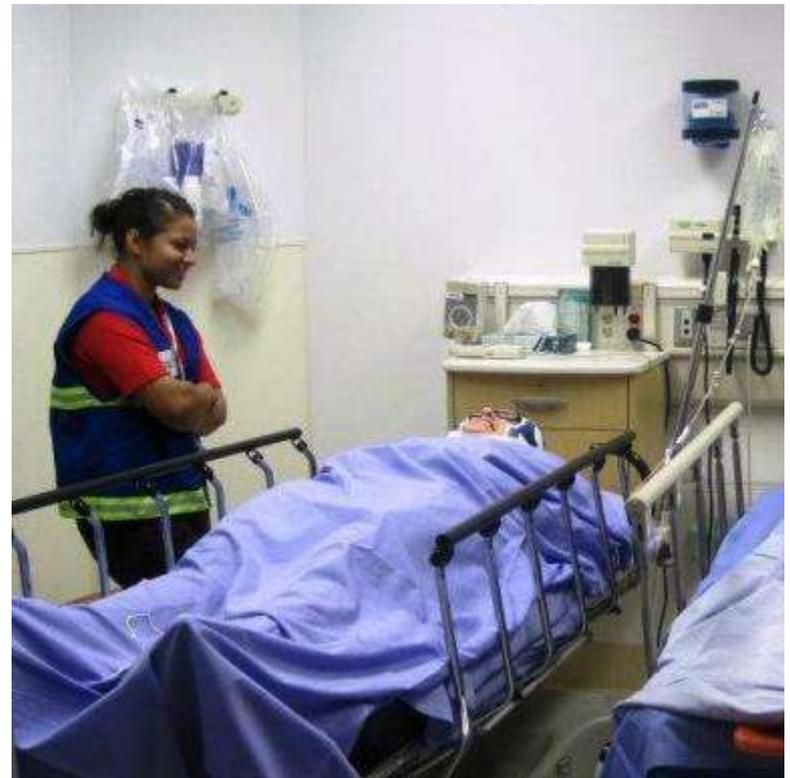


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Hospital Emergency Response Teams

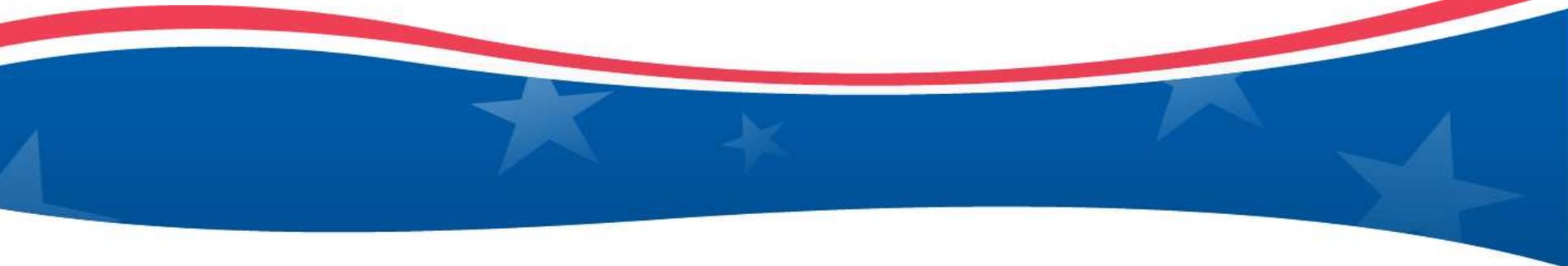
Augment Hospital Operations:

- ★ Patient Advocates
- ★ Minor Wound Care
- ★ Mental Health
- ★ Patient Transport



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Roles for MRC Volunteers

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MRC volunteers in Local Shelters

