

COMMUNITY ASSESSMENT TOOL – READINESS FROM A TOOL HEALTHCARE

**Clinician Outreach and
Communication Activity (COCA)
Conference Call
August 31, 2011**

Office of Public Health Preparedness and Response

Division of Emergency Operations



Objectives

At the conclusion of this session, the participant will be able to accomplish the following:

- ❑ **Discuss the rationale behind the Community Assessment Tool**
- ❑ **Illustrate how the Community Assessment Tool can assist in developing a coordinated and integrated community healthcare surge plan**
- ❑ **Describe the types of information that can be obtained from the Community Assessment Tool and how the information can be utilized**

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TODAY'S PRESENTER



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Community Assessment Tool

Sherline Lee, MPH

Healthcare Preparedness Activity



US Department of Health and Human Services
Centers for Disease Control and Prevention

Overview

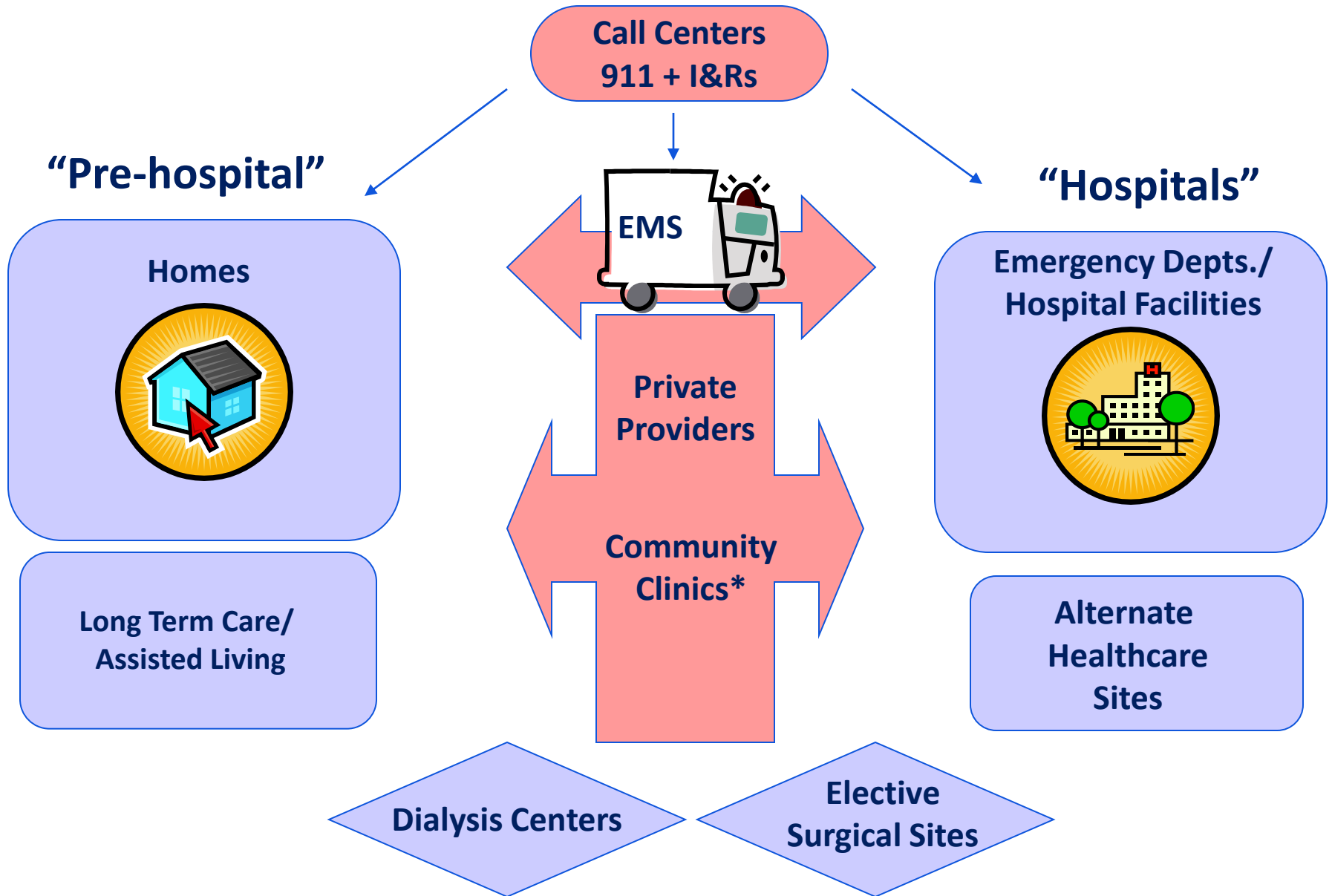
- ❑ Introduction to the Healthcare Preparedness Activity (HPA)
- ❑ Overview of the Community Assessment Tool
- ❑ How to Use the Tool
- ❑ Use of the information gathered from Tool

