



Foundation *for*
Healthy Communities

2023 Granite State Health Care Coalition Virtual General Membership Meeting Executive Summary

November 1, 2023

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The 2023 GSHCC General Membership Meeting was hosted virtually and provided over sixty partners from hospitals, long-term care, public health, community health centers, home health care and hospice care, mental and behavioral health, emergency medical services, ambulatory surgical centers, emergency management, and state government agencies with the opportunity to hear about both past and upcoming Coalition activities and participate in timely and relevant educational sessions on responder resilience, crisis standards of care, and lessons learned from the 2017 Las Vegas mass shooting.

GSHCC Activity Updates

Attendees were welcomed to the 2023 Granite State Health Care Coalition Virtual General Membership Meeting and provided a brief update on Coalition activities, including an overview of response and recovery activities. The GSHCC team also provided updates on existing planning, training, and exercise activities.

NH GSHCC Chemical Emergency Surge Annex – The GSHCC team is currently developing the *NH GSHCC Chemical Emergency Surge Annex*, which will reside under ESF-8 plans at the state level. This Annex outlines the coordination and supporting role of the GSHCC in response to a chemical emergency surge incident in New Hampshire.

GSHCC Medical Response and Surge Exercise (MRSE) – The GSHCC will conduct the Medical Response and Surge Exercise (MRSE) in December 2023. This is an annual operations-based exercise requirement for all health care coalitions and will focus on a simulated medical surge event in New Hampshire and corresponding patient placement and transfer.

GSHCC Chemical Emergency Surge Annex Tabletop Exercise – The Chemical Emergency Surge Tabletop Exercise will take place in the Spring of 2024 testing the *NH GSHCC Chemical Emergency Surge Annex*. The exercise will focus on the response to a surge of patients with chemical injuries into the healthcare system in New Hampshire as a result of a mass casualty incident.

Juware Implementation and Training – The Coalition team continues to serve as state administrators for the Juware system. This system has been leveraged as a tool for maintaining situational awareness and managing information required for patient movement. This system has been consistently utilized since March 2020. The GSHCC team continues to promote the system and support training and implementation in healthcare facilities statewide, as well as expand into new sectors.

Special GSHCC Highlight:

GSHCC COVID-19 After-Action Review- Recovery – The Team conducted a final iteration of the COVID-19 response relative to recovery. The report focuses on the successes, areas for improvement, and lessons learned through the COVID-

19 response and recovery from July2022-July2023. The report is available on the GSHCC website. The GSHCC team conducted surveys and interviews to validate findings and observations to culminate this process.

All completed GSHCC COVID-19 AARs can be found on the [GSHCC website](#).

Trauma and Resilience Workshop

Dr. Tania Glenn, PsyD, LCSW, CCTP, President, Tania Glenn & Associates, PA

Dr. Glenn focused on the types and effects of stress that confront professionals who serve in stressful occupations. Dr. Glenn provided hands-on, reality-based examples as well as lessons learned from her experiences. Participants were provided with tools to recognize and understand the signs and symptoms of stress, to recognize the types of incidents that will need follow-up care, and effective ways for managing stress. Dr. Glenn also touched on burnout, recognizing stress in colleagues, secondary trauma in our work, and PTSD as well as using Eye Movement Desensitization and Reprocessing (EMDR) therapy to promote post-traumatic growth.

Additional resources can be found at: [Tania's website](#) and [Smashing the Stigma](#) website.

Disaster Medical Advisory in Disaster and Non-Disaster Situations

Dr. Jonathan Ballard, MD, MPH, Chief Medical Officer, New Hampshire Department of Health and Human Services

Carole Totzkay, MS, CHES, Public Health Preparedness Planner, New Hampshire Department of Health and Human Services, New Hampshire Division of Public Health Services, Bureau of Emergency Preparedness, Response, and Recovery

Dr. Ballard and Carole spoke on the NH DHHS response to COVID-19 and how partnerships between the healthcare system, the State, the GSHCC, the public health system, EMS, emergency management, and additional partners establishes a robust foundation for coordinated medical response. Dr. Ballard spoke on the role of the State Disaster Medical Advisory Committee (SDMAC) to develop and circulate best practices in the allocation of scarce resources which may occur in non-disaster situations or other situations. This session highlighted the role of the SDMAC within the State's Medical Response Framework and noted an opportunity in Spring 2024 to further the dialogue.

The NH Crisis Standards of Care Guidance and the CSC ConOps Annex Health Care Organization (HCO) Template, and CSC Checklist are all available at [Emergency Preparedness, Response & Recovery | New Hampshire Department of Health and Human Services \(nh.gov\)](#). The State of New Hampshire Crisis Standards of Care document is scheduled to be updated in the Spring after a proposed workshop/exercise.

After the Festival: A Retrospective Review of the Las Vegas Mass Shooting. Observations, Insights, and Lessons Learned

Dr. Chris Lake, Ph.D., Executive Director, Community Resilience, Nevada Hospital Association

Dr. Lake presented a very moving session on the October 1, 2017 Las Vegas mass shooting. This session reviewed the events that occurred from a healthcare perspective. Dr. Lake also discussed observations, insights, and lessons learned by hospitals, first responders, and the practitioners who provided care to the 800 injured patients. Dr. Lake also noted the system-wide changes that have been implemented and the effectiveness of these changes looking back six years post-event. While the scale may differ in other communities, the impact, planning, and recovery efforts remain the same. The biggest takeaways from the discussion include using plain language rather than codes in healthcare systems and training and building MCI planning around high throughput for blood and surgery to save as many lives as possible. Partnerships with mental health service organizations should be established in advance of an incident to implement tools and assistance as quickly as possible.

For additional information see: [*A Day Like No Other- A Case Study of the las Vegas Mass Shooting*](#)