

Granite State
Health Care Coalition

2024 GSHCC Conference

*A Brand New World: Leaning
into New and Emerging
Threats*

May 8, 2024
9:00am - 3:45pm



Foundation *for*
Healthy Communities



Foundation *for* Healthy Communities

The Granite State Health Care Coalition is an initiative of the Foundation for Healthy Communities, a non-profit organization that engages in innovative partnerships to improve health and health care in New Hampshire by addressing quality of care, access to care, and community prevention.

The preparation of this conference was financed under a Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services.

Granite State
Health Care Coalition

✉ gshcc@healthynh.org

🌐 healthynh.org

WELCOME

Welcome to the 2024 Granite State Health Care Coalition Conference

The Granite State Health Care Coalition staff and Leadership Team are pleased to welcome you to the 2024 Granite State Health Care Coalition Conference "A Brand New World: Leaning into New and Emerging Threats." We are beyond thrilled to meet in-person for this annual conference where members, partners, and stakeholders can network and connect. Healthcare, hospital, public health, EMS, emergency management, and other partners across the healthcare response continuum have been highly impacted by recovery efforts from the COVID-19 pandemic, various winter storms, flooding, utility outages, violent assailant attacks and threats, cyber events, and planned events such as the 2024 solar eclipse. Your resilience, dedication, and service to patients, residents, clients, and communities is evident. Today, we thank you for your continued service to the people who live, work, and visit New Hampshire.

Our dynamic agenda of four plenary sessions will allow all of us to take a closer look at our individual organizational, regional, and statewide healthcare and public health readiness initiatives. Our hope is that you gather concrete takeaways to bring back to your organizations and colleagues, to enhance your emergency preparedness efforts as we collectively prepare for emerging threats on the horizon.

If your organization is not already a member and is interested in joining the Granite State Health Care Coalition, please contact gshcc@healthynh.org for additional information.

LEADERSHIP TEAM

Chair

Ray Leblanc, Beth Israel Lahey Health Exeter Hospital

Vice Chair

Colleen Dowling, Bi-State Primary Care Association

Member Representatives

Fran Dupuis, Northeast Rehabilitation Hospital Network

Brendan Williams, New Hampshire Health Care Association

Brian O'Hearn, Androscoggin Valley Hospital

Deb Yeager, NH Division of Homeland Security and Emergency Management

Gina Balkus, Home Care Association of New Hampshire

Justin Romanello, NH Division of Fire Standards and Training & Emergency Medical Services

Kathy Bizarro-Thunberg, New Hampshire Hospital Association

Peter Ames, Foundation for Healthy Communities

Phil Alexakos, Manchester Health Department

Stephanie Locke, NH DHHS, DPHS Bureau of Emergency Preparedness, Response & Recovery

Proxy Representatives

Patricia Crooker, NH Division of Homeland Security and Emergency Management

Bill Wood, NH Division of Fire Standards and Training & Emergency Medical Services

Adnela Alic, NH DHHS, DPHS Bureau of Emergency Preparedness, Response & Recovery

Kristine Stoddard, Bi-State Primary Care Association

Kristen Schmidt, New Hampshire Health Care Association

Alexus Farrell, NH DHHS, DPHS Bureau of Emergency Preparedness, Response & Recovery

Lori Nash, Granite VNA

GENERAL INFORMATION

Attending Sessions

All registered participants will attend four plenary sessions as there are no breakout sessions on the agenda.

Nametags

Please wear your nametag throughout the day so we can clearly identify you as a conference attendee. Please recycle your name tag and lanyard at the end of the day by dropping it off at the conference registration table. Please do not leave the premises with the lanyard.

Evaluation and Attendance Certificate

The conference evaluation will be presented in an electronic format only. All attendees will see the QR code for the conference evaluation throughout the day. Your honest feedback is important to us and will help identify content for future training and programs.

After completing the evaluation, you will receive your attendance certificate electronically upon request. If you experience issues, please contact Shaylin Lipman, GSHCC Program Coordinator at slipman@healthynh.org.

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Wi-Fi

Free Wi-Fi is available for today's conference. Connection information below.

Connect to: SNHU
Password: Windsor24

Food

A gluten-free lunch has been made available and is noted in the food menu listing at the lunch station. Please note we cannot guarantee an allergy friendly environment.

Please note the SNHU campus is a nut-free environment. Please do not bring nut products into the venue or open them if you have brought them with you!

