

# A Regional Collaborative Approach to Emergency Preparedness

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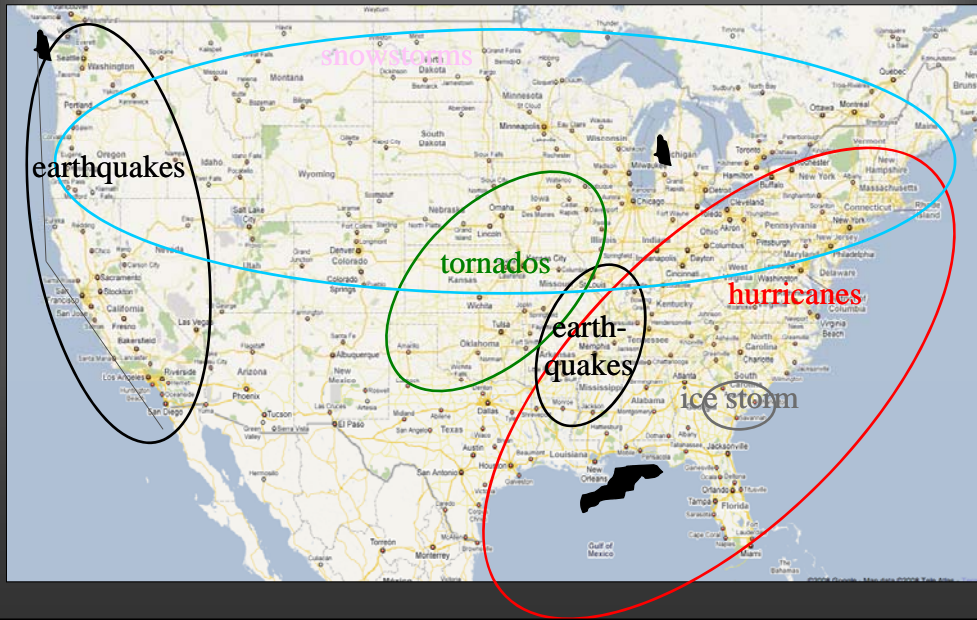
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## Overview

- Real World Experience
- HRSA Regional Collaborative Grant: Reg 3 (SERGG)
- Timelines and Activities
- Steps to begin preparedness

## Emergencies - Catastrophic Incidents



## Other Emergencies – On A Daily Basis

- Secretary calls in sick
- Lab technician quits unexpectedly due to illness
- Lab reagent shortage
- Water pipe bursts on floor above your offices

These are problems you are used to resolving  
These are preparedness behaviors

Post-Katrina Floods



Post-Katrina Floods



## Emergency Preparedness: We (Hayward Genetics Center) Had None

- Our circumstances:
  - City of New Orleans CLOSED for 6 weeks; martial law
  - Tulane Hospital and Medical School CLOSED
  - All medical records and workfiles unavailable
  - Center members spread throughout US:
    - TX/MA/MI/FL

## Emergency Preparedness: We (Hayward Genetics Center) Had None

- Our response:
  - Contact center members: cell phones/email OK?
  - Contact patients; find out if they were OK
  - Plan for reestablishment of genetic center activities:
    - Weekly conference calls
    - Arrange for lab monitoring of metabolic pts:
      - University of Maryland, DC Childrens, Miami Miller Medical School
    - Reestablish remote clinic activities:
      - Lakeside Hospital; Lafayette Hospital

## Emergency Preparedness: We (Hayward Genetics Center) Had None

- Our recovery:
  - Tulane medical school, reopened to critical faculty in early November, 2005
    - Reopen offices
    - Reestablish labs (cytogenetic/molecular/biochemical)
  - Tulane Hospital reopened in February 2006
  - Many patients had moved, need to find them

## HRSA Regional Collaborative: First Emergency Preparedness Workgroup Meeting (August 2006, New Orleans)

- Many stakeholders represented:
  - Clinical genetics
  - Genetics laboratories
  - Patients (consumers)
  - pharmaceutical/formula companies
- COOP (continuity of operations)
- Communications protocols
- Need for an enduring process of preparation

HRSA Regional Collaborative:  
First Emergency Preparedness Workgroup Meeting  
(August 2006, New Orleans)



HRSA NCC Emergency Preparedness Workgroup:  
National meeting February 2007

- Many perspectives represented:
  - Navy Incident Commander
  - Federal Gov't (EMAC)
  - pharmaceutical/formula companies
  - Geneticists, labs and their patients
- National Emergency Preparedness Workgroup

## HRSA Region 3 Collaborative 2007-2012: Emergency Preparedness Project

- Year 1: develop a framework for emergency preparedness
  - Strategic Plan: <http://www.southeastgenetics.org>
    - First steps for genetics centers/labs/consumers
- Years 2-5: establish workgroup and exercises to demonstrate emergency preparedness competency
- Interact with other regional collaboratives in developing regional and national emergency preparedness

## Southeast Regional: We Have A Plan!

- SERC Emergency Preparedness Strategic Plan
  - Download from <http://southeastgenetics.org/>

