

HRSA Health Information Technology and Quality Webinar

**“Using Health IT to Support Continuity of Care
and Resiliency During Unforeseen Events”**

Date: 4/27/2012

**US Department of Health and Human Services
Health Resources and Services Administration**

Office of Health Information Technology and Quality

Additional HRSA Health IT and Quality Toolboxes and Resources including past webinars can be found at:

<http://www.hrsa.gov/healthit>

<http://www.hrsa.gov/quality>

Additional questions can sent to the following e-mail address:

HealthIT@hrsa.gov

- US Department of Health and Human Services
- Health Resources and Services Administration

Upcoming HRSA Health IT and Quality Announcements

- **HIMSS Jobmine for Safety Net Providers (Free Job Postings for HRSA Grantees and Safety Net Providers).** Email hfigge@himss.org for more information.
 - ****Special NACHC Webinar "HIMSS JOBMINE- Tool for Recruiting Health IT Professionals",** Tuesday May 10, 2pm ET. For more information or questions, shickey@nachc.com, NACHC's Director, Information Technology Assistance.
- **Competency Exam for Health IT Professionals , vouchers available for free exams, email healthit@hrsa.gov**
- **Next HRSA Health IT and Quality Webinar “Using Health IT for Care Coordination Across Inpatient and Outpatient Settings,”** Friday May 18, 2pm ET, registration open.
- **HRSA’s April/May Health IT and Quality Newsletter Available Online**
 - **Features 2 New Grantee Spotlights for HRSA’s Health IT and Quality websites**
 - **El Rio Health Centers Using Clinical Reporting Tools and Data to Improve Health Outcomes**
 - **Association of Asian Pacific Community Health Organization's Enabling Services Accountability Project**
- **Meaningful Use Stage 2**
 - **HRSA’s March Webinar on the “Meaningful Use Stage 2 NPRM” now available online. Slides and attendee questions also available.**
 - **HRSA encourages safety net providers to comment on the Meaningful Use Stage 2 NPRM .**
- **New HRSA “Network Guide” is now available on the HRSA Health IT website**

Introduction

Presenters:

- Matthew Ziemer-Community Health Care Association of New York State
- Timothy Roark-Georgia Association for Primary Health Care
- Craig Wells-George C. Grape Community Hospital
- Michael O'Neal-George C. Grape Community Hospital
- Hilary Christiansen-George C. Grape Community Hospital

Partnership and Preparedness: Community Health Centers During Unforeseen Events

For HRSA Health IT Systems Webinar: During Unforeseen Events

Matthew Ziemer, MPA

Director, Emergency Management Program
Community Health Care Association of New York State
April 27, 2012



Defining New Directions

Objectives:

- At the end of this session, attendees should be able to:
 - identify at least one role for a health center to play in an emergency
 - identify 2 activities that can make a health center better prepared for any emergency
 - identify at least 2 entities with which health centers can coordinate emergency planning activities

Introduction

- As the Primary Care Association (PCA) for New York State, the Community Health Care Association of New York State (CHCANYS) organizes, educates, and advocates on behalf of more than 60 Federally Qualified Health Centers located throughout New York State.

Health Centers in NYS

- Over 60 health centers (with 500+ sites) provide a comprehensive set of services including primary and preventive care, pediatrics, gynecology and obstetrics, dental health, mental health and enabling services.
- Community, migrant and homeless health centers serve as the family doctor and healthcare home for over 1.4 million New York State residents.

Required FQHC Services

- Physician, Nurse Practitioner, Physician Assistant care
- Laboratory & pharmacy
- Case management
- Transportation for health services
- Preventive services
- Translation services
- Specialty, hospital referral and follow up
- Oral health care provided by Dentist, Hygienist
- Behavioral health (psychologists, MSWs)
- Substance abuse services

Some Primary Care Competencies in Emergencies

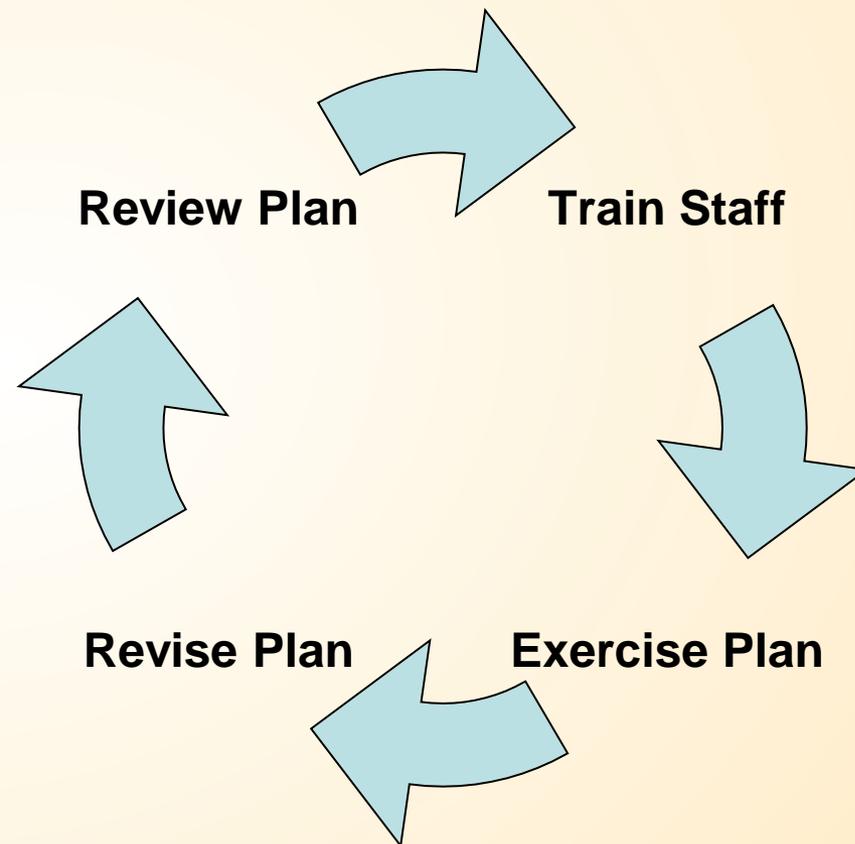
- Healthcare surge
 - Emergency Department decompression
- Distribution of medicines to at-risk populations
- Vaccine distribution
- Continuity of healthcare

Emergency Management Requirements for FQHCs

- HRSA Program Information Notice (PIN)
 - HRSA PIN 2007-15:
 - Emergency management plan
 - Linkages and collaborations
 - Communications and information sharing
 - Maintain financial and operational stability
 - HRSA Form 10: Annual Emergency Preparedness Report

Building Emergency Preparedness Capacity

- Annual review of emergency management program
 - Annual review of Emergency Management Plan
 - Training
 - Testing
 - Revision



“Miracle on the Hudson” and Ryan Chelsea - Clinton Community Health Center

- Ryan Chelsea - Clinton activated their emergency plans to receive patients
- Ryan Chelsea – Clinton notified CHCANYS, who notified NYC

