



Department
of Health

Home Care and Hospice Comprehensive Emergency Management Plan (CEMP) Overview

New York State Department of Health (NYSDOH) -
Office of Health Emergency Preparedness (OHEP)

November 1, 2023

Agenda

- What is a CEMP?
- What is the purpose of a CEMP?
- Why use a CEMP and CEMP concepts?

CEMP Overview

What is a CEMP?

A Comprehensive Emergency Management Plan (CEMP) is...

A playbook that describes how a facility will respond to and recover from all hazards

- ✓ Hazard- and risk-based
- ✓ Comprehensive and scalable
- ✓ Flexible
- ✓ Information resource (e.g., tools, checklists, contacts)

The purpose of this training is to provide personnel at home care and hospice agencies across the State of New York with the information and tools to develop a CEMP.

Adoption of this resource is not a requirement of the NYS DOH. Organizations may use the CEMP document and tools to enhance existing plans. Organizations may also opt to use the CEMP document and tools as the main planning document.

Purpose of the Plan

The purpose of the CEMP is to describe the organization's approach to mitigating the effects of, preparing for, responding to, and recovering from natural disasters, man-made incidents, and/or organization emergencies.

- Benefits
 - Safety and well-being of residents
 - Business operations
 - Reputation management

- Legislation
 - Centers for Medicare and Medicaid Services (CMS) - November 15, 2017, for Hospitals, ACFs, and NHs
 - ❖ Templates revised for Home care and Hospice in 2023

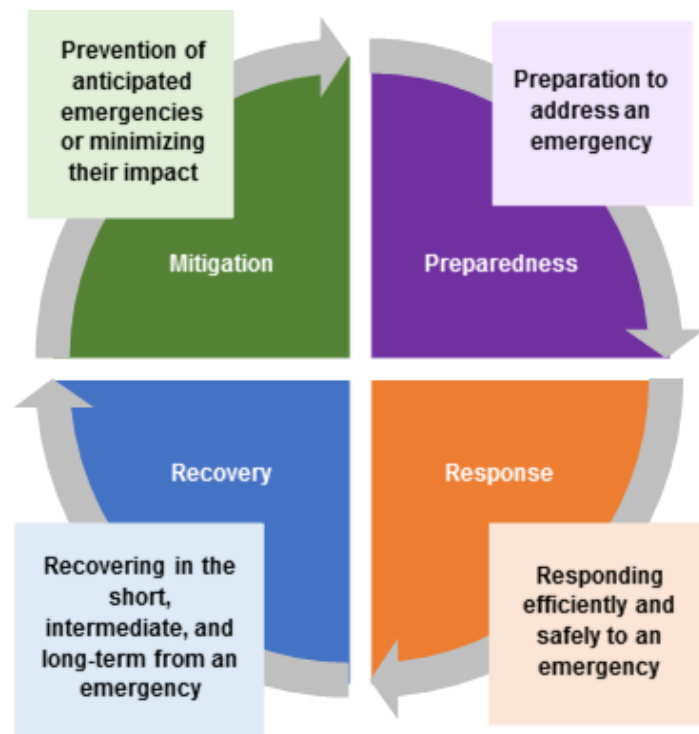



Figure 1: Four Phases of Emergency Management
Retrieved from CEMP Template, page 10

The Tools to Get Stared




Course Materials


 Department of Health


[Organization Name]
Home Care and Hospice Comprehensive Emergency Management Plan Template
 Part I – Instructions
 2023

[Organization Name]
 [Organization Address]
 [Organization Website]


 Department of Health

[Organization Name]
Home Care and Hospice Comprehensive Emergency Management Plan Template
 Part II – Template
 2023

[Organization Name]
 [Organization Address]
 [Organization Website]


 Department of Health

[Organization Name]
Home Care and Hospice Comprehensive Emergency Management Plan Template
 Part III – Toolkit
 2023

[Organization Name]
 [Organization Address]
 [Organization Website]

Course Materials

1

CEMP Instructions –
Guide on how to utilize
and fill out CEMP
template

2

CEMP Template –
Template for providers to
complete and build their
own emergency plans

3

CEMP Toolkit –
Supplemental materials
to CEMP such as
checklists and guides

Course Materials are located on the Health Commerce System:

