

# Preparedness Services

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## **Disaster Preparedness Assessment**

The Disaster Preparedness Assessment (DPA) is an evaluation process designed to provide a comprehensive analysis of a facility's disaster preparedness programs and emergency contingencies. This detailed assessment is conducted by well-seasoned professionals who have extensive experience and certifications in fire protection, life-safety code enforcement, emergency medical services and homeland security.

The DPA is a multi-discipline process that utilizes document review, inventory analysis, human resources assessment and a physical plant survey to provide a comprehensive evaluation of a facility's state of readiness as well as compliance with recommended practices pertaining to disaster planning and recovery programs.

While most facilities focus on immediate and common threats like fire and severe weather, a great majority of operations fail to adequately prepare for other potential perils such as bioterrorism, hazardous material spill, pandemic threat, workplace violence, nuclear power accident, etc. and do not utilize a standard emergency management model to appropriately respond to these crisis and disaster situations. The DPA will evaluate a facility's ability to respond to "All Hazards" and its utilization of nationally recognized programs like the Incident Command System (ICS) as promoted in the National Incident Management System (NIMS).

While a typical emergency preparedness evaluation conducted within the boundaries of a Risk Control Analysis may briefly touch upon the critical topic of disaster preparedness, the DPA is an extremely detail-oriented process that will give facility administration, corporate management, insurance officials and underwriters a realistic impression of how capable an operation is in preparing for, responding to and recovering from critical incidents that may result in serious losses.

The DPA is a revolutionary assessment protocol that will give decision-makers an unbiased and objective evaluation of a property's vulnerabilities and strengths. In addition, the DPA protocol will provide detailed recommendations to help a facility develop reliable programs in step with proposed Centers for Medicare and Medicaid Services (CMS) guidelines and recommended practices like those promoted by The Joint Commission (JC), the Federal Emergency Management Agency (FEMA) and the United States Department of Homeland Security.

Full review and utilization of recommendations provided by the DPA can help a facility implement plans and programs that may potentially save lives, avert costly business interruption, avoid litigation and maintain continuity of operations before, during and after a crisis or disaster situation.

## **Disaster Plan Desktop Audit**

The Disaster Plan Desktop Audit (DPDA) is a unique and comprehensive service that examines a facility's or organization's written disaster plan or emergency operations manual and assesses the document on multiple levels of plan presentation as well as plan defensibility.

This detailed process is completed by our experienced Emergency Preparedness Specialists who have extensive backgrounds in emergency planning, management, response, recovery and code compliance. The service assesses the submitted disaster plan on 34 critical points of plan structure. Some of the areas of review include:

- General appearance and organization
- Utilization of "All Hazards" planning and management
- Records of approval, changes, distribution and updates
- Integration of an Incident Management System (Incident Command System)
- National Incident Management System (NIMS)
- Continuity of Operations Planning (COOP)
- Emergency resources and contact information
- Hazard Vulnerability Assessment (HVA)
- Collaboration and cooperation with other entities
- Specific emergency procedures (fire, flood, earthquake, terror, pandemic, etc.)
- Recovery protocols

Upon completion of the review, the client will be provided with a comprehensive report that cites the plan's strengths, vulnerabilities and areas in need of improvement. Individual recommendations are provided for each line-item evaluated that are determined to be deficient or in need of improvement.

The submittal will be graded on Plan Presentation utilizing a scale of excellent, satisfactory and poor and Plan Defensibility utilizing a scale of strong, moderate and weak.

Leaders in healthcare organizations often realize that their disaster plans and emergency operations manuals are in need of review and improvement. This unique process provides an objective review by qualified evaluators and measures the plan in accordance with Best Practices and current emergency management trends.

### **On-Site Life Safety Assessment (LSA)**

Our menu of services also includes an on-site Life Safety Assessment (LSA) process. The LSA is modeled after the Centers for Medicare and Medicaid Service's (CMS) evaluation process, and assessments are conducted by experienced fire and life safety professionals.

The LSA is a specialized service that can be utilized as part of the Plan of Correction process following a poor survey or in advance of a survey at a facility to help ensure preparation for compliance, as well as utilization of best practices. Additionally, the service can be used following an adverse event like a fire or other critical incident, or when a facility's administration wishes to reveal opportunities for improvement.