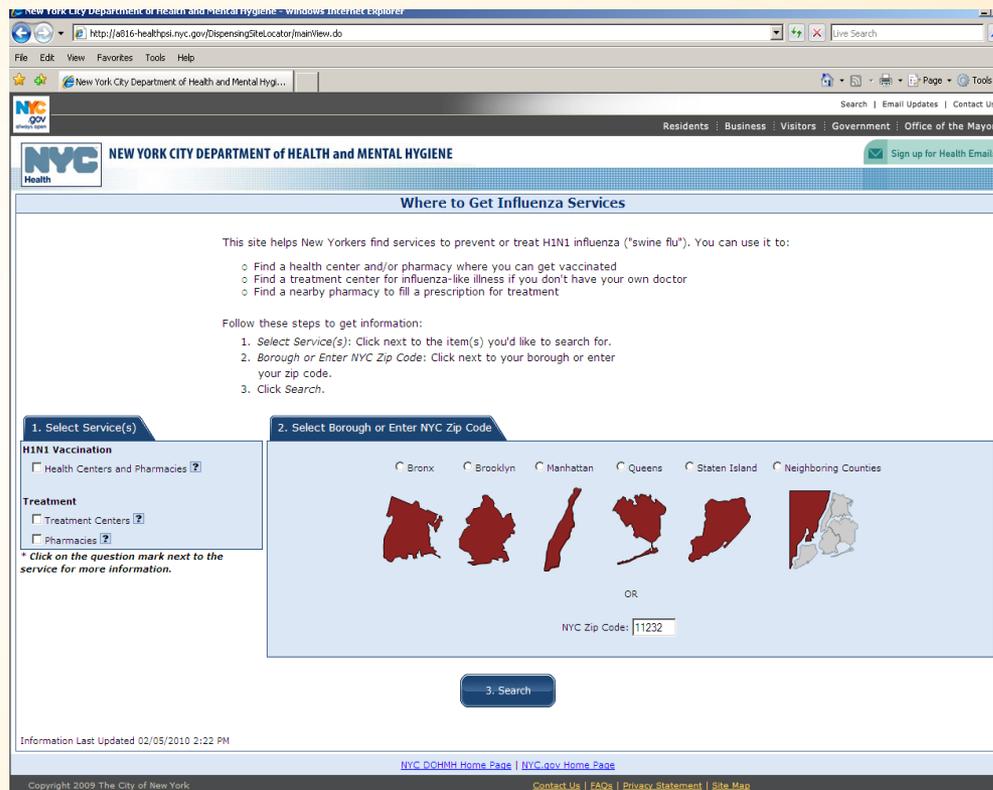


External Stakeholder Partnerships

- Local, State, Regional Departments of Health (DOH)
- Other healthcare providers
- Associations (PCAs)
- Community Based Organizations

H1N1 in NYC and the Influenza Services Locator

- NYC DOHMH led medium for public information on H1N1 vaccine and healthcare providers
- Available through 311 or web during 2009 – 2010 flu season



NYC Influenza Services Locator

- 107 primary care centers listed on the locator
- Between October '09 and April '10, an estimated 103,200 vaccines administered at these sites
- Several sites were being activated and deactivated on the locator on a daily basis

2011 NYS Department of Health Interoperable Communications Exercise

- NYS DOH's Integrated Health Alerting and Notification System (IHANS) system sends message to over 25 FQHCs across New York
- 96% overall response rate

Hurricane Irene and PCEPN

- Primary Care Emergency Preparedness Network (PCEPN) is a partnership between CHCANYS and Primary Care Development Corporation (PCDC) to provide emergency preparedness and response support in New York City

PCEPN Response to Irene

- Staff Emergency Operations Center
- Assist with healthcare evacuation
- Provided daily ongoing informational conference calls
- Linked NYC primary care sector to NYC emergency managers

Health Center Concerns During Hurricane Irene

- Questions regarding situational awareness
 - Evacuations? Mass transit closure? Hospital closure?
- Access to outside resources
- Communication with state and local decision makers

Thank You

Matthew Ziemer

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PCEPN Contact

info@pcepn.org

Continuity and Resiliency for Health IT Systems: Preparing for Unforeseen Events



Georgia Association for Primary Health
Care – myHCCN

Timothy Roark-- CIO

The GA myHCCN Model

- HCCN integrated within PCA
- Shared resources between entities
- Consistency of mission, vision and values
- PCA guidance assures HCCN focuses on the needs of the larger network
- 350 Providers, 148 Clinical Access Points, 28 Member Organization



Maturation of Georgia HCCN

- *Accomplished under the direction of GAPHC*
- Originally focused on HIT basics
 - Building the local technical infrastructure
 - Building out Central Datacenter in Georgia
 - Selecting and implementing EMR
- Now Expanding Services and Maturing Roles
 - 1-Clinical Outcomes and Quality Success Programs (2010-2011 start)
 - 2-HIT Expansion & Collaboration Efforts (2009-2010 start)

Maturation of Georgia HCCN

- *Accomplished under the direction of GAPHC*
- Expanding services (Clinical & Quality Outcomes)
 - Meaningful Use
 - Quality Assurance
 - Reporting Services
 - Financial Services
 - Patient Centered Medical Home
 - Accountable Care Organization



Maturation of Georgia HCCN

- *Accomplished under the direction of GAPHC*
- Expanding services (HIT Expansion of Services)
 - Basic HIT Infrastructure Assessments
 - HCCN Level Infrastructure Assessments, Remediation Executions, and Ongoing Operations Management
 - Disaster Recovery Planning & Deployment
 - Business Continuity Planning & Implementation
 - Operational Efficiencies & Collaboration with other HCCNs

