Overview

- The case for crisis care planning
- The Oregon Crisis Care Guidance
  - Origins and Purpose
  - Key elements
- Strategies to increase surge capacity
- The St. Charles approach
- Possible next steps

Why Do Crisis Care Planning?

- To support efficient use of resources
- To promote consistent, ethical response

Why Do Crisis Care Planning?

**To support efficient use of resources**

Improve coordination between health sectors, facilities within a community

Resource access may be limited by:

- Degraded infrastructure (e.g., earthquake)
- Pervasive emergency (e.g., pandemic)

Why Do Crisis Care Planning?

**To promote consistent, ethical response**

- Helps avoid wide variations in practice, triage strategies from facility to facility
- Improves transparency
- Provides foundation for public trust
Why Do Crisis Care Planning?
To validate necessary changes in patterns of care

- Provide strategies for refinement of existing response plans
- Provide framework for communities and facilities starting this work
- Provide protection against liability claims when crisis care guidance is followed

Origins of Crisis Care Guidance In Oregon

- Recommendations from Institute of Medicine, Agency for Healthcare Research and Quality
- 2008 Statewide Hospital Preparedness Summit
- Crisis care guidance chosen as high priority

Origins of Crisis Care Guidance In Oregon

- Initially, slow going
- Gained steam during late 2009
(Why would that be?)
Who Developed the Guidance?
- Physicians, Nurses, EMS providers, other Healthcare Professionals
- Administrators
- Healthcare Professional Organization Representatives
- Emergency Managers
- Local and State Public Health Personnel
- Lawyers, Ethicists, and Others
- Representation from around the state

Purpose of the Guidance
- Provide ethical, effective framework for medical response in severe, sustained healthcare surge
- Promote efficient use of scarce resources to maximize number of lives saved
- Help standardize care and response while preserving needed flexibility
- Outline planning strategies for health systems and communities to prepare efficiently for crisis response

Components of the Guidance
- Ethical Framework
- General Principles of Crisis Care Response
- Planning Strategies

Benchmarks for Action
Guidance for Crisis Care in Setting of Severe, Pervasive Surges in Healthcare Utilization, by Healthcare Sector

Types of Crisis Care Strategies
- Planning Strategies
  Prepare for effective response before crisis occurs
- Surge Capacity Strategies
  Expand the number of people who can receive treatment
- Triage Strategies
  Determine how available resources can be used most effectively to save lives

Guidance Format
Appendices Include:

- Legal Framework for Emergency Declaration and Response; Liability Protection
- Planning Resources for Crisis Care Response
- Triage Model
- Health Care During a Crisis: Frequently Asked Questions

Surge Strategies

- Defer non-essential activities
- Modify staff roles
- Expand available space and staff

Surge Strategies: Deferring non-essential activities

- Use media, phone advice lines to defer low-acuity visits
- Cancel non-essential outpatient visits
- Defer elective surgeries

Surge Strategies: Modifying Staff Roles

- Change nurse:patient ratios
- Extend roles of existing staff
- Simplify documentation

Surge Strategies: Deferring non-essential activities

- Use media, phone advice lines to defer low-acuity visits
- Cancel non-essential outpatient visits
- Defer elective surgeries
Surge Strategies: Expand Space and Staff

- Use med volunteer registry staff
- Open previously unstaffed beds or add more
- Identify and use alternate care sites

The St. Charles Approach

Another Reason to Do Crisis Care Planning. . .

Many Crisis Care strategies useful in less severe situations:
- Multiple casualty traffic accidents

Another Reason to Do Crisis Care Planning. . .

Many Crisis Care strategies useful in less severe situations:
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- Influenza season

Another Reason to Do Crisis Care Planning. . .

Many Crisis Care strategies useful in less severe situations:
- Multiple casualty traffic accidents
- Influenza season
- Ebola preparedness

Co-Sponsorship

- Acknowledge value of the guidance
- List organization name/logo on the guidance document
- Share guidance with staff and consider how planning strategies could help refine emergency response plans
- Consider link to Guidance on organization website
Crisis Planning at Facility/Health System Level

• Identify critical functions and ensure their continuity
• Incorporate relevant strategies into emergency ops plans
• Exercise key components of crisis response

The Bottom Line...

• Review guidance to determine implications for:
  – Emergency Operations Plans,
  – Regional collaboration efforts,
  – Exercise development
• Use guidance in future preparedness planning

Components of the Guidance

• Ethical Framework
• General Principles of Crisis Care Response
• Planning Strategies
• Benchmarks for implementation of Surge Capacity and Triage Strategies
• Surge Capacity and Triage Strategies by healthcare sector
• Appendices

Questions?

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