



# OPERATIONAL SUPPORT PLAN

Southwest Florida Healthcare Coalition

## **Introduction**

The Southwest Florida Healthcare Coalition (SWFHCC) supports the Florida Region 6 healthcare sub-coalitions, communities, and other response agencies to collaboratively plan for all-hazards emergencies by promoting intra-regional cooperation and sharing of resources.

SWFHCC encompasses four sub-coalitions across nine counties: Collier Health Care Emergency Preparedness Coalition (CHEPC); covering Collier County, Lee County Healthcare Coalition (Lee Coalition); covering Lee County, Suncoast Disaster Healthcare Coalition (Suncoast Coalition) comprised of Sarasota and Charlotte Counties, and the Heartland Healthcare Coalition (Heartland Coalition) encompassing Desoto, Glades, Highlands, Hendry, and Okeechobee Counties. As of July 1, 2017, according to the US Census, Region 6 has the combined regional population as 1,209,483 full-time residents.<sup>1</sup> Population increases owing to seasonal residents, and tourists who vacation in the area especially during the winter months.

Region 6 is bordered to the west by the Gulf of Mexico, to the east by Lake Okeechobee and has numerous rivers, creeks, and wetlands as well as floodplains within its borders. The differences in geography, size of counties and economies offer numerous challenges and opportunities to respond to both manmade and natural disasters.

## **Purpose**

To lay out the role of the SWFHCC in supporting coordinated communications between healthcare facilities, Emergency Support Function (ESF)-8, Emergency Management and First Responders in the region.

## **Scope**

The Coalition serves to support its members by coordinating resources, communications and helping provide situational awareness to its members. This plan does not replace existing facility Comprehensive Emergency Management Plans (CEMPs). Individual health care facilities are responsible for implementing their CEMPs, including logistical support. All facilities are required by Florida statute as well as federal regulation to have their own emergency plans in place, review the plans, and update them as needed.

This plan is not intended to duplicate or replace existing roles of Emergency Management or Emergency Support Functions as outlined in Florida State Statutes Chapter 252.

## **Coalition Membership:**

Membership in the healthcare coalition shall be extended to the following Essential Partner agencies, institutions, and community-wide emergency response related disciplines.

Core HCC members should include, at a minimum, the following:

- Hospitals
- EMS (including inter-facility and other non-EMS patient transport systems)
- Emergency management organizations

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<sup>1</sup> Census.gov data retrieved October 10, 2018 <https://www.census.gov/quickfacts/fact/table/fl/PST045217>

- Public health agencies

Additional HCC members may include but are not limited to the following:

- Behavioral health services and organizations
  - Community Emergency Response Team (CERT) and Medical Reserve Corps (MRC)
  - Dialysis centers and regional Centers for Medicare & Medicaid Services (CMS)-funded end-stage renal disease (ESRD) networks
  - Federal facilities (e.g., U.S. Department of Veterans Affairs (VA) Medical Centers, Indian Health Service facilities, military treatment facilities)
  - Home health agencies (including home and community-based services)
  - Infrastructure companies (e.g., utility and communication companies)
  - Jurisdictional partners, including cities, counties, and tribes
  - Local chapters of health care professional organizations (e.g., medical society, professional society, hospital association)
  - Local public safety agencies (e.g., law enforcement and fire services)
  - Medical and device manufacturers and distributors
- o Non-governmental organizations (e.g., American Red Cross, voluntary organizations active in disasters, amateur radio operators, etc.)
  - o Outpatient health care delivery (e.g., ambulatory care, clinics, community and tribal health centers, Federally Qualified Health Centers (FQHCs), urgent care centers, freestanding emergency rooms, stand-alone surgery centers)
  - o Primary care providers, including pediatric and women's health care providers
  - o Schools and universities, including academic medical centers
  - o Skilled nursing, nursing, and long-term care facilities
  - o Support service providers (e.g., clinical laboratories, pharmacies, radiology, blood banks, poison control centers)
  - o Other (e.g., childcare services, dental clinics, social work services, faith-based organizations)

### **Concept of Operations**

The SWFHCC will operate under the guidance of ESF-8 to help ensure local members can meet the following needs:

1. Support Communications between member healthcare facilities and county ESF-8 lead agencies.
2. Support Coordination of resources within member facilities.

All information shared with members will come from verifiable sources such as ESF-8, Emergency Management, the Florida Department of Health or National Weather Service.

### **Planning Assumptions:**

The need for information sharing will increase both at a county and regional level.

Healthcare facilities will follow guidance from, local Emergency Management offices and County ESF-8 leads to help ensure the safety of staff and patients.

Healthcare organizations will commit their staff and internal resources to support internal response before requesting assistance from other partners.

Healthcare Organizations will rely on their existing and approved Comprehensive Emergency Management Plans including Mutual Aid Agreements with suppliers and other agencies prior to requesting assistance.

A disaster may impact communications at the local and regional level thereby hindering the ability to coordinate with other agencies. This may cause additional challenges including delayed response times.

Healthcare Facilities that are part of this plan will follow the Incident Command System (ICS).

The Southwest Florida Healthcare Coalition exists to support the activities of local agencies by playing a support role and will not dictate policy.

**Activation:**

The Operational Support Plan will be activated during an incident by the Executive Council. The plan can also be activated by the Executive Council's designee or at the request of county Emergency Management or ESF-8 lead in the likelihood of severe weather or during a no-notice event.