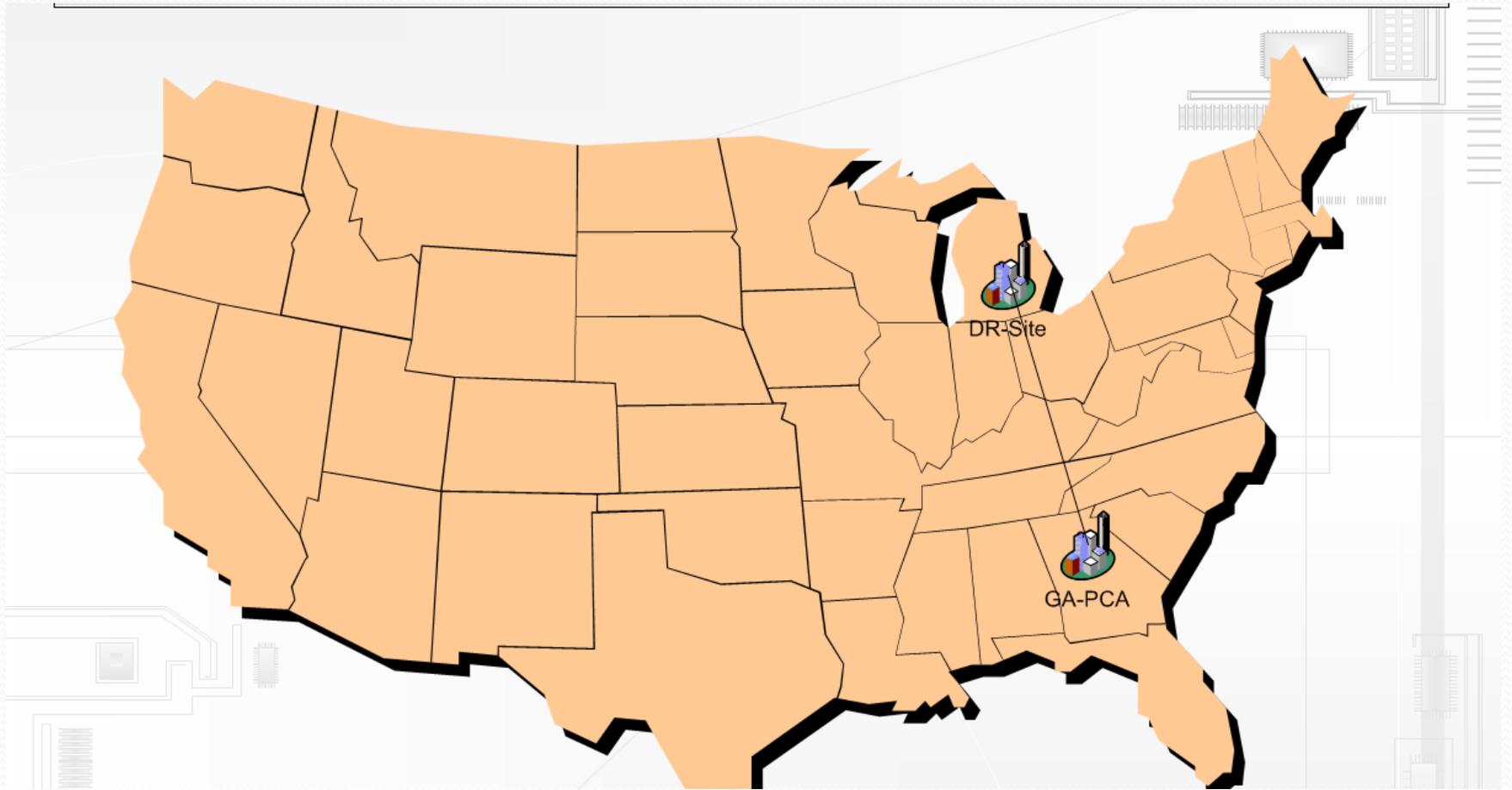


From State to National

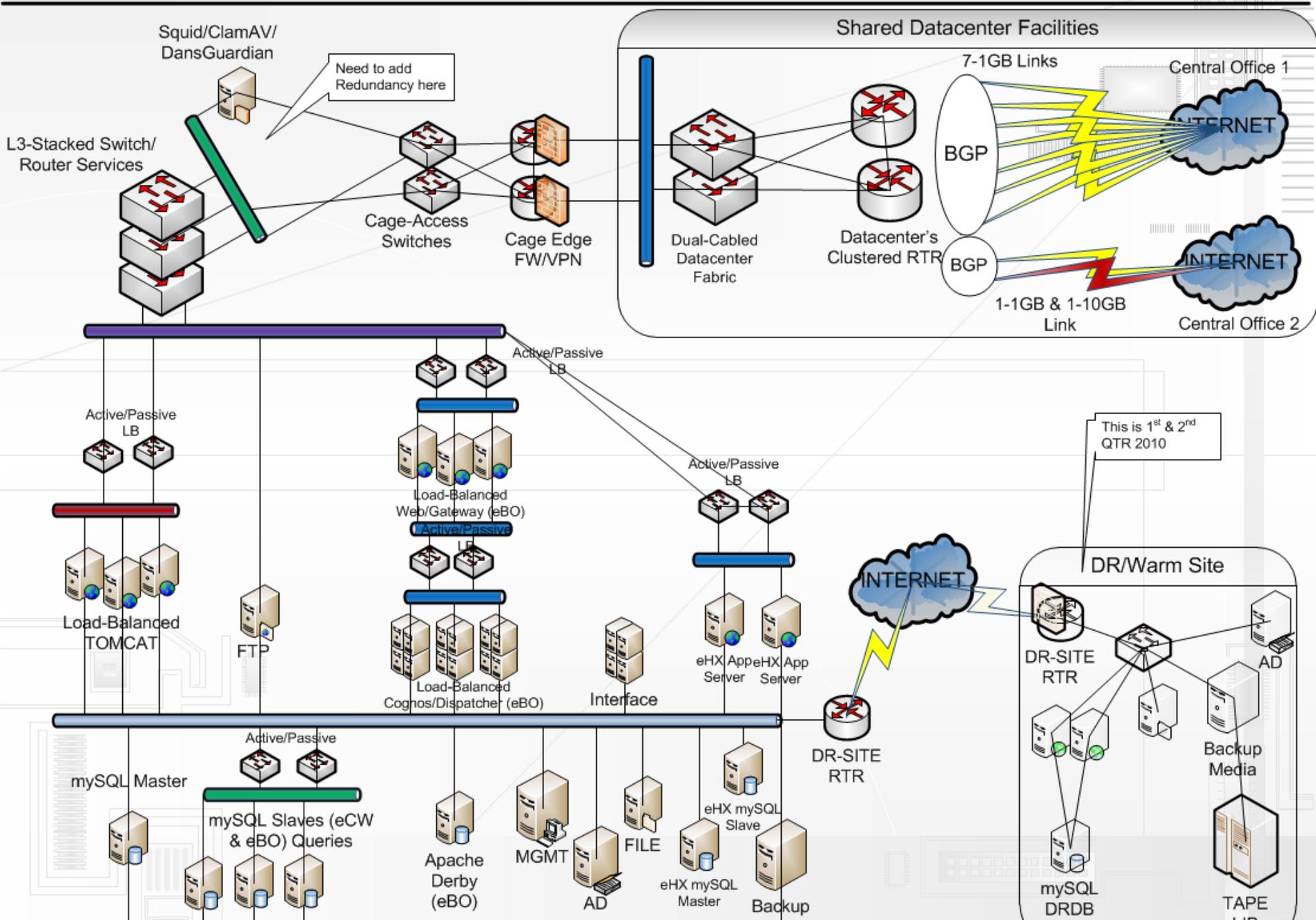
- Second Data Center in Michigan
- National presentations for HRSA, NACHC, Vendors
- Leadership in national user organizations
- Hosting EMR for 2 FQHCs in Florida
- Collaboration with other PCAs and HCCNs
 - IT Infrastructure Design
 - Operational / Management



When Risk becomes too High

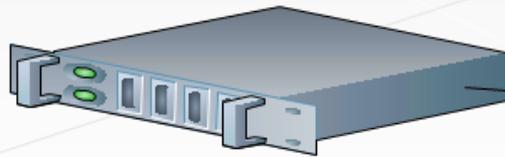


Scale & Risk Mitigation

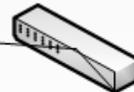


LAN (local area network) Branch Site (physical)

