

ASPR TRACIE Technical Assistance Request

Request Receipt Date (by ASPR TRACIE): 9 April 2019

Response Date: 10 April 2019

Type of TA Request: Standard

Request:

The requestor asked if ASPR TRACIE had resources to help a hospital develop their emergency operations plan (EOP) support annexes, specifically for reunification and medical supply chain distribution.

Response:

The ASPR TRACIE Team reviewed existing ASPR TRACIE resources; namely the [Emergency Operations Plans/ Emergency Management Program](#), [Family Reunification and Support](#), and [Fatality Management](#) Topic Collections.

Section I includes resources related to family reunification. Section II provides materials on medical supply chain distribution.

The ASPR TRACIE Team would also like to provide the requestor with the following technical assistance (TA) response, which may also be useful to this request:

[Family Assistance Centers for Mass Fatality Incidents](#): This ASPR TRACIE TA response provides materials specific to family assistance centers for mass fatality incidents.

I. Family Reunification Resources

American Academy of Pediatrics, in collaboration with Massachusetts General Hospital, Center for Disaster Medicine. (2018). [Family Reunification Following Disasters: A Planning Tool for Health Care Facilities](#).

This planning tool was created to assist hospitals with their plans to provide information, support services, and safe reunification assistance to family members of patients who have experienced disasters. It provides potential solutions to reunification-related challenges, including: planning for the secure reception, tracking, and care of large numbers of children who may present to a hospital following a mass-casualty event; identifying injured and unaccompanied children in a disaster; tracking unaccompanied children during their hospital stay; and what legal authority a hospital has to administer care to minors when the parent/guardian is unavailable to participate in the informed consent process.

ASPR TRACIE. (2018). [Tips for Healthcare Facilities: Assisting Families and Loved Ones after a Mass Casualty Incident.](#)

This ASPR TRACIE tip sheet highlights best practices and issues related to planning for, activating, and operating hospital or healthcare facility Family Information Centers (FIC)/ Family Support Centers (FSC), in collaboration with Family Reception Centers (FRC) and Family Assistance Centers (FAC).

Bradin, S., Lozon, M., Butler, A., et al. (2015). [Planning for Children in Disasters: A Hospital Toolkit.](#) Michigan Department of Health and Human Services.

This toolkit includes information to assist hospitals with planning for the needs of children through all stages of a disaster. Guidance covers medical surge and triggers; staffing plans; triage protocols; decontamination; transport of pediatric patients; chemical agents and antidotes; infection protection; family reunification; and psychological support. **NOTE:** The Unaccompanied Minors and Family Reunification section begins on page 61.

Federal Emergency Management Agency (FEMA), U.S. Department of Health and Human Services (HHS), American Red Cross (ARC), and National Center for Missing and Exploited Children (NCMEC). (2013). [Post-Disaster Reunification of Children: A Nationwide Approach.](#)

This guidance document provides a comprehensive overview of the coordination processes necessary to reunify children separated from their parents/legal guardians in the event of a large-scale disaster and reflects how the whole community - to include educational, child care, medical, and juvenile justice facilities, nongovernmental organizations, state, local and federal partners, voluntary and faith based organizations, disability and pediatric experts, and private sector partners can work together to achieve one wide ranging mission. This document can assist in developing new, or apply to existing, emergency preparedness plans and/or reunification procedures.

Los Angeles County Office of Emergency Management and Los Angeles County Department of Mental Health. (2014). Los Angeles County Operational Area Family Assistance Center Plan (Document Attached.).

This plan provides a framework for the activation, operation, management, and demobilization of a County Operational Area (government led) Family Assistance Center (FAC) during large scale mass casualty incidents (e.g., earthquakes) and local incidents such as shootings and explosions. The establishment of a FAC can: ensure a place for loved ones to gather information; serve as a coordination spot for first responders; and be a location where emotional support and other types of health support can be provided. (The Los Angeles County Operational Area covers all 88 cities and the unincorporated areas in the county.)

Metro Orlando Family Assistance Working Group. (2017). Family Assistance Guidance Plan. (Documents Attached).

This plan was developed to provide guidance to the metro Orlando jurisdictions in the development, management, and execution of their jurisdiction-specific family assistance plan to encompass the implementation of the Family Reunification Center (FRC) and a Family Assistance Center (FAC). Note there are four attachments: 1) The Family Assistance Guidance Plan, 2) Position Checklists, 3) References, and 4) Jurisdictional Appendices. **NOTE: Please do not further distribute these documents without permission from ASPR TRACIE.**

Orlando Health. (2018). [Questions Every Hospital Must Ask About Whether They're Supporting Their Non-resident/Foreign Citizen Patients.](#)

This white paper can help healthcare facility emergency planners plan for and better support non-resident/foreign patients in general and after a mass casualty/mass fatality incident.