During a full one-day assessment, our consultant evaluates all elements of the facility's fire and life safety program. The service includes comprehensive interviews with leadership staff, a detailed evaluation (inspection) of all elements of the physical plant, review of written emergency procedures and interview with select staff members to help assess proficiency pertaining to emergency response procedures.

After the on-site visit, the consultant develops a written report of assessment findings, including recommendations to enhance risk management practices. The assessment report is modeled after CMS's evaluation process and includes correlation to applicable K Tags. Upon completion, the report is sent to the client within 30 to 45 days of the order. Rush orders can be processed with reports completed within seven to 10 days from the point of order.

### **Fire-Life Safety Assessment**

Are you prepared for a fire in your facility?

If a fire were to occur in your facility tomorrow, here are some important questions you need to ask:

- Are the best systems in place to provide early detection of a smoke condition or fire within the facility?
- When an alarm sounds, is it adequately monitored and is an appropriate response always initiated by your staff?
- Are the best systems in place to provide complete fire suppression coverage in your facility?
- Does a "Grandfather Clause" leave your facility vulnerable to potential injury, death and significant losses?
- Has your staff become complacent with training and participation in drills?
- Is your facility maintained in a condition that eliminates all potential hazards and fire causes?

- Are you prepared to deal with the investigation, clean-up, recovery and potential litigation associated with a fire in your facility?

If you answered “no” to any of these questions, it's time to consider having fire safety specialists working for you, not against you.

It is clear that there are a multitude of inspectors and surveyors telling you what's wrong, but have you ever engaged resources to tell you how to improve fire safety, loss control and emergency preparedness within your facility?

We can provide your facility with experienced fire and life safety specialists who will help you identify potential exposures/vulnerabilities and work with your staff on developing solid programs that will help safeguard patients, residents, staff and visitors as well protect your company from potential losses and liability.

We have developed a customized Fire-Life Safety Assessment (FLSA) process to comprehensively evaluate all elements of a facility's fire and life safety programs including detailed inspection and review of building construction, installed systems, housekeeping practices, storage practices, human resources, training and drills.

By working with specialists who can help you identify and reduce risk specifically related to a fire or life safety emergency, you can prepare your facility for an incident that may only turn out to be a minor inconvenience rather than a terrible tragedy.

Fires occur in nursing homes and assisted living facilities every day. Is facility prepared?

### **Security Vulnerability Assessments**

Now more than ever, healthcare facilities, including long term care, have become very security conscious. Yet, few facilities have the qualified resources available to truly assess the effectiveness of their program, identify where opportunities to improve exist and effectively achieve the needed improvements. As a result, facilities often end up spending tens of thousands of dollars on hardware, software and other well-intended solutions that may not have been necessary.

Our preparedness consultant has been helping healthcare facilities improve their safety and security programs since 1990. The program starts with a comprehensive assessment performed by qualified healthcare security professionals. After the assessment, the facility will be provided with a detailed analysis of the findings. We will then work with the facility's management team to effect improvements. We do not believe in the use of “boiler plate” programs. Every healthcare facility is unique, and services are customized to meet the needs of each facility on an individual basis.

This program has helped healthcare facilities save money, cut their losses and most of all, maximize safety and security for employees, physicians, patients and visitors.

There has never been a more appropriate time to address your facility's safety and security issues. It only takes one negative incident to quickly erode your patient or resident base and destroy your good name and good reputation in the community.

### **On-Site Risk Assessment (RA)**

From customized visit to written report, our risk assessment is an effective tool used by insurance underwriters, agents and brokers to make proactive and informed decisions regarding professional liability insurance coverage and market placement. The on-site risk assessment report also assists the insured provider with risk reduction strategies to minimize risk and improve defensibility.

During a full one-day assessment, our consultant evaluates clinical and operational processes and the environment for risk of liability exposures. Time allotments and focus during the assessment can be customized to meet specific client needs.

After the on-site visit, a written report of the assessment findings, including recommendations to enhance risk management practices, is sent to the client within 30 to 45 days of the order. Rush orders can be processed with reports completed within seven to ten days from point of order. Carrier clients can track our work with their insured facilities, including facility contact information, assessment dates, consultant, and assessment results, via a secure web site from any internet access point.

### **Mock Survey**

Experienced risk management professionals conduct a surprise Mock Survey. Use of OBRA structure and time frames provide for a comprehensive on-site mock survey.

Learn how to prepare the facility for the next survey. Is the Survey Book ready? How should your staff answer surveyors' questions?