Thursday, February 04, 2010



1 Host with ESX/ESXi
HP DL380 / PE 710
Or
HP DL180 / PE 410

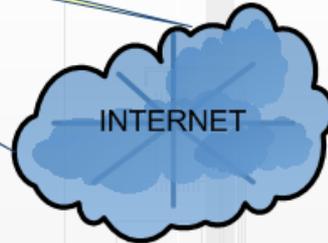


L2 Switch

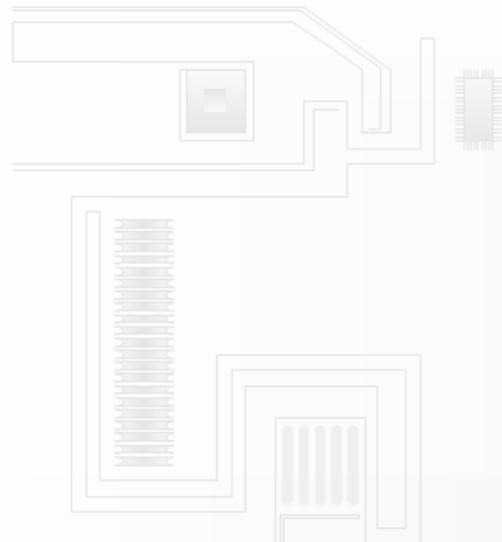


CISCO 1811

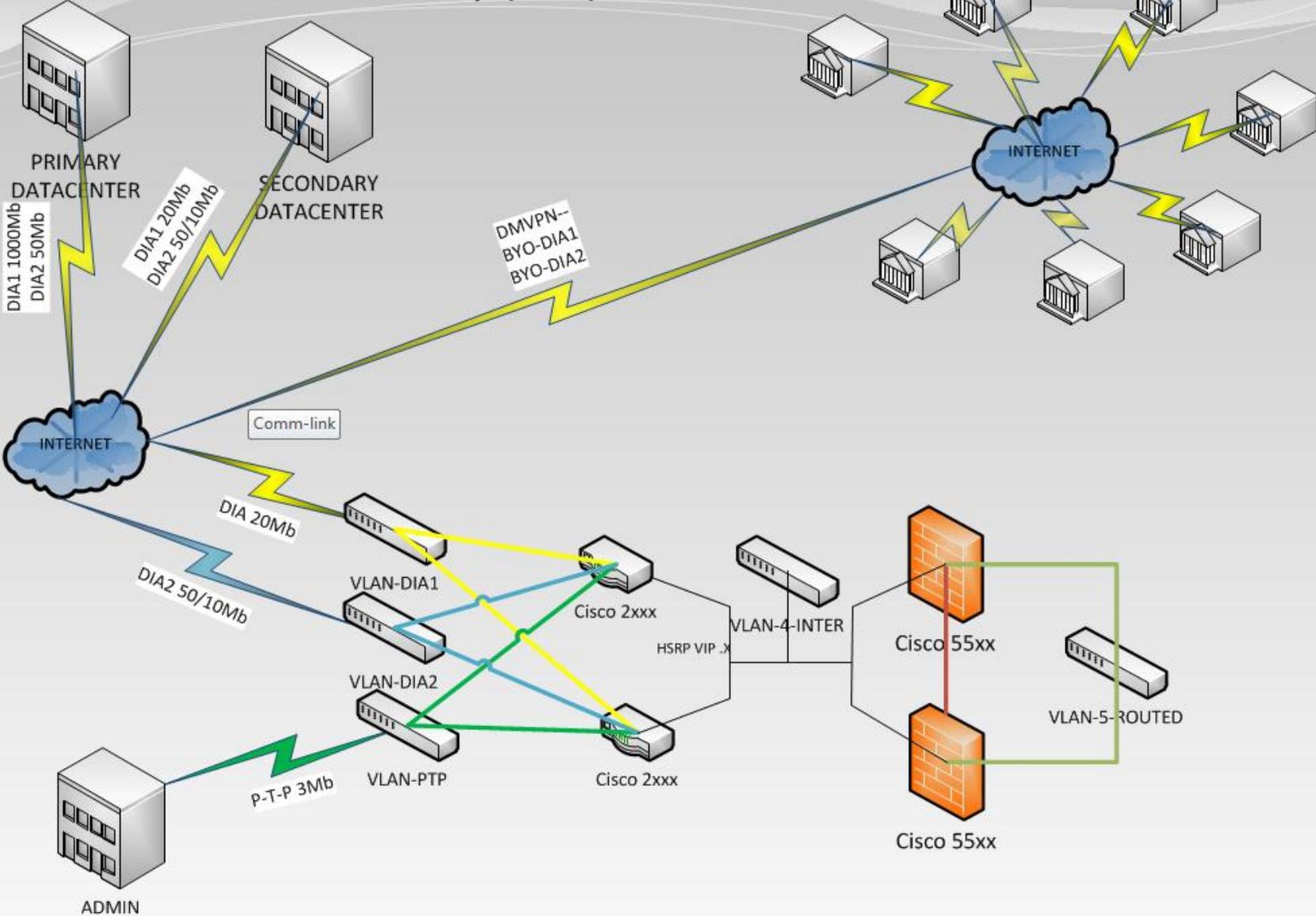
DSL 6Mb/512Kb
COMCAST 16/4Mb



INTERNET



Network Connectivity (XYZ)



