Managing the Mandatories

November 2023

EXTRAORDINARY CARE FOR EVERY GENERATION

In order to satisfy your annual training and education requirements from CMS (42 CFR 482.15) and HFAP (09.03.01), please read this entire course and quiz.

Because there are several different locations within Covenant HealthCare, you will also need to review any departmental policies and procedures, specific to your area, for any of the topics covered in this course. If you have any questions, please contact your manager, Safety Officer/EM (3.2756), Safety Manager (3.6332), or Infection Prevention and Control. Quizzes are due by December 1, 2023. Newly hired employees must complete within 14 days of their start date.

COVENANT
HealthCare

EMERGENCY PREPAREDNESS AND RESPONSE
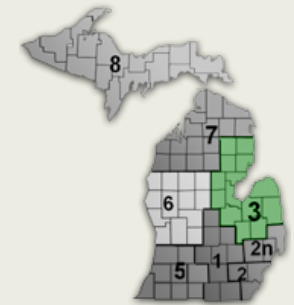
May 2020 Saginaw Flooding

There are three layers of emergency preparedness and response – county (local), regional and state. Covenant participates in the Saginaw County Emergency Preparedness Council, Local Emergency Planning Committee (LEPC) and Region 3 HealthCare Coalition. We work with the state as necessary, which is all tied in together on the health care preparedness side and the state police side.

Before 9/11, all emergency management was through the state police. After 9/11, the government created a system just for health care emergency preparedness and public health departments. U.S. Department of Health & Human Services(HHS) Assistant Secretary for Preparedness and Response (ASPR), the Technical Resources, Assistance Center, and Information Exchange (TRACIE), also known as ASPR TRACIE.

- **The Saginaw County Emergency Preparedness Council** (SCEPC) is comprised of hospitals, county emergency management, Red Cross, law enforcement, fire service, pre-hospital care, MBS airport, several nursing homes, schools, the public health department, county government and several other organizations. We plan and facilitate county wide disaster drills and work together on county-wide planning.

- **The Saginaw County Mobile Emergency Medical System** (MEMS) Subcommittee (part of the SCEPC) plans for the MEMS, which is a federal government invention to deal with a surge of victims.

  - We have secured *Dow Event Center, Saginaw Township Schools, CMU College of Medicine, CMU Health and Mackinaw Surgery Center* as alternate care sites in the event of a mass causality event.

- **Region 3 HealthCare Coalition** (R3HCC) is funded by grants from the federal government, as a result of 9/11. The region has no legal authority, only mandates as a result of the grants. The R3HCC office is located in the CMU Health Concentric building.

  - In an emergency, R3HCC would be essential in helping local authorities find assets. The R3HCC has stockpiled equipment and supplies and would release as necessary. They can also tap into the state and federal resources if necessary.

EMERGENCY PREPAREDNESS AND RESPONSE

WHAT SHOULD I DO IF A DISASTER HAPPENS?

As a Covenant employee, if you are at work, you would be notified of a disaster by a PA announcement, network message, EPIC Secure Chat Emergency Notification and/or Vocera Alert broadcast message on the badges. If you are at home, you would be notified by phone from your department, or by radio and TV announcements. Uniforms aren't necessary in a disaster or emergency, but shoes, clothing and your name tag are.

In the event of an internal disaster or emergency at Covenant, don't use the elevators unless they are deemed safe by engineering or the fire department. You should also secure cash, records and medications. Pay attention to PA announcements, network messages and your email.

Note: Every time incident command is activated our Public Information Officer or Internal Communication Specialist will send out email updates for all employees.

EMERGENCY PREPAREDNESS AND RESPONSE

Emergency Preparedness References

COVENANT
HealthCare

Emergency Number 5.2222

The guides are a quick reference for staff to have enough information on what to do in the beginning of an event. Most crucial part of the response plan is how staff react in the first 15 minutes.

EMERGENCY PREPAREDNESS AND RESPONSE

WHAT SHOULD I DO IF A DISASTER HAPPENS?

Be familiar with each department's response for each emergency response plan.