The screenshot shows a web browser window displaying the 'Emergency Preparedness Strategic Plan' page on the Southeast Regional Genetics Collaborative website. The page features a navigation menu with 'Home', 'About', 'Directory', 'Projects', and 'Committees'. The main content area is titled 'Emergency Preparedness Strategic Plan 2008' and includes a 'Downloads' section with the following items:

- SERC Emergency Preparedness Strategic Plan for 2009**  
Report (application/pdf, 243.39 KB) - 142 downloads  
Brief overview of Year 1 and plans for Year 2. This the roadmap for 2009.  
Uploaded 2008-07-08 by [DANIEL\\_RUBINSON](#)
- Proceedings-SERCG Disaster Preparedness Workshop 2008**  
Report (application/pdf, 289.87 KB) - 29 downloads  
August 2008: SERCG Disaster Preparedness meeting - New Orleans, LA  
Uploaded 2008-07-08 by [DANIEL\\_RUBINSON](#)
- SERC Emergency Preparedness Strategic Plan 2008**  
Presentation (application/pdf, 475.91 KB) - 232 downloads  
The Southeast Regional Emergency Preparedness Strategic Plan (May 08). This is the document which characterizes the initial steps and basic EP plan - how should a genetic center, a laboratory or a patient/family (consumer) prepare themselves for emergencies.  
Uploaded 2008-06-18 by [ADINA\\_SILVERSTEIN](#)

The page footer includes the text: '© 2008-2009 SOUTHEAST REGIONAL GENETICS COLLABORATIVE — A HRSA SUPPORTED PARTNERSHIP — GRANT #P20C0960-04-00'.

## Southeast Regional: We Have A Plan!

- SERC Emergency Preparedness Strategic Plan
- Principle elements
  - Command and control organization
  - Redundancy of all elements and roles
  - Preparatory steps for clinician teams, laboratories and patients
  - Plans and methods for communication
  - Spiral evolution of emergency preparedness
- SERC Emergency Preparedness Workgroup
  - Bimonthly conference calls
  - Projects: NBS result reporting survey

## Exercises/Workshops For Guidance To Centers/Labs/Consumers

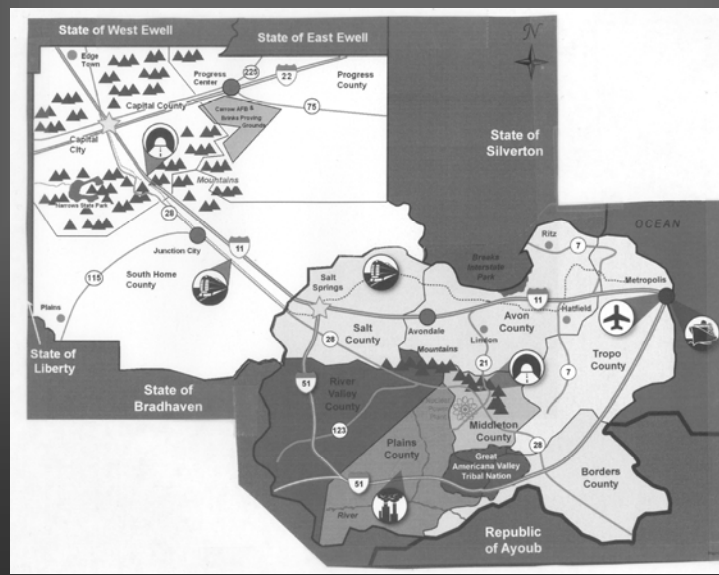
- Table top exercises to role-play an emergency and identify strengths and weaknesses of the plan
  - SERGG 2008/2009/2010
- Workshops on developing emergency preparedness plan to:
  - Tulane Pediatrics/Genetics (2008)
  - Greenwood Genetics Center (2009)
  - NYMAC (2010)
  - NERC (spring 2011)



## Greenwood Presentation: 2009



## SERGG 2009 Tabletop Asheville



## SERGG 2009 Tabletop Asheville



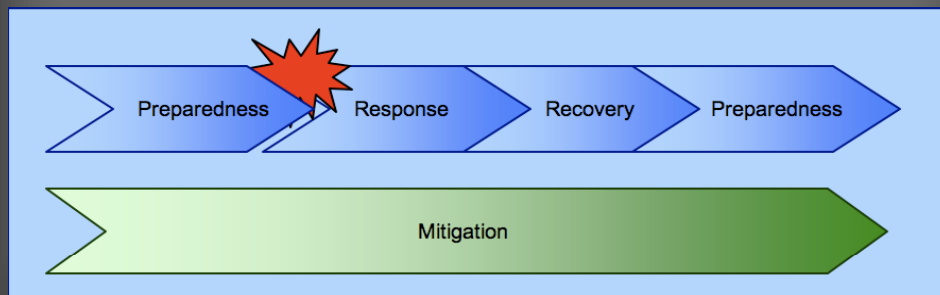
## SERGG 2010 Exercise Jacksonville

- Evacuating patients from Jefferson arrive in Williamson and 1. health unit staff and 2. emergency room staff must log onto virtual (mock) medical record (MEMSCIS) and assume care for the patients with
  - Phenylketonuria
  - MCAD deficiency
  - Urea cycle disorder