Shields, S., Wilson, M., Amara, R., et al. (2013). [Family Information Center Planning Guide for Healthcare Entities.](#) Los Angeles County Emergency Medical Services Agency (EMS).

This guide for healthcare providers describes the elements to develop a Family Information Center (FIC) plan, which includes providing information, support services, and reunification assistance to families of disaster patients. This guide includes activation, management, and demobilization of a FIC, in addition to example forms, diagrams, and needed resources.

Tamer, Hadi. NYC Department of Health and Mental Hygiene, Office of Emergency Preparedness and Response. (2015). [Using Health Information Exchange for Family Reunification.](#) 2015 Annual Public Health Preparedness Summit.

This presentation given at the 2015 Annual Public Health Preparedness Summit, gives an overview of existing family reunification systems, why the New York City Emergency Patient Search (NYCEPS) workgroup recommended to leverage Health Information Exchanges (HIE), and how NYCEPS was developed. Also includes legal and privacy considerations for hospitals and healthcare facilities.

Western Region Homeland Security Advisory Council. (2017). [Children in Disasters Emergency Preparedness: Family Reunification Plan Template.](#)

This template can be used by any organization (e.g., hospitals, educational institutions, and day care centers) to develop a family reunification plan. It addresses information on topics including reunification protocols, legal authorities, terminology, methods of reunification, and coordination of efforts with key stakeholders.

II. Medical Supply Chain Distribution Resources

Healthcare Distribution Alliance (2018). [Weathering the Storm: Pharmaceutical Distributors Play a Critical Role During Complex Emergencies.](#)

This infographic illustrates how pharmaceutical distributors manage the delivery of medicines and healthcare products before and after an emergency.

Healthcare Ready. (2016). [How it Works: The Supply Chain.](#)

This web-based infographic provides an overview of healthcare supply chain operations during normal operations.

Healthcare Ready. (2016). [How it Works: The Supply Chain in Disasters and Disease Outbreaks.](#)

This web-based infographic highlights considerations that healthcare supply chain operators take into account during emergencies.

Healthcare Ready (2016). [Navigating the Pharmaceutical Supply Chain.](#)

In this presentation, Healthcare Ready addresses pharmaceutical supply chain logistics during an emergency, including strategic allocation of products and forecasting demand.

Healthcare Ready (2016). [Partnering with the Pharmaceutical Supply Chain.](#)

In this presentation, Healthcare Ready describes the need for the public health sector to establish partnerships with the private sector pharmaceutical supply chain before, during, and after disasters in order to ease supply chain challenges.

Healthcare Ready (2016). [Principles of Pharmaceutical Regulations.](#)

In this presentation, Healthcare Ready identifies stakeholders involved in regulating the pharmaceutical supply chain and the need to address pharmaceutical supply chain vulnerabilities by improving product security throughout the manufacturing and distribution processes.

Healthcare Ready (2016). [Understanding Drug Shortages.](#)

In this presentation, Healthcare Ready provides information about how drug shortages occur and what protocols can be established in order to improve internal and external communication to minimize implications. It includes information about drug shortages that can be accessed via fda.gov.

Health Industry Distributors Association. (2015). [Lessons Learned: Pandemics and Medical Supplies.](#)

This fact sheet addresses past pandemics including SARS, H1N1, and Ebola to describe common medical supply chain challenges related to public and private healthcare

responses. **NOTE:** A link to this fact sheet is provided on the Emergency Preparedness Resource Center webpage, along with other materials that may be helpful for this request.

Oak Ridge Institute for Science and Education (ORISE). (2018). [Supply Chain Disaster Preparedness Manual](#).

This manual can help emergency healthcare planners gain familiarity with the hazards that can affect their facility, system, and community; create related supply chain-specific plans to help address these scenarios; and develop a cache of medical supplies in the event disaster strikes.

Patel, A., D'Alessandro, M., Ireland, K., et al. (2017). [Personal Protective Equipment Supply Chain: Lessons Learned from Recent Public Health Emergency Responses](#). (Abstract only.) Health Security. 15(3):244-252.

The authors describe lessons learned from the 2009 H1N1 influenza pandemic and the 2014 Ebola virus epidemic related to the commercial supply chain of pharmaceutical and other healthcare products. They discuss how these lessons learned could inform readiness for future emergencies from a personal protective equipment supply chain and system perspective.

U.S. Department of Homeland Security (2018). [Threats to Pharmaceutical Supply Chains](#).

The Public-Private Analytic Exchange Program (AEP) team examined the 2017 Hurricane Maria event as a case study for the risks and implications of pharmaceutical supply chain vulnerabilities in the U.S. healthcare system. The team recommends increasing private sector and government coordination to mitigate future supply chain disruptions and strengthen resilience.