Disaster / Emergency Response

DER.002 - COVID-19 Preparedness and Response Plan

DER.003 Mass Casualty

DER.004 - 1135 Waiver - Patient Care in a Declared State of Emergency

DER.005 - Continuity of Operations Plan (COOP)

DER.006 - Weather Emergencies

DER.007 - Tornado/Thunderstorm

DER.008 - Hazard Vulnerability Analysis

DER.009 - Four Wheel Drive Plan

DER.010 - Epidemic and Pandemic Response Plan

DER.011 - SNS Distribution/Dispensing Site Plan

DER.012 - Phone Fan System

DER.013 - Weapons of Mass Destruction Plan

DER.016 - Shelter in Place

DER.017 - Evacuation Plan

DER.018 - Terrorism Threat Level Response

DER.022 - Recovery Checklist

DER.026 - Mass Fatality Management

DER.028 - Helicopter Crash

DER.031 - Interim Guidance Highly Infectious Diseases

DER.081 - EEG Non-invasive Imaging

DER.131 - Incident Command Structure

DER.132 - Incident Command Assignments

Equipment and Utility Management

EU.002 - Utility Failure

EU.007 - Floods

EU.010 - Elevator Failure

EU.011 - Loss of Water of Power

EU.012 - Oxygen Replacement in an Emergency

EU.013 - Telephone System Failure

EU.014 - 6119 Pocket Pager and Vocera Failure

EU.020 - ECG Monitor System Failure

EU.022 - Natural Gas Leak

EU.023 - Catastrophic Failure Policy

EMERGENCY PREPAREDNESS AND RESPONSE

WHAT SHOULD I DO IF A DISASTER HAPPENS?

Be familiar with each department's role or response for each emergency/disaster plan.

Life Safety / Fire Safety
FS.005 - Fire Alarm Response- Cooper
FS.006 - Fire Alarm Response- Harrison
FS.007 - Fire Alarm Response- Houghton
FS.008 - Fire Alarm Response- Off Site Clinics and Practices
FS.009 - Fire Alarm Response- Mackinaw
FS.010 - Fire Alarm Response- Michigan
FS.011 - Fire Alarm Response- POB
FS.012 - Fire Alarm Response-Irving
FS.013 - Fire Alarm Response-900 Cooper
FS.014 - Fire Alarm Response- Andersen
FS.019 - Fire Alarm Response- Skywalks
FS.022 - Fire Safety in the OR
FS.027 - Fire Alarm Response – Mary Free Bed

Hazardous Materials and Waste
HMW.002 - Spills and Releases
HMW.008 - Hazardous Materials Incident Plan
HMW.013 - Radiation Incident Plan

Safety Management Section
SM.014 - Bomb Threats
SM.016 - Civil Unrest
SM.017 - Hostage Situations/Threat Crisis
SM.018 - Missing Infant/Child
SM.018.001 - Missing Infant/Child Offsite
SM.019 - Emergency Codes
SM.020 - Communicating Emergencies in our Facilities
SM.021 - Code Silver/Active Shooter - Shooter in the Facility or on the Grounds
SM.023 - Suspicious Activity
SM.024 - Code Platinum (Lockdown / Controlled Access)
SM.025 - Helicopter Protocol

