



EDUCATIONAL RESOURCES

# Disaster Preparation and Emergency Preparedness Planning

Am I ready for the inevitable?

 PHARMACY



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# Objectives & Program Intent

- Discuss the role of the pharmacist in emergency preparedness
- Define and discuss the elements of an emergency response
- Define and discuss the creation of an emergency preparedness plan
- Discuss the role of patient and caregiver education in preparing for a disaster
- Discuss the role of technology in emergency preparedness
- Discuss the components of a business continuity plan

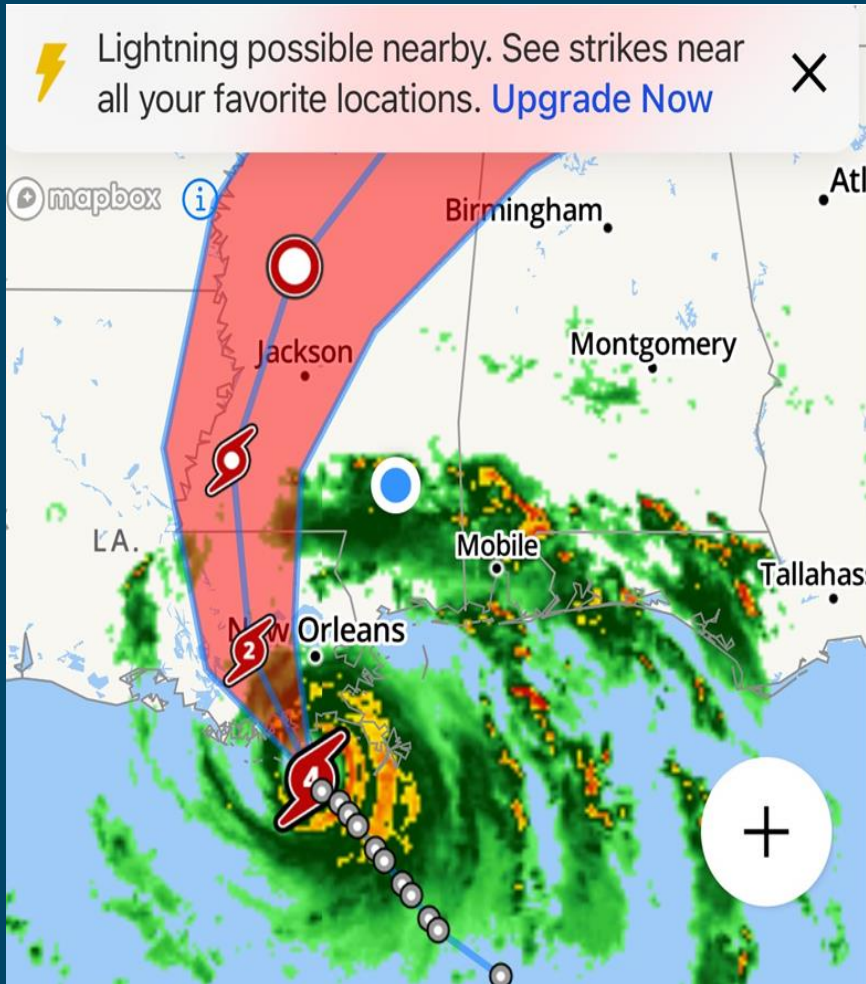
# The Inevitable Happens

- Hurricanes, floods, earthquakes, pandemic, extreme ice and snow are just some of the natural events that we as healthcare providers must have a prepared response plan in place.





And while the inevitable is sometimes difficult to plan for precisely, having a plan in place to address a likely occurrence could save lives.