How HPA supports our stakeholders

- ❑ Develop content and/or provide technical assistance for:
 - Policy documents
 - Tools, templates, checklists
 - Guidelines, recommendations, protocols, and algorithms
 - Tracking and monitoring
- ❑ Conduct and/or participate in:
 - Workshops and stakeholder meetings
 - Exercises and drills
- ❑ Provide coordination and be a liaison:
 - Healthcare sector
 - Public health sector
 - Emergency management sector
 - Federal agencies
 - CDC programs



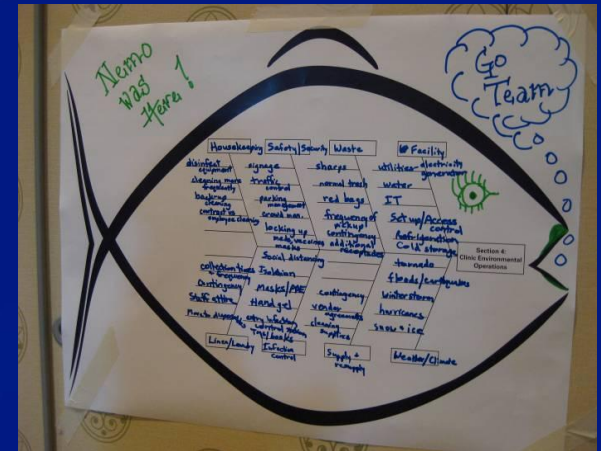
Community Model for Delivery of Care



*Community clinics refers to a spectrum of outpatient/private provider, rural health centers, urgent care centers, federally qualified health centers (FQHC) and FQHC-like entities

Stakeholder Meetings

- Targeted to the specific needs of the healthcare delivery system's sub-sectors
 - Call Centers (2008)
 - Primary Care Providers (2009)
 - Pediatrics (2009)
 - Long Term Care (2010)
- Tools posted at <http://emergency.cdc.gov/healthcare>



Community Workshops for Healthcare Delivery in an Influenza Pandemic

- ❑ Develop coordinated and integrated strategies for delivering healthcare to the community
- ❑ Identify preparedness needs related to healthcare delivery among community planners and other stakeholders
- ❑ Outcome of the workshops
 - Develop a “Community Model of Healthcare Delivery” for an influenza pandemic (2 workshops in 2008, 1 in 2010, and 1 in 2011)
 - Develop an alternate care system to be used when medical surge capacity in a community’s healthcare system is challenged and/or exhausted (1 workshop in 2008, 1 in 2010, and 1 in 2011)

**OVERVIEW OF THE
COMMUNITY ASSESSMENT TOOL
(CAT)**

Jean Randolph, MPA, RN

Purpose of CAT

- ❑ Provide a framework for use by community and public health planners to build a coordinated and integrated response to a surge of ill or injured patients on the healthcare system
- ❑ Help a community identify
 - Resources for a coordinated and integrated healthcare response
 - Potential resource shortages
 - Sub-sectors and partners that may need assistance in responding to an influenza pandemic or other hazards
 - Healthcare sub-sectors and partners to include in planning

<http://emergency.cdc.gov/coca/pdf/CAT.pdf>

What healthcare sub-sectors and partners* are included

- ❑ 9-1-1 Call Centers
- ❑ Other Call Centers
- ❑ Emergency Medical Services
- ❑ Primary Care Providers
- ❑ Outpatient/Walk-In Clinics
- ❑ Urgent Care Centers
- ❑ Hospital Systems
- ❑ Veterans Affairs Medical Center
- ❑ Pharmacy
- ❑ Home Health Care
- ❑ Palliative Care/Hospice
- ❑ Long-Term Care
- ❑ Alternate Care Sites
- ❑ **Public Health***
- ❑ **Emergency Management***
- ❑ **Local Government***
- ❑ **Mortuary Services***

Development of the CAT

- ❑ Communities piloted the tool as part of their pre-workshop preparation and suggested this would be useful to other community planners
- ❑ Sections of the CAT were reviewed by subject matter experts for content and to determine the priority of questions
 - Federal partners (e.g., DOT/NHTSA)
 - Local practitioners and responders from past workshops and meetings

Audience

- ❑ Intended Audience
 - Community planners, healthcare emergency preparedness planners, emergency coordinators, coalitions and steering committees engaged in planning
- ❑ CAT informs the audience of
 - Healthcare sub-sectors capabilities and resources
 - Gaps in the community's capabilities, planning efforts, or potential shortages in resources.