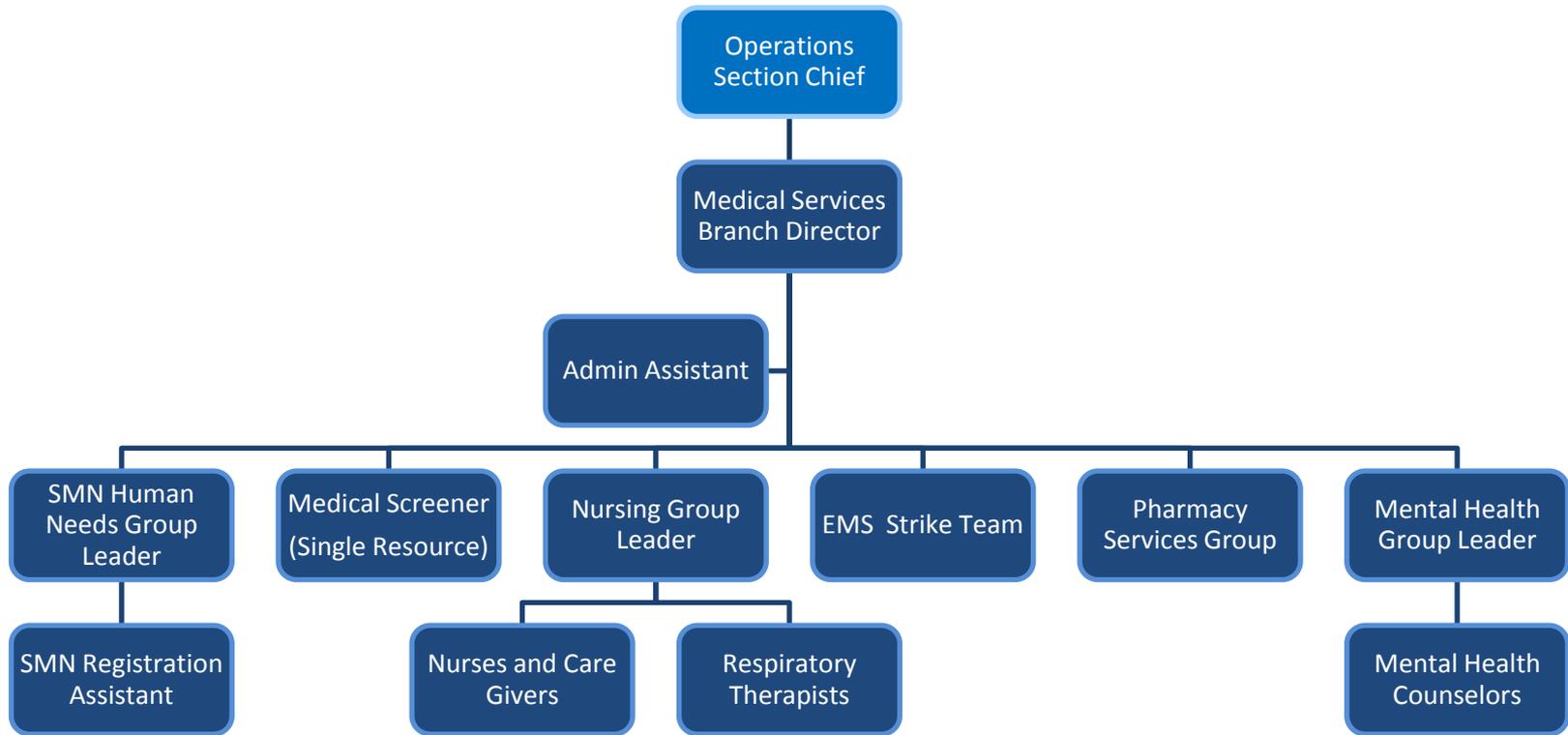
- ★ What was your role?
- ★ What was your most rewarding experience?
- ★ What challenges did you face?



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SMNS Branch



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SMNS Branch Director

- Direct administration, coordination and delivery of health/medical services
- Physician or Nurse Practitioner
- Responsibility:
 - Provide direction to SMN Shelter staff
 - Approve standard nursing protocols for the SMNS staff;
 - Approve all medical procedures performed at the SMNS that are not covered by existing protocols, recommendations or procedures;
 - Provide diagnosis and treatment orders for acute illnesses that occur among residents of the SMNS.
 - These are to be provided after attempts by nursing staff to contact the primary care physician are unsuccessful



SMNS Administrative Assistant

Performs administrative duties and provides general support services:

- Maintain log of events and key actions
- Manage staff check-in
- Provide safe, secure location to maintain all documentation



SMNS Registration Assistant

Oversee the registration and tracking of SMN Shelter clients and visitors.

- Register individuals
- Give residents brief orientation
- Keep registration records organized and maintain count of all persons
Safeguard privacy of client records
- Pack up all records for removal and storage upon closure of the shelter



SMNS Medical Screener

Screen clients to determine acute and chronic medical needs:

- Interview clients and completes appropriate forms
 - Conduct visual evaluation
 - Refer client to acute/primary care
- RN or Nurse Practitioner



Nursing Group Leader (RN)

- Provide oversight for all nursing services:
- Oversee activation of the health/medical operation
 - Supervise the health care delivery services of the nursing staff
 - Continue to assess the needs of the clients; confer with Medical Director; refer clients out to hospitals or skilled nursing facilities as needed



Nurses (RN or LPN)

Deliver appropriate health/medical services within the SMNS under the direction of the Nurse Manager. To include:

- Assist in the administration of medications
- Deliver care and assistance to residents following approved protocols, procedures, and recommendations
- Assess the physical condition of residents
- Maintain the resident's medical update form and advise the Nurse Manager of any adverse change in the condition
- Refer persons who need immediate medical attention to EMS

