

Here a Plan, There a Plan, Everywhere a Plan, Plan...

Janice Maine
Public Health All-Hazards Planner
Minnesota Department of Health

Janice.Maine@state.mn.us



Objectives

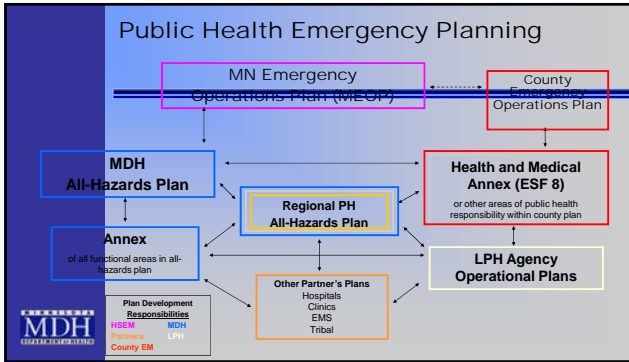
- *Apply ICS to help develop an agency response plan
- *Provide templates and resources to build a response plan
- *Implement strategies to obtain collective acceptance from agency leadership



Goal / Outcome

- *Identify at least two (2) evidence-based or evidence-informed tools/resources that will enhance your professional work in planning for, responding to, or recovering from disasters & other public health emergencies.







MDH All Hazards Workgroup

- * Office of Emergency Preparedness
- * Environmental Health
- * Public Health Laboratory
- * Infectious Disease, Epidemiology, Prev. Cntl.
- * SNS
- * Deputy State Epidemiologist

One-on-One Interviews

- * Validate their work
- * What was Important?
- * Where did they think we should go from here?
- * LISTEN



Active Listening Skills



- * Pay attention
 - Look at the speaker
 - "Listen" to his/her body language
- * Show you are listening
 - Facial expressions
 - Posture: open, inviting



Active Listening Skills

continued

- * Provide feedback
 - Paraphrase
- * Defer judgment
 - Don't interrupt
- * Respond appropriately
 - Be honest and open
 - Be respectful



What had been Developed/Conceived

- * Annex or Appendix?
- * Functional Annex model
- * "Base" Plan
- * Emergency Communication (or Coordination?) Center
- * Regional Coordination Center
- * Incident-Specific Annexes

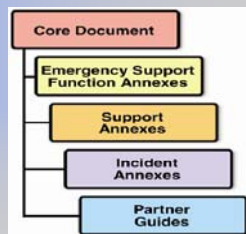
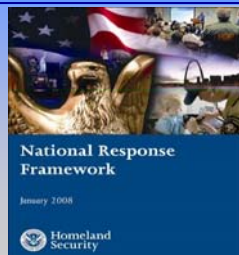


Resources Used to Develop Plan

- | | |
|--|--|
| <ul style="list-style-type: none">* BEFORE my Arrival<ul style="list-style-type: none">- Colorado State Health Plan- MaHIM model- Alameda County, CA | <ul style="list-style-type: none">* AFTER my Arrival<ul style="list-style-type: none">- National Response Plan- Writing Disaster Plan- Public Health ICS (PHICS)- Regional Coordination Plans (D.C, OR, CT)- Internal Gap Analysis |
|--|--|



National Response Framework



National Response Plan (Framework) Compared to MDH Plan

- | | |
|--|--|
| <ul style="list-style-type: none"> * Nat'l Response Plan – Base Plan – Appendices – Emergency Support “Function” Annexes – Support Annexes – Incident Annexes | <ul style="list-style-type: none"> * MDH All-Hazards Plan – Base Plan – Appendices – “Functional” Annexes – Support Annexes – Incident-Specific Annexes |
|--|--|



MDH All-Hazards Response & Recovery Base Plan

- * adaptable plan that provides the basis for dealing with a variety of hazards and disasters, including terrorism.



