NORTHWEST HEALTHCARE
Response Network.

PREPARE.

RESPOND.

Bridging the Gap
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RECOVER.

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It's all about connection!

Our coalition's function is to connect all the partners, but anyone can take the initiative!

- Develop innovative solutions to sustain patient care during crises.
- Ensure a shared awareness of the status of healthcare to inform decision making.
- Provide real time support to healthcare to effectively manage crises.
- Build healthcare resiliency strategy through policy and advocacy.

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How do we connect to support the work?

- Sector-Specific work
- District Level Discussions
- Coordinating & Supporting Statewide Calls
- Regional Planning
- Local Level Integration
- Executive Level Engagement
- Training & Exercises
- Finding & Addressing Gaps

COLLABORATION
FOR THE WIN

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What does that mean in the daily?

Ensure collective situational awareness of the status of the Washington state healthcare ecosystem to inform decision-making and operations.

The Network provides critical information and data before, during, and after a crisis to ensure ongoing situational awareness. These tools and reports serve as guideposts for decision-making and daily operations. Related efforts include:

- All Hazards Briefs
- WATrac – capacity, alerting, tracking
- Data collection and analysis
- Hazard Vulnerability Assessments
- Regular situational awareness
- Interagency planning and coordination

Create innovative solutions to sustain healthcare services and surge effectively during disruptive events.

The Network leads planning, training and exercise efforts to ensure healthcare providers can serve patients during a disruption of healthcare operations, bringing together representatives and subject matter experts from multiple sectors and agencies with artful facilitation and subject matter expertise:

- Interagency planning and coordination
- Surge strategies
- Scarce resource management strategies for patient care
- Patient load balancing
- Mass casualty response strategies
- Training drills & exercises
- Tip sheets
- After action reporting and improvement action planning

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What does that mean in the daily?

Provide real-time support to the healthcare ecosystem to effectively manage disruptive events.

The Network is available 24/7 to provide real-time situational awareness, facilitate communication and coordination between partners and stakeholders, to have healthcare facilities and organizations have the necessary tools and resources to respond effectively in times of crisis.

- 24/7 Duty Officer
- Multi-agency healthcare response coordination across region & state
- Mutual Aid and other resource support
- Internal readiness
- Serve as healthcare liaison to support ESF8/Health and Medical
- Patient tracking
- HECC Operations

Advance policy and advocacy efforts to build healthcare ecosystem resiliency.

The Network's goal is to develop resilience across healthcare in Washington through advocacy for healthcare facility needs, policy influence, and stakeholder engagement. The Network leads efforts to create lasting change and improve the performance of the healthcare ecosystem in responding to and recovering from shocks.

- Inform and shape local, state and federal strategy and policy environment affecting healthcare readiness and response
- Coordination & driving collective action
- Legislative Advocacy

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Unpacking Response

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The Incident

Temporary Shelter –
Montesano Junior High School Gym

- Local Ambulances transported 7 patients to local hospitals for on-going care.
- Established a temporary shelter for 70 residents.
- Utilized ambulance and transit buses to relocate residents to 13 different facilities.
- Over 27 ambulances and 9 Montesano School and Grays Harbor Transit buses assisted

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THE RESPONSE

Keys to Success:
- Communications
- Relationships
- Roles & Responsibilities

Communications
- Started early in the incident
- Virtual EOC helped facilitate
- Crisis communications plan

Relationships
- Established before the incident
- Pre-incident exercising of plans
- Working Agreements

Roles & Responsibilities
- EOC and Incident Personnel understood roles
- Responding and requested resources knew their roles.

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THE RESPONSE

Challenges:
- Communications
- Resource Ordering
- People Management

Communications
- Lack of formal request to Activate County EOC
- Central Region failed to notify the county coordinators/mass notification
- Lack of timely and accurate Public Information

Resource Ordering
- Limited Resources in County
- Mobilization of county EM resources
- Right Resource – Right Task

People Management
- Spontaneous Volunteers
- Site Control / Security
- Resident and Patient Tracking

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Critical Learnings

- **Have patient details on hand for evacuation.**
- **Utilize virtual platforms to connect partners-** allowed for all partners to support and highly effective. Provided clear communication and coordination, no delay in response due to drive time/traffic from the incident.
- **Plan for facility staff to work alongside responders-** supported patient care in the holding area, provided critical patient information, supported appropriate placement based on needs, and verified accuracy on transportation.
- **Ensure you have contacts and planning information ahead of a response.** It is optimal for facilities to networked in with coalition and the community partners before working alongside each other during stress/crisis. Build your relationships and plans BEFORE response! Additionally, make sure you have 24/7 contacts or cell numbers.
- **Patient movement and reunification**. Utilize a platform for patient tracking and talk through reunification plans with local responders. It was highly useful in family reunification and coordination with all the receiving partners and command post on site.

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What's next?

Planning – plan for who is likely to be in your building/facility and how to help them evacuate. Patient info, critical documents, supporting patient care

Coordinating – understand how response works in your community and where you plug-in. Who are the response agencies, current meetings, resources

Tracking – WATrac is one solution (figure out what works for you if you aren't in healthcare)

In total, there were 77 displaced patients requiring various levels of care, all of which were successfully transferred to appropriate facilities and/or discharged home where possible. 11 Long Term Care Facilities supported relocation and received patients from MHR, alongside numerous response partners who rapidly came to the aid of this facility and community by offering resources, staff, and expertise.

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On behalf of all who were involved, we want to thank each one for the support provided to one another as response colleagues and the incredible care exhibited for these patients!

QUESTIONS?

RECOVER.

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