Midlands Healthcare Coalition

Response Plan

Table of Contents

I. INTRODUCTION

The Midlands Healthcare Coalition Response Plan provides an effective and efficient response to emergencies affecting the region and state. The Coalition has adopted an all-hazards approach, and this Plan is an all-hazards plan. It sets the framework for the Coalition and its members to respond to a variety of disasters, whether natural or man-made

II. PURPOSE

The Response Plan will guide Coalition members during any event that exceeds the capacity and capability of a member organization. The Response Plan will provide the foundation for:

- Regional representation, participation and coordination in a disaster or emergency related to the healthcare delivery system;
- Regional strategies related to the allocation/re-allocation of critical resources;
- Facilitate consistent and accurate information concerning the health emergency within the region.

III. SCOPE

The Midlands Healthcare Coalition Response Plan is designed to identify the actions needed and capabilities required to support the citizens of the region and the state in returning to normal or near-normal conditions. The Coalition, its members, and partners, will use this plan to communicate with each other, collaborate on activities, and coordinate resources related to responding to an emergency.

IV. SITUATION

The Midlands Healthcare Coalition serves a geographical area that includes the following counties:

Aiken	Fairfield	Newberry
Barnwell	Kershaw	Richland
Chester	Lancaster	Saluda
Edgefield	Lexington	York

The Regional Coordination Center (RCC) serves as the response element for the Regional Healthcare Coalition. It provides the outlet for multiagency coordination with the DHEC Agency Coordination Center, the County Emergency Operation Centers, the State Emergency Support Function (ESF) 8, regional coalition members, and other relevant parties. The RCC will be utilized when an event of public health significance requires a regional response and/or when the scope of the incident requires multi-discipline decision-making.

V.   GOALS AND OBJECTIVES

The goal of the Midlands Healthcare Coalition Response Plan is to establish and describe the emergency response framework that will guide the Coalition as it activates to protect the health, safety and well-being of citizens in the region, and the state, impacted by a natural or human-caused health emergency or disaster.
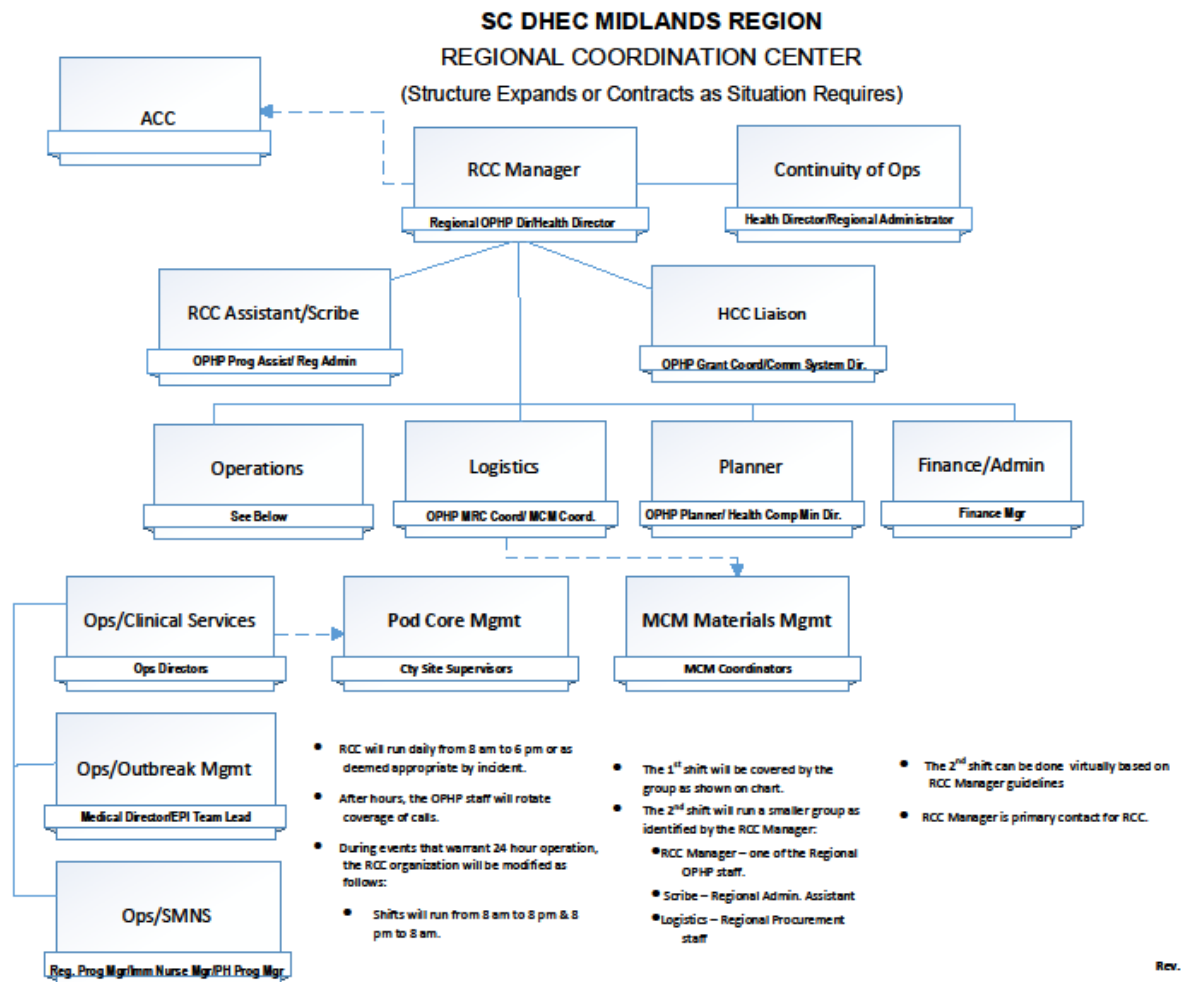
The objective of the coalition is to be able to respond effectively and efficiently to mass casualty, mass fatality, medical surge, and other events requiring our response.

