

# Healthcare Coalition Communications Flowchart



## Affected Facility Notifies:

1. Internal leadership
2. Local EMA
3. Healthcare coalition leadership

### Notification info to include:

- Geographical areas
- Incident overview
- Number affected
- Current operating status
- Anticipated needs

## Coalition Incident Management Plan

The Plan should be activated if a Coalition Executive Team member believes that:

- ✓ Current conditions exceed available resources
- ✓ Conditions may exceed available resources
- ✓ Additional assistance is required
- ✓ The situation is or could be of profound significance to the region
- ✓ *Other Triggers?*

## Plan Activation Notifications

Notified executive team member(s) will contact remainder of healthcare coalition executive team.

Coalition members are notified via state-funded mass notification system.

*NOTE: Determine platforms for primary, secondary, tertiary, etc. mode of notification.*

Coalition executive team members will notify appropriate external support partners.

(\*see chart page 2)

## Maintaining Situational Awareness

Coalition and appropriate partners (local/regional/ state) requested to monitor **GHA911 WebEOC** regional event log and respond to information requests as warranted.

*NOTE: Determine platforms for primary, secondary, tertiary, etc. mode of communication.*

Organizations should continue to monitor the event log (or applicable platform) until event concludes.

# EXAMPLE

## Healthcare Essential Elements of Information (EEI)

EEI needed to ensure a common operating picture across the region:

- Available means of communications
- Facility operating status
- Staffing status
- Facility structural integrity
- Status of evacuations or sheltering
- Critical medical services (e.g., critical care, trauma)
- Critical service status (e.g., utilities, sanitation, ventilation)
- Critical healthcare delivery status (e.g., bed status, laboratory and radiology)
- Patient/resident transport
- Patient/resident tracking
- Critical/Acute Resource Needs (material, medications, utility back-up supplies, etc.)

# HEALTHCARE COALITION EMERGENCY OPERATIONS COORDINATION PLAN

## Activation Levels

### Level 3 Activation – Monitoring

Considered business as usual/normal duty activity where no incidents or threats are affecting facilities in the Region. Healthcare coalition (HCC) members are practicing basic situational awareness, and any notifications or actions that need to be made will be communicated by the HCC to state-level agencies and Coalition partners as part of their everyday responsibilities.

### Level 2 Activation – Elevated Awareness & Notifications

Considered a phase of heightened awareness due to a perceived or pending threat to the Region. The level of communication among Coalition members will increase in order to maintain a higher level of situational awareness. Coalition members should review plans and check resources/supplies as a response to this level of activation.

#### Level 2 Activation will consist of the following sequence of notifications:

1. The facility/organization who learns of pending threat will alert their organization leadership and staff, in accordance with their internal protocols.
2. Facility will notify county EMA Director of incident/threat.
3. Facility will notify HCC leadership
  - HCC representative (or designee) will notify:
    - Georgia Department of Public Health District Emergency Preparedness Director/designee who will notify:
      - appropriate regional-/state-level partners
    - All Coalition members, as appropriate, who will notify:
      - Internal leadership and community partners, as appropriate
4. Executive Committee representative who activated Coordination Plan (or designee) may activate a “Virtual” Multi Agency Coordination Center (MAC) and start a GHA911 WebEOC event log **for the Region** (named: Region X [incident] [start date of incident; xx-xx-xx]).

### Level 1 – Full Activation of Coalition

Activation will occur when a facility or multiple facilities in a region have been or will be affected by an incident/threat and may need assistance and/or resources.

#### Level 1 Activation will consist of the following sequence of events:

1. Facility will follow their emergency preparedness plan and alert their organization leadership and staff of incident/threat.
2. Facility will notify their county EMA Director of incident/threat.
3. Facility will notify designated HCC leadership
4. Notify Public Health Director of Emergency Preparedness
  - EP Director notifies District Health Director/Designee
  - State of Georgia Department of Public Health Office of EP
    - Notifies Healthcare Facilitator to notify Coalition Executive Committee representative
    - Notified Coalition Executive Committee representative (or designee) will notify all Coalition members
      - Coalition partners will notify their internal leadership and community partners as appropriate
4. Involved facility (ies) will follow their internal protocols and plans to manage the event.
5. Involved facilities will start a GHA911 WebEOC Event log for the event **for their facility**.
6. Executive Committee representative who activated Coordination Plan (or designee) will activate Regional Command Center and start a GHA911 WebEOC event log **for the Region** (named: Region X [incident] [start date of incident; xx-xx-xx]).
7. Depending on the scope and severity of the event, the HCC may consider the handoff of HCC duties to another region.

## Communications with Regional/State Partners

| COALITION EXECUTIVE COMMITTEE REPRESENTATIVE     | NOTIFIES THE FOLLOWING   |
|--|--|
| Regional Coordinating Hospital (RCH)             | <ul style="list-style-type: none"> <li>• GHA Emergency Preparedness Director (notifies other RCHs)</li> <li>• GDPH Healthcare Preparedness Program Director</li> </ul> |
| DPH District Emergency Coordinator (or designee) | <ul style="list-style-type: none"> <li>• State on-call duty officer (855-377-4374)</li> <li>• District Health Director</li> </ul>                                      |
| DPH Healthcare Coalition Facilitator             | <ul style="list-style-type: none"> <li>• Others as warranted</li> </ul>  |
| Emergency Management Agency (EMA)                | <ul style="list-style-type: none"> <li>• GEMA Area Field Coordinator</li> <li>• Appropriate first responders</li> </ul>  |
| Nursing Home (NH)                                | <ul style="list-style-type: none"> <li>• Georgia Health Care Association (GHCA)</li> <li>• Neighboring NH Council Coordinator</li> </ul>                               |
| Emergency Medical Services (EMS)                 | <ul style="list-style-type: none"> <li>• Regional EMS Program Director</li> <li>• EMS agencies in affected region and/or neighboring regions</li> </ul>                |

**NOTE: Media will only be notified by Incident Commander of affected facility/scene.**