SCHEDULE AT-A-GLANCE

8:00-9:00am	Registration, networking, and continental breakfast
9:00-9:20am	GSHCC welcome
9:20-10:30am	Plenary: <i>Resilience After Community Violence is Possible</i> Dr. April Naturale
10:30-10:45am	Break
10:45-11:55am	Plenary: <i>How We Evacuated Two Hospitals Amidst Colorado's Marshall Fire: Managing the Chaos, Being Okay with Being Uncomfortable and Critical Relationships</i> Chris Mailliard, Michelle Deland
11:55am-12:55pm	Lunch and networking
12:55-2:05pm	Plenary: <i>Learn 'Life or Death Listening' from a former FBI Hostage Negotiator</i> Michelle Kelley
2:05-2:20pm	Break
2:20-3:30pm	Plenary: <i>Lessons Learned from the Signature Healthcare and Brockton Hospital Fire and Evacuation</i> Claire Berube Sears
3:30-3:40pm	Closing remarks

Agenda

All events to occur in banquet facilities at SNHU Dining Center

8:00am- 9:00am

Registration, networking, and continental breakfast

9:00am- 9:20am

GSHCC Welcome

GSHCC Leadership

9:20am- 10:30am

Plenary #1: Resilience After Community Violence is Possible

Speaker: Dr. April Naturale

This presentation will discuss the unique individual and community behavioral health impacts of community violence and the expected recovery trajectory. Human caused disasters with intent to harm present survivors and disaster response staff with challenges in addressing the potential negative repercussions and difficulties in planning activities in both the current recovery timeline and for anticipation of future occurrences. Research findings, recommendations and lessons learned from over a dozen other community violence events will be shared to help build a roadmap to a post incident healthy community.

10:30am-10:45am

BREAK

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10:45am- 11:55am

Plenary #2: How We Evacuated Two Hospitals Amidst Colorado's Marshall Fire: Managing the Chaos, Being Okay with Being Uncomfortable and Critical Relationships

Speakers: Chris Mailliard, Michelle Deland

On December 30, 2021, in the midst of pandemic-related facility capacity issues, an unprecedented urban conflagration in the suburbs of Denver resulted in mass evacuations, destruction of 1000+ homes and businesses, and the emergent evacuation of a Level 3 Trauma Center and a Level 2 Trauma Center. These evacuations required the transfer of large numbers of patients including critically ill ED, NICU, ICU, and intraoperative patients as well as other more stable hospitalized patients. A total of 106 patients were evacuated to other medical facilities throughout the Denver Metro area.

This presentation begins with leading attendees through a case study of the Marshall Fire, including the details on the two distinct hospital evacuations and the just-in-time integration of a Hospital Resource Officer (HRO), which played a critical role throughout the evolution of the incident. Lessons learned will be discussed along with best practices relative to hospital evacuations and the importance of challenging assumptions. Presenters will describe the evolution of the HRO role, its core concepts and operational objectives, and how it can be utilized during a variety of incidents. The session will also include a Q&A and an opportunity for attendees to brainstorm how the HRO position may be utilized in their facilities.

11:55am- 12:55pm

Lunch and networking

12:55pm- 2:05pm

Plenary #3: Learn 'Life or Death Listening' from a former FBI Hostage Negotiator

Speaker: Michelle Kelley

In this compelling plenary session, you will discover the unique transferrable skills Michelle has gained from coordinated communications with terrorists, international criminals, and those in crisis. She has taught these skills to law enforcement, and latterly business, with immense success over the years. She is now the US Lead for the Listening Institute- a training consultancy with one simple mission: to teach professionals to listen and influence like hostage negotiators, so they can strike better deals.

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2:05pm-2:20pm

BREAK

2:20pm- 3:30pm

*Plenary #4: Lessons Learned from the Signature Healthcare
and Brockton Hospital Fire and Evacuation*

Speaker: Claire Berube Sears

On February 7, 2023, a 10-alarm fire broke out at Signature Healthcare Brockton Hospital (Massachusetts) causing the evacuation of 160 patients and the hospital to remain closed for months. This presentation will cover the successes and challenges of patient movement, transfers, and discharge; maintaining patient and staff safety; managing cascading events; collaboration with local/state/regional partners; and how lessons learned are being implemented in facility plans, protocols, and trainings.

3:30pm- 3:40pm

Closing remarks

GSHCC Leadership

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GSHCC MEMBERSHIP

If you enjoyed today's event, please consider becoming a supporting member of the Granite State Health Care Coalition!

All partners are valued Granite State Health Care Coalition general members, but part of the mission of the GSHCC is to garner formal support, encourage collaborative approaches to information and resource sharing, and support continuity of healthcare service delivery. There is no cost for membership! To establish a membership structure, the GSHCC is encouraging general members to become supporting members of the Coalition with a signed [Letter of Support](#).