# Disaster Types

Natural	Human Caused- Intentional	Human Caused-Unintentional
Weather related (eg, hurricane, tornado, severe storms, flooding)	Active shooter	Technology (eg, bridge collapse, dam failure, plane crash, industrial accident)
Geological (eg, earthquake, volcano)	Terrorism (eg, chemical, biological radiologic, nuclear explosive, technological <sup>a</sup> )	Civil disturbance (eg, protest, riots)
Wildfires	Disease outbreaks	
Disease outbreaks/ epidemics/pandemics		

<sup>a</sup> Includes computer hacking, identity theft, and credit card cloning

# Disaster Terminology

Term	Definition
Declared disaster areas	Areas designated by state/federal authorities as those that have been adversely affected by a natural or man-made disaster and require extraordinary measures to provide adequate, safe, and effective health care for the affected population
Emergency prescription drug order	A standing prescription drug order that allows pharmacists to dispense designated prescription drugs during a public health emergency
Public health emergency	An imminent threat or occurrence of an illness or health condition caused by terrorism, bioterrorism, epidemic or pandemic disease, novel and highly fatal infectious agent or biological toxin, or natural or man-made disaster, that poses a substantial risk of a significant number of fatalities or incidents of permanent or long-term disability that is beyond the capacity of local government or non-governmental organizations to resolve
State of emergency	A governmental declaration (usually issued as a result of a public health emergency) that may suspend certain functions of government, alert citizens to alter their behaviors, and/or direct government agencies to implement emergency preparedness plans