EMERGENCY OPERATIONS PLAN

DER-050	2 Main Harrison	DER-076	Corporate Compliance	DER-103	Occupational Health
DER-051	2 South Harrison	DER-077	CRM	DER-104	OR cooper Harrison
DER-052	3 East Cooper	DER-078	CVICU	DER-105	Pastoral Care
DER-053	3 Main Cooper	DER-079	Diabetic Education Mackinaw	DER-106	Pediatrics Harrison
DER-054	3 North Cooper	DER-081	EEG Non-invasive Imagine	DER-107	Pharmacy
DER-055	4 Main Cooper	DER-082	Emergency Department	DER-108	PM&R
DER-056	4 North Cooper	DER-083	Endoscopy	DER-109	POHA-PACU
DER-057	5 East Cooper	DER-084	Engineering Division	DER-110	Pre-admission testing
DER-058	5 Main Cooper	DER-085	Environmental Division	DER-111	Pt. Serv. –Busin.-EST-PICC-bed
DER-059	5 North Cooper	DER-086	Finance	DER-112	Pt. Safety and Quality
DER-060	6 Main Harrison	DER-087	Foundation - Volunteer	DER-113	Rehab Units
DER-061	6 North Cooper	DER-088	Health Information	DER-114	Rehab Care
DER-062	7 Main Cooper	DER-089	Hospitalist	DER-115	Respiratory Therapy
DER-063	Administrator	DER-090	Human Resources	DER-116	Risk Management
DER-064	Admitting	DER-091	ICU Harrison	DER-117	RNICU
DER-065	Ambulatory Surgery C and H	DER-092	Imaging - Diagnostics	DER-118	Security
DER-066	Anesthesia	DER-093	Information Technology	DER-119	Shift Administrator
DER-067	Business Development	DER-094	Infusion Therapy Mackinaw	DER-120	SICU
DER-068	Cardiac Rehab	DER-095	Laboratory Services	DER-121	Sleep Disorders
DER-069	CCU	DER-096	LDR Labor 3M	DER-122	Sterile Processing
DER-070	Center for the Heart and EKG	DER-097	Materials Management	DER-123	Supply Chain Management
DER-071	Central Business	DER-098	Med Staff Office	DER-125	Transcription
DER-072	Children's Center	DER-099	MSO	DER-126	VNA
DER-073	Clinical Decision Unit	DER-100	Neuro ICU	DER-127	Wound Healing Center
DER-074	Clinical Engineering	DER-101	Nuclear Medicine		
DER-075	Communication-Switchboard	DER-102	Nutrition Services		

EMERGENCY OPERATIONS PLAN

During an emergency situation involving an incident that happened off campus or an incident that impacts one of our buildings, we have an emergency operations plan (EOP) that guides us to the proper procedure for the incident. Our emergency operations plans is based on an "all hazards" approach dealing with the situations - communications, resources/assets, safety, security, staffing, utilities, and clinical activities.

Here are some examples of why we might need to activate our EOP:

Influx of patients (e.g.. Pileup of cars on I-75, mass shooting event, chemical release, etc.)

- Gas leak
- Fire
- Hazardous materials situation
- Pandemic

EMERGENCY OPERATIONS PLAN

DISASTER PARADIGM

Detection
- Has an issue been detected? What caused this to happen?

Incident management
- Does the organization need Incident Command activated?

Safety & security
- Is this a Safety or Security issue? If so, is Safety or Security present?

Assess hazards
- Did anyone assess the hazards that could be present?

Support
- What support, people and supplies are needed?

Triage & treatment
- Is triage for patients needed? What type and how much treatment do the patients need?

Evacuation
- Can staff evacuate if needed? Can the organization evacuate and transport patients?

Recovery
- What recovery issues are present with this situation?
- Does the organizations needs exceed current resources?

CONDENSED LIST OF SERVICES FOR EOP

The Emergency Operations Plan (EOP) must address the type of services the hospital has the ability to provide in an emergency. §482.15(a)(3)

Covenant Condensed List of Services for Emergency Operations Plan

LOCATIONS:	Inpatient	Emergency Care	Adult Trauma (Level 2)	Peds Trauma (Level 2)	Surgery	Anesthesia	Neonatal ICU (Level 3)	Pediatrics	Pediatric ICU	Adult	Geriatrics	Urgent Care	Radiology	Laboratory	Obstetrics	Rehab / SNF
700 Cooper Ave. Saginaw, MI 48602 (Cooper Campus)	x	x	x		x	x				x	x		x			
900 Cooper Ave. Saginaw, MI 48602 (ECC Building)	x (surge)	x	x	x	x	x		x		x	x		x			
1447 N. Harrison Saginaw, MI 48602 (Harrison Campus)	x	x	x		x	x	x	x	x	x	x		x		x	
1000 Houghton, Saginaw, MI 48602 (Lab Services)														x		
5400 Mackinaw, Saginaw, MI 48604 (Mackinaw Campus)													x	x		
5570 State Street, Saginaw, MI 48603 (Urgent Care)								x		x	x	x	x			
2970 Pierce Road, Saginaw, MI 48604 (SVSU, Urgent Care)								x		x	x	x	x			
2919 E. Wilder Road, Bay City, MI 48706 (Urgent Care)								x		x	x	x	x			
600 N. Main Street, Frankenmuth, MI 48734 (Urgent Care)								x		x	x	x	x			
16440 Gratiot Road, Hemlock, MI 48626 (Urgent Care)								x		x	x	x	x			

SERVICES NOT AVAILABLE AT COVENANT HEALTHCARE:
Inpatient Psychiatry, Transplant, ECMO, Burn

EMERGENCY OPERATIONS PLAN

If you have any questions to what your response will be in the event of a disaster or emergency at Covenant HealthCare, please have your manager clarify your role or contact your safety officer/emergency management, Angela Thornton.
When CMS or HFAP are on-site all employees will need to know what their roles will be in a disaster.

