


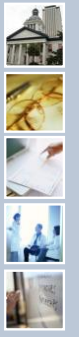
Emergency Preparedness and the Response of Volunteers

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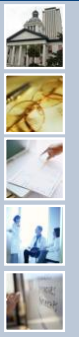
Objectives




- Understand the basis of disaster preparedness from the human resources perspective.
- Determine where volunteers can work to have the most impact in coping with a work force surge event.
- Define different role types within a volunteer program that would be most beneficial to hospitals.



Objectives



- Understand the framework and concept of the ESAR-VHP program.
- Understand the function of the Medical Reserve Corps and their role with volunteers at the local level.
- Examine the practices of the state of Florida's ESAR-VHP program.



Disasters and Human Resources



Key Issues



Operational Issues

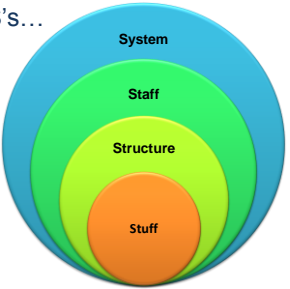
- **Surge Capacity** – Ability of the healthcare system to mobilize additional resources quickly to deal with a sudden influx of patients.
 - Demand > Supply.
 - Given point in time.
- **Surge Thinking** – Do the most good for the most people with the resources available.

Barbisch, D.F., & Koenig, K.L. (2006). Understanding Surge Capacity: Essential Elements. Academic Emergency Medicine, 13(11), 1098-1102.




Medical Surge

The 4 S's...



Barbisch, D.F., & Koenig, K.L. (2006). Understanding Surge Capacity: Essential Elements. Academic Emergency Medicine, 13(11), 1098-1102.




Operational Issues

- Staff
 - Workforce shortages.
 - What are the options?




Staff issues are the most difficult to manage!





Human Resources

- Human Resource policies - guide on what to do and how to do it.
- Vital skill set analysis.
- Virtual workplace solutions enabling the workforce to conduct business anywhere, anytime.
- Training and education on the plans, policies, skills and abilities required.





Human Resources

- Shift clinical staff to areas of highest need.
- Augment clinical staff with non-traditional personnel.
- Mutual Aid and the use of volunteers:
 - With other hospitals in the region;
 - With Medical Reserve Corps; and,
 - With ESAR-VHP program.






Human Resources

- Triage outside of hospital.
- Professional conduct.
- Code of Ethics.
- Staff engagement.
- Scope of Practice.



Health Care Work Force Surge




Planning and Decision-Making

- All Hazard
- Multi-level Integration
- Consistent framework
- Scenario-based planning
- Comprehensive staffing
- Interdependencies
- Continuum of Care
- Broad geographic scope
- Objective estimates
- Data analysis
- Event timeframes
- Use at all levels



Planning and Decision-Making

- Comprehensive Staffing:
 - Workforce surge capacity needs to be considered for all components of the public health and medical system.
 - Staffing also refers to a host of non-clinical personnel necessary for the functioning of a given healthcare facility or support location.
 - Such staff includes clerical support, security specialists, and physical plant personnel.



Work Force Surge

- Classification for healthcare workforce during a public health emergency response:
 - Conventional capacity
 - Contingency capacity
 - Crisis capacity
- Planning assumptions aid decision-making for using each of these work force categories.

Hick, J.L., Barbera, J.A., and Kelen, G.D. (2009). Refining Surge Capacity: Conventional, Contingency, and Crisis Capacity. Disaster Medicine and Public Health Preparedness, Vol. 3(Suppl 1):S1-S1.



Work Force Surge

- Conventional Staffing:
 - Limited to existing staff already credentialed to provide care at a facility.
 - Can include staff whose administrative or non-clinical duties can be shifted to provide clinical care during an incident:
 - Supervisors;
 - Managers.

Hick, J.L., Barbera, J.A., and Kelen, G.D. (2009). Refining Surge Capacity: Conventional, Contingency, and Crisis Capacity. Disaster Medicine and Public Health Preparedness, Vol. 3(Suppl 1):S1-S1.



Work Force Surge

- Contingency Staffing:
 - “May be staff from within the institution assigned to duties that they can safely perform with supervision or outside staff imported to meet clinical demands.”
 - Floor nurse provide basic nursing care for burn patients.
 - Non-clinical or untrained personnel taking on non-critical responsibilities to free specialized staff to respond to clinical aspects of surge demand.

Hick, J.L., Barbera, J.A., and Kelen, G.D. (2009). Refining Surge Capacity: Conventional, Contingency, and Crisis Capacity. Disaster Medicine and Public Health Preparedness, Vol. 3(Suppl 1):S1-S1.



Work Force Surge

- Crisis Staffing:
 - Use of staff to perform clinical care that is outside the usual scope of practice or training.
 - Just-in-time training may be prepared in advance to train staff to be used during these times of crisis staffing.

