

# AGENCY FOR HEALTH CARE ADMINISTRATION EMERGENCY OPERATIONS PLAN

## INTRODUCTION

### State Emergency Operations Center

Florida must be prepared to respond quickly and effectively on a 24-hour basis to developing events. When an event or potential event is first detected, the State Emergency Operations Center (SEOC) is activated to a level appropriate to the magnitude of the threat. The State's response effort is then initiated through the State Emergency Response Team (SERT), which is comprised of Governor-appointed Emergency Coordination Officers (ECO) from state agencies and volunteer organizations. These ECOs are authorized to use the resources of their respective organizations to carry out response and recovery missions that are assigned by functions.

All State agencies and volunteer organizations that comprise the SERT are grouped into Emergency Support Functions (ESFs) to carry out coordination and completion of assigned missions. These functions represent specific response activities that are common to all disasters. Each ESF is comprised of one or more primary agencies serving as the lead and several other agencies and organizations providing support.

For more information on ESFs, please refer to the Florida Division of Emergency Management Emergency Support Functions website at <http://www.floridadisaster.org/bpr/emtools/esf.htm>.

### Agency for Health Care Administration

The Agency for Health Care Administration (AHCA), Division of Health Quality Assurance (HQA), coordinates emergency operations activities with providers, health care associations, and other state agencies. AHCA serves as a supporting agency and works closely with the Department of Health (DOH), which has lead responsibility for Emergency Support Function 8 (ESF8)—Health and Medical. DOH coordinates Florida's health and medical resources needed to supplement county and regional resources in response to public health and medical needs following a significant emergency event.

Each HQA field office must have an internal emergency plan including current, accurate telephone numbers for all staff. HQA central office units and field offices will be contacted to assist with emergency operations as needed.

## AHCA EMERGENCY OPERATIONS PLAN

As a supporting agency for Emergency Support Function 8 (ESF8), the mechanism established for official notification to AHCA staff of a real or potential state emergency situation comes as a telephone call or email to the Agency's designated primary emergency preparedness contact, the ECO.

Depending on the directions from ESF8, the ECO will initiate contact through a hierarchy beginning with the executive management team to initiate contact through each supervisory level as appropriate.

Agency Management Team → Bureau Chiefs → Managers → Staff

The AHCA Continuity of Operations Plan (COOP) includes emergency contact information for all staff and a hierarchy of who initiates contact with each staff person when directed. The COOP also addresses procedures for securing the offices, maintaining contact with all staff personnel, relocating emergency duty staff, etc.

Details about AHCA's Emergency Management Plan, health care provider emergency plan requirements, and other resources are available on the AHCA website under Emergency Resources at [http://ahca.myflorida.com/MCHQ/Emergency\\_Activities/index.shtml](http://ahca.myflorida.com/MCHQ/Emergency_Activities/index.shtml).

## EMERGENCY COORDINATION OFFICER (ECO) AND DESIGNEES

The AHCA ECO will serve as AHCA's lead contact for ESF8 for the duration of the emergency event. The Deputy Secretary for Health Quality Assurance serves as the ECO and assigns designees to lead responsibilities each year during hurricane season. Contact information for ECO and potential designees is below.

<b>Name and Title:</b>	<b>E-mail</b>	<b>Telephone</b>
Elizabeth Dudek, Interim Secretary	<a href="mailto:Elizabeth.Dudek@ahca.myflorida.com">Elizabeth.Dudek@ahca.myflorida.com</a>	(850) 412-4400
Molly McKinstry, Acting Dep. Secretary, HQA /Chief Long Term Care Services	<a href="mailto:Molly.McKinstry@ahca.myflorida.com">Molly.McKinstry@ahca.myflorida.com</a>	(850) 412-4302
Polly Weaver, Chief, Field Operations	<a href="mailto:Polly.Weaver@ahca.myflorida.com">Polly.Weaver@ahca.myflorida.com</a>	(850) 412-4301
Jeff Gregg, Chief, Health Facility Regulation	<a href="mailto:Jeffrey.Gregg@ahca.myflorida.com">Jeffrey.Gregg@ahca.myflorida.com</a>	(850) 412-4402

Upon notification by the SEOC, the **Division Designee** will request an event be opened in ESS by a **Super Administrator** (see page 6). Only Super Administrators can open, close, or reopen events. An email notification will be sent by a HQA/Bureau of Long Term Care Services, Central Systems Management Unit (CSMU) staff member to all providers, affiliates and partner users in ESS upon opening an event, unless an alternative distribution list is requested by the Division Designee. The email will provide information about the emergency event and instructions for providers to update information in ESS.