Organization and Design

- Each section is customizable and has two parts
 - Part 1: Completed by individual community planner or a disaster/emergency preparedness coordinator
 - Part 2: Completed by people most knowledgeable about individual facilities
 - Questions in each part may be edited, added, or deleted as necessary to obtain desired information about the healthcare sub-sector and partners' capabilities, capacities, and resources within the community

Organization and Design

- ❑ Design of document
 - Document is in Word format, should be downloaded, and sections separated and sent to each sector for completion
 - Information collected is for the community's use and is not shared with CDC

- ❑ Questions marked with an asterisk (*) should be answered first if there is a limited amount of time available to complete all questions

Urgent Care Centers

Part 1

- How many urgent care centers are in the community?
- Please list the main urgent care centers in the community and then check the appropriate box for Part 2
- What is the role of urgent care centers in the community's pandemic influenza planning?
- * Has coordination been made with these clinics to address appropriate standards of care when resources are scarce?

Urgent Care Centers

Part 2

- ❑ What role will the center play during an influenza pandemic?
- ❑ On average, how many patients does the center see every day?
- ❑ How long is the average shift?
- ❑ * Is there a plan to increase staff if 30% are ill and cannot come to work?

Urgent Care Centers

Part 2

- ❑ * Is there a plan to share employees with other centers or clinics to maximize the use of licensed employees?
- ❑ * Has coordination been made with the hospital emergency department (ED) to develop criteria for when to send patients to the ED?

Urgent Care Centers

Part 2

- ❑ * Are plans and materials readily available to conduct just-in-time training for qualified volunteers?
- ❑ * Is there a plan to keep the center open 24/7 or extend hours to help reduce the number of patients who go to the hospital?

How to Use the CAT

- ❑ Appoint a CAT coordinator
 - Review each section of the CAT
 - Identify individuals to complete each section and solicit feedback on these parts
- ❑ Distribute specific sections of the CAT
- ❑ Keep track of progress
 - Complete
 - To Be Determined
 - Not Applicable

What to Do with the Information

- Review the completed information to identify issues
 - Situation in which several healthcare facilities are relying on the same vendor(s) for supplies, such as PPE and oxygen
 - Sub-sectors and partners who may need help improving their plan for responding to large events
 - Current employee numbers and how they may change in an influenza pandemic

What to Do with the Information

- ❑ Identify gaps or issues not previously known
 - Same supplier for several systems
 - Sub-sectors and partners who may need help improving their plan for responding to large events
- ❑ Questions with an asterisk that are answered 'No' will need follow up
- ❑ Planner is encouraged to re-use this document to monitor all components of healthcare sub-sector readiness

The findings and conclusions in this presentation are those of the author and do not necessarily represent the views of the Centers for Disease Control and Prevention

For more information please contact Centers for Disease Control and Prevention

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Office of Public Health Preparedness and Response
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Centers for Disease Control and Prevention Atlanta, Georgia

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<http://www2a.cdc.gov/TCEOnline/>.

Those who participate in the COCA Conference Calls and who wish to receive CE credit/contact hours and will complete the online evaluation by **Sept 30, 2011** will use the course code **EC1648**. Those who wish to receive CE credits/contact hours and will complete the online evaluation between **Oct 1, 2011** and **Aug 31, 2012** will use course code **WD1648**. CE certificates can be printed immediately upon completion of your online evaluation. A cumulative transcript of all CDC/ATSDR CE's obtained through the CDC Training & Continuing Education Online System will be maintained for each user.

Thank you for joining!

Please email us questions at coca@cdc.gov

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The Community Assessment Tool - Readiness From a Total Healthcare Perspective

 = Continuing Education Credits

Date: Wednesday, August 31, 2011

Time: 2:00 - 3:00 pm (Eastern Time)

Participate by Phone: 800-369-2138

Passcode: 9946347

[Register for this webinar:](#)

Presenter(s):



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http://emergency.cdc.gov/coca/calls/2011/callinfo_083111.asp

Join Us on Facebook

CDC launched a Facebook page for Health Partners! “Like” our page today to receive COCA updates, guidance, and situational awareness about preparing for and responding to public health emergencies.



The screenshot shows the Facebook interface for the CDC Health Partners Outreach page. At the top, there is a navigation bar with the Facebook logo, a search bar, and login options for Email and Password. Below the navigation bar, there is a "Sign Up" button and the text "Facebook helps you connect and share with the people in your life." The main content area features the CDC Health Partners Outreach profile picture, a "Like" button, and the page name "CDC Health Partners Outreach" with a "Like" button. The page is identified as a "Government Organization" located in "Atlanta, Georgia". The "Wall" section displays several posts, including a post about a webinar on Crisis and Emergency Risk Communication - Radiation, a post about a Crisis and Emergency Risk Communication - Radiation Webinar, and a post about the Clinician Outreach and Communication Activity (COCA) booth at the AVMA Convention. The left sidebar shows the "Wall" tab selected, along with "Info", "Photos", "About", "2 check-ins", and "1,187 like this".

<http://www.facebook.com/CDCHealthPartnersOutreach>