Includes a review of policies and procedures, meal management, medication administration, employee files, QA&A processing, the facility survey book, health records, CMS forms 672 and 802, and OSCAR 3/4 data. Daily conference with staff allows facility managers to implement positive changes during the Mock Survey process.

Learn what the F-tags mean and how to apply them before the survey to ensure compliance. Learn how to prepare a properly crafted Plan of Correction (POC).

Services include Mock Surveys, POC Training, Survey Management Training, POC Consulting, POC Validation Visits, Seminars, and Informal Dispute Resolution (IDR).

## **Emergency Management Resource Center**

Our Emergency Management (EM) Resource Center brings disaster preparedness information to your fingertips. Providing a wealth of information on disaster and emergency management, the EM Resource Center gathers information provided by leaders in the risk management, fire and life safety, emergency medical services and security administration fields.

## **Risk Management Resource Center**

Through an annual subscription to the Risk Management Resource Center, users may access numerous documents online to assist the facility administrator or clinician in the management of risk in the healthcare setting. Examples of the types of information found on the Resource Center include:

- Assessment forms and checklists
- Shared risk agreements
- Arbitration/mediation agreements
- Clinical policies and procedures
- Regulatory guidelines, including a fully searchable copy of the OBRA regulations
- Survey management tools
- HIPAA, OSHA, and FDA guidelines
- Risk reduction recommendations

## **Policy and Procedure Development**

We have developed a risk management policies and procedures manual that provides a risk management resource and reference system. Guidelines are provided for development of operational and clinical protocols including risk management programs, risk identification and prevention, high risk exposures, risk reduction strategies and risk controls.

We also work with skilled and assisted living facilities to develop customized resource manuals and policies and procedures systems to meet their organizational needs.

Also available is assistance with developing Alzheimer/dementia policies and procedures. Customized manuals are provided in both digital and hard copy formats.

## **Seminars and Workshops**

We also offer seminars and workshops featuring experienced speakers and instructors in the healthcare field. Our presenters are frequently engaged to speak to national, trade, state and professional organizations.

We customize presentations and training to suit each client's specific needs, offering training on many topics related to risk management and specialty programs. Recent presentations have included:

- How To Build a Facility-Based Risk Management Program
- Assessing and Managing Risk in the Long Term Care Setting
- Have You Met a Plaintiff's Attorney ... And Smiled With Confidence?
- Understanding and Using OSCAR Data to Manage Risk in Long Term Care
- Understanding and Using Nursing Home Data in the Underwriting Process
- Assessing Risk in American Long Term Care Operations
- Agents' Training: Underwriting Long Term Care Operations
- Survey and Risk Management Techniques for Long Term Care
- Risk Management Strategies for Healthcare Operations Underwriting
- Long Term Care ... Good Luck!
- *The Weakest Link* — Liability Crisis in Long Term Care
- A Primer on Nursing Home Liability
- *Loosen the Noose* — Reducing Liability and Loss
- Nursing Facility Survey Data and Risk Management
- Understanding and Using OSCAR Data to Manage the Survey Process
- Implementing Operational Policies and Procedures
- Risk Reduction Strategies
- Health Care Safety Specialist (HCSS) Certification Program: Assessing and Managing Risk in the Long Term Care Setting
- *Setting Realistic Expectations: Helping Families Adjust to Nursing Home Placement*
- Why Risk, When You Can Safeguard?

### **Web-based Event Management System**

We offer a web-based Event Management System that will record and track all notices of incidents/events. Because this system is browser-based, it offers an effective way to immediately capture information after an event has occurred. Security restrictions may be determined to gain or limit each user's access to the system. Event Management System has the capability to maintain all data relating to an event, including general information about the event, post-event assessment, event type details and department manager/supervisor and risk manager follow-up. The system generates detailed reports to help maintain and manage the events, revealing opportunities to prevent potential losses and future claims. Each report is

customizable to the user's needs. If an event is escalated to claim status, the system provides an easy transition to the web-based claims management system. The web-based event management system is highly configurable and easy to train staff to use.

### **Telephonic Risk Review (Desk Audit)**

The Telephonic Risk Review includes a review of specific facility documents including policies and procedures, regulatory survey data, loss runs, staff resumes and training and orientation records. A written analysis of risk potential and possible defensibility is provided with recommendations for risk reduction strategies and strengthened defensibility.

Advance Catastrophe Technologies, Inc. provides disaster management services nationwide.

To plan ahead, call 1-316-613-3902.