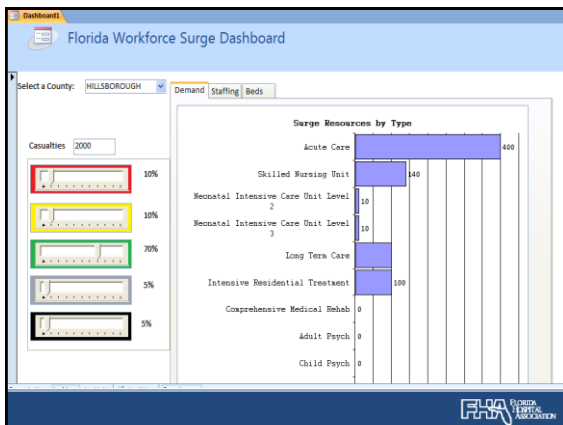
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Factors To Consider

- Vulnerability/potential loss or diminishment of structural/treatment capacity.
- Staffing loss/availability.
- Nature and type of patient surge.
- Need for alternate care systems/Federal Medical Stations.
- Public/private/federal facility staffing considerations (Stafford Act).





Factors To Consider

- Use of service extenders:
 - May include students who are not licensed, but may augment healthcare service if paired with licensed supervisors.
- Legal and injury protection.
- Coordination with employers:
 - Time Off.
 - Salary.



Emergency System for Advanced Registration of Volunteer Health Professionals

ESAR-VHP



What is ESAR-VHP?

- Federal program to support states and territories in establishing standardized volunteer registration programs for disasters and public health and medical emergencies.
- Administered on the state level.
- Verifies health professionals' identification and credentials so that they can respond more quickly when disaster strikes.



Emergency System for Advance Registration of Volunteer Health Professionals. 2001. <http://www.phe.gov/esarvhp/Pages/default.aspx>



Why Is ESAR-VHP Important?

- Many health professionals are eager and willing to volunteer their services.
- Hospitals, clinics, and temporary shelters may be dependent upon the services of health professional volunteers.
- The goal of ESAR-VHP is to eliminate a number of the problems that arise when mobilizing health professional volunteers in an emergency response.

Emergency System for Advance Registration of Volunteer Health Professionals. 2001. <http://www.phe.gov/esarvhp/Pages/default.aspx>



Who Manages ESAR-VHP?

- ESAR-VHP is administered by the U.S. Department of Health and Human Services, Office of the Assistant Secretary for Preparedness and Response (ASPR).
- ASPR assists each state and territory in establishing a standardized, volunteer registration program.

Emergency System for Advance Registration of Volunteer Health Professionals. 2001. <http://www.phe.gov/esarvhp/Pages/default.aspx>



ESAR-VHP Structure

- ASPR develops guidelines, policy, and requirements for the states to use in developing and implementing their ESAR-VHP programs.
- States have the flexibility to develop an ESAR-VHP program, which best meets their needs while enabling a national system of mutual aid for an optimal operation.

Emergency System for Advance Registration of Volunteer Health Professionals. 2001. <http://www.phe.gov/esarvhp/Pages/default.aspx>



ESAR-VHP Registration

- Licensed and credentialed health professionals can volunteer.
 - A state may register additional health professions occupations.
- Registration information is collected differently from state to state.
- No enrollment or membership fees.
- You can be removed from the registry at any time.

Emergency System for Advance Registration of Volunteer Health Professionals. 2001. <http://www.phe.gov/esarvhp/Pages/default.aspx>.



ESAR-VHP Registration

- Advanced practice nurses
- Behavioral health professionals
- Cardiovascular technologist and technicians
- Dentists
- Diagnostic medical sonographers
- Emergency medical technicians (EMTs) and paramedics
- Licensed practical nurses and licensed vocational nurses
- Medical and clinical laboratory technicians and technologists
- Pharmacists
- Physicians
- Physician assistants
- Radiologic technologists and technicians
- Registered nurses
- Respiratory therapists
- Veterinarians

Emergency System for Advance Registration of Volunteer Health Professionals. 2001. <http://www.phe.gov/esarvhp/Pages/default.aspx>.



Safety & Liability

- Volunteer may be entitled to workers' compensation if injured while participating in an emergency response.
 - Workers' compensation eligibility is controlled by state law.
 - Consult with state program coordinator to determine available coverage.

Emergency System for Advance Registration of Volunteer Health Professionals. 2001. <http://www.phe.gov/esarvhp/Pages/default.aspx>.



Safety & Liability

- Liability protections will vary by state.
 - The state may protect health volunteers participating in ESAR-VHP from exposure to civil liability due to allegations of malpractice or other medical negligence by identifying and establishing proper legal protections.
 - Legal protections from civil liability can arise through state laws and regulation.
 - Consult with state program coordinator to determine legal protections.

Emergency System for Advance Registration of Volunteer Health Professionals. 2001. <http://www.phe.gov/esar/vhp/Pages/default.aspx>.



Medical Reserve Corps



Medical Reserve Corps - Structure

- Mission - engage volunteers to strengthen public health, emergency response and community resiliency.
- Community-based.
- Function as a way to locally organize and utilize volunteers.
- Supplement existing emergency and public health resources.