# Elements of an Emergency Response

- Preparedness
- Response
- Recovery
- Prevention
- Mitigation

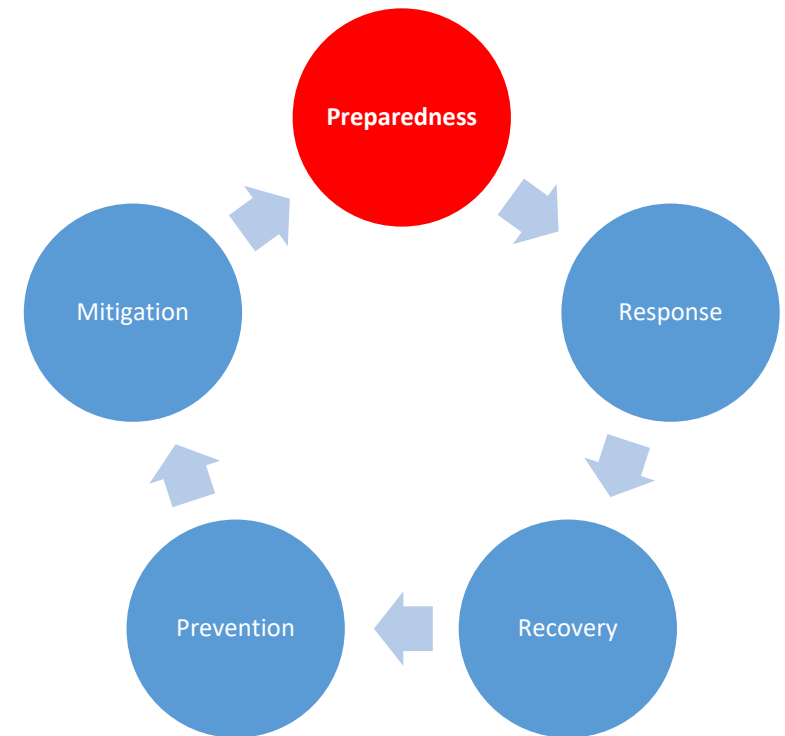




# Elements of an Emergency Response

## Preparedness

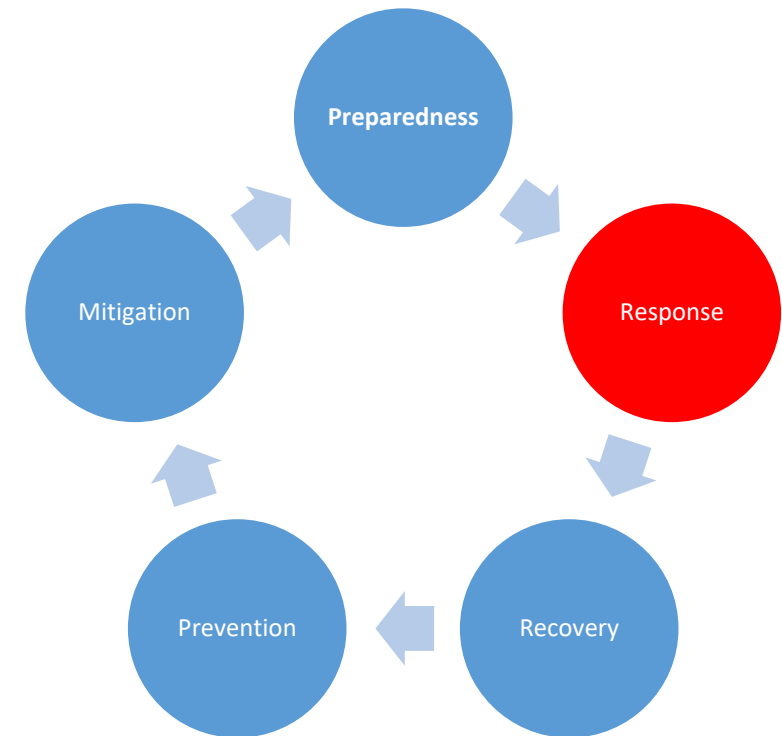
- The primary objective of this phase of the disaster response is vulnerability reduction.
- Long before the event, **risks** are identified and defined/ preventative measures are attempted/ and response plans are developed.



# Elements of an Emergency Response

## Response

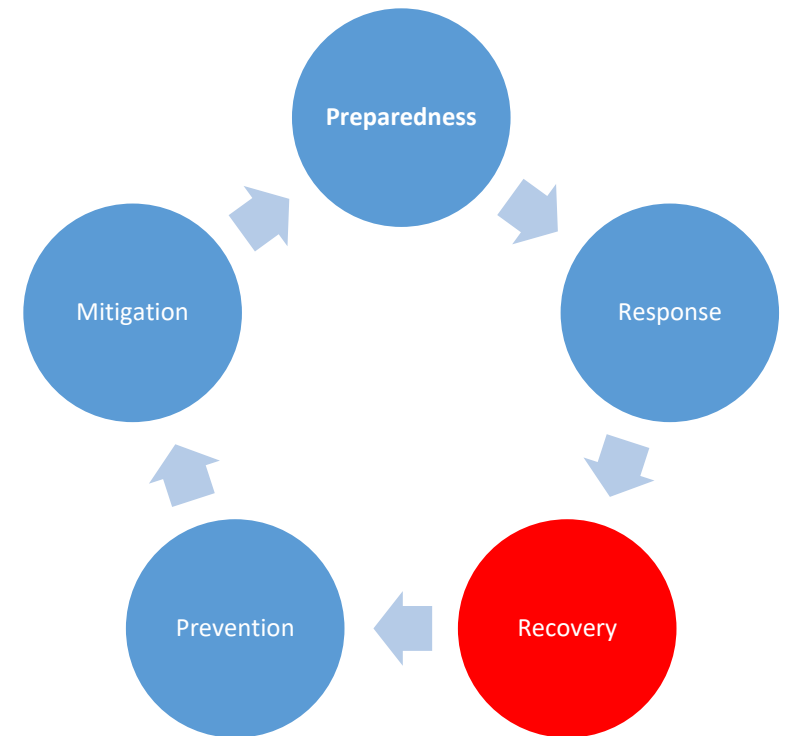
- Actions taken immediately before, during or directly after an emergency to save lives and property.
- Become familiar with local and federal disaster management plans as it will be called upon to be the first line of care during these situations.