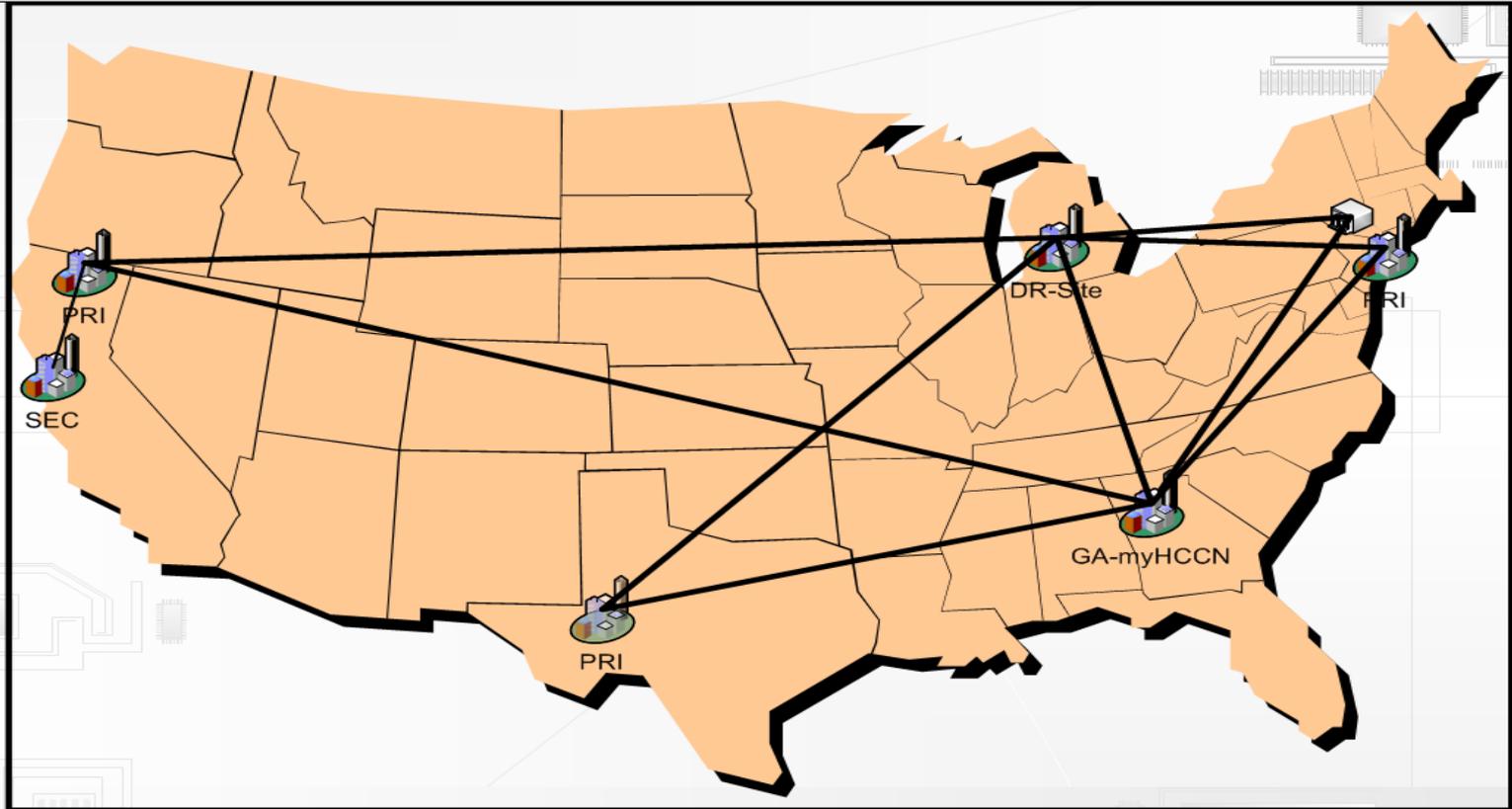
National Collaboration

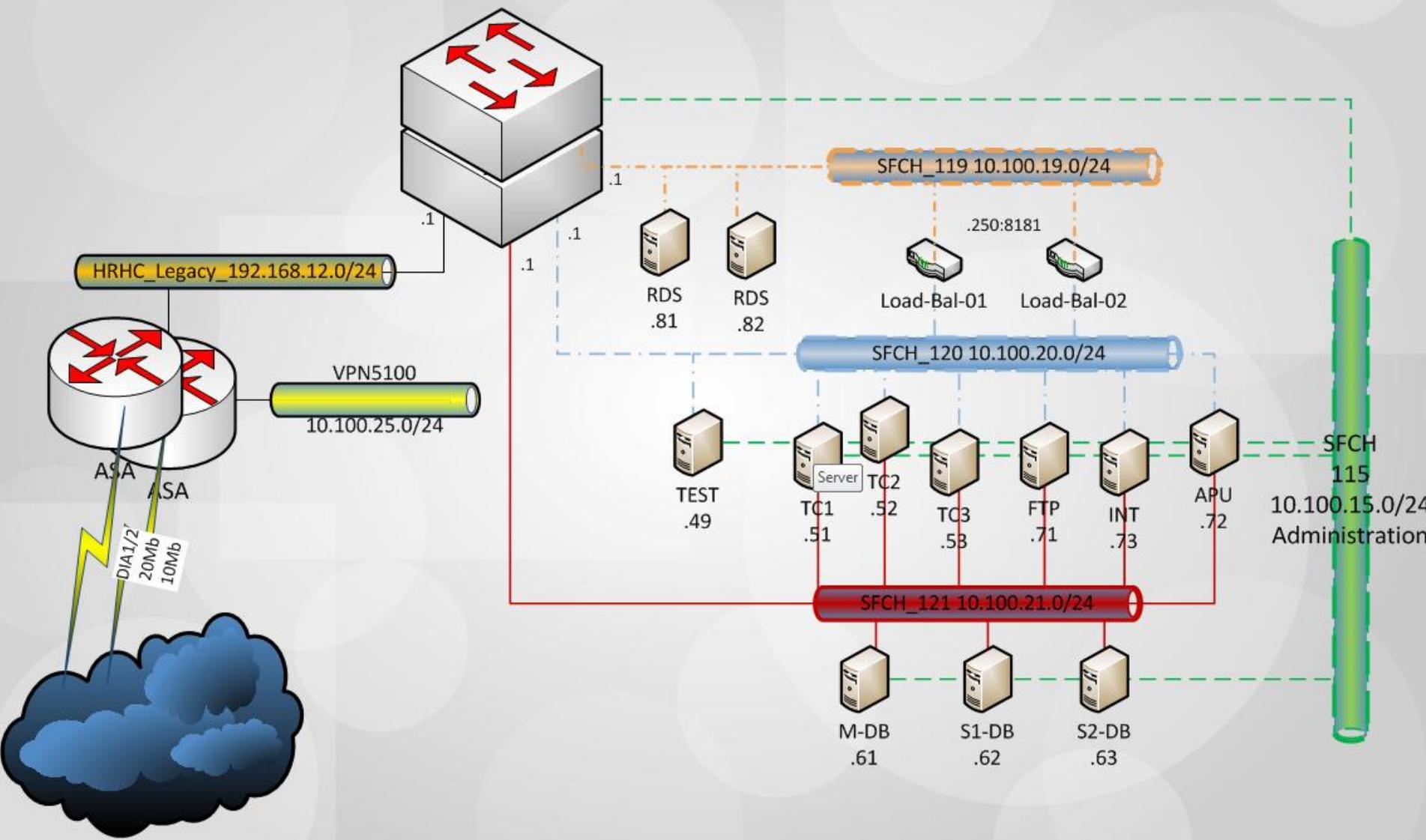
- Continue National presentations for HRSA, NACHC, EMR Vendors
- Continue Collaborating with other PCAs and HCCNs
- Host EMR for non-Georgia Organizations
- Consultation Service Expansion
 - IT Infrastructure Design, Deployment, & Operate
 - Operational / Management



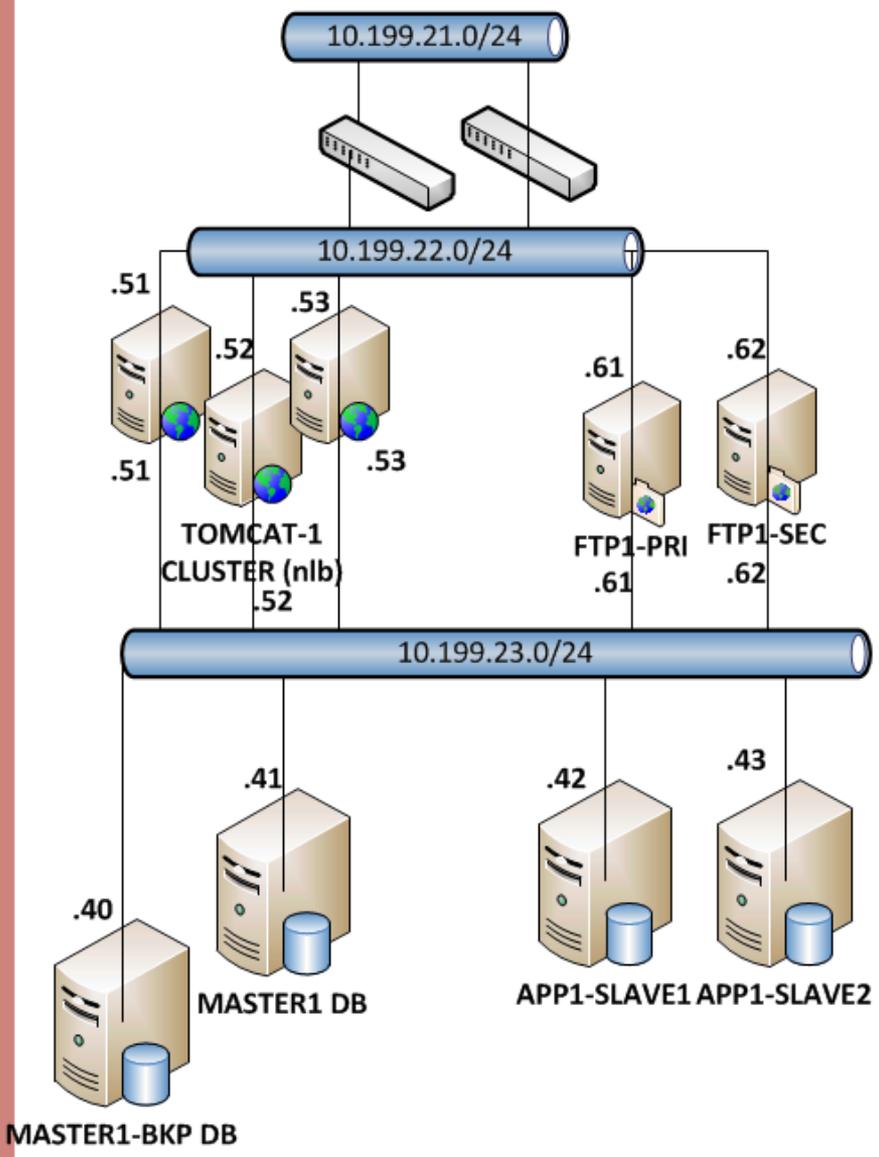
When Collaboration Works

Georgia myHCCN & other PCAs/HCCNs
With Disaster Recovery Site Pairs (N+1 or more)

