



Civil Money Penalty
Reinvestment Network

Elevate Care

Thanks for joining us!

March 21, 2018

Please sign-in using the chat box:

Example:
Julie Myers, OK, juliemy@health.ok.gov



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Civil Money Penalty
Reinvestment Network

Elevate Care

A national network to share
experiences, challenges, and successes
with the reinvestment of
CMP funds to
improve care in nursing homes.



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Agenda: March 21, 2018 LTC: Emergency Preparedness and Response

Roll Call
Kentucky's Project
Florida's Response
Networking and Updates

*Materials are online at CMP.health.ok.gov
Navigate on the left panel to "National CMP Reinvestment Network"*



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Roll Call by State

- Please have one person from your state or territory respond as each state is called
- All lines will be unmuted during this time

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Cabinet for Health and Family Services
Office of Inspector General
Division of Health Care

Presents

LTC2Prepare

by

Jamie Gitzinger & Michelle Mitchell

Kentucky
UNBRIDLED SPIRIT™

Kentucky CMP Process

The Commonwealth of Kentucky, Cabinet for Health and Family Services, Office of Inspector General, issues CMP oversight and contracts on behalf of the Division of Health Care.

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LTC2Prepare Overview

- The purpose of the contract is for the University of Louisville (UL) to increase the adoption of emergency preparedness practices by Kentucky nursing homes through training access to innovative resources and supports for effective emergency preparedness and response utilizing Civil Monetary Penalty (CMP) funds over a three-year period.
- Award amount: \$2,006,299.00

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University of Louisville Scope of Work

- Improve the **quality of care and quality of life** of residents through improved safety before, during and after emergencies and catastrophic disasters.
- Increase **knowledge, skills and attitudes** of nursing home staff, surveyors, and other stakeholders toward comprehensive emergency preparedness.
- Increase **adoption** of emergency preparedness practices by Kentucky nursing homes through training, access to innovative resources and supports for effective emergency preparedness and response.
- Increase **engagement** of nursing home staff and leadership in local, regional and state preparedness activities, as well as surveyors, and stakeholders.

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University of Louisville Scope of Work Cont.

- Develop effective emergency plans meeting the **requirements of the Final Rule** and expanding on them for preparedness for real world emergencies.
- **Increase knowledge** of state, regional and individual facility hazards as well as **mitigation strategies** to enhance the quality of facility planning for optimal response in an emergency.
- Provide **structural mitigation resources** and **non-structural mitigation resources** for catastrophic emergencies with application to most natural hazards.

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Emergency Preparedness Advisory Group (PAG)

- Create a state nursing home emergency preparedness advisory group (PAG).
 - KY OIG
 - KAHCF
 - Leading Age
 - LTC Ombudsman
 - University of Louisville
 - Facility Provider
 - Qsource (QIO)

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Regional Emergency Preparedness Training

- Provide three-year emergency preparedness training for an estimated 4,350 nursing home staff, state agency personnel, and surveyors.
 - Nine **2-day regional emergency preparedness conferences** over three years
 - Curricula based on the CMS Final Rule and the revised *KY LTC Emergency Preparedness Manual (2017)*
 - Offered to:
 - staff and management of 285 Kentucky Certified Nursing Facilities
 - 80 State Survey Agency staff and surveyors,
 - 15 KY Long Term Care Ombudsman Program staff
 - Three **(3) one-day conferences for CNAs** and two one-day remedial training events

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Website Development

- Develop a password-protected emergency preparedness website for KY Certified Nursing Facilities (CNF), stakeholders and CMS.
 - Staff with free access to the *KY LTC Emergency Preparedness Manual* in Microsoft Word
 - adaptable to facility planning needs, training videos drawn from key elements of the KY manual
 - Best practices of comprehensive preparedness planning
 - similar to Region 4 Quality Improvement Initiative (www.cpgltc.org) to provide access to all training materials, resources, tools developed through this proposal

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Video Series for Website

- Develop three (3) videos per year for the website to illustrate comprehensive emergency preparedness including:
 - Plan and develop of a facility preparedness team
 - Prepare a Hazard Vulnerability Analysis (HVA)
 - Develop a Continuity of Operations Plan (COOP)
 - Prepare and execute a tabletop exercise
 - sheltering in place
 - evacuation planning
 - medical surge and transportation planning, and
 - catastrophic hazards' planning

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Smart/Real Time Technology

- Develop an easy-to-use smartphone application to provide KY CNF to make real-time bed requests in an evacuation and available bed reporting by responding CNF as well as transportation requests and resident tracking in an evacuation augmenting state requests for bed availability and situational awareness during emergencies.
 - Responding to preferred nursing facility communication methods (e.g. mail, text, and telephone response).

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Hazard Vulnerability Assessment (HVA) Program Development

- An on-line, real-time HVA program to improve the ease and consistency of determining hazard probability for each facility's specifically designed for Kentucky's risks to hazards from a 100-meter viewpoint enhancing their ability to identify and plan for facility-based hazards.

