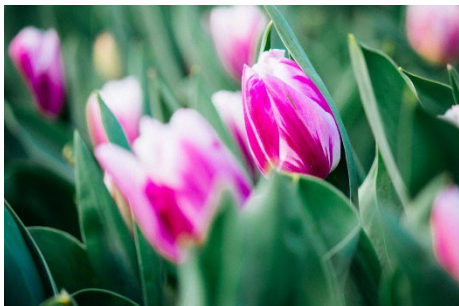


gshcc connect

Granite State Health Care Coalition
Spring 2024 Newsletter



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Foundation for
Healthy Communities

Director's Message

Greetings to all,

Spring looks like it will come earlier than normal this year. Spring always signifies a rebirth and new beginning for the promise of a great year ahead. COVID, although still present, is becoming more endemic as staff and facilities are using their experiences to manage current conditions. Across the diversity of our membership, we continue to prepare for what is next; whether it be staffing, resource and supply chain shortages, emerging threats such as pandemic or cyber, or just preparing for the multitude of potential hazards that we may face...together! The strength of this coalition is that we are able to pull on each other's resources to solve these problems as a team. As a team, we will emerge stronger.

Thank you for your dedication and passion, and your willingness to be a part of this team. Please remember if you do not take care of yourself, you may not be able to take care of others,

-Scott Nichols
GSHCC Senior Director

Thank You

Thank you members and partners for your continued dedication to your staff, patients and residents as we continue to navigate COVID-19 recovery and prepare for upcoming events. We could not do our work without your collaboration and support, and we thank you for your continued guidance as we move forward as a system.

- The GSHCC Team



SCOTT NICHOLS
Senior Director



SHAYLIN LIPMAN
Program Coordinator



VICTORIA PAIGE
Exercise & Training Officer



DAKOTA HAYES
Planner

GSHCC Membership

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 health care service delivery. To establish a membership structure, the GSHCC is encouraging general members to become supporting members of the Coalition by signing a 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 see the [**GSHCC Letter of Support and Member Benefits**](#) information. If you would like to become a Supporting Member, please sign the Letter of Support and email to [**gshcc@healthynh.org**](mailto:gshcc@healthynh.org).



[**Learn more about GSHCC Membership**](#)

CONTACT US

We are actively seeking new members from state and local public and private organizations across the continuum of care.

To become a member or to learn more about the GSHCC, contact us at [**gshcc@healthynh.org**](mailto:gshcc@healthynh.org)

CDC Infection, Prevention, and Control Grant

Over nearly the last 2 years, the Granite State Health Care Coalition and the Healthcare Associated Infections Program (HAI) within NH DHHS have been working with Long Term Care (LTC), Assisted Living Facilities (ALF), and Skilled Nursing Facilities (SNF) on infection prevention and control capacity building through the Centers for Disease Control and Prevention (CDC), CDC's *Strike Award*. With the program scheduled to conclude on May 11, 2024, the GSHCC would like to take a look back at all that was accomplished. Through *Strike*, the GSHCC and HAI conducted workshops throughout the state aimed at N95 Fit testing and GloGerm hand hygiene train-the-trainer workshops. At the time of composition of this publication, over the course of 16 workshops, more than 172 individuals from over 94 facilities across New Hampshire have been trained, provided equipment for use at their facilities, and educated on additional infection prevention resources such as Infection Control Assessment and Response (ICAR) tools for use in infection prevention and control assessments and audits.

Throughout the course of the *Strike Award*, the GSHCC has worked closely with NH Needs Caregivers to increase the amount of Licensed Nursing Assistants, LNAs, in the workforce, find employment, and offer assistance for those seeking infection prevention and control certifications. At the time of composition of this publication, 112 individuals have been licensed as an LNA, and 68 have found employment (25 SNF, 43 LTC). 5 individuals have obtained their Long-Term Care-Certification in Infection Prevention (3 SNF, 2 LTC). Another 31 individuals have their ServSafe Food Protection Manager Certification (25 SNF, 6 LTC). From March 12-14, 10 participants across SNF and LTC facilities completed the Certificate in Non-Acute Care Cleaning Program (CNACC).

While *Strike* may be coming to a close, GSHCC's commitment to partners by providing assistance, guidance, and support will not. The GSHCC will continue to provide resources and assistance whenever possible.

Workshop resources include:

- [CDC's Project FirstLine](#)
- [CDC's Infection Control Assessment and Response \(ICAR\) Tool](#)
- [National Emerging Special Pathogens Training and Education Center \(NETEC\)](#)
- [NH Needs Caregivers](#)



HPP PLANNING ACTIVITIES & PROGRAM OUTLOOK

Learn about where the Granite State Health Care Coalition will be focusing planning and program efforts in upcoming grant years.