VI.   FACTS AND ASSUMPTIONS

- Member facility affected by an internal or external emergency will initially address the incident with its own resources.
- Impacted facility will report its status to the Coalition for situational awareness.
- Each member facility will take internal steps to increase patient capacity and implement surge plans before requesting outside assistance.
- Impacted facility has expended its inherent capabilities or contractual support and is in, or soon will be in, a resource deficit position.
- Each coalition member retains ownership and authority over all resources it owns. As such, a coalition member may deny a request for mutual aid based on that member's ability to adequately maintain its own operations.
- Coalition assets (equipment, supplies, etc.) purchased with HPP funds, though maintained by a member facility, shall be released at the discretion of the Regional Coordination Center.

VII.   COALITION STRUCTURE

The Coalition follows the National Incident Management System (NIMS) during its operations (more information on NIMS is the Authorities and Reference section). The Coalition will use an Incident Command System structure during its activations. The Regional Coordination Center Structure is shown below:

SC DHEC MIDLANDS REGION
REGIONAL COORDINATION CENTER
(Structure Expands or Contracts as Situation Requires)

ACC		

RCC Manager
Regional OPHP Dir/Health Director

Continuity of Ops
Health Director/Regional Administrator

RCC Assistant/Scribe
OPHP Prog Assist/ Reg Admin

HCC Liaison
OPHP Grant Coord/Comm System Dir.

Operations
See Below

Logistics
OPHP MRC Coord/ MCM Coord.

Planner
OPHP Planner/ Health Comp Min Dir.

Finance/Admin
Finance Mgr

Ops/Clinical Services
Ops Directors

Pod Core Mgmt
Cty Site Supervisors

MCM Materials Mgmt
MCM Coordinators

Ops/Outbreak Mgmt
Medical Director/EPI Team Lead

Ops/SMNS
Reg. Prog Mgr/Imm Nurse Mgr/PH Prog Mgr.

- RCC will run daily from 8 am to 6 pm or as deemed appropriate by incident.
- After hours, the OPHP staff will rotate coverage of calls.
- During events that warrant 24 hour operation, the RCC organization will be modified as follows:
  - Shifts will run from 8 am to 8 pm & 8 pm to 8 am.

- The 1st shift will be covered by the group as shown on chart.
- The 2nd shift will run a smaller group as identified by the RCC Manager:
  - RCC Manager – one of the Regional OPHP staff.
  - Scribe – Regional Admin. Assistant
  - Logistics – Regional Procurement staff

- The 2nd shift can be done virtually based on RCC Manager guidelines
- RCC Manager is primary contact for RCC.

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VIII.   CONCEPT OF OPERATIONS

During disasters or other crisis affecting the region, The Midlands Healthcare Coalition will provide or coordinate for:

- Healthcare facility coordination
- Emergency medical service transportation
- Fatality management
- Public health
- Medical care
- Behavioral health
- Volunteer management

In many incidents, the Coalition response requires few activities beyond initial notification. However, an incident may require assistance and aid from several members or the entire Coalition itself. This section and subsections address the actions taken by the Coalition and its members before, during and following such an event.

A. Role of the Coalition

The Coalition's role in a response is to represent member organizations by providing multi-agency coordination support to incident management through information and resource coordination for the Coalition's members. To meet the response objectives, the Midlands Healthcare Coalition functions as a Multiagency Coordination System (MACS), providing support to each participating Coalition member. The Coalition is responsible for the development, maintenance and implementation of the Coalition's response plan. Each member is encouraged to ensure that the coalition has support of their agency's executive and senior level administrative and clinical leadership.