My Content> Documents by Group> NYSDOH> Preparedness> Homecare and Hospice CEMP Templates> **Hospice CEMP templates**

My Content> Documents by Group> NYSDOH> Preparedness> Homecare and Hospice CEMP Templates> **Homecare CEMP templates**

CEMP Template Overview

| Critical Documentation | Plan Body | Annexes |
|--|---|--|
| <ul style="list-style-type: none">• Instructions• Emergency Contacts• Approval and Implementation• Record of Changes• Record of Distribution | <ul style="list-style-type: none">• Background• Concept of Operations• Information Management• Communications• Administration, Finance, Logistics• Plan Development and Maintenance• Authorities and References | <ul style="list-style-type: none">• Resource Management• Emergency Power Systems• Training and Exercises |

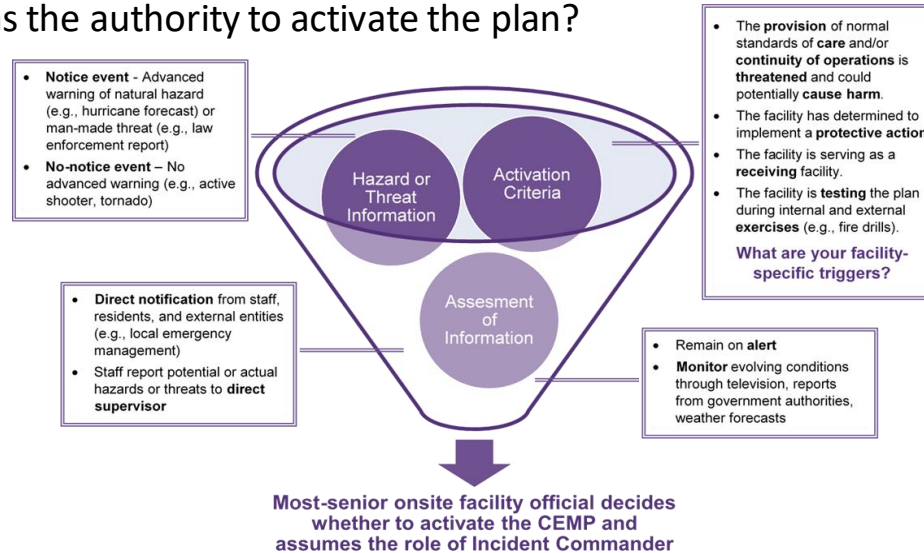
CEMP Toolkit Overview

| Critical Documentation | Plan Body | Hazard Annexes |
|---|--|---|
| <ul style="list-style-type: none"> Organization Overview | <ul style="list-style-type: none"> Hazard Vulnerability Analysis (HVA) Activation Checklist Incident Management Team Position Checklists Demobilization Checklists Stakeholder Engagement Communication Plan Authorities and References Protective Action Decision Support After Action Review Process After Action Report Template Resource Management | <ul style="list-style-type: none"> A - Active Threat B - Blizzard/Ice Storm C - Coastal Storms D - Dam Failure E - Earthquake F - Extreme Cold G - Extreme Heat H - Fire I - Flood J - CBRNE K - Infectious Disease L - IT/Communications Failure M - Landslide N - Power Outage O - Tornado P - Wildfire |

It's All Part of the Plan

Concept of Operations - Activation

- Hazard Identification
 - Understanding your facilities' risk is part of the foundation for the CEMP
- Activation
 - What are the criteria to activate the plan?
 - Who has the authority to activate the plan?



Hazard Vulnerability Analysis Resources

Below are example HVA tools that organizations can use to conduct an organization specific HVA. Organizations can modify the tools to suit their needs.