The **Division Designee** assures that reports are provided from the SEOC, ESF8, and ESS to internal (Governor's Office, AHCA Secretary) and external partners (provider associations, Centers for Medicare and Medicaid Services, etc.) at 10 A.M. and 3 P.M. daily. (These times are subject to change at the request of the SEOC.)

Once approved by the SEOC, the **Division Designee** will send a request to close the event in ESS. CSMU will check with the Division Designee/SEOC on a weekly basis until approval to close event in ESS is received. A CSMU staff member will send an email notification to advise providers, partners, and affiliates when the event is closed.

The **Division Designee** is responsible for:

- Notifying the Agency Management Team of the emergency.
- Coordinating and distributing the SEOC staffing schedule for providing coverage at the SEOC ESF8 AHCA desk.
- Maintaining AHCA staff coverage at the ESF8 AHCA desk and in the licensure units.
- Continuing operation and contact with IT for assistance with Emergency Status System (ESS) computer capabilities.
- Serving as the point of contact for requests made to AHCA.
- Making decisions regarding needed interventions for the event phase. Providing information as to what actions can and cannot be taken by AHCA to bring facilities into compliance with emergency directives.
- Responding to needs identified by the DOH with respect to ESF8 if within AHCA's jurisdiction/authority. Advising DOH of needs and requests not within AHCA's jurisdiction.
- Making decisions regarding facility site visits post event in concert with the SEOC.
- Being available, on-call 24/7, to respond to SEOC and AHCA management (for their week on call).

## HEALTH CARE PROVIDERS EMERGENCY INFORMATION PHONE LINE

AHCA maintains an Emergency Information phone line for all health care providers. This is an outgoing message only. This information is regularly updated during an emergency event.

**This phone number is: 1-888-774-7609.**

The HQA staff person on duty at the ESF8 desk must change the outgoing message after each of the daily briefings at the EOC.

Type your outgoing message into the daily log with the date and your name attached.

To change the outgoing message, complete the following:

1. Dial 410-1647 or 1-888-774-7609.
2. Hit the Star key.
3. Enter the pass word: SEOC (7362)
4. Hit the U key for user options.
5. Hit the G key to change the greeting or outgoing message.
6. Follow the prompts.

Read your message into the greeting.

All outgoing messages must include the bold information below in addition to the bulleted items as appropriate:

**“You have reached the Agency for Health Care Administration's Emergency Information Message Line for Health Care Providers. This is an outgoing message only.**

**If you are an Agency employee, please call the Agency's emergency message line for information about office closings at: 1-888-834-3209 or visit the AHCA Human Resources website.”**

- The message must also include the following: Brief summary of the briefing concerning the emergency event
- Phone number of ESF8 desk
- General information concerning requirements for reentry (after the event)

**“The following Mutual Aid Offices are in effect:**

**Field office \_\_\_\_\_ is taking calls for field office(s) \_\_\_\_\_ at (receiving office phone number).”** Repeat for each closed office as necessary.

**“During a statewide emergency and the activation of the Emergency Operations Center, this line will contain updated information concerning the Agency's Mutual Aid Field Offices, Facility Evacuations, Briefing updates, and other pertinent information. Thank you.”**

## LEVELS OF ACTIVATION FOR THE SEOC

When the SEOC determines that a disaster alert or warning should be issued, it notifies the lead agency contact for each of the Emergency Support Functions. The Department of Health is the lead agency for ESF8 and will receive the initial notification. The DOH representative contacts the AHCA's ECO or Designee. Listed below are the levels of SEOC activation and some of the Agency's responsibilities at each level:

### **Level III Activation: Routine Monitoring and Statewide Alert**

When the lead agency (DOH) contact notifies the AHCA's ECO, members of the Agency Management Team (AMT) will be alerted through e-mail to the possibility of operations.

The AHCA's ECO or Designee attends all briefings in the SEOC, either in person or by phone, and reports back to the Agency and the AMT.

The ECO or Designee will decide whether it is appropriate to open an event in the Emergency Status System.

### **Level II Activation: Partial Activation of Core Emergency Support Functions (ESFs)**

When the lead agency (DOH) contact notifies the AHCA's ECO or Designee, members of the Agency Management Team (AMT) will be alerted through e-mail to the possibility of operations.