Healthcare Coalition members may also request the activation of the Operational Support Plan. This request will be forwarded to Executive Council for approval.

**Notifications:**

The Southwest Florida Healthcare Coalition will contact members via Everbridge or email upon the activation of this plan.

**Communications:**

The SWFHCC will disseminate information using one or more of three platforms: Everbridge, email, or conference call.

- Everbridge: This is a web based application that is used across several counties and on a state level. There is a regional Everbridge allowing all members within Region 6 to be contacted at the same time. Everbridge will send notifications via email, phone or text. If requested, Everbridge polls will be used to check on status of facilities who will respond with okay/not okay.
- Email: Members will receive emails outside of Everbridge from a representative from the Health Planning Council. Note: a tertiary email address: [SWFHCC@gmail.com](mailto:SWFHCC@gmail.com) has been established to ensure continuity of operations should other means fail.
- Conference Call: Once the need is determined to exist, a representative from the SWFHCC will assist partner agencies by conducting a daily conference call to disseminate information and collect status updates from healthcare facilities. The information will be passed on to the appropriate agency.

During an incident the SWFHCC will communicate verified information from the regional and state level, allow members to share status with each other and act as an additional form of communications should primary means break down.

Messaging will continue throughout the activation period to include reminders to update in-patient bed counts, twice daily Situation Reports and conference calls as needed.

Post Incident coordination will include lists of available disaster recovery assistance (E.G. FEMA Public Assistance Programs).

Template emails are in Annex 4 of this plan.

**Resource Coordination:** The SWFHCC will keep on hand a list of inventoried regional assets as well as individual agency assets. The SWFHCC representative will facilitate coordination between the facility with the need, and the facility with the available resource. Neither the Southwest Florida Healthcare Coalition, nor its sub-coalitions will be responsible for the transportation, liability of use, or damage of these resources.

**Administration and Maintenance:**

**A. Review Process and Plan Update:**

- This plan will be reviewed annually and updated as needed or, as exercises and trainings show opportunities for improvement.
- All members will have the opportunity for review and input.
- Changes must be approved with a simple majority of the Executive Council via electronic poll.
- Following a review and approval process the plan will be distributed via email to members within the region and via website <https://www.hpcswf.com/health-planning/disaster-planning-coalition/>

**B. Maintenance:**

- The plan will be kept in electronic form as well as two (2) binder copies.
- The binders will also include updated member rosters, supply integrity plan, Statewide ESF-8 contact information and coalition's Department of Health Contract Manager contact information.
- The plan will also contain a current list of in-patient bed counts in the area. Bed counts come from ACHA and will be updated at least annually. It is not the responsibility of the SWFHCC to update or maintain the bed counts for facilities. This list will only be used as an informational guide.
- Member rosters will be updated quarterly.
- In case of extended absence, the coalition representative will designate a secondary point of contact for email communications. Each sub-coalition will have a designated secondary Everbridge point of contact to disseminate messaging upon request from the regional representative or their designee.

## **Acronyms**

<b>CEMP</b>	<b>Comprehensive Emergency Management Plan</b>
<b>EOC</b>	<b>Emergency Operations Center</b>
<b>ESF</b>	<b>Emergency Support Function</b>
<b>FEMA</b>	<b>Federal Emergency Management Agency</b>
<b>NWS</b>	<b>National Weather Service</b>
<b>SWFHCC</b>	<b>Southwest Florida Healthcare Coalition</b>

<b>Version Number</b>	<b>Description of Change</b>	<b>Date</b>	<b>Posted By</b>	<b>Approved by</b>
<b>1</b>	<b>Created Region 6 Operational Support Plan</b>	<b>1/4/2018</b>	<b>BN</b>	<b>PB</b>
<b>2</b>	<b>Revision 1 of Operational Plan</b>	<b>1/6/2019</b>	<b>BN</b>	<b>PB</b>
<b>3</b>	<b>Revision 2 Operational Plan</b>	<b>1/8/2020</b>	<b>KG</b>	<b>PB</b>
<b>4</b>	<b>Revision 3 Operational Plan</b>	<b>5/28/2021</b>	<b>KG</b>	<b>PB</b>

## Annex 1: Contact Lists

County Emergency Services Function (ESF) 8 Activation Numbers			
Agency	Coalition	Contact Number	Secondary Number
Charlotte County	Suncoast Disaster Healthcare		
Collier County	Collier Emergency Preparedness		
DeSoto County	Heartland Healthcare		
Glades County	Heartland Healthcare		
Highlands County	Heartland Healthcare		
Hendry County	Heartland Healthcare		
Lee County	Lee County Healthcare		
Okeechobee County	Heartland Healthcare		
Sarasota County	Suncoast Disaster Healthcare		
County Emergency Management Offices			
Agency	Chapter	Contact Number	Secondary Contact
Charlotte County	Suncoast Disaster Healthcare Coalition	(941) 833-4000	
Collier County	Collier Healthcare Emergency Preparedness Coalition	(239) 252-3600	
DeSoto County	Heartland Healthcare Coalition	(863) 993-4831	
Glades County	Heartland Healthcare Coalition	(863) 946-6020	
Highlands County	Heartland Healthcare Coalition	(863) 385-1112	
Hendry County	Heartland Healthcare Coalition	(863) 674-5400	
Lee County	Lee County Healthcare Coalition	(239) 533-0622	
Okeechobee County	Heartland Healthcare	(863) 763-3212	
Sarasota County	Suncoast Disaster Healthcare	(941) 861-5000	