

## ASPR TRACIE Technical Assistance Request

**Requestor:** [REDACTED]  
**Requestor Phone:** [REDACTED]  
**Requestor Email:**  
**Request Receipt Date (by ASPR TRACIE):** 21 December 2017  
**Response Date:** 22 December 2017  
**Type of TA Request:** Standard

### Request:

[REDACTED] requested technical assistance with locating homecare-specific emergency preparedness policies and procedures

### Response:

The ASPR TRACIE Team reviewed existing ASPR TRACIE resources for homecare policies and procedures; namely the [ASPR TRACIE Homecare and Hospice Topic Collection](#). Section I below provides policy and procedure samples, and Section II includes additional homecare-specific planning resources that may be helpful as well.

### CMS-Specific Information:

CMS recently published the [interpretive guidelines](#) and the State Operations Manual that addresses specific regulatory expectations. This is posted on their website (under the Downloads section): <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Emergency-Prep-Rule.html>.

ASPR TRACIE has developed and collected a number of resources that we encourage you to use and believe will help facilitate compliance, including the resources provided here. However, this does not substitute review of the final rule text and interpretive guidelines. If you have specific questions about your facility's compliance please review the interpretive guidelines when they are developed, contact your state's survey agency, or the CMS Survey and Certification Group (SCG) at the following email address: [SCGEmergencyPrep@cms.hhs.gov](mailto:SCGEmergencyPrep@cms.hhs.gov).

CMS and ASPR TRACIE are partnering to provide technical assistance, and share resources and promising practices to help affected providers and suppliers start or update the documents mandated by the new Emergency Preparedness rule. Additional key resources include:

- The ASPR TRACIE dedicated CMS Rule page: <https://asprtracie.hhs.gov/cmsrule>
- The entire CMS Emergency Preparedness Rule: <https://federalregister.gov/a/2016-21404>
- The CMS Emergency Preparedness Survey and Certification Page: <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Emergency-Prep-Rule.html>
- CMS has [developed a Quick Glance Table of the rule requirements by provider type](#), to highlight key points of the new Emergency Preparedness rule. **NOTE:** This table is not

meant to be an exhaustive list of requirements nor should it serve as a substitute for the regulatory text.

- ASPR TRACIE developed a [CMS Emergency Preparedness \(EP\) Rule Resources at Your Fingertips Document](#). Within this document are links to key resources:
  - CMS' developed [frequently asked questions \(FAQ\) documents](#) that synthesizes answers to commonly asked inquiries about the CMS EP Rule.
  - The FAQs, in combination with the CMS [at-a-glance chart](#) and [Provider and Supplier Type Definitions Fact Sheet](#), can help planners identify and address planning gaps and facilitate compliance with the regulations.
  - Interested in learning more about your local healthcare coalition? [This chart](#) can help you identify the preparedness office of your state public health agency. Remember: the release of the CMS EP Rule provides healthcare coalitions a tremendous opportunity to strengthen relationships and leverage a broader group of personnel and resources to provide for the medical needs of the whole community during a disaster.
  - If you missed any of the Medicare Learning Network National Call on the EP Rule, you can access the PowerPoint [slides, transcript, and audio recording here](#).

## I. **Homecare Policies and Procedures**

**NOTE:** The resources below include sample policies and procedures. However, please note that these samples are similar in nature and include some differences.

Carr, M., Hammon, R., Glenn, J., et al. (2010). [Emergency Preparedness Packet for Home Health Agencies](#). National Association for Home Care and Hospice.

This document is the product of large national workgroup and includes tools and templates that can be customized and used by hospice and homecare providers while developing all hazards emergency preparedness plans. **Note:** Section VIII provides sample policies and procedures.

HCA Education and Research. (2012). [Home Care Emergency Preparedness: A Handbook to Assist Home Care Providers in Emergency Preparedness Planning](#). Home Care Association of New York State.

This handbook can help homecare providers develop emergency plans. It also features New York-specific state regulations. **Note:** Appendix B provides sample policies and procedures.

Michigan Department of Health and Human Services. (2015). [Home Health Emergency Preparedness: A Handbook to Assist Home Health Care Providers in Emergency Preparedness Planning](#).

This handbook was written to help Michigan homecare agencies develop and evaluate their emergency preparedness plans. Beginning in Chapter 3 it helps users define plan elements, assess their agency's level of preparedness (with the included checklist), develop a plan that addresses specific needs and populations, and test and evaluate the plan. **Note:** Appendix A provides sample policies and procedures.

## II. Additional Homecare Planning Resources

American Red Cross. (n.d.). [Disaster Preparedness for Seniors by Seniors](#). (Accessed 12/22/2017.)

