DEPARTMENT OF HEALTH

At-Risk Population Planning Discussion Guide – Facilitator's Guide

Part 1: Facilitator's Guide

This document was created to serve as a discussion guide to drive conversations between healthcare coalition members, local public health, and other local partners, to support planning for at-risk populations with access and functional needs.

Facilitator Note: The following list of questions can be used during meetings with coalition members to guide discussions around at-risk population planning. Please see Part II of this guide for additional discussion questions. *The questions are to support planning for at-risk populations with access and functional needs at the coalition level and are not entirely comprehensive of all at-risk population planning components.*

Module 1: Healthcare System/Community Preparedness:

HPP Capability 1, Function 2
HPP Capability 1, Function 7, Task 2, P1
PHEP Capability 1; Function 1; P3
PHEP Capability 1, Function 4, Task 3
PHEP Capability 7, Function 2, E5

☐ What is the status of coalition planning for at-risk populations with access and functional needs?
- o **Facilitator Note:** Additional questions that can be asked to guide discussion:
  - What are the biggest challenges in planning?
  - Where are the biggest gaps?
  - What work has been done so far?
  - What are the strengths in your planning?

☐ Do you know the demographics of at-risk individuals in your region?
- o Have you used the emPOWER Map or other mapping system to identify at-risk individuals in your region?
- o **Facilitator Note:** If the group is questioning who is considered an at-risk individual, refer them back to the PowerPoint slide that outlines which groups are considered at-risk populations according to The 2013 Pandemic and All-Hazards Preparedness Reauthorization Act.
- o **Facilitator Note:** According to the Assistant Secretary for Preparedness and Response (ASPR), It is important for coalitions to know the demographics of at-risk individuals in their region for the following reasons:
  - To help health officials anticipate and plan for the needs of electricity dependent community members who might be at risk and need community support during prolonged power outages.
  - To help first responders identify neighborhoods that may need rapid assistance
  - To help healthcare facilities anticipate a surge in demand for care
  - Source: http://www.phe.gov/empowermap/Pages/default.aspx
- o **Facilitator Note: Additional question that can be asked to guide discussion:**

- ▪ Who is responsible for knowing the demographics of the at-risk individuals in your region?

- ☐ What are the organizations in your region that serve at-risk populations with access and functional needs (i.e. disability organizations, human services, nonprofits, social services, etc.)?
  - o **Facilitator Note: Additional question that can be asked to guide discussion:**
    - ▪ Who is responsible for connecting with these organizations?
    - ▪ Why is it important for coalitions to connect with these organizations?

- ☐ What role does each response partner (i.e. healthcare coalition, public health, emergency managers, EMS, human services) play when planning for at-risk populations?
  - o **Facilitator Note: Additional prompts/questions that can be asked to guide discussion:**
    - ▪ Outline each partner's role to define who is responsible for what.
    - ▪ How or where are these roles/responsibilities documented?

Module 2: Transportation

HPP Capability 10, Function 2, P2

- ☐ How will individuals with special medical and/or access and functional needs be transported between a medical facility and shelter?
  - o How will this be coordinated and who is responsible for coordinating this?
  - o Have you communicated with your transportation partners about these processes?

- ☐ Is EMS prepared to transport service animals and/or durable medical equipment with a patient per the Americans with Disabilities Act (ADA) requirements?
  - o **Facilitator Note: Additional questions that can be asked to guide discussion:**
    - ▪ Are you knowledgeable about the ADA requirements around equal access for persons with special medical and/or access and functional needs?
    - ▪ (See Appendix A for links to ADA requirements)

Module 3: Medical Care/Medical Surge

HPP Capability 1, Function 7
HPP Cap 10, Function 3, P7, E3
PHEP Cap 10, Function 1, P4
PHEP Cap 10, Function 2, Task 5
PHEP Cap 10, Function 3, P2
PHEP Cap 9, Function 1, P1

- ☐ Have the health care facilities planned for surge due to an influx of patients that, though they may not be directly affected by the disaster, cannot be in a mass care setting and/or cannot go home?
  - o **Facilitator Note:** Here are a list of ways that at-risk individuals may seek care at health care facility during an emergency:
    - ▪ Individuals who may not qualify for medical care but cannot return home or to a shelter
    - ▪ Individuals who are seeking electricity for medical devices
    - ▪ Individuals seeking dialysis or oxygen
    - ▪ Children separated from caregivers
    - ▪ Elderly who are too frail to be placed in a general needs shelter

