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# ***Yale New Haven Health System Center of Excellence for Emergency Preparedness and Disaster Response***

- Yale New Haven Health System created the Office of Emergency Preparedness and Disaster Response to serve Bridgeport, Greenwich and Yale-New Haven Hospitals and support the designation as the Center of Excellence for the State of Connecticut
- Yale New Haven Health System and Hartford Hospital were designated by the State of Connecticut Department of Public Health (DPH) as Centers of Excellence (CoE) for Emergency Preparedness and Disaster Response to work with acute care hospitals and other healthcare delivery entities

# ***Yale New Haven Health System Center of Excellence for Emergency Preparedness and Disaster Response***

- YNHHS Center of Excellence for Emergency Preparedness and Disaster Response and the Yale School of Medicine have developed a collaborative academic/clinical relationship in the following areas:
  - Public Health
  - Epidemiology
  - Infectious Disease
  - Toxicology
  - Emergency Medicine
  - Burn / Trauma Surgery
  - Radiation Health / Nuclear Medicine
  - Pediatrics
  - Psychiatry / Mental Health
  - Occupational / Environmental Health

# ***YNHHS CoE Statewide Partnerships***

- Statewide partnerships have been developed between the YNHHS Center of Excellence (CoE) and the following organizations for planning and response capacity building:
  - Acute Care Hospitals
  - Emergency Medical Services (EMS)
  - Local Public Health
  - Community Health Centers
  - Home Health Agencies
  - Urgent Care Centers
  - Skilled Nursing Facilities
  - Mental Health Community
  - Community Medical Practitioners
  - Other Agencies (DHS, OEM, OPM, etc.)

# ***Organizational Expertise***

- **Disaster Preparedness**
  - Needs Assessments
  - Hazard Vulnerability Analysis
  - Regional Planning
  
- **Capacity Building**
  - Surge Capacity Planning
  - Emergency Credentialing System
  - Medical Reserve Corps
  - Healthcare Medical Stockpile Coordination
  - Facility Infrastructure Planning
  - Mobile and Surge Hospital (MaSH) Coordination
  
- **Communications**
  - Emergency Communications Systems
  - Risk/Crisis Communication
  - Information Technology Interface
  - Electronic Surveillance Systems

# ***Organizational Expertise***

- **Response Planning**

- Emergency Operations Plans (organizational and regional)
- Clinical Protocol Development
- Laboratory Response Network (LRN)
- Biodosimetry Laboratory
- Decontamination Systems

- **Education and Research**

- Curriculum Development
- Education and Training Delivery Networks
- Drills and Exercises Development / Coordination / Facilitation
- Research and Publications

# ***Federal MRC Program Goals***

- President Bush created the USA Freedom Corps in response to the outpouring of support in the days following September 11, 2001
- The Medical Reserve Corps (MRC) emerged from the call to service that President Bush put out during his 2002 State of the Union Address
- The goal is to establish a team of trained medical volunteers who, during a terrorist or other public health event, will support and enhance a local, regional or statewide response
- Work collaboratively with our MRC Grantee Partners in the Cities of Hartford and Middletown
- Work collaboratively with our MRC Grantee Partners and the Health Administrators in Regions I and II of the U.S. Public Health Service

# ***The Problem: Developing Hospital Surge Capacity***

## **GOAL**

- Federal formula = 500 beds for every 1,000,000 population
- Connecticut's needs = 1,700 additional staffed beds

## **OBJECTIVES**

- Utilize trained / credentialed clinical practitioners
- Utilize technology to identify clinical practitioners through the development of a statewide Emergency Credentialing System
- Utilize additional identified volunteers in non-clinical support roles



# ***Connecticut MRC Program Goals & Objectives***

## **GOAL**

**Support Regional Bed Surge Capacity Plan Utilizing MRC Volunteers**

## **OBJECTIVES**

- **Infrastructure:**
  - **Clearly defined command and control system**
  - **Policies and procedures that are in sync with Emergency Operations Plans**
  - **Integration with regional emergency response plans**
- **Training:**
  - **Competency levels defined by hospital job functions**
- **Additional plans:**
  - **Promote community public health awareness**
- **Major Accomplishment:**
  - **YNHHS MRC Program designated as a “Civil Preparedness Force”**
  - **Identified as an asset to the State of Connecticut Department of Public Health**

# ***MRC Volunteers***

## **Emergency Credentialed:**

**Physicians**

**Dentists**

**Licensed Independent Practitioners**

**Physician Assistants**

**Nurse Practitioners**

**Nurse Anesthetists**

**Nurse Midwives, etc.**

## **Program Expanding to include:**

**Radiographers**

**Registered Nurses**

**Respiratory Therapists**

**Pharmacists**

**Behavioral Health Professionals**

**Laboratory Professionals**

## **Yale University Schools:**

**Medical Students**

**Physician Assistant Students**

**Nursing Students**

**Public Health Students**

## **Area Health Education Centers**

**Students attending colleges and universities across Connecticut who are enrolled in health-related studies such as nursing**

## **Retired and/or Non-Practicing:**

**Physicians**

**Nurses**

**Physicians Assistants**

**APRNs**

**Others**

# ***MRC Program Implementation***

## **Initial Development of:**

- A statewide database to serve as repository for all volunteers
- A process to access database by Connecticut's participating acute care hospitals
- Development of effective training and educational materials
- Orientation and competency-based training programs
- Policies and procedures
- Drills and exercises, both hospital and regionally based
- Evaluation program