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Caregivers

Deliver appropriate health/medical services under direction of Nurse Manager. To include:

- Assist residents with mobility impairments in ambulation and transfer
- Assist the nursing staff as requested
- Assist in ambulating, toileting, transfers and personal hygiene

CNA or other Caregivers (nurse aid, home health aid, nursing students, etc)



Respiratory Therapists

Provide respiratory therapy services to residents requiring breathing/oxygen assistance. To include:

- Respiratory therapy services to residents as required
- Request oxygen supplies and/or refill capability through EMS support or Nurse Manager to the Operations Section Chief

Pharmacy Services Group

Arrange for and administer pharmacy services. To include:

- Identify prescription refill needs of all shelter clients
- Work with local pharmacy to fill RX
- Work with medical director to assist clients with lost prescriptions
- Verify appropriate secured space for supplies and prescriptions



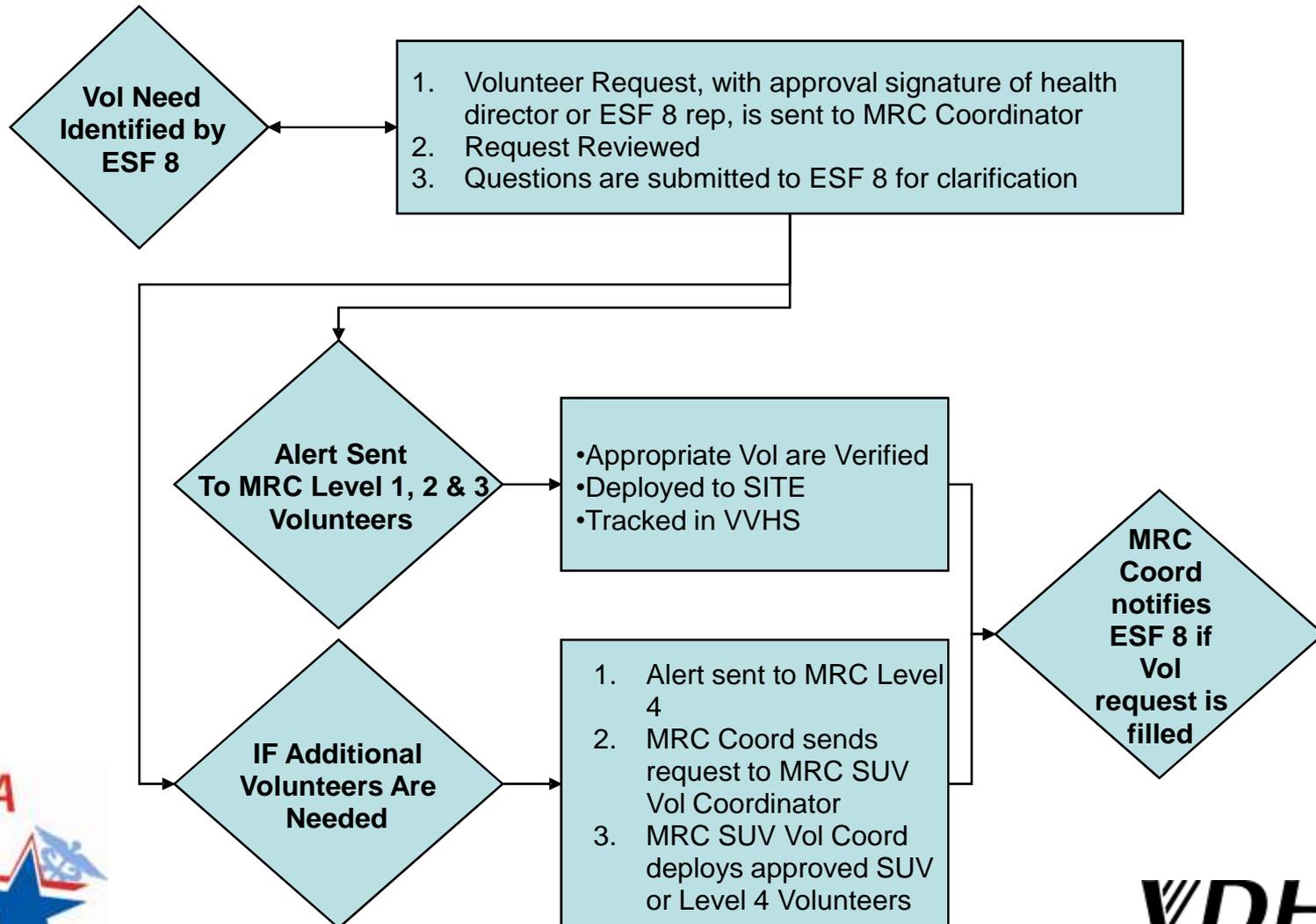
How do you get there?