The following document provides essential preparedness information for seniors and potentially those in home care situations regarding making a plan, getting a kit and being informed during an emergency.

Carey, P., Link, D. (n.d.). [The Critical Role of Home Care Providers in Emergency Preparedness & Response](#). (Accessed 12/22/2017.)

This slide presentation from Maryland provides a general overview of the elements of emergency operations plans for homecare providers.

Centers for Disease Control and Prevention. (2016). [Long-Term, Home Health, and Hospice Care Planning Guide for Public Health Emergencies](#).

This planning guide is geared towards long-term care, homecare, and hospice providers and is comprised of six sections: situational awareness, continuity of operations, facility or agency operations, crisis standards of care, staffing, and fatality management.

City of Baton Rouge. (2015). [Louisiana Model Home Health/Hospice Emergency Plan](#).

This template can be used by home health/hospice facilities in Louisiana (or modified by planners in other states) interested in developing emergency plans.

HCA Education and Research. (n.d.). [Planning Tools Homepage: Evacuation](#). (Accessed 12/22/2017.)

This website contains several planning tools for home health care agencies. Specifically there is an Evacuation section, which includes the following materials: Evacuation Tracking Tool, Emergency Evacuation Plan, Employers Guide for Evacuation, Evacuation Guide, and Emergency Checklist.

Michigan Department of Health and Human Services. (2015). [Home Health Emergency Preparedness: A Handbook to Assist Home Health Care Providers in Emergency Preparedness Planning](#).

This handbook was written to help Michigan homecare agencies develop and evaluate their emergency preparedness plans. Beginning in Chapter 3 it helps users define plan elements, assess their agency's level of preparedness (with the included checklist), develop a plan that addresses specific needs and populations, and test and evaluate the plan.

Mississippi State Department of Health. (n.d.). [Facilities Preparedness Emergency Operations Plan Template](#). (Accessed 12/22/2017.)

This website provides comprehensive downloadable emergency operations templates that can be customized and used by home health providers.

Montgomery County Advanced Practice Center for Public Health Emergency Preparedness and Response. (2007). [Emergency Preparedness Checklist for Case Management and Home Care Services](#).

This checklist was created to ensure that clients receiving home care and case management services in Montgomery County (MD) develop an emergency plan and stock a 72 hour (or longer) supply of nine essential items (e.g., water, food, hygiene items, and clothes). The checklist can be replicated by others, and can also be added to a client's chart.

South Carolina Department of Health and Environmental Control. (2013). [Patient/ Client Evacuation Planning: A Tool for Emergency Preparedness](#).

This tool can help home health, hospice and other agencies assist their patients/clients in developing an appropriate emergency evacuation plan by enabling staff to maintain an information record of summary medical information and specific patient needs during an emergency.

The Association for Home and Hospice Care of North Carolina. (2007). [Emergency Preparedness Handbook](#).

This handbook was designed to help home and hospice care agencies, staff, and patients develop their disaster plans. It provides an introduction to a variety of hazards for providers, discussion scenarios, forms, and templates.

U.S. Department of Health and Human Services, Office of the Assistant Secretary for Preparedness and Response. (2015). [HHS emPOWER Map](#).

The map features de-identified population data, down to the zip code level, for Medicare beneficiaries that rely upon certain life maintaining electricity-dependent medical and assistive equipment. It also features real-time National Oceanic and Atmospheric Administration severe weather tracking capabilities to help community partners identify areas that may be impacted by severe weather and thus at risk for prolonged power outages. Together, this data assists community partners, such as hospitals, EMS, emergency managers, electric companies, and civic organizations, to better anticipate, plan for, and rapidly assist electricity-dependent populations within their communities.

Veteran's Emergency Management Evaluation Center. (2017). [Home-Based Primary Care/Home Health Agency Disaster Preparedness Toolkit](#).

This toolkit—comprised of six components—can help health agencies working with the homebound develop and maintain their emergency plans and procedures. It includes a

hyperlinked checklist that allows providers to identify and address any gaps in planning, categorized by regulations and elements of performance.

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.

Zane, R., and Biddinger, P. (2011). [Home Health Patient Assessment Tools: Preparing for Emergency Triage](#).

The purpose of this guide was to develop a patient risk assessment tool that will allow home care agencies, hospitals, and emergency planners to anticipate the needs of all home care patients in a community, should a mass casualty incident (MCI) occur. It focuses on those whose needs are most complex—those patients who could not be safely evacuated to a public shelter or even a special needs shelter during a MCI. It includes a Community-Living Patient Assessment Tool for Disaster Planning, which is a screening tool that creates a record for identifying patient needs, and plans for meeting those needs.