Ombudsmen and Emergency Preparedness & Response

National Ombudsman Resource Center (NORC)
Ombudsman Webinar
May 29, 2013
Ready or Not?
State of Readiness
2012 Survey

• Survey sent to 57 State LTCO programs - 37 responded
• Survey sent to 1,192 Local LTCO programs - 132 responded
• Phone interviews conducted
Focus Areas

• Coordination with Emergency Management Agencies (EMA)
• LTCO Training
• Communication
• Clearing House of Information
• Creative Ideas
Coordination with EMA
Coordination

- State LTCO
- Regulatory Services
- Provider Association
- State EMA
- Law & Fire
- Public Health
- Local EMA
- Aging Network
- Regulatory Services
Coordination

- Request to serve on the State/Regional/Local EMA coordinating group & Public Health coordinating council
- Attend EMA & PH trainings
- Volunteer to serve in Operations Centers as LTC specialist
LTCO Training
LTCO Training

• Incorporate LTCO emergency preparedness & response training into
  – New worker training
  – Once yearly training via webinar, web module, in-person meeting
  – Disseminate written EP information during weather related awareness months
LTCO Training

Joint trainings between ....

• LTCO and EMA
• LTCO, EMA, Provider Associations
• LTCO, SUA, AAA, LTC Network
Communication

The single biggest problem in communication is the illusion that it has taken place.

George Shaw
Communication

Before a disaster decide ..... 

• How LTCOP & EMA will receive & give information

• Communication loop – SUA, AAA, Employer, LTCO

• Educate LTCO & employer about the communication loop & expectations
Communication

Karen Jones, Director/Program Manager
LTC Ombudsman Services of
San Luis Obispo County
(California)
Communication

• Obtain #s (work, cell, home) of contacts. Examples – LTCO, SUA, EMA, Regulatory, Care Facility Managers, etc.
• Store #s on work and personal phones
• Keep paper copies of contacts & phone #s at work, home, and in vehicles
Communication
Communication

• Gov’t Emergency Telecommunications System (GETS) priority service for line lines.  
  www.ncs.gov (free)

• Wireless Priority Service (WPS) for cell phones.  
  http://wps.ncs.gov (small fee)

• Satellite phones (costly)

• Ham radio operators.  www.arrl.org/public-service
Clearing House of Information
Clearing House of Information

U.S. DHHS CMS Survey & Certification

- FAQ document (9/2011) references tracking patients and residents during public health emergencies.
- Emergency Planning Checklist (9/2007) references the establishment of a clearinghouse for facility evacuations and tracking evacuees.
Clearing House of Information

• There are no templates or formats.
• CMS does not designate which state agency should manage the information.
• Information may reside within state EMA and/or licensure & certification agencies.
• If your states does not have a clearing house, advocate for one.
Creative Ideas

John Saulitis, Director
Ohio LTCO Program
AAA 11
Creative Ideas
Creative Ideas
We’ve Reviewed

- Coordination with EMA
- LTCO Training
- Communication
- Clearing House of Information
- Creative Ideas
LTCO Readiness
Additional Thoughts or Questions?
Resources

Best Practices for LTCO and Emergency Preparedness and Response are located on the NORC Emergency Preparedness Issue Page:

www.ltcombudsman.org/issues/emergency-preparedness