- Individuals with behavioral health needs

☐ Do the facilities' decontamination plans include provisions for those with special medical and/or access and functional needs?
  - o **Facilitator Note:** Examples of those with special medical needs and/or access and functional needs that might require special provisions in a decontamination situation:
    - Wheelchair-bound
    - Bariatric patients
    - Children
    - Homebound
    - Non-English speakers or persons with Limited English proficiency
    - Individuals who normally reside in residential living facilities (long term care, group homes, etc)

☐ What strategies are in place for integrating dialysis centers into the coalition?
  - o Do strategies incorporate state and national renal resources, i.e. the Renal Networks?
  - o How will patients continue to receive dialysis:
    - During a power outage?
    - If transportation is inaccessible?
  - o **Facilitator Note: Additional questions that can be asked to guide discussion:**
    - Who is responsible for coordinating with dialysis centers around preparedness efforts?

☐ Who is responsible for setting up and staffing hospital family assistance centers? How will they be accessible to:
  - o Mobility impaired?
  - o Persons with Limited English Proficiency?
  - o Deaf/hard of hearing?
  - o Vision impaired?

☐ What resources are in place in your region for replacing lost or damaged personal durable medical equipment, medications, or other assistive devices?
  - o **Facilitator Note: Additional questions that can be asked to guide discussion:** If a patient arrives at the hospital with lost or damaged personal assistive equipment (walker, cane, oxygen tank, hearing aid, etc.), does the hospital know how to go about assisting the patient in replacing this equipment?

Wrap-Up Questions:

☐ What are the gaps in at-risk population planning for persons with access and functional needs in your health care coalition? What are the strengths?

☐ List three action items the health care coalition can take to improve coalition-level at-risk population planning for persons with access and functional needs.

☐ Are there other planning partners to whom you should reach out in order to advance planning for at-risk populations?

Part 2: Facilitator's Guide

Facilitator Note: The following is a list of questions that may be used in addition to the At-Risk Population Planning Discussion Guide. The following questions require the presence of additional planning partners including, but not limited to, local public health, local emergency management, and EMS. Other planning partners may be added as desired. *The questions are to support access and functional needs planning and are not entirely comprehensive of all access and functional needs planning components.*

Module 4: Mass Care/Sheltering

PHEP Cap 7, Function 1, P2
PHEP Cap 7, Function 1, P5, E2
PHEP Cap 7, Function 3, P4

- ☐ What are your strategies for accommodating people with special medical needs or access and functional needs in a mass shelter? Populations to consider:
  - o Bariatric residents
  - o Wheelchair-bound or mobility impaired
  - o Deaf/hard of hearing
  - o Vision impaired
  - o Non-English speaking or limited English proficiency
  - o Children in cribs
  - o Individuals with service animals
  - o Individuals who use durable medical equipment (oxygen, walkers, canes, etc.) or require medication
  - o **Facilitator Note**: **Additional questions that can be asked to guide discussion:**
    - ▪ Shelters must be compliant with ADA requirements. Are participants aware of these requirements?
    - ▪ See Appendix A for a link to ADA shelter requirements

- ☐ Have you forged partnerships with human services agencies or nearby medical facilities to arrange medical care or personal care for those in the shelter who may need it (i.e. personal care assistants)?

- ☐ Who will staff shelters?
  - o Do they have training to work with those with special medical needs and/or access and functional needs? If they do not, is there a plan for accommodating those with special medical needs?

- ☐ What role does the Regional Healthcare Coalition and/or Public Health play in mass sheltering (if any)?

- ☐ How will those with special medical needs or access and functional needs be transported between a medical facility and shelter?
  - o How will this be coordinated and who is responsible for coordinating this?

Module 5: Evacuation

- ☐ Who is responsible for evacuation of the community? Are evacuation plans in place?

- ☐ Do evacuation plans state how at-risk populations will be evacuated?
    - o **Facilitator Note:** Populations to consider:
        - ▪ Mobility impaired
        - ▪ Those with durable medical equipment (wheelchairs, oxygen, walkers, at-home dialysis machines)
        - ▪ Those with service animals
        - ▪ Transportation disadvantaged

- ☐ How will you evacuate those without transportation?
    - o What role does the Regional Healthcare Coalition play in evacuation plans (if any)?