## Other National Activities

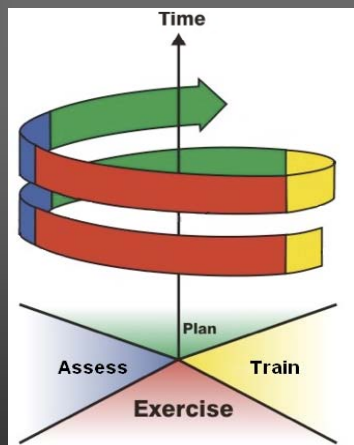
- NBS Contingency Plan (CONPLAN):
  - CDC and HRSA plan for response to emergency by NBS programs
- FEMA recognizes the NCC emergency plan as “model program”
- Publications
- Continued spiral evolution

## Phases of Emergency Preparedness



*Mitigation* is any step which may be taken to lessen the impact of an emergency

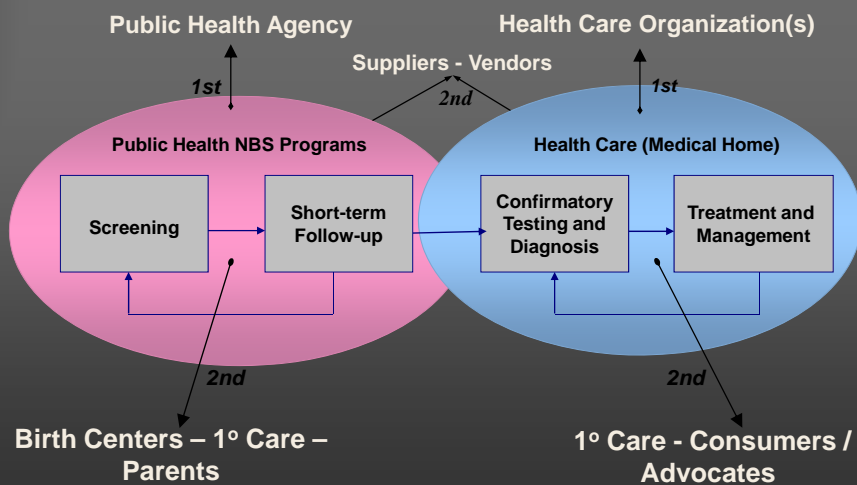
## Emergency Preparedness Spiral



- Assessing capability to respond and needed improvement
- Planning - both strategic and tactical plans, procedures / protocols, and implementation tools
- Training personnel in roles and responsibilities
- Validating personnel and the system through exercises

Improvement Plan is at the core of the cycle.

## NBS Network and EP Action Order



## Local Level Actions I: Internal to the Entity

1. Identify who heads your host organization's emergency preparedness efforts.
2. Discuss where the preparedness program stands with that person.
3. Obtain a copy of your host organization's emergency plans and procedures.
4. Review these items: how do the processes described impact your operations?
5. How do your host organization's hazards compare to what you think are likely or significant to your operations.

## Local Level Actions I: Internal to the Entity

6. Define how your organization will approach collapsing functionality.
7. Develop a chain of command with redundancy for senior-most levels. Formulate contact lists including alternate methods of contact.
8. Identify at least one liaison to the host organization's emergency structure.
9. Have your liaison bring your list of changes that you would like the host organization's emergency preparedness program to consider when it is time to revise the plans and procedures.
10. Take the materials developed in this process and formulate your plan and activation procedures to match the host organization's approaches.

## Local Level Actions II: External to the Entity

1. Develop a centralized list of suppliers / vendors
2. Review how supplies and services are brought to you.
3. Identify someone in each of these supplier / vendor who is authorized to plan and make changes.
4. Work with that person: discuss scenarios; seeking alternate approaches to interaction and supply.
5. Formulate agreements (memorandum of understanding and/or agreements).

## Local Level Actions II: External to the Entity

6. Considering your emergency scenarios, identify how these will impact your consumers / customers.
7. Formulate a plan for addressing these weaknesses – include actions for your organization and needed actions by your consumers / customers.
8. Consider how data is shared between you and your consumers. Develop alternate approaches to sharing information / reporting results.
9. Identify a point of contact at each of your consumers / customers and communicate that you are looking into emergency preparedness / contingency planning and share what you develop / seek feedback / incorporate their recommendations.
10. Work with your consumer / customer points of contact to reach others.

## Public - Private Partnership

- Develop / Share situational awareness,
- Identify available response and recovery resources,
- Develop Memoranda of Agreement or Understanding,
- Participate in joint training and exercises,
- Dedicate liaisons to support local / state / national emergency operations centers (EOC),
- Establish communication protocols,
- Foster greater participation of private-sector members in their business EP programs and emergency operations centers.



### Conclusions

- We have a plan!
- It involves all interested parties
- There are tangible steps which are recommended
- The plan will evolve and grow each year
- We are gaining recognition for efforts
- Biggest barrier: getting interested parties to take seriously the risk of an event that may never happen