The AHCA's ECO or Designee participates in all briefings in the SEOC as required by DOH and reports back to the Agency and the AMT.

If AHCA is required to staff the SEOC, the DOH lead contacts the ECO or Designee and requests staffing for ESF8. The ECO's assigned staff person will call those personnel assigned SEOC duty to arrange duty shifts. (See ECO or Designee for list of staff.)

The ECO or Designee will also notify the Chiefs of Central Office Operations, Field Operations, Managed Health Care, and Plans and Construction.

The Chief of Field Operations will contact the potentially affected Field Offices and place them on stand-by.

The ECO or Designee will decide whether it is appropriate to open an event in the Emergency Status System.

### **Level I Activation: Full Activation of the SEOC**

When the lead agency (DOH) contact notifies the AHCA's ECO or Designee, members of the Agency Management Team (AMT) will be alerted through e-mail to the possibility of operations.

AHCA's ECO or Designee attends all briefings in the SEOC, either in person or by phone, and reports back to the Agency and the AMT.

If AHCA is required to staff the SEOC, the DOH lead contacts the ECO or Designee and requests staffing for ESF 8. The ECO's assigned staff person will call those personnel assigned SEOC duty to arrange duty shifts. This duty will normally consist of 6 hour shifts from 7 A.M. to 7 P.M. throughout the duration of the event.

The ECO/Designee will also notify all HQA bureau chiefs.

The Chief of Field Operations will initiate the Field Office Mutual Aid Plan.

The Chief of Field Operations will contact the potentially affected Field Offices and place them on stand-by.

The affected Field Offices will initiate the Field Office internal emergency plan.

The ECO/Designee will decide whether it is appropriate to open an event in the Emergency Status System.

### **Federal Involvement**

AHCA's ECO/Designee will coordinate with federal personnel as required.

### **AHCA DUTIES AND RESPONSIBILITIES AT ESF8**

The Department of Health (DOH) has lead responsibility for ESF8. AHCA is responsible for providing ESF8 information about health care facilities throughout the state, tracking the relocation of numbers of patients or residents, and establishing and maintaining communications between various health care entities. The AHCA's role is to support the SEOC's ESF8 operation, support the local emergency management offices and assist the health care facilities to meet emergency needs.

AHCA staff will report to the ESF8 desk in the State Emergency Operations Center (SEOC) at the following address:

Florida Department of Community Affairs  
Division of Emergency Management  
The Rudd Building, State Office Complex  
2555 Shumard Oak Blvd.  
Tallahassee, FL 32399-2100

ESF 8 DESK MAIN PHONE (850) 921-0214  
SEOC MAIN FAX NUMBER (850) 488-9054  
ESF-8 AHCA DESK (850) 410-1822

Selected HQA staff members are called upon to staff the ESF8 desk at the SEOC.

**Preparation:**

Wear an issued AHCA SERT shirt (if issued one – no longer mandatory).

Dress in layers, as the temperature varies greatly depending on how many people are in the room.

**Supervision:** The AHCA staff person will report to AHCA's ECO and the Department of Health Supervisor of ESF8.

**Duties of AHCA EOC Desk Staff:**

- Monitor email at the AHCA computer;
- Update the Health Care Providers Emergency Information phone line following each briefing;
- Serve as AHCA point of contact at SEOC;
- Run reports from the Emergency Status System as requested;
- Record a log of all activities and telephone conversations handled during shift;
- Brief the next staff person of activities and issues.

**Materials and Supplies:** Assure the desk maintains a sufficient supply of the following:

- AHCA Emergency Operations Plan (this document);
- Office paper;
- Fax cover sheets;
- Paper clips;
- Post-it notes;
- Note pads;
- Pens.

**Recording Hours:** Staff may be required to keep track of time at the SEOC on a log sheet by signing in and out for each shift and recorded on a People First time sheet, if applicable. The Federal Emergency Management Agency (FEMA) may reimburse time worked as part of an emergency if accurate time sheets are maintained.

Current bed availability and patient/resident census for facilities in surrounding areas should be monitored in the event of a mandated evacuation order. Providers and others gathering information about available beds should enter this information into ESS. If it becomes necessary to contact providers for available bed information, the AHCA ESF8 desk staff should report this need to the ECO/Designee for coordination. Direct contact with providers may often be accommodated by health care provider association staff (staffing the EOC) and the AHCA licensing units. The AHCA ESF8 desk phone should be used for incoming phone calls. Outgoing phone calls to providers should be handled by the units and the association partners.