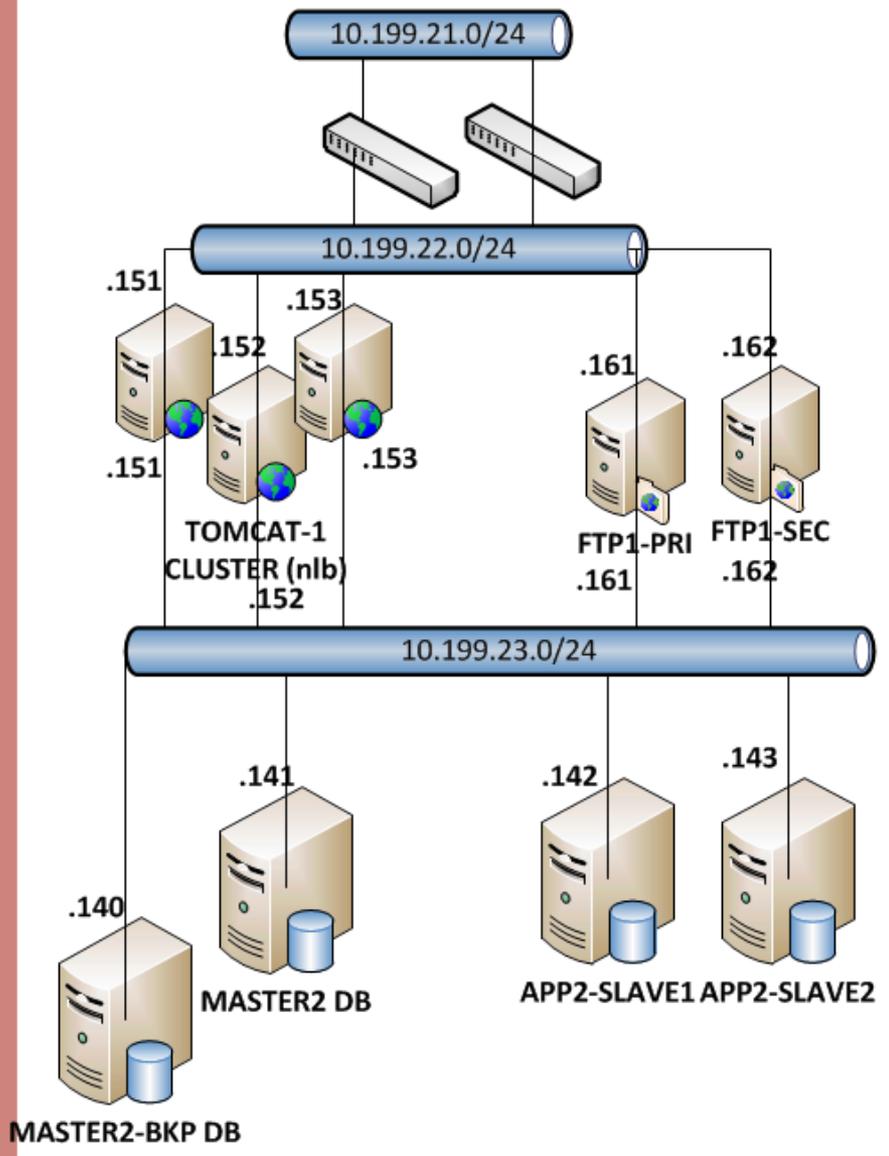




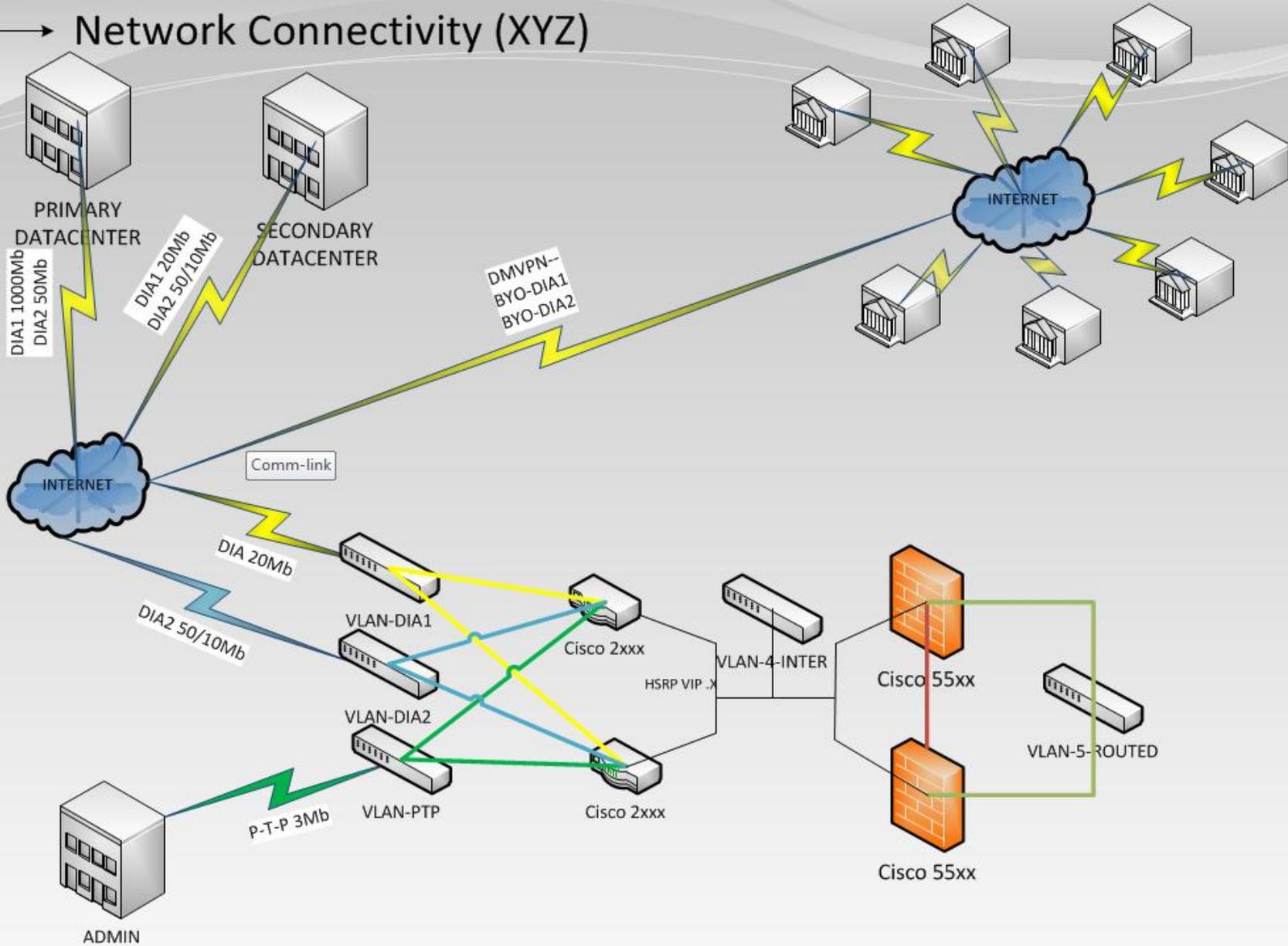
RESOURCE GROUP '1'