Office of the Civilian Volunteer Medical Reserve Corps. 2001. <http://www.medicalreservecorps.gov/HomePage>



Medical Reserve Corps - Support

- MRC volunteers include medical and public health professionals and community members.
- MRC units are provided specific areas to target that strengthen the public health infrastructure of their communities by the U.S. Surgeon General.
- Volunteers can choose to support communities in need nationwide.

Office of the Civilian Volunteer Medical Reserve Corps. 2001.
<http://www.medicalreserv Corps.gov/HomePage>



Medical Reserve Corps - Function

- Registration is through a local MRC unit.
- Develop procedures to deploy willing, able, and approved MRC volunteers outside their local jurisdiction as part of the Federal response to large-scale national emergencies.
- Goal: ensure that MRC members who deploy are fully and seamlessly integrated as part of the Federal response for public health and medical disasters.

Source: <http://www.medicalreserv Corps.gov/HomePage>



Medical Reserve Corps - Training


- Proficiency in MRC Core Competencies is a pre-requisite and is considered the baseline skill set for all active MRC unit members.
- Deployment competencies outline a skill set for MRC members.
 - List is not exhaustive and proficiency in all competencies is not expected for members prior to joining.
 - An adjunct to Core Competencies.

Source: <http://www.medicalreserv Corps.gov/HomePage>





Florida Emergency Health
Volunteer Registry



FHA FLORIDA HOSPITAL ASSOCIATES

This slide features a blue header with the title 'Florida Emergency Health Volunteer Registry'. On the left, there is a vertical strip of five small images: a hospital building, hands being washed, a person writing, two people in lab coats, and a person in a lab coat. The main content area contains the title, a central logo showing a map of Florida with the text 'Florida Emergency Health Volunteer Registry' and 'www.servfl.com', and the FHA logo at the bottom right.

SERVFL



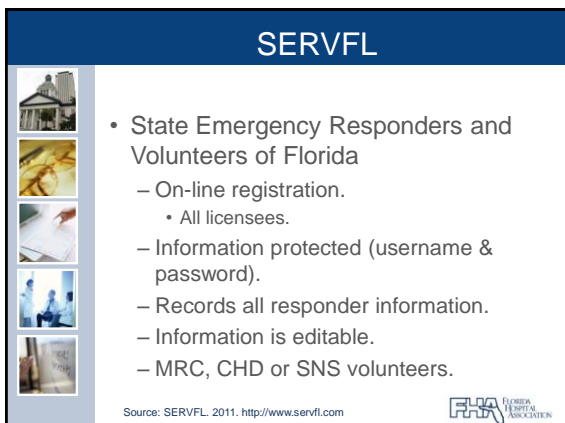
- State Emergency Responders and Volunteers of Florida
 - Collects and maintains information.
 - Associates responders to units and responder roles.
 - Identifies, activates and deploys responders.
 - Communication tool.
 - Training / exercises.

Source: SERVFL. 2011. <http://www.servfl.com>

FHA FLORIDA HOSPITAL ASSOCIATES

This slide has a blue header with the title 'SERVFL'. On the left, there is a vertical strip of five small images: a hospital building, hands being washed, a person writing, two people in lab coats, and a person in a lab coat. The main content area contains a bulleted list describing the organization's functions, the source information, and the FHA logo at the bottom right.

SERVFL



- State Emergency Responders and Volunteers of Florida
 - On-line registration.
 - All licensees.
 - Information protected (username & password).
 - Records all responder information.
 - Information is editable.
 - MRC, CHD or SNS volunteers.

Source: SERVFL. 2011. <http://www.servfl.com>

FHA FLORIDA HOSPITAL ASSOCIATES

This slide has a blue header with the title 'SERVFL'. On the left, there is a vertical strip of five small images: a hospital building, hands being washed, a person writing, two people in lab coats, and a person in a lab coat. The main content area contains a bulleted list describing the organization's functions, the source information, and the FHA logo at the bottom right.

SERVFL

- State Emergency Responders and Volunteers of Florida
 - Verification process before deployment.
 - Deployment typically 7-10 days.
 - Austere environments.
 - Assets are staged before deployment.
 - Liability and worker's compensation are covered under chapter 110 F.S.

Source: SERVFL. 2011. <http://www.servfl.com>

SERVFL Role Types

- Private health and medical professionals.
- Interns.
- Individual citizens interested in volunteering to support public health and medical responses.
- Public health employees and partner organizations.
- State Medical Response Teams.
- Disaster Behavioral Health Teams.

Source: SERVFL. 2011. <http://www.servfl.com>

Licensure Renewal Statement

- If you are renewing to active status, would you be available to provide health care services in special needs shelters or to help staff disaster medical assistance teams during times of emergency or major disaster? Yes No
- Selecting 'Yes' directs licensee to SERVFL website.

Source: SERVFL. 2011. <http://www.servfl.com>

Summary

- Engage your health system partners early.
- Determine the size and scope of the event and where volunteers will have the most impact.
- Create situational awareness tools.
- Identify asset types desired.
- ESAR-VHP is a good model to follow.



Summary

- Develop MRC units for coordinated local response.
- Database should capture all information about a responder's capabilities.
- Establish liability and worker compensation protection.
- Build a volunteer system that works for South Carolina's hospitals.



Thank You!

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