# Elements of an Emergency Response

## Recovery

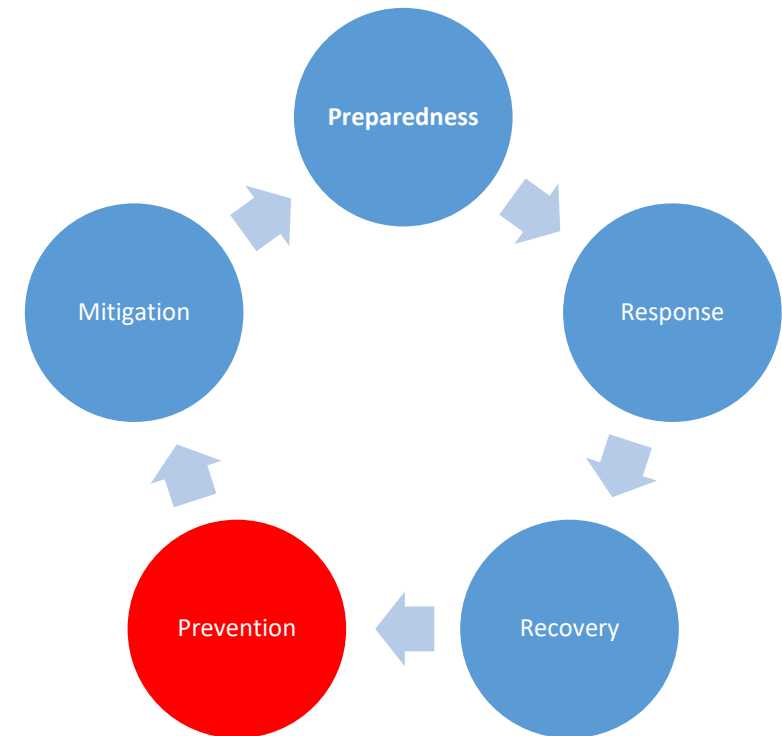
- The recovery process should start immediately to restore function as quickly as possible.
- In this phase, the affected infrastructure must be rebuilt, and efforts made to reduce future risks.



# Elements of an Emergency Response

## Prevention

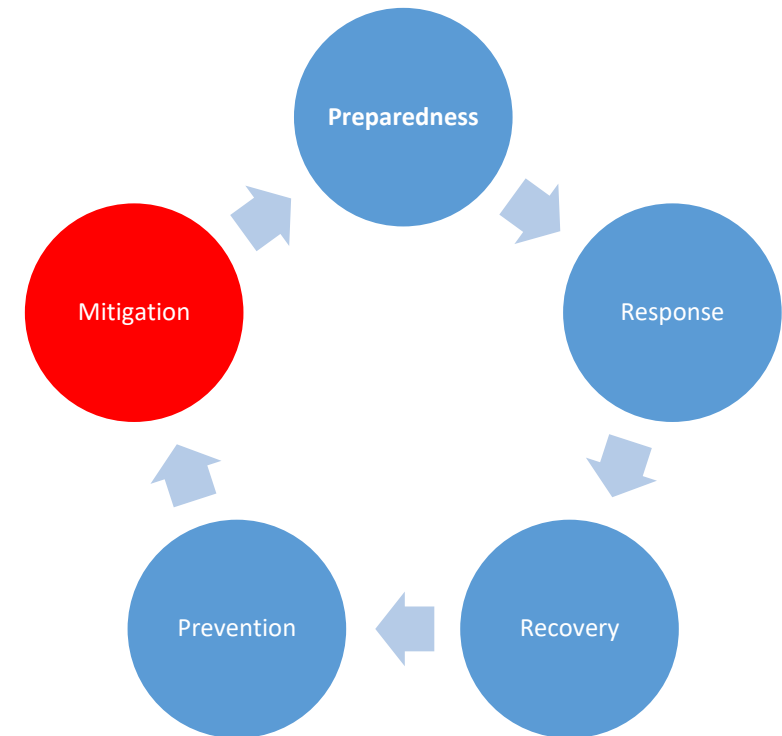
- Efforts that minimize the destruction or damage when an emergency occurs
- Such examples are infection control efforts during an epidemic, moving inventory in anticipation of storm



# Elements of an Emergency Response

## Mitigation

- Actions that take place to limit extent of damage already done after a disaster strikes
- Prevention and Mitigation often are combined as they are closely aligned



# Creation of an Emergency Preparedness Plan

- Identify the most likely hazards
- Prepare a business Impact Analysis
- Create communication cadence
- Plan for the staff and patients
- Preserve physical assets

# Defining Competencies and Training Requirements

- Individual roles and responsibilities;
- Threats, hazards, and protective actions;
- Notification, warning, and communications procedures;
- Means for contacting family members in an emergency;
- Evacuation, shelter, and accountability procedures;
- Location and use of common emergency equipment;
- Who is authorized to perform emergency shutdown procedures (if any);
- Methods for preventing unauthorized access to the site.