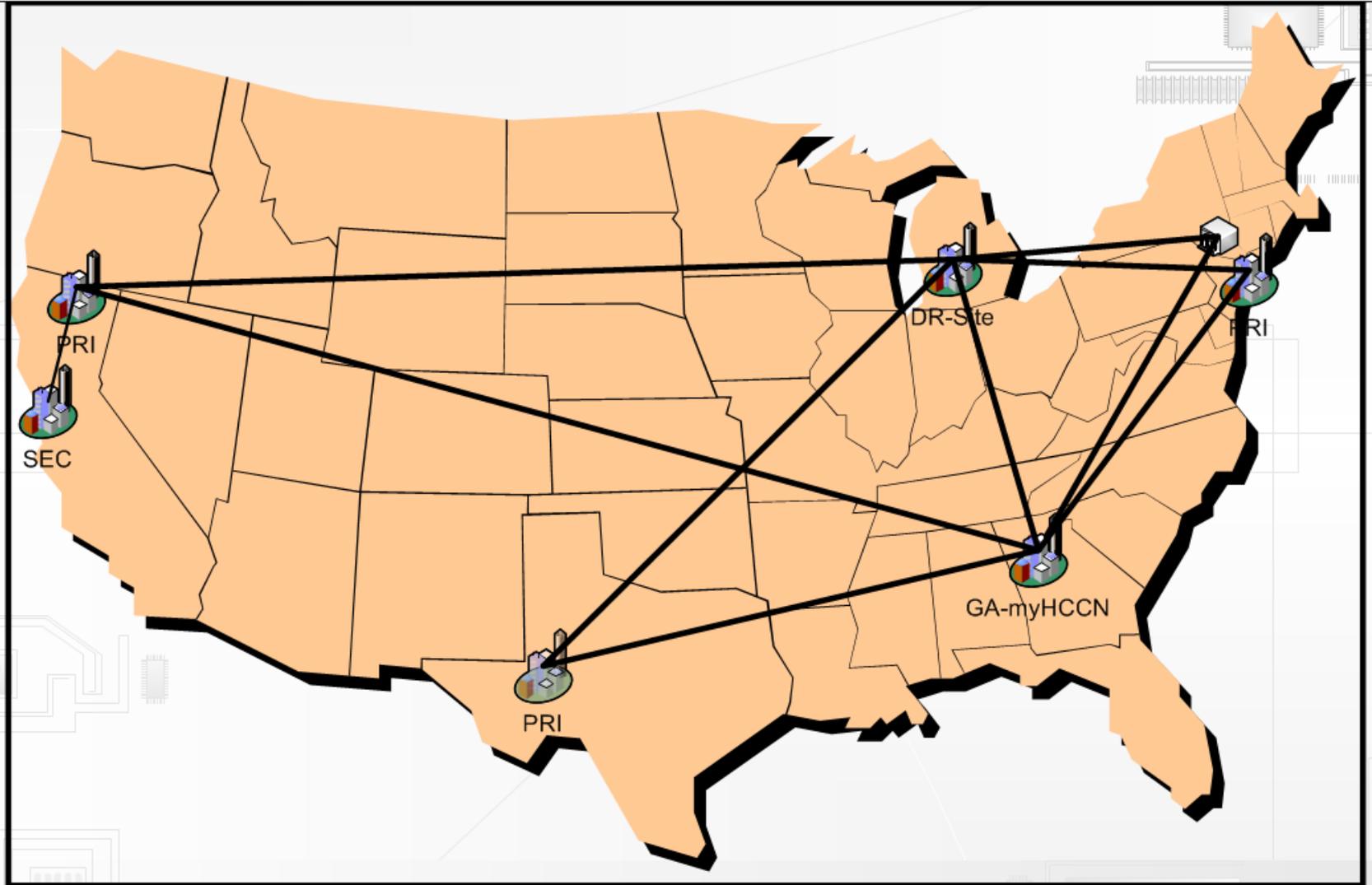
RESOURCE GROUP '2'



Network Connectivity (XYZ)



Georgia myHCCN & other PCAs/HCCNs
With Disaster Recovery Site Pairs (N+1 or more)



Contacts

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GEORGE C. GRAPE
COMMUNITY HOSPITAL

Right Care. Right Here.

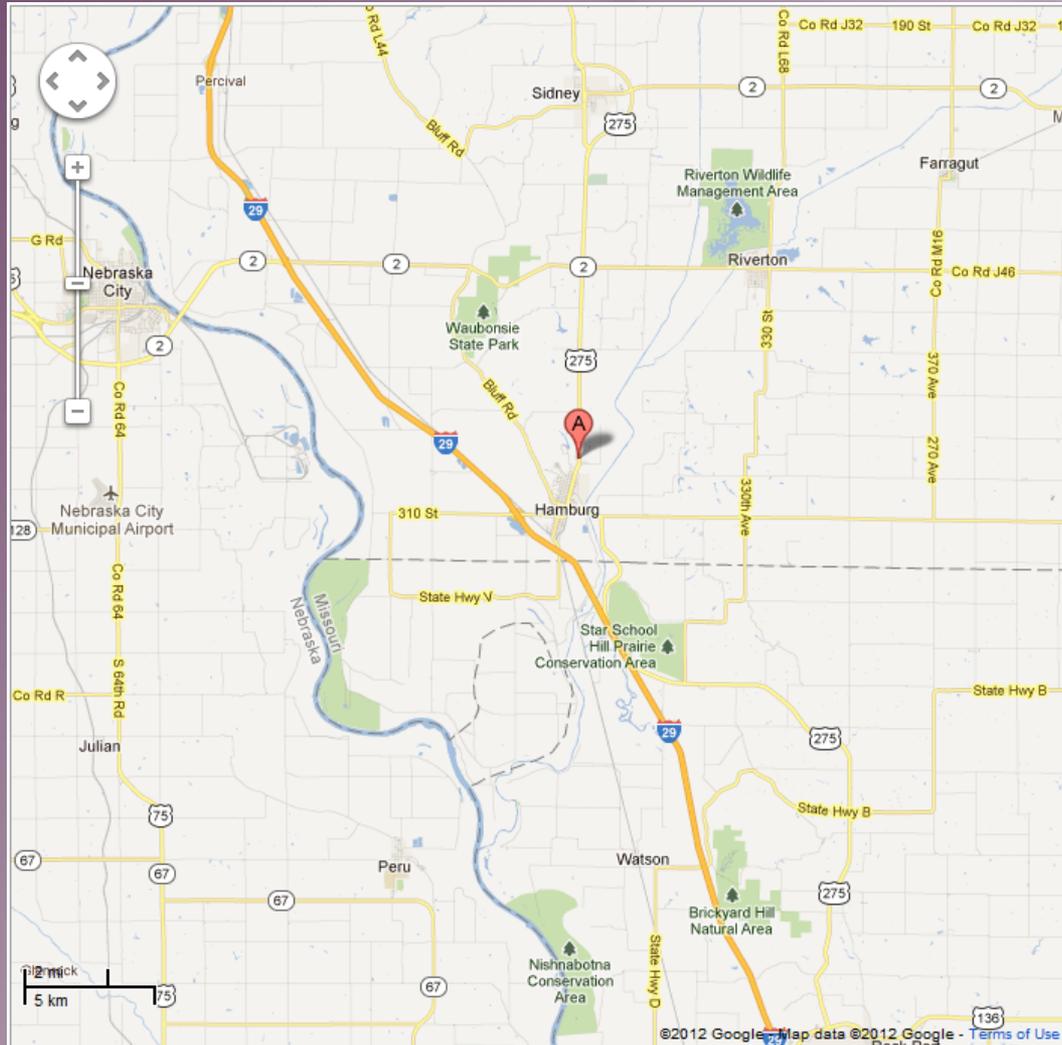
George C. Grape Community Hospital

2959 US Hwy 275
Hamburg, IA 51640



GEORGE C. GRAPE COMMUNITY HOSPITAL

Right Care. Right Here.