Table 2: Example HVA Tools

| Tool Name | Description |
|---|--|
| Kaiser Permanente HVA Tool | <p>An excel spreadsheet with incorporated formulas which provide the user with relative risk percentages and summary information.</p> <p>Available at: https://www.calhospitalprepare.org/sites/main/files/file-attachments/kp_incident_log_hva_template.xlsx</p> |
| Children's Hospital Colorado, Community Hazard Vulnerability Assessment Tool | <p>An excel spreadsheet with incorporated formulas which provide the user with relative risk percentages and summary information. The tool includes capabilities throughout the four phases of emergency management (mitigation, preparedness, response, recovery) as a factor in calculating risk.</p> <p>Available at: https://www.childrenscolorado.org/health-professionals/clinical-resources/emergency-management/</p> |
| U.S. Department of Health and Human Services, Healthcare and Public Health Sector Threat/Hazard Assessment Module Automated Tool | <p>An excel spreadsheet that guides organizations through the hazard analysis process through a series of guided questions. After completing all the questions, the tool provides a comprehensive list of risks associated with each hazard.</p> <p>Available at: https://www.phe.gov/Preparedness/planning/RISC/Documents/risc-ham-narrative.pdf</p> |

Retrieved from CEMP Toolkit, page 7

Activation Checklist

Any incident, large or small, can warrant the activation of the CEMP and the processes contained within. This checklist describes the activities that should take place whenever the CEMP is activated and the position that is responsible. Additional organization specific processes can be added into the checklist.

| Task | Completed By |
|--|--|
| <input type="checkbox"/> Upon notification of hazard or threat from staff, patients, or visitors, activate the CEMP. | [Organization's Senior Leader or designee] |
| <input type="checkbox"/> Activate the Communications Plan. | [Organization's Senior Leader or designee] |
| <input type="checkbox"/> Notify staff of CEMP activation and the hazard or threat through the [organization-specific system (e.g., mass notification system, switchboard operator, overhead paging system)]. | [Organization's Senior Leader or Public Information Officer] |
| <input type="checkbox"/> Assess the potential or actual impact of the incident on patients, staff, and the organization. | [Organization's Senior Leader or designee] |
| <input type="checkbox"/> Direct Incident Management Team to convene at designated Incident Command Center physical or virtual location . | [Organization's Senior Leader or designee] |
| <input type="checkbox"/> Based on the hazard and using the "Notification by Hazard Type" table in the CEMP, conduct required notifications. | [Designated Organization Staff] |
| <input type="checkbox"/> Set-up the organization's Incident Command Center. Refer to section below checklist for more information. | Finance/Administration Section Chief and Logistics Section Chief |
| <input type="checkbox"/> Deliver briefing to Incident Management Team and other staff as appropriate, on the incident including: <ul style="list-style-type: none"> ▪ Extent or impact of the problem (e.g., geographic impact, hazards, life safety concerns) ▪ Number of patients injured or affected ▪ Status of patient care and ancillary services ▪ Current and projected staffing levels ▪ Status of organization plant, utilities, and environment of care. | Incident Commander |

| Task | Completed By |
|--|----------------------------|
| <input type="checkbox"/> Develop an Incident Action Plan to establish goals and objectives to guide incident response throughout the next operational period. Operational period duration will be determined by Incident Commander (e.g., 12 hours, shift change). | Incident Commander |
| <input type="checkbox"/> Prepare and distribute position-specific checklists for the Incident Management Team to use during incident response. | Planning Section Chief |
| <input type="checkbox"/> Establish a meeting schedule for Incident Management Team to maintain situational awareness of incident and response operations. | Planning Section Chief |
| <input type="checkbox"/> Notify patients and their relatives or responsible parties of hazard information and response actions. | Public Information Officer |
| <input type="checkbox"/> Task organization staff with completing additional tasks to meet established response goals and objectives. | Incident Management Team |
| <input type="checkbox"/> Continue to collect information about incident and its current or projected impacts and perform position duties as assigned. | Incident Management Team |