HQA personnel at the ESF8 desk will provide reports as needed to the SEOC staff and to HQA management. HQA management will provide reports from the ESS to internal (Governor's Office, AHCA Secretary) and external partners (provider associations, Centers for Medicare and Medicaid Services, etc.) at 10 A.M. and 3 P.M. daily, unless an alternative time frame is requested.

## CENTRAL OFFICE DUTIES AND RESPONSIBILITIES

Health Quality Assurance licensure units serve as the primary point of contact with affected providers surrounding emergency events. Although the ECO and AHCA ESF8 desk staff person are the primary liaisons with the EOC, the unit staff is available to the ECO to assist as requested.

### **Central Systems Management Unit**

Provide Emergency Status System (ESS) training and support. Serve as liaison with IT on ESS issues. Open and close "Events" in ESS at the direction of the ECO.

### **Licensure Units**

Each licensure unit is responsible for monitoring its own provider types, assisting providers with enrollment and technical support for use of ESS.

Enter information gathered about health care providers into ESS

Monitor ESS data entered through running:

- Quick Reports (run at least twice a day when an ESS Event is open)
- Routine Reports based on the event and situation such as Available Beds, Power Outage, Generator Status
- Report any unusual findings such as evacuation, power outage, assistance requests, or impacts to ECO.

Note: If staff need assistance with calls from providers speaking languages other than English, see list of staff on AHCA Portal under Employee Tools.

<http://ahcaportal/pages/default.aspx>

## FIELD OFFICES DUTIES AND RESPONSIBILITIES

Field Offices must remain open for response to the emergency, as conditions permit. Although the Governor's Office may close state office buildings, all field office staff are subject to recall by the Chief of Field Operations, Field Office Manager, or designee. Managed Care and co-located Medicaid staff should be prepared to assist the Field Office Manager as requested.

Maintain a current list of all field staff (including support, Managed Care, Plans and Construction and Medicaid staff) home addresses and telephone numbers.

Maintain office hours as required, at the office site or in an alternative site as necessary.

If, instead of entering their information into ESS, facilities call in evacuation, bed availability, or other information to the field offices, field office staff should enter this information into ESS. ESS information is used twice daily to update status reports at the SEOC and for the Governor.

Refer providers with requests for assistance or other emergency issues to the local emergency operations officials, and record information in ESS or report to the licensing units to record in ESS.

Designate office representatives to establish and maintain contact with the local Emergency Management Operations Offices/Emergency Operations Offices in each of the affected counties and send a representative as conditions allow. Responsibilities may include:

- Physical presence at the local EOC as necessary.
- Liaison activities between field office staff and the local EOC regarding the impacted facilities and assistance with planning and operations.
- Provide updated information regarding evacuation requirements and/or other information to field office staff and others as requested.
- Provide follow-up reports to the ECO as requested.

- Attend debriefing meetings as requested.

## OFFICE OF PLANS AND CONSTRUCTION (OPC) DUTIES AND RESPONSIBILITIES

### Actions Post Emergency Event

Immediately following an emergency event, OPC Health Care Assessment Teams (HCAT) may be formed in the event it is necessary to inspect those evacuated health care residential facilities that have sustained damage. Damaged facilities must be approved for re-entry before residents can return to the facility.

HCAT teams are composed of an Architect and an Electrical Engineer and will be dispatched by the OPC Tallahassee Office. The damaged facilities will be inspected in accordance with the Health Care Facility Damage Assessment Guidelines and will report their findings to the ESF8 duty personnel at the SEOC and to the OPC Central Office Duty Supervisor. OPC must approve a damaged or evacuated facility before it can be reoccupied. This approval may initially be verbal with a following letter to the facility.

## FIELD OFFICE CLOSURES AND MUTUAL AID OFFICES

If a disaster results in temporary closure of a field office and the local staff cannot be immediately re-established at an alternative location, a designated "mutual aid" office will assume responsibilities of the affected field office to exchange information and respond to providers and the public. At minimum, the mutual aid office will be required to do the following:

Take all calls for the affected field office;  
Track and retain data until local field office resumes operations;  
Maintain contact with central office and local emergency management personnel.

For planning purposes, the following is a list of the mutual aid office assignments for Health Quality Assurance. These may be altered in response to actual emergency conditions.