# Role of the Pharmacist in Emergency Preparedness

- Defining competencies and training requirements
- Creation of Emergency Operational Plan
- Securing safety of employees
- Securing drugs and supplies
- Communicating with patients and caregivers



# Emergency Preparedness Plan

- Disaster Response Team
- Risk Assessment
  - Internal
  - External
- Communication
  - Local FEMA
  - Staff members
  - Patient
- SOPs

**EMERGENCY PREPAREDNESS PLAN**

APPROVED BY: Governing Body  
 ORIGINAL APPROVAL DATE: 08/15/2018  
 DATE(S) REVISED:  
 ACHC STANDARD: DRX7-4A

**MEETING PATIENT ONGOING NEEDS FOLLOWING A DISASTER OR EMERGENCY**

Disasters and emergencies that justify implementation of the Emergency Preparedness Plan include tornadoes with widespread destruction, earthquakes, electrical blackouts, floods, and other emergencies that may cause an interruption of services.

It is the policy of SAMPLE Pharmacy to establish and maintain open communication with the local office of FEMA. Our staff should be informed as to the local provisions from the local FEMA office for the emergency planning. This will include monthly updates if necessary and at least once a year in-service to the staff on what these provisions will encompass.

Each patient will receive a Patient Handout with emergency planning and a list of SAMPLE Pharmacy Emergency Contact Telephone Numbers.

The emergency preparedness plan includes procedures to manage both internal and external emergencies. This plan will be evaluated and updated annually. All staff will be educated regarding the plan during orientation, annually and as needed. All patients will be provided with the Patient Emergency Preparedness Plan in their Patient Handbook that is included with the first shipment/delivery.

**Disaster Response Team:**

The Disaster Response Team assumes the overall responsibility for the planning/preparedness, mitigation, response and recovery of any emergency affecting a pharmacy facility. The team members include:

- Pharmacist in Charge
- Compliance Officer
- PI Coordinator
- Office Manager

**PROCEDURE:**

**Internal Emergencies**  
 Internal emergencies are those listed below that may interrupt normal operations of the facility. They include but are not limited to:

- Power outages
- Fire and/or Bomb threat
- Facility damage or destruction
- Other

**Power Outages**

In the event that power is interrupted during normal business hours, the phone calls will automatically be forwarded to the answering service. The answering service will relay all messages to the on-call cellular phone, as instructed. The APC will maintain the telephone system for a short duration, maximum 2 hours. We will utilize two analog phones for both incoming/outgoing calls.

# Emergency Preparedness Plan

## Disaster Response Team:

- The Disaster Response Team assumes the overall responsibility for planning/ preparedness, mitigation, response and recovery of any emergency affecting a pharmacy facility. The team members include:
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  - Compliance Officer
  - PI Coordinator
  - Office Manager

# Emergency Preparedness Plan

## Responsibilities of the Disaster Response Team

- The Disaster Response Team will meet prior to the start of severe weather season to review, coordinate and delegate the implementation of our Emergency Preparedness Plan.
- The Disaster Response Team assumes the overall responsibility for the readiness of the facility in the event of a major storm and is responsible for the safety of the employees as well as the property.
- The Disaster Response Team assumes responsibility for the re-instatement of the facility to a full and serviceable condition.

# Emergency Preparedness Plan

- Risk Assessment
  - Assess likelihood
  - Impact
- Document those risks and impacts
- Business continuity