The Coalition's regional coordination center role in an emergency event or disaster may include:

- Promoting a common operating picture and situational awareness through shared information among members and jurisdictional authorities;
- Assisting with resource support and management between members by expediting the mutual aid process and/or other resource sharing arrangements;
- Supporting resource and aid requests and receipt of assets and assistance from other Coalitions in South Carolina, Coalitions outside South Carolina, and Local, State and Federal authorities;
- Coordinating response actions for members and setting and prioritizing objectives, strategies and tactics of the health care response;
- Facilitating communications and information sharing between the Coalition and relevant jurisdictional authorities to establish effective support for health care system sustainment and resiliency;
- Supporting Patient Tracking activities;
- Tracking evacuation activities;
- Supporting Shelter-in-Place activities; and
- Supporting time-sensitive performance metrics for the Coalition's response.

B. Roles of Coalition Members

Each member will support their own agency per their own response plans. Members are encouraged to provide a Standard Operating Procedure (Sop) to the coalition on how they will integrate with the Regional Coordination Center. Those SOPs are included in the coalition Emergency Operations Plan Annex.

C. Activation / Notification

The Regional Coordination Center will be activated for any of the following:

1. An event of public health significance that requires the establishment of Point of Distribution (POD) sites for mass vaccination or prophylaxis; the establishment of an Alternate Care Site (ACS) to address a surge in patients needing inpatient care; or a public health emergency that involves a significant number of patients, or potential patients, that may require mass triage, outpatient care and/or hospitalization, such as a large-scale food poisoning event.

2. A declared public health emergency.

3. Activation of the Agency Coordination Center (ACC) or DHEC Columbia requests activation of the RCC.

4. At the request of a county Emergency Operations Center (EOC) or Healthcare Coalition (HCC) partner.

5. As determined by the Regional Health Director, Regional Public Health Preparedness Director, or their representative.

Methods of Communication

1. The Code Red or ReadyOP Notification system will be used to send out mass messages to our coalition members and response teams during actual events or exercises. All Midlands OPHP staff can send messages via the system, as well as the two State HPP advisory council representatives from the coalition. Others with messaging rights will be determined by the Healthcare Coalition. The system will be used to notify coalition members of the activation of the Regional Coordination Center.

2. Each staff member can bring their own office phone into the RCC and will be able to answer their calls in the RCC. Staff cell phones can also be used to communicate.

3. An internet-based meeting system will be the method used to establish communication with our outside partners. Our Healthcare Coalition members will utilize this communication system during events and exercises to maintain situational awareness and share information. Coalition membership may include: Local Fire and Police Departments, Local EMDs, representative(s) from the medical community, and other community response partners. Link: *https://scdhecmidlandsophp.globalmeet.com/Scott*

4. The web-based Palmetto System is another method of communication during a public health emergency. It will be used at the DHEC State ACC level to communicate with the Regional Coordination Centers and the SEOC. Coalition members may also utilize the Palmetto system.

5. Amateur Radio and 800 MHz Radios are available for use with communication during events. Our coalition partners have one or both types of radios and a

communication check is done monthly. During our communication checks, the Amateur radio uses channel 146.715 CAE and the 800 MHZ uses channel DHREG02 or SC CALL. Any changes during events will be shared via our other methods of communication.

D. Demobilization

The Regional Coordination Center staff will determine the need to tier down response and to deactivate based on situational awareness and incident objectives. The Regional Coordination Center Director will make the notifications to staff, coalition members, and state entities as appropriate. Each affected entity will be instructed to hold debrief meetings and provide documentation to RCC Plans Manager. An After-Action Report will be prepared and shared for development of an improvement matrix.

IX. ASSIGNMENT OF RESPONSIBILITIES

Each Regional Coordination Center (RCC) staff member has a job action sheet that addresses their duties in the immediate, intermediate, and demobilization period of any event. Each coalition member is responsible for fulfilling duties as assigned by their agency. The RCC guide in the attachment section of the Coalition Emergency Operations Plan contains the RCC job action sheets.

XII. PLAN MAINTENANCE

The Midlands HCC developed this plan with input from its member organizations. Coalition members have approved this plan and have committed to maintain their involvement in regular reviews of this plan. The coalition will review the plan annually and following exercises and real-world events.

XIII. LOGISTICS

The ability to successfully handle any incident hinges on having the right resources at the right time in the right place. In emergencies and disasters, Coalition members may need additional resources to maintain important operations. These resources could supplement or replace ones used by a member.

The Coalition can help with resource coordination by:

- sharing requests for assistance;
- identifying potentially available resources; and
- supporting the direct agreement between assisting and supported organizations.

Members are expected to use their primary vendor suppliers and other regular means of acquiring resources before requesting assistance through the Coalition. Agreements and arrangements that a member has in place with other organizations are not impacted by their participation in Coalition activities. Members are provided a copy of the HCC member asset list for items that can be shared in response. The list is in the attachment section of the EOP.