Chemical Emergency Surge Annex

The GSHCC is working on compiling a Chemical Emergency Surge Annex that applies to a surge event involving chemical events in New Hampshire. This annex centers around chemical surge including determining local risks for chemical events, decontamination assets, a review of CHEMPACK, coordinating training for members, and ensuring coordination with HAZMAT resources. This Annex will be made available upon its completion.

For additional information on chemical surge, see the link below.

[ASPR Topic Collection: Chemical Hazards](#)



UPCOMING EVENTS

2024 GSHCC Conference

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



May 8, 2024

Southern New Hampshire University

Manchester, NH

9:00am – 3:45pm

[Register Here Today](#)

All members, partners and stakeholders are invited to attend the conference.

There is no fee to attend. Registration closes *April 24th*.

UPCOMING EVENTS

The meeting will consist of four plenary sessions including:

Resilience After Community Violence is Possible

Dr. April Naturale, VP Disaster Services, Vibrant Emotional Health

This presentation will discuss the unique individual and community behavioral health impacts of community violence and the expected recovery trajectory.

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

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

Michelle Deland, Executive Director, North Central Region Healthcare Coalition

This session will discuss lessons learned and best practices related to two hospital evacuations during the Marshall Fire in Colorado.

Learn 'Life or Death Listening' from a former FBI Hostage Negotiator

Michelle Kelley, former FBI hostage negotiator (retired); US Lead, The Listening Institute

In this plenary session, Michelle will highlight the transferable skills she 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.

Lessons Learned from the Signature Healthcare Brockton Hospital Fire and Evacuation

Claire Berube Sears, HEM, Emergency Management and Environmental Safety Program Manager, Signature Healthcare

This presentation details the Brockton Hospital Fire and Evacuation on February 7, 2023, resulting in the evacuation of 160 patients and the many best practices, areas for improvement, and lessons learned obtained.

TRAINING INFORMATION

Continuity of Operations (COOP) Planning Training

[FEMA EMI- IS-1300- Introduction to Continuity of Operations](#)

The Emergency Management Institute (EMI) has a free online course to provide knowledge to participants on continuity planning. The course objectives include defining the importance of continuity planning for organizations and communities, description of key elements of a continuity program, and the whole community approach to continuity planning.

Public Information Officer (PIO) Training

[FEMA EMI- IS-29.A - Public Information Officer Awareness](#)

This course is designed to familiarize participants with the concepts underlying the PIO role. This course can provide a basic understanding of the PIO function for those new to the position. Additionally, it can provide those in executive level roles the necessary knowledge of PIO roles and responsibilities during an emergency.

[E0105: Public Information Basics](#)

The Emergency Management Institute (EMI) has an in-person three-day course that provide participants with basic skills of communications, understanding and working with the media and techniques to perform effectively as a PIO in times of an emergency response.



ONLINE TRAINING

[FEMA Emergency Management Institute](#)

(Independent Study Program)

[Center for Domestic Preparedness \(CDP\)](#)

[National Emerging Special Pathogens Training and Education Center \(NETEC\)](#)

NH TRAINING

[NH HSEM](#)

[NH Fire Academy & EMS](#)

[STEP Calendar](#)

COALITION EXERCISE INFORMATION

2023 GSHCC MRSE

The GSHCC team and core partners conducted the MRSE annual exercise on December 6, 2023. Core participants included hospitals, NH DHHS, DPHS, Bureau of Emergency Preparedness, Response, and Recovery (EPRR), Regional Public Health Networks (RPHNs), Skilled Nursing Facilities (SNFs), Home Health Care, Long Term Care (LTC), Department of Safety (DOS), and NH HSEM.

The exercise scenario tested three acute care hospitals, (Portsmouth Regional Hospital, Exeter Hospital, and Southern New Hampshire Medical Center). The scenario presented two hospitals with pipe bursts and water damage and the other hospital with an external and internal gas leak. Each of the three hospitals simulated an evacuation.

Other hospitals participated in the scenario where they were presented with mass casualty patients from a fire or a motor vehicle accident. The RPHNs were tasked to set up shelters for the community members in their region due to the weather conditions in the scenario. Also, the scenario presented with power outages at a LTC facility.

Lessons Learned

- Development of a Medical Operations Coordination Center (MOCC) to support healthcare agencies with patient/resident load-balancing during an emergency incident.
- Implement LTC, SNF, Home Health, and VNAs in hospital surge events requiring patient movement and/or evacuation.
- Utilize Juvare EMResource in patient tracking for a medical surge event.