Emergency Risk Assessment					
The following descriptors should be used when assessing the LIKELIHOOD of a potential risk event					
	5	4	3	2	1
Descriptor	Probable	Possible	Unlikely	Rare	Negligible
Likelihood occurrence	More likely to occur than not	Reasonable chance of occurring	Unlikely to occur	Will only occur in rare circumstances	Will only occur in exceptional circumstances
	>50%	>5%	>0.5%	>0.05%	>0.005%
	>1 in 2 chance	> 1 in 20 chance	>1 in 200 chance	>1 in 2000 chance	>1 in 20,000 chance
The following descriptors should be used when assessing the IMPACT of a potential risk event					
	5	4	3	2	1
Catastrophic	Major	Moderate	Minor	Insignificant	
Permanent loss of core service or facility	Sustained loss of service which has serious impact on delivery of patient care	Some disruption in service with unacceptable impact on patient care. Non-permanent loss of ability to provide a service	Short term disruption of service with minor impact on patient care	Interruption in a service which does not impact on the delivery of patient care or the ability to continue to provide a service	

# Emergency Preparedness Plan

## ■ Risk Assessment

- Document likelihood
- Document impact
- List recovery/response
- Flexibility

Risk Event	Pandemic
Risk Description	A disease epidemic occurs when there are more cases of that disease than normal, i.e., COVID-19. A pandemic is a worldwide epidemic of a disease. An influenza pandemic may occur when a new influenza virus appears against which the human population has no immunity. If a pandemic were to occur today, we could expect the virus to spread rapidly due to the interconnected nature of the world and the high level of global travel.
Likelihood	5
Impact	Moderate
Recovery/Response	<input type="checkbox"/> Establish policies and practices, such as flexible worksites (telecommuting) and flexible work hours (staggered shifts),
	<input type="checkbox"/> Advise personnel to be aware of any signs of fever or other influenza-like illness before reporting to work each day. If symptoms appear, personnel should notify their supervisor and stay home. Personnel who are ill should not travel.
	<input type="checkbox"/> Provide appropriate PPE (gloves, masks, etc.) and alcohol-based hand sanitizers within the workplace. Ensure that adequate supplies of these items are maintained. Place hand sanitizers in multiple locations within the workplace, including entrances to the workplace, break rooms, restrooms, and conference rooms.
	<input type="checkbox"/> Clean surfaces and items that are more likely to have frequent hand contact. Clean commonly touched surfaces such as workstations, countertops, doorknobs and light switches.
	<input type="checkbox"/> As necessary, conduct active screenings of personnel when they arrive at work. Ask all personnel about any symptoms they may have such as fever, cough, runny nose, muscle aches, or sore throat during the previous 24-hour period. Any personnel who have flu-like symptoms should be asked to go home.
	<input type="checkbox"/> Close workspace to all non-essential personnel.
	<input type="checkbox"/> Order antiviral treatment for Key Staff/High Impact staff members, when available.
	<input type="checkbox"/> Cancel all non-essential face-to-face meetings. Alternative options include scheduling meetings via conference calls or internet-based meetings

# Emergency Preparedness Plan

## ■ Communication

- Staff phone tree
- Alternative methods if cell towers affected
- Designate staff responsibilities
- Create “staff huddle” when implemented



# Emergency Preparedness Plan

## ■ Patient Communication

- Prioritize patients based on patient need and risk level
- Update emergency contacts for patients
- Educate staff on questions to ask of patients
- State law requirements

<b><i>Risk Level</i></b>	<b><i>Patient Categories</i></b>
<b><i>High Risk</i></b>	
<b><i>Moderate Risk</i></b>	
<b><i>Low Risk</i></b>	

# Emergency Preparedness Plan

- Standard Operating Procedures (SOPs)
  - Immediate emergencies
  - Less than 24 hours notice
  - Impending emergencies

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# Emergency Preparedness Plan

## SOPs

- A list of personnel and their responsibilities
- Pharmaceutical stockpile management instructions
- Alternative methods of communication (eg., cell phone, fax, internet)
- Up-to-date and accurate contact lists of employees and affiliates
- Lists of suppliers and manufacturers, their contact information, and account number in written form
- Recommendations for timing pharmacy computer backups
- Recommendations for fire extinguisher and smoke detector installation
- List of protective equipment and steps for personal protection (eg., required/recommended immunizations, measures for infection control)
- Safety checks for the well-being and mental health of staff
- All SOPs should include mandates for periodic testing including emergency drills that follow accurate time frames
- Changes based on lessons learned for QI

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# Thank you

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