



# KNOW THE DRILL

## Successful Emergency Planning, Preparedness and Compliance Strategies for Home Care & Hospice

September 17,  
2019

Hilton Garden Inn  
235 Hoosick Street  
Troy, NY 12180

Program Sponsors:



When it comes to emergency preparedness, home care and hospice agencies have distinctive requirements and best-practices that command your attention, your organizing ability and your imagination in ways that truly set you apart from other settings. These include unique operations and surge-capacity planning, field-level patient education and environmental considerations, staffing deployment protocols, specific ways of interacting with government agencies on situational response, transportation assistance, and partnership efforts. Agencies must anticipate and effectively manage all of these factors in their role serving vulnerable patients dispersed across large regions.

This annual conference on home care and hospice emergency preparedness helps provide your teams with the continuing education necessary to keep patients safe and your operations functioning as seamlessly as possible during a disaster. You'll learn the core elements of compliance, practice and procedure to minimize risk on all fronts. The program concludes with a tabletop exercise that will not only help assure your readiness but also qualify as your agency's secondary exercise requirement under the new federal Conditions of Participation for Emergency Preparedness.



# AGENDA

HCA's New  
Executive Vice  
President,  
Rebecca Fuller  
Gray, RN,  
Presents!

8:00–8:30AM

**Registration and Continental Breakfast**  
Breakfast sponsored by:



8:30–9:45AM

**Developing a Comprehensive Emergency Preparedness Plan**

*Rebecca Fuller Gray, RN, Executive Vice President for Clinical and Program Affairs, HCA*

Starting in 2017, the U.S. Centers for Medicare and Medicaid Services established national emergency preparedness requirements for 17 types of providers, including home care, hospice and PACE programs. Providers must develop and implement a comprehensive plan that addresses 'all-hazards'.

This presentation, by HCA's regulatory expert Rebecca Fuller Gray, will highlight the essential elements for developing a functional and compliant emergency preparedness plan. The session will also specifically address core elements of the state's home care and hospice emergency preparedness planning regulations embodied in *Dear Administrator Letter* DHCBS 16-11, a policy that came straight from Rebecca Fuller Gray's desk in her former role as Director of the Division of Home and Community Based Care, giving her unparalleled insights about the purpose of these rules and methods for home care to be compliant.

9:45 – 10:45AM

**Psychological First-Aide**

TBA

Disasters cause more than just physical damage. They also cause trauma for victims as well as unique stresses for individuals who assist and support those directly afflicted. A successful response to disaster requires home care providers to account for the physical and psychological well-being of both patients and employees alike.

This session will highlight the psychological and mental health impacts of disasters as well as strategies to support patients and staff coping with these reverberating impacts. Participants will specifically learn about the core elements of Psychological First Aid (PFA) and how PFA training can help staff respond with practical assistance, connections to social supports, collaborative services, and more. This includes the resources and technical assistance available through the PFA New York Training Initiative.

10:45-11:00AM

**Break**

11:00AM – 12:00PM

**Continuity of Operations Planning for Home Care and Hospice**

*Sarah Roberts, MSEM, Emergency Management & Public Health Specialist, Emergency Management and Community Resilience (EMCR) – Northeast Division, Tetra Tech*

Your patients and staff come first in times of emergency. But you can't stay committed to their safety without assurances that your operation is running as normally – and to the fullest capacity – as possible during a crisis. This is where Continuity of Operations Planning (COOP) comes in. Hear from Emergency Management and Public Health Specialist Sarah Roberts on some of the core components of your COOP, from alert and notification protocols to employees, identifying critical business functions, establishing alternate locations and developing contingency planning for department operations. At the end of this session, you'll learn to identify the core considerations for your COOP, why you need to have one, and some tools to develop or enhance a COOP.

12:00 – 1:00PM  
Lunch - Sponsored by:



1:00 – 2:00PM  
**Statewide Emergency Response Drills – Lessons Learned & Most Frequently Cited EP Deficiencies**

Dr. Debra Sottolano, Lead for Healthcare Preparedness and Response, Office of Primary Care and Health Systems Management, New York State Department of Health (DOH)

The state's emergency response drills and ongoing surveillance activities have yielded a bounty of information on the challenges experienced by home care and hospice providers. This session will provide valuable insights on the issues that DOH has detected from its emergency preparedness drills as well as common preparedness deficiencies found in DOH surveys of home care and hospice providers. It will also identify some of the top deficiency and watch items from CMS's surveys of home care and hospice providers nationwide in light of recent changes to the Medicare conditions of participation, with a review of best practices for providers to address potential citations.

2:00 – 3:15PM  
**Tabletop EP Exercise**

*Patricia Anders, M.S., MEP, Manager, Health Emergency Preparedness Exercises  
Office of Health Emergency Preparedness, NYS Department of Health*

This segment of the conference will provide a unique and important opportunity for a hands-on EP tabletop exercise (TTX) with one of the Department of Health's leading facilitators that will both tap your current expertise and build new and further insights into your emergency preparedness planning and execution.

3:15 – 3:30PM  
**Closing Remarks**

**Important Note:**

This activity will include necessary elements that DOH has affirmed will qualify as your agency's secondary exercise requirement under the federal Conditions of Participation for Emergency Preparedness.



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## Hotel Information

Hilton Garden Inn  
235 Hoosick Street  
Troy, NY 12180

HCA has reserved a limited block of rooms at the Hilton Garden Inn in Troy, NY for the night of Monday, September 16 at a discounted rate of \$119 per night. To receive this special rate, please call (877) 782-9444 prior to August 17 and ask for the group code HCA9.

## Registration

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Email: \_\_\_\_\_  
(Required for registration)

Phone: \_\_\_\_\_

Cancellations received by September 9 are refundable less a 25% administrative fee. Cancellations must be received in writing via e-mail to [info@hcanys.org](mailto:info@hcanys.org). No refunds after that time or for no shows. Substitutions are permitted.

## Registration Fee

\_\_\_ HCA Members \$149 \_\_\_\_\_

\_\_\_ HPCANYS Members \$149 \_\_\_\_\_

\_\_\_ Member Group Discount \$129 \_\_\_\_\_  
Send 2 or more staff from your agency and receive this discounted rate (all registrations must be submitted together).

\_\_\_ Non-Members \$199 \_\_\_\_\_

Deadline for registration & payment is September 10, 2019

## Payment

*Please check method of payment:*

\_\_\_ MasterCard \_\_\_ VISA \_\_\_ Am Exp \_\_\_ Check\*

\*Make checks payable to: **HCA Education & Research Mail to: 388 Broadway, 4<sup>th</sup> Floor, Albany, NY 12207.** Checks must be received by September 10.

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**Fax registration form to  
(518) 426-8788.**