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Comprehensive Catastrophic Disaster Plan

- Develop and deliver a comprehensive catastrophic disaster planning and structural mitigation training program based on an earthquake scenario at the New Madrid Seismic Zone applicable to other natural hazards.

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Family and Community Engagement

- The KY LTC Ombudsman Program will engage resident and family councils, educating them on facility emergency preparedness planning.
 - Developing an emergency preparedness program for families and residents in all KY CNFs with active and developing family councils.
 - Goal of 30 family councils throughout the state.

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Reporting Requirements

- Provide a copy of PowerPoint presentations and educational materials from the conferences.
- Attendee registration listing.
- Training evaluation summary and comments from attendees.
- Submit quarterly reports to CMS and the Office of Inspector General providing updates on the status of the project and all deliverables.

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The Office of Inspector General

- Serve on the Project Advisory Group.
- Provide training notification to the participants for the face-to-face conferences.
- Be present throughout the conferences to monitor expected outcomes.
- Review and approve all invoices submitted for payment.

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Potential Barriers

- Staff Turnover and Staff Development Resource and lack of knowledge may lead to ineffective plans.
 - Sharp learning curves for newer administrators, managers and staff may experience.
- Regional differences throughout the state in specific all weather threats and frequency
 - Force a regional approach to implementation

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Factors to Address the Barriers

- Preparedness Advisory Group
 - Representing a cross section of private, public and regulatory leadership and advocacy groups
- Infusion of emergency preparedness training
 - Using multimedia training techniques
- Incorporation of input from PAG
 - Attend trainings to provide input to expand statewide preparedness efforts

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Results Measurement

- Testing of knowledge, skills and attitudes of KY emergency preparedness
 - Pre and post test at each conference
- Website usage and key sections of website
 - including use of the KY LTC Emergency Preparedness Manual, training and videos
- Use of Hazard Vulnerability Analysis (HVA) Program
- Use of facility mitigation strategies
- Completion of and updating Hazard Vulnerability Analyses
- Use of Smart Phone App
- Completion of facility and community exercise

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Want More Info?

For questions, contact
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or
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Hurricane Irma's Impact on Florida

Kimberly Smoak
Chief of Field Operations

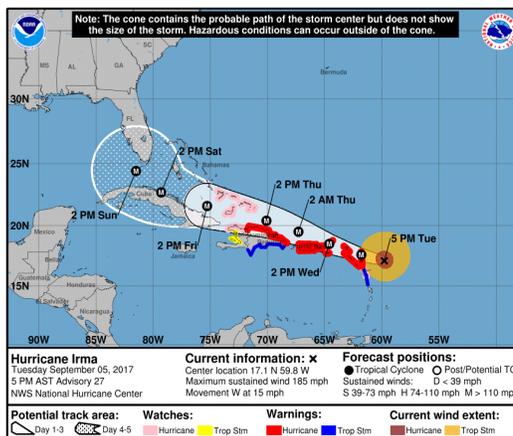
Bernard Hudson
Manager, Long Term Care Services Unit



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Hurricane Irma September 5th

- State of Emergency
67 Counties
- Pre-Storm Contacts
and Information
Gathering
- Health Care
Facilities in the Keys
Initiate Evacuation
Plans



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Provider Calls



- Outreach Calls Began **9/5**
- Daily Statewide Calls
 - Governor Scott, Secretary Justin Senior and Surgeon General Celeste Philip with hospital CEOs, nursing home and ALF administrators
 - Health Care Associations
 - Partners call each morning to set the priority agenda and coordination for the day
- Converted Agency's Consumer Hotline 24/7



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Hurricane Irma September 6th

- Path Headed for Southeast Florida
- SE Florida Health Care Facilities Initiate Evacuation Plans



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Hurricane Irma September 8th

- Path Shifts SW Florida
- SW Florida Health Care Facilities Initiate Evacuation Plans



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Provider Communication

- Constant contact with providers pre and post storm
- Multiple numbers and ways to contact
 - Agency Management Cell Phones
- More than 8,500 outbound calls to providers
 - Staff made updates to FLHealthStat on behalf of the providers when needed
 - Mission Requests or Critical Mission Requests submitted
 - Connected providers to their local ESF-8 staff
 - Focus on making contact and follow up on needs



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Website Launched September 7



Welcome to the website for the Florida Agency for Health Care Administration. Our mission is "Better Health Care for All Floridians." As champions of that mission, we are responsible for the administration of the Florida Medicaid program, licensure and regulation of Florida's health facilities and for providing information to Floridians about the quality of care they receive.