The After-Action Report Improvement Plan (AAR/IP) is available to review on the GSHCC [website](#).

Please contact Victoria Paige, vp Paige@healthynh.org for additional information about the MRSE.

COALITION EXERCISE INFORMATION

Chemical Emergency Surge Tabletop Exercise (TTX)

The Chemical Emergency Surge Annex is a new annex that is currently under development. The annex will address risks for community chemical events, coordination of decontamination of patients in the hospital and EMS settings, mobilization of chemical countermeasures (including CHEMPACK), reception center plans with public health partners, and the involvement and coordination of regional HAZMAT resources.

The Chemical Emergency Surge Tabletop Exercise will be conducted on May 1, 2024. The GSHCC will partner with core members and subject matter experts to develop the exercise. The exercise will test a sudden surge of patients that require chemical countermeasures, reception center plans, HAZMAT resources and simulated patient movement.

Please contact Victoria Paige, vp Paige@healthynh.org, for additional information.

Granite State Health Care Coalition Chemical Emergency Surge Tabletop Exercise

May 1, 2024

9:00am-12:30pm

Foundation for Healthy Communities
125 Airport Road, Concord NH, 03301
(Room 1, access by rear entrance to building)

✉ gshcc@healthynh.org
🌐 healthynh.org

The preparation of this exercise and its materials 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.



COALITION EXERCISE INFORMATION

Granite State Health Care Coalition Exercise Calendar

The GSHCC is tasked to draft and finalize all annexes prior to June 30th of each budget period. All annexes must be exercised prior to June 30, 2024. The Coalition requests participation of partners from core membership sectors (emergency management, public health, EMS, hospitals) in addition to other healthcare partners. Below you will find the updated timeline of GSHCC exercises. Additional exercises may be added to support health care partners and their exercise requirements.

Please [contact](#) the GSHCC team with any questions or concerns.

Granite State Health Care Coalition Exercise Calendar

Exercise	Timeline	Description	Participating Partners
BP5 (July 2023 – June 2024)			
Chemical Emergency Surge Tabletop Exercise	May 1, 2024	Discussion-Based Exercise to validate the NH GSHCC Chemical Emergency Surge Annex.	Core members



EXERCISE INFORMATION

Exercise Resources and Assistance

FEMA PrepToolkit

Have you scheduled your required exercise but not sure where to start? The Federal Emergency Management Agency (FEMA) has an online portal that provides tools to support exercise design and development, conduct, evaluation and improvement planning. The portal follows all six components of the National Preparedness System (NPS) which ensures your exercise meets requirements.



[FEMA PrepToolkit Online Portal](#)

ASPR TRACIE

The U.S. Department of Health and Human Services (HHS) Administration for Strategic Preparedness and Response (ASPR) Technical Resources, Assistance Center, and Information Exchange (TRACIE), has a technical resource reference page with lessons learned, templates and after-action reports (AAR) to utilize for your planning and exercise conduct needs. These templates encompass an all-hazards approach for health care needs with scenarios including but not limited to, active threat, cybersecurity, severe weather, utility failure, patient surge events and public health emergencies.



[ASPR TRACIE](#)

Tabletop Exercise Templates

The GSHCC has created an array of discussion-based tabletop exercise templates for use at your facility. These templates may assist facilities looking to meet annual exercise requirements per regulatory authorities. Discussion-based exercises are built for a four-hour timeframe allowing for a scalable and flexible response to a myriad of hazards which include electrical event, telephony denial of service/telephone scam, network outages, winter storm, rain event, infectious disease event and others! Each template follows the Homeland Security Exercise and Evaluation Program (HSEEP) guidelines. If you are interested in receiving a copy of these exercise templates, please reach out to the GSHCC team at gshcc@healthynh.org.

NH DHHS, DPHS, Emergency Preparedness, Response, and Recovery Update

Statewide Training and Exercise Program (STEP) Calendar

Access information on trainings, classes, webinars, and conferences related to public health, health care, emergency management and more via the Statewide Training and Exercise Calendar.

[Statewide Training and Exercise Calendar | Teamup](#)

For questions or to make a request to have your event added to the calendar, email: STEP@dhhs.nh.gov



NH DHHS, DPHS, Emergency Preparedness, Response, and Recovery Update



NH Crisis Standards of Care: The Road Ahead

Carole Totzkay, MS, RCHES®

Public Health Emergency Planner, NH DHHS/DPHS/EPRR

During a major or catastrophic public health incident that results in medical surge, each health care facility or health care system would activate their surge response plan to determine the most appropriate steps and actions for their entity base on their environment, hazards, and resources. Pre-event health care emergency management planning and training is highly recommended to diminish the likelihood of impromptu decisions.