MDH MAC Plan

- * Written first
- * Multiple partners
- * Needed Buy in
- * Working together
- * Coordination NOT Command



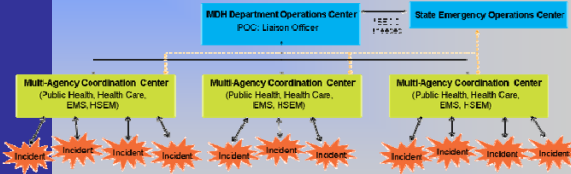
8 MDH Regions/District Offices



- * 8 MDH Preparedness Consultants
- * 8 Hospital Preparedness Coordinators
- * MN Homeland Security/Emergency Management
- * EMS field staff/MN EMS Regulatory Board
- * Behavioral Health Coordinators

HEALTH Information Flow when a "Health" MAC is Activated

Figure 3. Multiple Agency Coordination "health" communication flow in a health-related incident.



Play Nice - Set Ground Rules



- * Listen attentively
- * Ask questions politely
- * Participate!
- * Keep your commitments

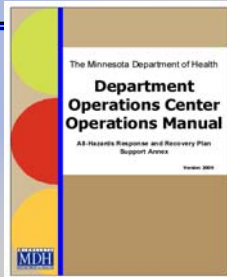
MDH Regional All-Hazards Plan



- * Support Annex
- * Base Plan
- * Functional Annexes
- * Incident Specific Annexes
- * Appendices

MDH DOC Manual

- * Logistics of MDH response
- * Coordinate with State EOC, MACs
- * Operationalize our Response Plan

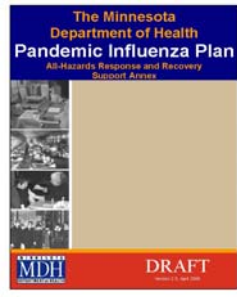


MDH Department Operations Center

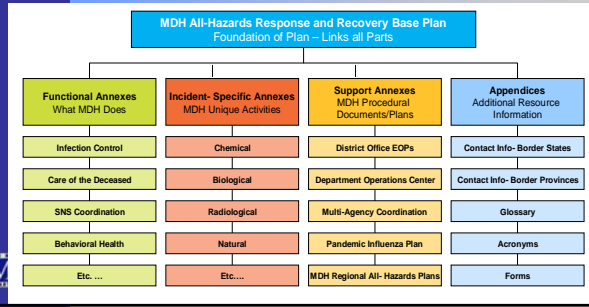
- * Notice of Activation
- * Set up & Equipment
- * Response forms (ICS)
- * Incident Management Staffing Chart

MDH Pandemic Influenza Plan

- * Similar Structure
- * Base Plan
- * Technical Sections/Chapters
- * Appendices

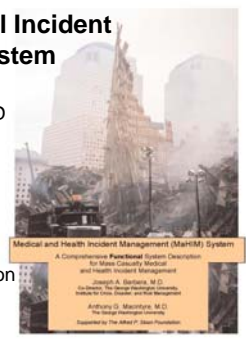


Organization of All Plans



Health & Medical Incident Management System

- * Anthony Macintyre, MD
 - Associate Professor of Emergency Medicine
- * Joseph Barbera, MD
 - Co-director, Institute for Crisis, Disaster & Risk Management
- * The George Washington University



MaHIM Implementation: Challenges

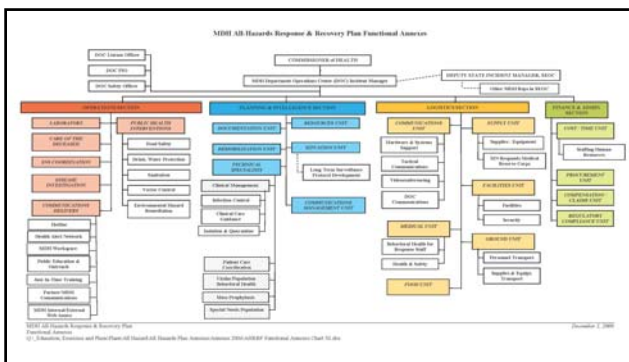
- * Not public health based/Hospital based
- * New concept



Add MaHIM graphic here

In process of getting permission to use graphic.





Definition of a Functional Annex

- *...provide additional detailed information organized around the performance of a broad task.
- * Each annex focuses on one of the critical emergency functions that MDH will perform in response to an incident.