### **Health Quality Assurance Field Offices**

Field Office 5/6 and Field Office 9/10  
Field Office 3 and Field Office 7  
Field Office 8 and Field Office 4  
Field Office 11 and Field Office 1/2

### **Medicaid Field Offices**

The following is a list of the mutual aid offices assignment for the Division of Medicaid as identified by the area office managers.

Field Office 1 and Field Office 3  
Field Office 2 and Field Office 3  
Field Office 3 and Field Offices 1 or 2  
Field Office 4 and Field Office 8  
Field Office 5 and Field Office 9  
Field Office 6 and Field Office 11  
Field Office 7 and Field Office 10  
Field Office 8 and Field Office 4  
Field Office 9 and Field Office 5  
Field Office 10 and Field Office 7  
Field Office 11 and Field Office 6

### **Office of Plans and Construction Field Offices**

In the event of an emergency closure of the Miami or Orlando Offices, the OPC staff will notify the OPC office Supervisor in Tallahassee to establish continued communications and to receive further instructions. The staff will then report to the HQA Field Office Manager for any required assistance in the closure of the Field Office. The OPC staff will maintain communications with the OPC office in Tallahassee as conditions permit throughout the event.

## EMERGENCY STATUS SYSTEM - DATA MANAGEMENT

AHCA has established an internet-based data system that allows health care facilities to stay in contact with state officials to report their conditions. The Emergency Status System (ESS) helps the Agency collect information and monitor the condition of health care services when power, phones, or other services are interrupted by hurricanes or other disasters. AHCA uses this system to track the emergency status and impact for 24-hour care regulated providers and ESRDs and assist in prioritizing monitoring activities and response to emergencies. If providers cannot access the internet during this time, data may be entered by designated facility representatives not in the path of the event, or they can use phone lines or relay information through Agency staff or other partners for entry into the system.

**Before the threat of an emergency event**, designated health care facility staff should use the ESS to disclose:

Emergency contact information;  
Generator status;  
Electrical power and water supply information; and  
Transportation arrangements.

**After the event is identified**, facility staff will report:

Power status;  
Census and available beds;  
Number of special needs patients/residents;  
Whether or not there is any structural or other damage;  
Assistance requests or needs of the facility; and  
Evacuation status.

## PROVIDER DUTIES AND RESPONSIBILITIES

Questions and Answers (for ESF8 Purposes)

### **Topic: Evacuation**

Question: Is a facility required to report if they evacuate? If so, to whom?

Answer:

If you are evacuating your facility in response to an emergency, contact the appropriate licensure unit at the Agency for Health Care Administration:

Assisted Living Unit (850) 412-4304  
Assisted Living Facilities and  
Adult Family Care Homes

Long Term Care Unit (850) 412-4303  
Nursing Homes, Intermediate Care Facilities  
for the Developmentally Disabled and  
Transitional Living Facilities

Hospital Unit (850) 412-4549  
Hospitals, Crisis Stabilization Units, Short-Term Residential  
Treatment Facilities, Residential Treatment Facilities and  
Residential Treatment Centers for Children and Adolescents

Laboratory Unit (850) 412-4500  
End Stage Renal Disease facilities

Home Care Unit (850) 412-4403  
Hospice Freestanding Inpatient  
Facilities and Residential Units Only

Question: If a facility evacuates, when can they return?

Answer:

If residents were evacuated in response to an emergency and the facility is damaged, contact must be made with the Agency prior to returning residents to the facility. Hospitals, nursing homes, ambulatory surgery centers and intermediate care facilities for the developmentally disabled require the Agency's approval prior to

occupying the building. Assisted living facilities and adult family care homes require approval from the local fire authority if damages required substantial renovations.

**Topic: Overcapacity**

Does a facility need approval to accept residents beyond the licensed capacity (licensed beds) during an emergency?

Answer:

Section 408.831 (3), Florida Statutes, states: "An entity subject to this section may exceed its licensed capacity to act as a receiving facility in accordance with an emergency operations plan for clients of evacuating providers from a geographic area where an evacuation order has been issued by a local authority having jurisdiction. While in an overcapacity status, each provider must furnish or arrange for appropriate care and services to all clients. In addition, the Agency may approve requests for overcapacity beyond 15 days, which approvals may be based upon satisfactory justification and need as provided by the receiving and sending facilities."

This would apply to all facility types licensed by the Agency. So unless the overcapacity extends beyond 15 days, they do not have to get approval from the Agency. For anything beyond the 15 days they would contact the appropriate licensing unit.