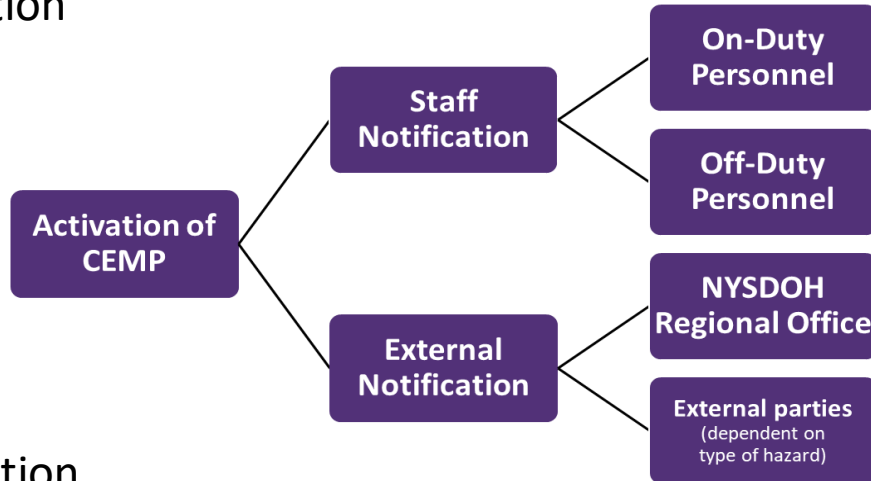
Retrieved from CEMP Toolkit, page 10-11



Department of Health

Concept of Operations - Notification

- Notification



- Mobilization

- Incident Management Team
 - How would staff manage an emergency at your facility?
 - Is there a command structure your facility would use to respond?
 - What staff positions at your facility would be in charge?
- Command Center

Incident Management

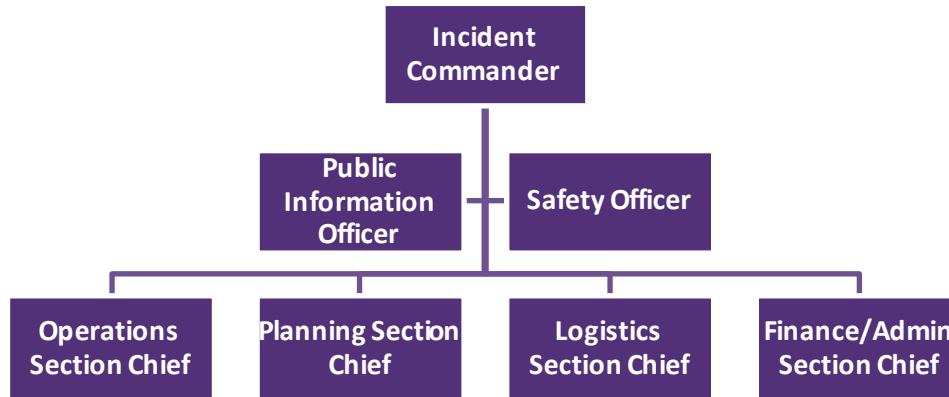


Table 5: Incident Management Team - Organization Position Crosswalk

| Incident Position | Organization Position Title | Description |
|-----------------------------|---|---|
| Incident Commander | [Example positions include Administrator, Director of Patient Services, Senior Management] | Leads the response and activates and manages other Incident Management Team positions. |
| Public Information Officer | [Example positions include Public Relations Director, Communication Director, Administrator, other Senior Management] | Provides information and updates to visitors, relatives and responsible parties, media, and external organizations. |
| Safety Officer | [Example positions include Maintenance Director, Emergency Response Coordinator, Director of Patient Services, Occupational Health and/or clinical staff] | Ensures safety of staff, patients, and visitors; monitors and addresses hazardous conditions; empowered to halt any activity that poses an immediate threat to health and safety. |
| Operations Section Chief | [Example positions include Infection Control Practitioners, Registered Nurses, Licensed Nurses] | Manages tactical operations executed by staff (e.g., continuity of patient services, administration of first aid). |
| Incident Position | Organization Position Title | Description |
| Planning Section Chief | [Example positions include Director of Patient Services, Clinical Management or designee] | Collects and evaluates information to support decision-making and maintains incident documentation, including staffing plans. |
| Logistics Section Chief | [Example positions include Supplies Coordinator, Social Workers, Assistants] | Locates, distributes, and stores resources, arranges transportation, and makes alternate shelter arrangements with receiving organizations. |
| Finance/Admin Section Chief | [Example positions include Administrator, Finance Director or designee] | Monitors costs related to the incident while providing accounting, procurement, time recording, and cost analyses. |