Angela Thornton
Safety Officer/Emergency Management
Phone: 989.583.2756
Email: athornton@chs-mi.com

QUIZ

1. Where can you find your department/unit plan?
   a. Infection Control Manual
   b. Nutrition Services Manual
   c. Safety Manual
   d. Engineering Manual

RECOGNIZE, AVOID, ISOLATE, NOTIFY

RAIN

Emergency situations can happen at any time, and it is important to be aware of your surroundings, know your role (what to do), and who to tell for different emergencies and situations in your area.

R Recognize the presence of a hazard
A Avoid contamination through use of protection
I Isolate hazards by securing the area
N Notify appropriate upper management *(example: Security/5.2222/Manager)*

RECOGNIZE, AVOID, ISOLATE, NOTIFY

RECOGNIZE: DOES IT BELONG?

Unusual Activity

Behavior

Hazardous weather conditions

Suspicious Packages

Things out of place

Strange smells

Abnormal fogs or mists

Unexplained liquids

You need to be able to **Recognize** the hazard: What do I see, hear, or smell?
This may include the presence of unusual activities or behaviors.

Examples of unusual activities / behavior:
- Persons wearing inappropriate clothing for current weather conditions
- Hospital visitors exploring restricted areas
- Persons taking pictures of facilities
- Persons frequently visiting for inconsistent or unsubstantiated reasons
- Large vehicles parked in visitor areas (i.e., large trucks in non-loading dock areas)
- Unattended packages

Hazardous weather conditions: Tornados may happen with little or no warning.

RECOGNIZE, AVOID, ISOLATE, NOTIFY

AVOID: WHAT DO I STAY AWAY FROM?

Remember that life safety for yourself, other staff member and patients is important. Think about the situation before acting to avoid becoming a victim. Take actions to avoid liquids, powders, clouds, or vapors and out of sight of any potential improvised explosive device. If you can see a bomb, the bomb can see you and kill you! Apply the concepts of time, distance, and shielding. Avoiding exposure time to the threat, put distance between yourself and the threat, and protective equipment or barriers between yourself and the threat.

If you are a victim, you cannot help others!

RECOGNIZE, AVOID, ISOLATE, NOTIFY

ISOLATE: "WHO DO I KEEP AWAY"?

Fire doors may be used to help contain a fire as well as support containment of a security threat or infectious area. It is each department's responsibility to know how to control and / or contain their area. Access to critical areas must be controlled.

It is important to note security needs. It is everyone's responsibility to assist with preventing unauthorized access. Do not open locked doors to persons outside. Watch for and report persons entering an isolated area, and make sure the appropriate signs are posted.

Take action to isolate or reduce exposure to contamination or threats; attempt to remove oneself from the contaminated zone, remove other people who may be in the contaminated zone, and keep people from going into the contaminated zone. Evacuation may be necessary.

RECOGNIZE, AVOID, ISOLATE, NOTIFY

Any employee who encounters an emergency situation in which the health or safety of patients, staff, and/or visitors shall alert the proper departments of the internal emergency situation by contacting **5.2222 (off campus 911)** and the Supervisor immediately of the type of event. (examples, fire, active shooter, bomb threat, etc.) *(The emergency line call also be contacted via cellphone by dialing **583.2222**)*

It is important to know what belongs in your area and what doesn't so that things like suspicious packages and chemical spills are **recognized** right away. **Avoid** touching or tasting unknown liquids, objects, packages, etc. **Isolate** and contain the area. Evacuation and / or decontamination may be necessary. Also remember to consider security concerns. Call for help and **notify** appropriate persons.

QUIZ

1. What does RAIN mean?

   a. Regional Access Information Network

   b. Recognize, Avoid, Isolate, Notify

   c. Radio and Internet Newsletter

   d. Resources and Information Network

CONGRATULATIONS!

Congratulations!

You have successfully completed this course! Please use the button below to exit and return to Saba in order to receive credit for this course.