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Local Deployment



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State Deployment

1. From the State EOC
2. Intrastate Mutual Aid via VDH network

Need to be:

- ★ Current VVHS profile
- ★ MRC Level 2
- ★ TRAIN account



Federal Deployment

Emergency Management Assistance Compact (EMAC)...

Is the way to go!

<http://www.emacweb.org>

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PRE-EVENT PREPARATION



ACTIVATION



REQUEST & OFFER



RESPONSE



REIMBURSEMENT

All jurisdictions (local, county, state, private) should:

- Work with state emergency management agency to develop in-state EMAC procedures
- Incorporate lessons learned from past deployments
- Resource Type using NIMS
- Develop Mission Ready Packages (with cost estimates)
- Train and exercise personnel



PRE-EVENT PREPARATION



ACTIVATION



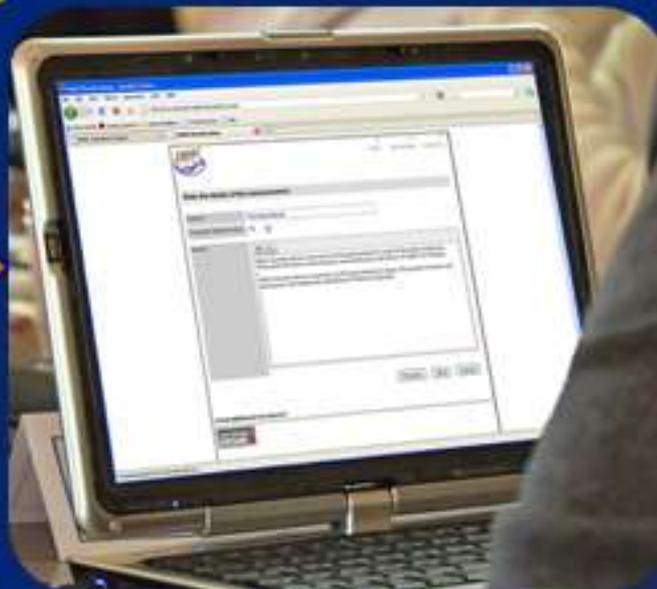
REQUEST & OFFER



RESPONSE



REIMBURSEMENT



Event is opened in EMAC Operations System.



Affected state's governor declares state of emergency.

(Photo source: <http://governor.state.texas.us>)



PRE-EVENT PREPARATION



ACTIVATION



REQUEST & OFFER



RESPONSE



REIMBURSEMENT



Requesting
State

Details
mission
assignment
and resources
needed



Assisting
State

Details
available
resources
and estimates
costs



Complete
EMAC REQ-A





PRE-EVENT PREPARATION



ACTIVATION



REQUEST & OFFER



RESPONSE



REIMBURSEMENT

Resources:

- **Mobilize** (prepare to leave Assisting State 📍 and go to Requesting State 📶)
- **Deploy** (perform mission or render services in Requesting State 📶)
- **Demobilize** (complete mission or services and return to Assisting State 📍)

Before You Deploy...

- ★ Take care of your family!
- ★ Are you able?
- ★ Review JAS
- ★ Review deployment instructions
- ★ Report where and to whom assigned



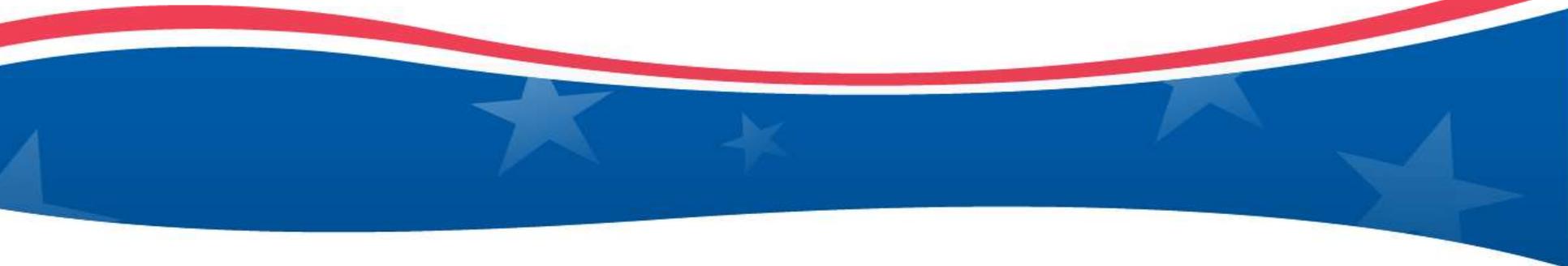
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Thank YOU
for Volunteering to
Protect the Health
of Virginia!



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