Retrieved from CEM P Template, page 17-18

Notification by Hazard Type

Table 4: Notification by Hazard Type for Home Care and Hospice

M = Mandatory
R = Recommended

| Notification Recipient | Example Hazard | Cyber security | Active Threat ⁴ | Blizzard/Ice Storm | Coastal Storm | Dam Failure | Water Disruption | Earthquake | Extreme Cold | Extreme Heat | Fire | Flood | CBRNE ⁵ | Infectious Disease | Landslide | IT/Comms Failure | Power Outage | Tornado | Wildfire |
|--|-------------------------------------|----------------|----------------------------|--------------------|---------------|-------------|------------------|------------|--------------|--------------|------|-------|--------------------|--------------------|-----------|------------------|--------------|---------|----------|
| | NYSDOH Regional Office ⁶ | M | M | M | R | M | M | R | M | R | R | M | M | M | M | M | M | M | M |
| Organization Senior Leader | M | M | M | M | M | M | M | M | M | M | M | M | M | M | M | M | M | M | M |
| Local Emergency Management | R | □ | R | R | R | R | R | R | R | R | R | R | R | R | R | R | R | R | R |
| Local Law Enforcement | | M | M | □ | □ | □ | □ | □ | □ | □ | □ | □ | M | □ | □ | □ | □ | □ | □ |
| Local Fire/EMS | | □ | M | □ | □ | □ | □ | □ | □ | □ | M | □ | M | □ | □ | □ | □ | □ | M |
| Local Health Department | R | □ | □ | □ | □ | □ | R | □ | □ | □ | □ | □ | M | M | □ | □ | □ | □ | □ |
| Off Duty Staff | M | M | M | M | M | M | M | M | M | M | M | M | M | M | M | M | M | M | M |
| Relatives and Responsible Parties | | □ | R | R | R | R | R | R | R | R | R | R | R | M | R | R | R | R | R |
| Resource Vendors | | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | R | □ | □ |
| Authority Having Jurisdiction | | □ | R | R | R | R | R | R | R | R | R | R | R | R | R | R | R | R | R |
| Regional Healthcare Organization Evacuation Center | | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ | □ |
| Local Hospital | | □ | R | □ | □ | □ | R | □ | □ | □ | □ | □ | M | M | □ | □ | □ | □ | □ |

Retrieved from CEMP Template, page 16

Concept of Operations - Response

- **Incident Assessment**
 - Incidents must be “sized up” through collection of information to make informed decisions and set priorities
- **Staffing**
 - Staffing plan is developed based on the outcomes of the incident assessment
- **Protective Actions**
 - Protective action is determined based on the outcomes of the incident assessment
 - Action taken to reduce or eliminate the risk or impact of an incident

The Incident Commander should use sound decision-making criteria when considering which protective action to implement for their organization, such as:

- Shelter-in-Place
- Internal Relocation
- Evacuation

Concept of Operations - Recovery

Help restore the facility's pre-disaster physical, mental, social, and economic conditions

- Recovery Services (Description of service and POC)
- Demobilization
 - Activation of re-entry/repatriation process if evacuation occurred
 - Deactivation of surge staffing
 - Replenishment of emergency resources
 - Reactivation of normal services and operations
 - Compilation of documentation for recordkeeping purposes

Concept of Operations – Recovery Cont.

- Infrastructure Restoration
 - Restore normal services and operations to provide care, safety/security of residents
- Resumption of Full Services
 - Internal assessment of resident care
 - Identify facility essential functions to be maintained
- Resource Inventory and Accountability
 - Inventory assessment & inspection to identify repair or replacement needs

| Activity | Responsible Entity | Additional Resources |
|---|--|--|
| Internal assessment of electrical power. | [responsible party for performing activity (e.g., organization department, company)] | [Brief description of resource to assist in activity completion] |
| Clean-up of organization grounds (e.g., general housekeeping, removing debris and damaged materials). | [responsible party for performing activity (e.g., organization department, company)] | [Brief description of resource to assist in activity completion] |
| Internal damage assessments (e.g., structural, environmental, operational). | [responsible party for performing activity (e.g., organization department, company)] | [Brief description of resource to assist in activity completion] |
| Clinical systems and equipment inspection. | [responsible party for performing activity (e.g., organization department, company)] | [Brief description of resource to assist in activity completion] |
| Strengthen infrastructure for future disasters (if repair/restoration activities are needed). | [responsible party for performing activity (e.g., organization department, company)] | [Brief description of resource to assist in activity completion] |
| Communicate restoration efforts to staff and patients. | [responsible party for performing activity (e.g., organization department, company)] | [Brief description of resource to assist in activity completion] |
| Inspection/Recurring inspection of restored structures as needed (Building Safety). | [responsible party for performing activity (e.g., organization department, company)] | [Brief description of resource to assist in activity completion] |

