

ASPR TRACIE Technical Assistance Request

Request Receipt Date (by ASPR TRACIE): 25 September 2018

Response Date: 26 September 2018

Type of TA Request: Standard

Request:

The requestor asked for technical assistance in researching sample communication plans for Federally Qualified Health Centers (FQHC).

Response:

The ASPR TRACIE Team reviewed several Topic Collections, including [Ambulatory Care and Federally Qualified Health Centers \(FQHC\)](#), [Communication Systems](#), and [Rural Disaster Health](#). We also conducted an online search for additional materials.

Section I below includes relevant plans, tools, and templates. Section II provides additional guidance resources that may be helpful to this request.

A list of comprehensively developed Topic Collections can be found here: <https://asprtracie.hhs.gov/technical-resources/topic-collection>.

I. Plans, Tools, and Templates

California EMS Authority and California Primary Care Association. (2004). [Community Clinic and Health Center Emergency Operations Plan](#). California Clinic Emergency Preparedness Project.

Healthcare emergency planners can use this slightly dated but comprehensive and detailed template to develop or maintain an existing emergency management program. The template includes the language, procedures, policies, and forms needed to create a clinic plan. **NOTE:** Pages 16-18 address communication procedures.

National Association of Community Health Centers. (2007). [Emergencies Happen: An In-Depth Guide to Emergency Management for Health Centers](#).

This guide provides health centers with information and resources to assist health centers in developing and implementing an all-hazards-focused emergency management component to their established risk management program. **NOTE:** Communication and notification considerations are addressed on pages 21-22, and an appendix on communications equipment and systems is provided on pages 64-66.

National Healthcare for the Homeless Council. (n.d.). [Community Health Center Emergency Planning Guidelines](#). (Accessed 9/26/2018.)

Emergency management staff can use this template (available in Microsoft Word) to develop community health center plans. **NOTE:** Communication planning is addressed throughout this document.

Ohio Association of Community Health Centers. (2012). [Emergency Operations Plan: Federally Qualified Health Center Template](#).

This template can be used by Federally Qualified Health Centers when developing their Emergency Operations Plans. **NOTE:** Section 7.2 addresses emergency communication strategies.

Wisconsin Department of Health Services. (2017). [CMS Emergency Preparedness Rule Toolkits](#).

This webpage includes links to toolkits and other resources designed to help select healthcare facilities better understand the Centers for Medicare & Medicaid Emergency Preparedness Rule. Each toolkit includes sample templates and planning worksheets that can help facilities develop compliant plans, policies, and procedures. **NOTE:** Click on the section titled, “Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs).” Both a PDF and Word format of the document are provided, and include tools and templates for communication plans.

II. Guidance Resources

Columbia University School of Nursing, Center for Health Policy, and New York Consortium for Emergency Preparedness Continuing Education. (2007). [Emergency Preparedness Toolkit for Community Health Centers & Community Practice Sites](#). Arizona Alliance for Community Health Centers.

This toolkit is intended to be used by leadership of community practice sites (including community health centers, group practices, and specialty care practices) to assess vulnerability; create an emergency preparedness plan; train staff to the plan; and evaluate the staff’s readiness through participation in drill and exercises. It also provides guidance and tools for connecting with local emergency management planners to better understand how a community practice site’s resources and expertise can be used during an emergency response.

U.S. Department of Health and Human Services, Health Resources & Services Administration. (2016). [Form 10: Emergency Preparedness Report](#).

This form, which is also part of the Health Resources & Services Administration’s Health Center Program Site Visit Guide, can be used by health centers when preparing their annual emergency preparedness and management reports. The form can also serve as a short checklist of emergency preparedness activities a health center should undertake.

U.S. Department of Health and Human Services, Health Resources & Services Administration. (2007). [Health Center Emergency Management Program Expectations](#).

This webpage provides an overview of the role of health centers in emergency preparedness. It explains the purpose of an emergency management plan and key components, and emphasizes the importance of collaboration, communication, information sharing, and financial and operational stability.