Every day, we look for ways to improve health care in Florida. We've built strong partnerships with other agencies and continue to develop relationships with stakeholders at all levels in communities around the state. The Agency for Health Care Administration would not be able to effectively carry out its mission

Agency Alerts

- CDC Toolkit to Develop a Legionella Water Management Program
- Guidelines for the Surveillance, Investigation, and Control of Legionnaires' Disease in Florida
- Reportable Diseases/Conditions in Florida
- The Agency's Long Range Program Plan and Legislative Budget Requests can be viewed via the Florida Fiscal Portal.
- Sign Up for Medicaid Health Care Alerts – The Florida Medicaid program has an e-mail alert system to supplement the present method of receiving Provider Alerts information and to notify registered providers or interested parties of "late

Resources – Power outage maps, dialysis facility status, gas finder, traffic tools

Contacts - County Emergency Management contacts for Health and Medical, AHCA contacts and cell numbers, Association contacts

Instruction - FLHealthStat, re-entry after evacuation, damage assessment

Policy - Federal waivers, cross-state Licensure, overcapacity for evacuees

Medicaid – Services to displaced recipients, deadline extension, out of network services, transportation help

Alerts – Carbon monoxide warning



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Hurricane Irma September 9th



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Pre-Impact

- Alternative Evacuation Plans
 - Non-traditional Destinations
- Transportation and Gas
- Sheltering in Place
- Missions



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Post-Impact

- Expectations for Power Restoration
- Evacuation Impact on Residents
- 1,778 visits to providers
- Missions



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Hurricane Irma Long Term Care Facilities Impacted

- Power Outage
 - 399 Nursing Homes (683 licensed)
 - 1,677 Assisted Living Facilities (3,109 licensed)
- Evacuations
 - 88 Nursing Homes
 - 635 Assisted Living Facilities



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Incredible Response to an Unprecedented Storm

- Collaboration among local, state and federal resources to accomplish monumental tasks
- All parties came together to help with outreach
- Providers were agile in handling difficult situations
- Recovery was expedient



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Challenges

- Execution of Emergency Plans
- Transportation
- Gas Shortages
- Evacuation Plans
 - Original Plans Not Feasible
 - Expedited Re-Entry After Storm
 - Post-Storm Evacuations
- Extensive Power Outages
 - Heat, Generators, Fuel



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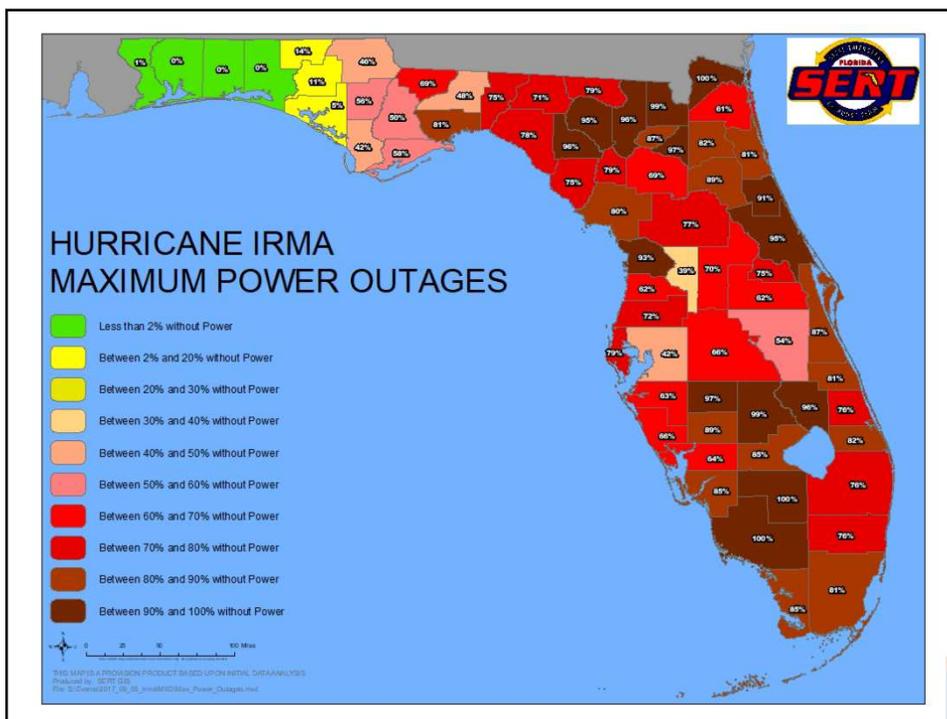
Sustainability During Power Outages

- Significant number of older or vulnerable Floridians live independently
- Increasing dependence on electrical power
- Massive power outages require restoration time
- Power stability for over 150,000 residents in long term care facilities
- Allows scarce resources to be used in the community



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Irma Experience Power Restoration

- 6.7 million homes and businesses lost power at the height of storm (September 11th)
- 75% restored by September 15th (1.5 million)
- Logistics – generators and fuel
- Post-impact evacuation



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Questions



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Networking and Updates



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Questions?

On this or other presentations?

Presenters Wanted:
Is there a State interested in presenting in
2018?

Send us an email or chat box message

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Our next national network call

Date: June 20, 2018 Time: 2pm CST

Topic Ideas: Evaluating vendors/projects?

Food safety education?

Open Door?



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