Supporting members are eligible for additional benefits beyond what is extended to general members, including more specific technical assistance, exercise evaluation assistance, and more intensive educational opportunities. Please reference the GSHCC [Letter of Support](#) template and new [Member Benefits](#) information. Submit a signed letter to gshcc@healthynh.org if you would like to become a supporting member.

Speakers



April Naturale, PhD

VP Disaster Services, Vibrant Emotional Health

Dr. Naturale is a traumatic stress specialist focused on response to disasters and mass violence. She has provided disaster and traumatic stress response training and consultation throughout the U.S. having led the NY mental health response to 9/11/01, the Boston Marathon bombing and responding to 14 of the last mass violence shooting events. Dr. Naturale also helped launch the 988 Suicide and Crisis Lifeline and the Disaster Distress Helpline. Internationally, she has trained Psychologists in the Ukraine Military Service, Humanitarian Aid workers for the European Union and helped launch the European Centre of Expertise for Victims of Terrorism.

Currently, Dr. Naturale is Vibrant Emotional Health's VP for Disaster Services was recently appointed by the U.S. Attorney General's team of subject matter experts to review the law enforcement response to the May 24, 2022, Uvalde, TX, Robb Elementary school shooting.

You can find additional information and reach April at aprilnaturale.com.

Chris Mailliard

Manager- Safety, Security, and Emergency Management, Presbyterian/St. Luke's & Rocky Mountain Hospital for Children

Chris has been in emergency preparedness and response for more than two decades as a Firefighter, Paramedic, and Tactical Paramedic as well as an Emergency Planning Analyst for the Department of Health and Human Services and Department of Homeland Security. His career has included planning for and responding to significant events including the 2002 Olympics, the 2008 Democratic National Convention, Columbine, Hurricane Katrina, and the Marshall Fire.

Speakers



Claire Berube Sears, HEM

HEM, Emergency Management and Environmental Safety Program Manager, Signature Healthcare

Claire is the Emergency Management and Environmental Safety Program Manager at Signature Healthcare. With a background in hands-on training and education with the American Red Cross, Claire began her work in healthcare in Boston in 2013. At Signature, she is part of the Healthcare Quality team focused on safety and compliance and serves as Liaison Officer during continued engagement with regional, state, and federal partners.



Michelle Deland, MA, CO-CEM, MEP

Executive Director, North Central Region Healthcare Coalition

Michelle serves as the Executive Director for Colorado's North Central Region Healthcare Coalition (NCR HCC). Since joining the NCR HCC in 2017, Michelle has led the development and sustainment of a 600-member coalition, supported multiple regional planning initiatives, and facilitated the transition of the coalition from planning and preparedness to fully operational. Additionally, she has served as the Regional Response Coordinator for the COVID-19 pandemic, Marshall Fire Hospital Evacuations, and the 2022 pediatric respiratory surge. Michelle is a Colorado Certified Emergency Manager, a FEMA Master Exercise Practitioner, and received the Colorado Emergency Management Association's President's Award in both 2021 and 2023.

Speakers



Michelle Kelley

Former FBI Hostage Negotiator (retired); US Lead, The Listening Institute

From spying to economic espionage, and from protecting State secrets to cracking pedophile rings, Michelle Kelley has come a long way from her former life teaching second-grade. What she's learned along the way, about how to listen, understand and influence, has powerful applications in law enforcement and the commercial world. In this compelling keynote, you'll discover the unique transferable skills Michelle has gained from coordinated communications with terrorists, international criminals, and those in crisis. Skills she has taught law enforcement, and latterly business, with immense success over the years. She is now the US Lead for The Listening Institute – a training consultancy with one simple mission: To teach professionals to listen and influence like hostage negotiators, so they can strike better deals.

You can find additional information and reach Michelle at:

[Michelle Kelley- The Listening Institute](#)

Evaluation

Evaluation

Thank you for attending today's conference. Please use the link or QR Code below to complete the evaluation. Your feedback is important to us. You will also receive a link to the online evaluation via email at the conclusion of the event. Please take a moment to complete it. You can receive a certificate of attendance upon request via the evaluation.



> [Complete a Conference Evaluation](#)

Thank You

2024 GSHCC Conference Planning Committee

The Granite State Health Care Coalition would like to extend sincere gratitude to the 2024 GSHCC Conference Planning Committee. Your vision, guidance, and commitment have made this event a success.

Colleen Dowling, Bi-State Primary Care Association

Fran Dupuis, Northeast Rehabilitation Hospital Network

*Justin Romanello, NH Division of Fire Standards and Training &
Emergency Medical Services*

*Kristen Kraunelis, The Mental Health Center of Greater
Manchester*

Ray Leblanc, Beth Israel Lahey Health Exeter Hospital

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