Module 6: Information Sharing

PHEP Cap 4, Function 5, Task 2, P6

- ☐ How will emergency alerts/warnings reach the following populations:
    - o Deaf/hard of hearing
    - o Vision impaired
    - o Non-English speaking or limited English proficiency

- ☐ Who is responsible for setting up and staffing family assistance centers? How will they be accessible to:
    - o Mobility impaired?
    - o Those with Limited English Proficiency?
    - o Deaf/hard of hearing?
    - o Vision impaired?

- ☐ Have you connected with the organizations in your region that serve at-risk populations (i.e. disability organizations, human services, nonprofits, social services, etc.) to have them advise on how to best relay emergency warnings/alerts to the populations they serve?

Module 7: Recovery

PHEP Capability 2, Function 2, Task 1, Task2

- ☐ Have you reached out to local human services agencies to discuss ways in which they may assist with recovery efforts for populations with access and functional needs?

- ☐ What resources are in place in your region for replacing lost or damaged durable medical equipment, medications, or other assistive devices?

- ☐ Who is responsible for behavioral health support? Do the plans support:
    - o Those with Limited English Proficiency
    - o Children
    - o Deaf or hard of hearing individuals
    - o Vision impaired individuals
    - o Those with cognitive disabilities

Wrap-Up Questions:

☐ What are the gaps in at-risk population planning for persons with access and functional needs in your health care coalition? What are the strengths?

☐ List three action items the health care coalition can take to improve coalition-level at-risk population planning for persons with access and functional needs.

☐ Are there other planning partners to whom you should reach out in order to advance at-risk population planning?

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Resource	Author	Location	Description
Functional Needs Planning Toolkit for Emergency Planners	MN HSEM; MDH; MN DHS; MSCOD; Positively MN; MN DOA	https://dps.mn.gov/divisions/hsem/access-functional-needs/Documents/Functional%20Needs%20Planning%20Toolkit%20final%20%28rev%205-13-13%29.pdf	Suggestions on how to engage access and functional needs communities in preparedness planning as well as plan for the needs of these populations during notification & warning, evacuation, emergency transportation, and sheltering. Also includes a resource listing of organizations that serve access and functional needs populations in Minnesota.
ADA Best Practices Toolkit for State and Local Governments: Title II Checklist	US Department of Justice	http://www.ada.gov/pcatoolkit/chap7emergencymgmtadd1.htm https://www.ada.gov/pcatoolkit/chap7emergencymgmt.pdf	A checklist to evaluate whether emergency plans, policies, and procedures are compliant with ADA requirements.
ADA Checklist for Emergency Shelters	US Department of Justice	https://www.ada.gov/pcatoolkit/chap7shelterchk.htm	A checklist to evaluate whether emergency shelters are compliant with ADA requirements.
emPOWER Map	US Department of Health and Human Services	http://www.phe.gov/empowermap/Pages/default.aspx	An interactive online tool that identifies community members enrolled in Medicare who rely on electricity dependent medical or assistive equipment.
Guidance on Planning for the Integration of FNSS in General Population Shelters	FEMA	https://www.fema.gov/pdf/about/odic/fnss_guidance.pdf	Document offers planning guidance on how integrate individuals with access and functional needs into mass care shelters.

Resource	Author	Location	Description
TRACIE Topic Collection: Access and Functional Needs	ASPR	https://asprtracie.hhs.gov/technical-resources/62/Access-and-Functional-Needs--at-risk-populations-vulnerable-populations-CMIST/62	A collection of resources that address at-risk population planning.
Enhancing Public Health Emergency Preparedness for Special Needs Populations: A Toolkit for State and Local Planning and Response	RAND	http://www.rand.org/pubs/technical_reports/TR681.html	Strategies, practices, and resources to assist public health with incorporating the needs of at-risk populations into emergency preparedness planning.
Public Health Workbook: To Define, Locate, and Reach Special, Vulnerable, and At-Risk Populations in an Emergency	CDC	https://emergency.cdc.gov/workbook/pdf/ph_workbookfinal.pdf	Strategies, practices, and resources to assist public health with incorporating the needs of at-risk populations into emergency preparedness planning.