Information Management

- Critical Facility Records
 - Resident Data
 - Relative or responsible party contact information
 - Staff contact information
- Resident Tracking & Information Sharing
 - Tracking Evacuated Residents
 - Confidentiality
- Staff Tracking & Accountability
 - Staff Accountability
 - Non-Facility Personnel

Communications

- Facility Communications
 - Communication Review/Approval
- Internal Communications – Who, How, Where?
 - Staff Communication
 - Staff Reception Area
 - Resident Communication
- External Communications – Who, How, Where?
 - Corporate/Parent Organization
 - Authorized Family/Guardians
 - Media and General Public

Administration, Finance, Logistics

- Administration
 - Preparedness – Roles/responsibilities of authority, key processes, annual CEMP review, CEMP compliance (state, local, federal regulations)
- Finance
 - Preparedness – Account for preparedness related costs
 - Incident Response – Personnel, contracts, response/recovery costs, invoices, equipment, vendors, injury/damage claims
- Logistics
 - Preparedness – Identify and monitor resources, contracts, MOUs
 - Incident Response – Supplies (stock and distribution), provider services

Plan Development and Maintenance

- Who should be involved in CEMP development?
- Where do personnel fit into CEMP procedures and content?
 - What preparedness procedures are currently practiced?
 - What personnel might already have emergency preparedness expertise?
- How can your facility maintain the CEMP?

Plan Development and Maintenance

| Activity | Responsible Party | Frequency |
|---|--|--|
| Review and update the organization's risk assessment. | [Example positions include Administrator] | Annually |
| Review and update contact information for response partners, vendors, and receiving organizations. | [Example positions include Business Office Manager] | Annually or as response partners, vendors, and host organizations provide updated information. |
| Review and update contact information for staff members emergency contacts. | [Example positions include Human Resources Manager] | Annually or as staff members provide updated information. |
| Review and update patient contact information | [All staff] | Immediately upon notification of change |
| Review and update contact information for patients' caregivers/ responsible parties. | [All Staff] | Immediately upon notification of change |
| Maintain electronic versions of the CEMP in folders/drives that are accessible by others. | [Example positions include Administrator] | Annually |
| Revise CEMP to address any identified gaps. | [Example positions include Administrator] | Annually and Upon completion of an exercise or real-world incident with identified gaps. |
| Inventory emergency supplies (e.g., potable water, food, patient care supplies, communication devices, batteries, flashlights). | [Example positions include Administrator, Facility Designee] | Recommended Quarterly |

Retrieved from CEMP Template, page 31



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Authorities and References

- Authorities and Emergency Preparedness (EP) Requirements for Certified Home Health Agencies (CHHA), Long Term Home Health Care Providers (LTHHCP), Licensed Home Care Services Agencies (LHCSA), and Hospices.
 - Federal Conditions of Participation (Hospice and CHHA) and other federal authorities
 - New York State Emergency Preparedness Regulations
 - Applicable NYS Statutes, Regulations (Minimum Standards) and other Authorities
- Additional NYS Authorities for Hospice

Online Training Overview

CEMP Training on LMS

Home Care
Comprehensive
Emergency Management
Plan Training

START COURSE

Hospice Comprehensive
Emergency Management
Plan Training

START COURSE

The Learning Management System



NEW YORK STATE Department of Health

Learning Management System

Username Password (case-sensitive) [Login](#) [Forgot Username or Password](#)

To enroll in the training, please go to www.NYLearnsPH.com and either register or login to the LMS. Search Course Catalog for: **OHEP-BP5-CEMP2023**

Comprehensive Emergency Management Plan –

- Home Care CEMP Training

OR

- Hospice CEMP Training

CEMP Training Overview

Home Care
Comprehensive
Emergency Management
Plan Training

START COURSE

Hospice Comprehensive
Emergency Management
Plan Training

START COURSE

| | |
|--|---|
| ☰ Training Overview | 0 |
| ☰ Lesson 1: Organizational Preparedness | 0 |
| ☰ Lesson 2: Planning | 0 |
| ☰ Lesson 3: Risk Assessment | 0 |
| ☰ Lesson 4: Incident Management | 0 |
| ☰ Lesson 5: Activation, Notification, and Mobilization | 0 |
| ☰ Lesson 6: Response and Recovery | 0 |
| ☰ Lesson 7: Information and Resource Management | 0 |
| ☰ Lesson 8: Crisis Communications | 0 |
| 🔍 Course Exam | 0 |