The NH Division of Public Health Services (DPHS), Bureau of Emergency Preparedness, Response, and Recovery (EPRR) invited hospital Chief Medical and Nursing Officers, hospital emergency management coordinators, clinical and administrative hospital incident management teams to a virtual presentation by John Hick, M.D. on core concepts of Crisis Standards of Care (CSC) in health care and public health emergencies and the importance of clinical input during both planning and response to situations that place our State's health care system in crisis.

NH DHHS, DPHS, Emergency Preparedness, Response, and Recovery Update



John L Hick, MD

Dr. Hick is an emergency physician at Hennepin Healthcare in Minneapolis, MN and initiated a State clinical advisory team for the MN Department of Health that was formally chartered in 2006. The MN clinical advisory team played an integral role in planning and responding to a variety of scarce resource situations, most notably during the COVID-19 pandemic. Dr. Hick wrote the initial articles on ventilator triage and CSC definitions and is an international expert on CSC.

The objectives for this recorded presentation were:

- Discuss the role and importance of CSC in equitably responding to health care and public health emergencies.
- Introduce the roles, responsibilities, and structures that support health care organization decision-making in the context of limited resource availability.
- Explore and gather feedback regarding the potential implementation and applications of these concepts and structures for New Hampshire.

NH DHHS, DPHS, Emergency Preparedness, Response, and Recovery Update

Dr. Hick presented a roadmap of key domains and requirements in crisis standards of care for healthcare providers, healthcare facilities/systems, and coalition/state partners. He encouraged hospitals to integrate crisis space and staffing plans into their hospital surge plans. Collaboration is needed between hospitals, coalitions, and state partners regarding resource allocations and load-balancing mechanisms. Suggested state priorities include state actions to support surge strategies and decision-making and the need for care in place support — including legal protections.

The medical surge-related corrective actions identified in the After-Action Report of the EPRR 2023 *Wicked Catastrophe: Medical Surge Meeting Mass Fatality* virtual tabletop exercise are being addressed through Dr. Hick's presentation, and his facilitation of the upcoming in-person CSC workshop/tabletop. In addition, these sessions further support EPRRs continued work on State-supported medical surge response.

The May 29, 2024, CSC Workshop/Tabletop event registration is for hospital Chief Medical and Nursing Officers, hospital emergency management coordinators, legal counsel, and administrative and clinical hospital incident management teams. Information and registration will be sent within the next couple of weeks.

Dr. Hick's April 9, 2024, [recorded session](#) with pass code and [the planning slide deck](#) and [lessons learned slide deck](#) are available on the GSHCC website.

The current *NH CSC Guidance* can be found [at Emergency Preparedness, Response & Recovery | New Hampshire Department of Health and Human Services \(nh.gov\)](#)

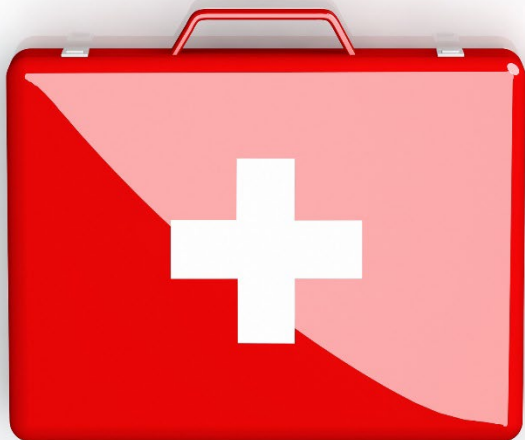
For more information on the EPRR medical surge support program, contact Stephanie Locke at 603-271-9451 or email: Stephanie.L.Locke@dhhs.nh.gov

NH Bureau of EMS- Division of Fire Standards and Training & EMS, Department of Safety Update

NH “Direct Purchase” Opportunity Automated External Defibrillators (AED’s) July 2023- June 30, 2026 Contracts

Anyone in NH is eligible to purchase AEDs at a discount rate of 30-50, depending on the AED model, through the Bureau of EMS- Division of Fire Standards and Training & EMS. Please consider purchasing these devices for your organization as the NH EMS system averages over 200 adult cardiac arrest incidents **per month!** Look [here](#) for additional information on cost and how to purchase.

For assistance on how to purchase and AED-related questions, please contact [Bill Wood](#), Coordinator, NH Statewide AED Program, Preparedness & Special Rejects, NH Bureau of EMS- Division of Fire Standards and Training & EMS- Department of Safety





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 newsletter 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.

Please visit us online to view [past editions of the Granite State Health Care Coalition semi-annual newsletter.](#)

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