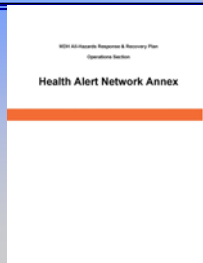


Annex Development

- * Identified the Function
- * Gave Definition
- * Assigned Development lead (SME=Author)
- * Assigned Contributing Author
- * Assigned Annex to ICS structure
- * Develop Annex Template & Instructions



Annex Template



- * Need a unified voice
- * One author/many writers
- * Coherent
- * Consistent
- * Easy/Simple to use



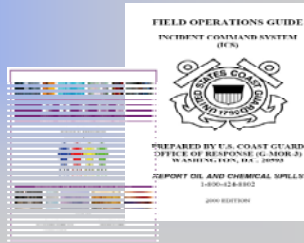
Annex Table of Contents/Structure

- *Introduction
- *Organizational Structure
- *Key Activities
- *Attachments



Attachment A: Job Action Sheets

- *Use Action Verbs
- *Use resources on Workspace
- *Call ext 5715 for help



Attachment B-1: SOGs

- *SOGs used to accomplish tasks
- *No need to re-state SOGs
- *Just list the Title, Date, & Location

Example:

Requests for Volunteer Health Professionals

11-29-2006

OEP/HealthCare System Preparedness



Attachment B-2: Policies

- * List policy #, Title
- * Responsible Manager: **Position Title** (no names)
- * If no #; leave blank
- * If no policy title; write policy statement, responsible manager and date approved/last updated



Attachment B-3 Web Links/Web Addresses



Example:

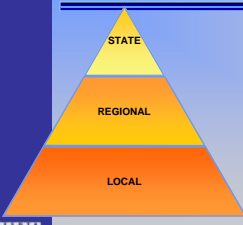
Title: Federal Emergency Management Administration

Address:

http://www.fema.gov/pdf/emergency/nims_doc_full.pdf



Attachment C: Local & Regional Roles/Responsibilities



Example: MDH Workspace Annex

EA: Communication

R&R: Distribute Health Alert Network messages to hospitals, Emergency managers, Clinics, other local partners.

C.E. Primary: MDH HAN / PAC Team, Local Public Health

Contributor: RHRCs, EMSRB Field Staff



Attachment D: Guidance Documents

- * Guidance used by locals to accomplish responsibilities
- * No need to insert or attach the document
- * Just list the Title, Date, & Location

Example:
MDH MAC Plan Guidance
04-01-2006
OEP/Exercise, Education and Planning



Attachment E: Annex Command Structure

- * Select your "Section"
- * Add extra boxes to existing structure, Or
- * Insert a command structure you have already developed
- * NOTE: Your annex may "move" in an actual response



Attachment F: Notification Structure

- * How will you call people in for a response?
- * Do you have a "calling tree?"
- * Enter Titles of staff, not Names.



Stakeholders

- * Health Department Leadership
 - Divisions: Environmental, Lab, Acute Disease, etc
- * Local Health Depts.
- * Health Commissioner
- * Other State Agencies



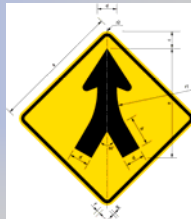
Coordination & Feedback

- * Assigned Contributing Authors to review the annex
- * Primary Author made aware of changes
- * Met to discuss Annex, if many questions
- * IF it came to it, I Had final word on edits



MDH Continuity of Operations Plan

- * Figuring out how/where it fits
- * Integrating COOP leadership with All-Hazards Response leadership
- * Integrating w/ All-Haz Base Plan



Why Integrate COOP & All-Hazards?

- * May face continuity challenges during a public health emergency
- * Hosting the RNC highlighted the need for agency-wide, all staff preparedness
- * Increase the dept's capacity to respond to all types of emergencies
- * Similar governance structure for both plans



Small Group Activity

- * Internal Communication Needs Outline for Continuity of Operations in Pandemic Influenza scenario
- * One snapshot of a 9 page outline
- * Help you think of Your Internal Continuity Communication Needs



Small Group Activity Directions

- * Read topic & Content/Description
- * **Determine your audience-** who gets message?
- * **Enter Status-** Do you have it developed?
- * **Communication Tool-** How will it be delivered?
- * **Responsibility-** Who will deliver it?
- * **Evaluation-** How will success determined?



Thank you
Additional Documents and Templates
are on Conference website

Here a Plan, There a Plan,
Everywhere a Plan, Plan

Janice Maine, MN Dept of Health

Janice.Maine@state.mn.us