## **Ongoing:**

- Review and update statewide database
- Continue recruitment of volunteers at all levels
- Review and evaluate volunteers utilizing results to refine training programs

# ***The Legislative Process***

*Bill #6676 was approved by the General Assembly in July, 2003 and went into effect immediately*

- “Civil preparedness forces” means any organized personnel engaged in carrying out civil preparedness functions
- Members called upon during a local, state, or regional emergency are deemed engaged in “Civil Preparedness Duty”
- While assisting in such an emergency or while engaged in training under the auspices of the CT Department of Public Health, the MRC volunteers will be eligible for death, disability and injury benefits
- Additionally, under the aforementioned circumstances, the member is eligible for immunity from liability
- MRC volunteers have been designated a “Civil Preparedness Force”

# ***MRC Volunteer Student Training***

- **Must successfully complete:**
  - EM 101
  - American Red Cross Intro to Disaster Services
  - American Red Cross Community Disaster Education
- **Participate in:**
  - Hospital Orientation (either Yale-Hew Haven, Bridgeport or Greenwich Hospitals)
  - Two functional drills per year
  - Two community outreach presentations
  - Quarterly MRC meetings with Coordinator
- **Commitment levels:**
  - First year, 20 - 24 hours
  - Subsequent years, 14 hours annually

# ***MRC Volunteer Training (Credentialed Professionals)***

- **Successfully complete:**

- EM 101

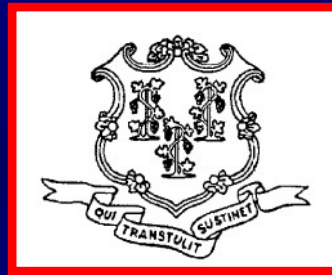
- **As electives:**

- Overview of EMS Field Operations
- Basic Disaster Life Support (BDLS)
- Advanced Disaster Life Support (ADLS)

- **Participate in:**

- Two full scale drills per year

# *State of Connecticut Emergency Credentialing Program*



***Utilizing the Statewide database gives requesting hospitals assurance that the listed volunteer practitioners have been “pre-screened” by a peer institution in Connecticut.***



# ***Current Status***

- 29 of Connecticut's 32 Acute Care Hospitals have enrolled
- Over 1,400 Emergency Credentialed practitioners have initially become members of the Medical Reserve Corps enhancing the regional bed surge capacity requirements
- YNHHS Office of Emergency Preparedness will administer and maintain the database on a statewide level
- Work with the Statewide Emergency Credentialing Committee developing the process, expanding the program to include additional healthcare disciplines such as Nurses, Radiographers, Respiratory Therapists, Pharmacists, Behavioral Health Practitioners and Laboratory Professionals

# ***Connecticut Emergency Medical Staff Credentialing Program and Policy***

- Provides hospitals in CT with a resource to identify and expeditiously contact physicians and affiliated professionals (collectively “Practitioners”) in the event of a “declared” emergency

# *Approvals*

- Statewide Emergency Credentialing Committee
- State of Connecticut Department of Public Health
- Connecticut Office of Policy and Management
- Connecticut Association of Medical Staff Services (Membership and Board)
- Connecticut Hospital Association (CHA), VPMA Group
- Acute Care Hospital Chief Executive Officers
- Joint Commission for the Accreditation of Healthcare Organizations (JCAHO)

# ***Connecticut Emergency Medical Staff Credentialing Program and Policy***

## **Assumptions:**

- CT Hospitals are JCAHO accredited and are required to meet compliance standards
- Individuals listed by each hospital have been appropriately screened by the listing hospital as having been credentialed in accordance with JCAHO standards

# ***Participating Hospital Agreement***

- In December, 2003, all CT hospitals were provided with a copy of the Emergency Medical Staff Credentialing Program and Policy and a “Participating Hospital” Agreement
- To date, 29 CT hospitals have signed the “Participating Hospital” Agreement to be included in the program

# ***Practitioner Data Fields***

- Name
- Degree
- Listing Hospital
- Specialty (up to two)
- CT State License Number
- Date of last re-appointment  
(or initial appointment)
- Home phone number
- Beeper number
- Cell phone number (if  
available)
- Office phone number(s)

# ***Obligations of Individual Participating Hospitals***

- Continuous monitoring of the list of volunteer practitioners it provides including removal of individuals from the database upon...
  - Knowledge of privileges having been suspended / limited in any way at any institution
  - Knowledge of pending investigations
  - Knowledge of current illegal drug or alcohol abuse or mental illness
  - Leave of absence

# ***Obligations of Individual Participating Hospitals***

- Comply with the requirements set forth in the *Emergency Medical Staff Credentialing Policy and Program*
- Confirm malpractice insurance coverage
- Comply with JCAHO “Disaster Privileges” and other applicable standards
- Develop own “Disaster Privileges” Policy and Procedure
- Comply with own Medical Staff Bylaws



# ***Next Steps***

## Medical Reserve Corps (MRC)

- Evaluation of MRC volunteers
- Continue developing partnerships with agencies involved in regional planning
- Continue recruitment of volunteers
- Evaluate community public health awareness

# *Next Steps*

## Emergency Credentialing System (ECS)

- Expand program/policy to other healthcare practitioner groups
  - Nurses
  - Respiratory Care Practitioners
  - Radiographers
  - Mental Health Practitioners
  - Clinical Laboratory Professionals
  - Pharmacists
  - Paramedics
- Develop central data repository and evaluation processes
- Drill the process
- Then drill it again, and again, and again

# Questions & Answers