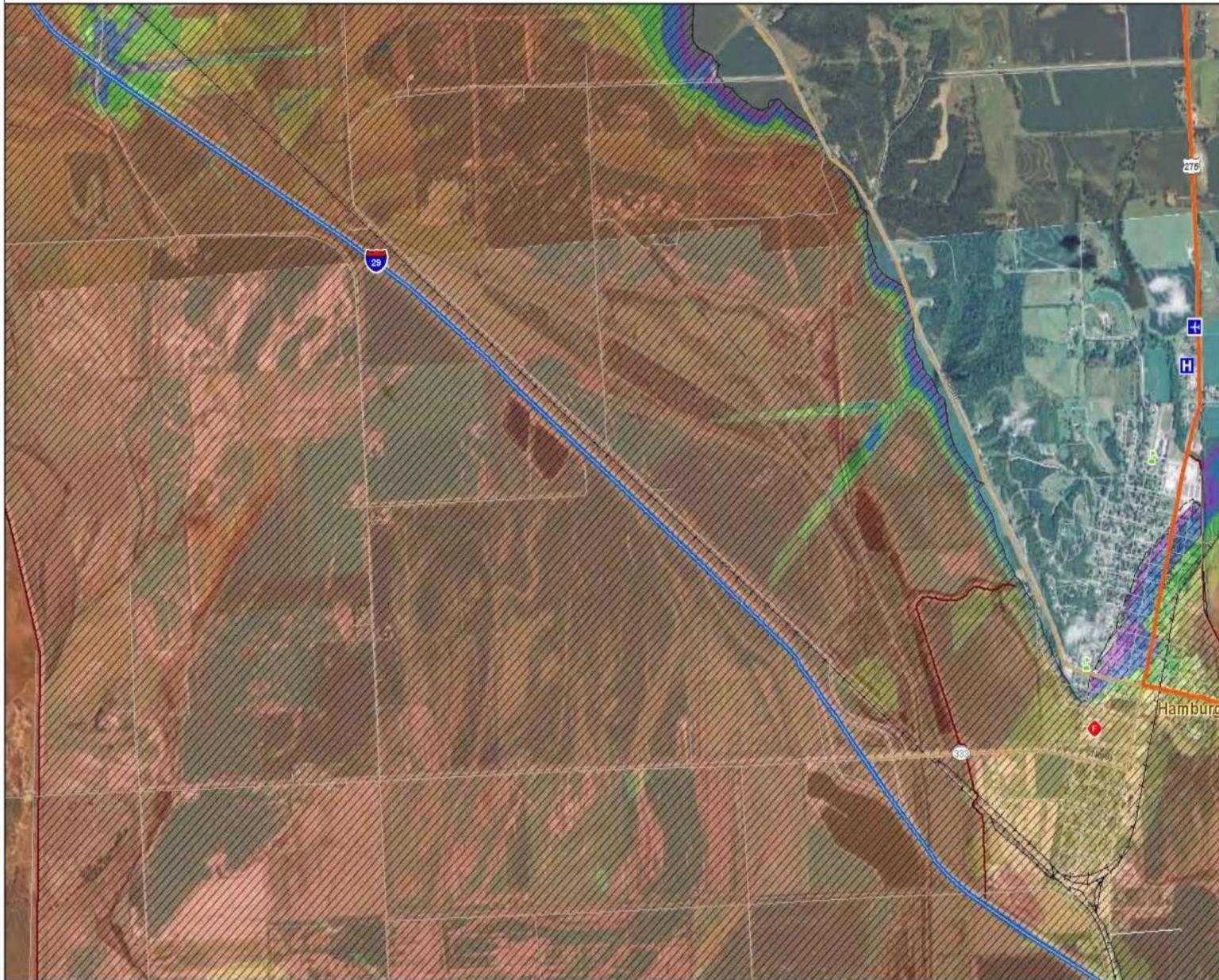


US Army Corps
of Engineers
Omaha District

Omaha, NE to Rulo, NE 150,000 cfs Projected Inundation

30 May 2011

@
1530 HRS



Estimated Flood Depths

- 0 ft - 2 ft
- 2 ft - 4 ft
- 4 ft - 6 ft
- 6 ft - 8 ft
- 8 ft - 10 ft
- > 10 ft

- Airports or Heliports
- Police Stations
- Civil Defense Centers
- Communication Facilities
- Fire Stations
- Hospitals
- Schools
- Power Plants
- Electric Substations
- Water Treatment Plants
- Railroad
- District River Mile

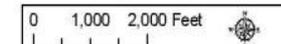
Levees

Levee Protection Designations

- This area protected by a levee system which is estimated to provide 2 or more feet of freeboard
- This area protected by a levee system which is estimated to provide less than 2 feet of freeboard
- The levee system protecting this area is estimated to be subject of overtopping



Map No. QQ21



Disclaimer: This map has been completed using the best information available and is believed to be accurate; however, its preparation required many assumptions. Actual conditions during a flood event may vary from those assumed, so the accuracy cannot be guaranteed. The limits of flooding shown should only be used as a guideline for emergency planning and response action. Actual areas inundated will depend on specific flooding conditions and may differ from the areas shown on the map.

Information on this map is intended to permit state and local agencies to plan emergency evacuation and flood response actions.

**Projected Inundation
(includes current tributary flows)
Spring 2011 Flood**

Date: 30 May 2011 - Version 1





MISSOURI
STATE LINE

ENTERING
ATCHISON
COUNTY

V

SPEED
LIMIT
55

Bridge
Recreation





ROSEODELL LIVING WATER















What We Were Facing

- Getting ready to start our 90 days of MU for Stage 1
- Unprecedented flood scenario
- All 6 Reservoirs in South Dakota were forced to release floodwaters down the Missouri River
- Flooding was imminent and projected to last for several months – not a typical flash flood
- Majority of town was projected to be under 10' of water ... hospital was on extreme edge of flood plane
- Hamburg, Iowa was faced with building up the levy an additional 8 feet in a matter of days



Factors to Address

- Single internet/telco source from a facility projected to be underwater
- Server room in the basement of our facility - below ground level
- Staff that would be cut off from access to our facility
- Local clinic was planning to move into our facility as a backup service location



Potential IT Problems

- Would our generator provide sufficient power backup to the entire network?
- How long would devices on battery backups last?
- Could our terminal server / remote access handle multiple staff members concurrently?
- Did we really trust our backup software / system?



What We've Done Since

- Attested to 90 days of M.U.
- Added a fiber internet source
- Local wireless company added an additional tower for better phone service
- Contracted an offsite data center for backup service
- Planning for server virtualization in our future – to improve our backup services
- Improving the environmental controls in server room
- Finalizing a configuration with our EHR provider for easier remote access



For more information

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Additional Resources

➤ **HRSA Resources:**

- **The Office of Emergency Preparedness and Continuity of Operations**, who assures that HRSA and its stakeholders have the information and tools needed to prepare for and respond to emergencies. More information can be found at : <http://www.hrsa.gov/emergency/index.html> emergencies.

- HRSA's Health IT Webinar “ **Disaster Recovery Plans for HIT - Why is it Important**” online at <http://hrsa.gov/healthit/webinars>.

➤ **National Library of Medicine's Preparedness and Response Toolkit** contains preparedness plans and training materials. More information can be found at <http://nnlm.gov/ep/>

➤ **Assistant Secretary of Preparedness and Responses' Office.** More information can be found at <http://www.phe.gov/preparedness/>

➤ **National Association of Community Health Centers** contains information and webinars on the following: Emergency Management Policy, Personal Preparedness, and Hazard Specific Information. More information can be found at <http://www.nachc.com/hc-emergency-management.cfm>

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