CEMP Training Overview

Course Materials are located on the Health Commerce System:

My Content> Documents by Group> NYSDOH> Preparedness> Homecare and Hospice CEMP Templates> **Hospice CEMP templates**

My Content> Documents by Group> NYSDOH> Preparedness> Homecare and Hospice CEMP Templates> **Homecare CEMP templates**

Internal Copy - NYSDOH Hospice Comprehensive Emergency Management Plan Training

0% COMPLETE

- ☰ Training Overview
- ☰ Lesson 1: Organizational Preparedness
- ☰ Lesson 2: Planning
- ☰ Lesson 3: Risk Assessment
- ☰ Lesson 4: Incident Management
- ☰ Lesson 5: Activation, Notification, and Mobilization

Course Materials

This course requires the use of external templates.

The course materials include:

- **Hospice CEMP Instructions** - Guidance document to provide instructions on how to complete the CEMP template.
- **Hospice CEMP Template** - Template for facilities to complete and build their own emergency plans.
- **Hospice CEMP Toolkit** - Supplemental materials to CEMP, such as checklists and guides.
- **Kaiser Permanente HVA Tool** - Excel spreadsheet used to complete Lesson 3 activity.
The Kaiser Permanente HVA tool is a common industry best practice and the tool that will be used for the purpose of the training, but it is not a NYSDOH requirement.

CEMP Training Overview

① This box will direct individuals to reference specific sections of the CEMP Template and Toolkit, and can also be used to highlight key information.

①

For the following section, reference:

CEMP Template Section 1 - Background

How Does a CEMP Benefit an Organization?

The CEMP outlines how an organization will mitigate and manage disasters. The plan template will walk through pre-disaster planning and hazard analysis, as well as emergency response and recovery. The plan is meant to be tailored to each organization.

The image below explains the four phases of emergency management. The CEMP is applicable throughout each of these phases.

Writing the CEMP



After completing this lesson, you should now be able to write or update the following sections of the CEMP:

- Section 1 - Background
- Section 6 - Plan Development and Maintenance

CEMP Training Overview

Course modules will not register as complete until all interactive content has been viewed and comprehension check questions have been answered.



Complete the content above before moving on.

Once complete, a purple bar similar to the one below will appear and allow participants to continue to the next lesson.

CONTINUE TO MODULE 1

CEMP Training Overview

Accordion

Clicking the "+" symbol will expand the box.



There may be multiple boxes within one accordion.



These should all be opened to view all course content.

Tabs

SELECT TAB

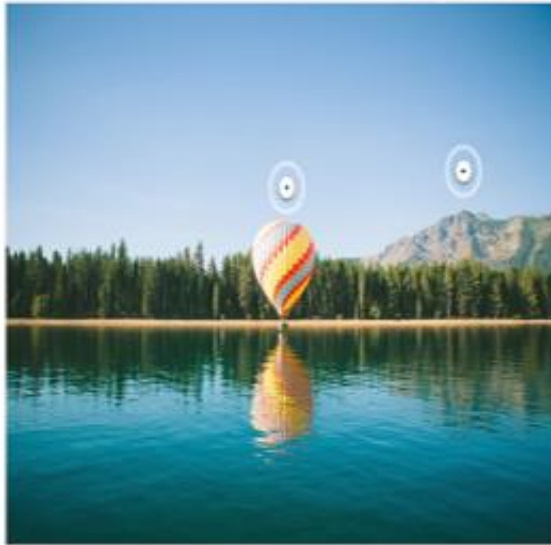
ANOTHER TAB

YET ANOTHER TAB

Clicking on each tab will present the information under the specific tab heading.

Labeled Graphic

Select the "+" icon on the graphic to reveal information.



Process

This is an example process item

Select the start button to move through process items.

START



Flash Cards

Click on each card to flip it over.

Flip over all the cards...

Front of card



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Please email OHEP@health.ny.gov if you have any questions related to this course or any course material provided.