



**Emergency Preparedness & LTC Ombudsmen**

National Long-Term Care Ombudsman Resource Center

# Ombudsmen and Emergency Preparedness & Response

National Ombudsman Resource Center (NORC)

Ombudsman Webinar

May 29, 2013

# Ready or Not?



# State of Readiness 2012 Survey

- Survey sent to 57 State LTCO programs - 37 responded
- Survey sent to 1,192 Local LTCO programs - 132 responded
- Phone interviews conducted



# Focus Areas

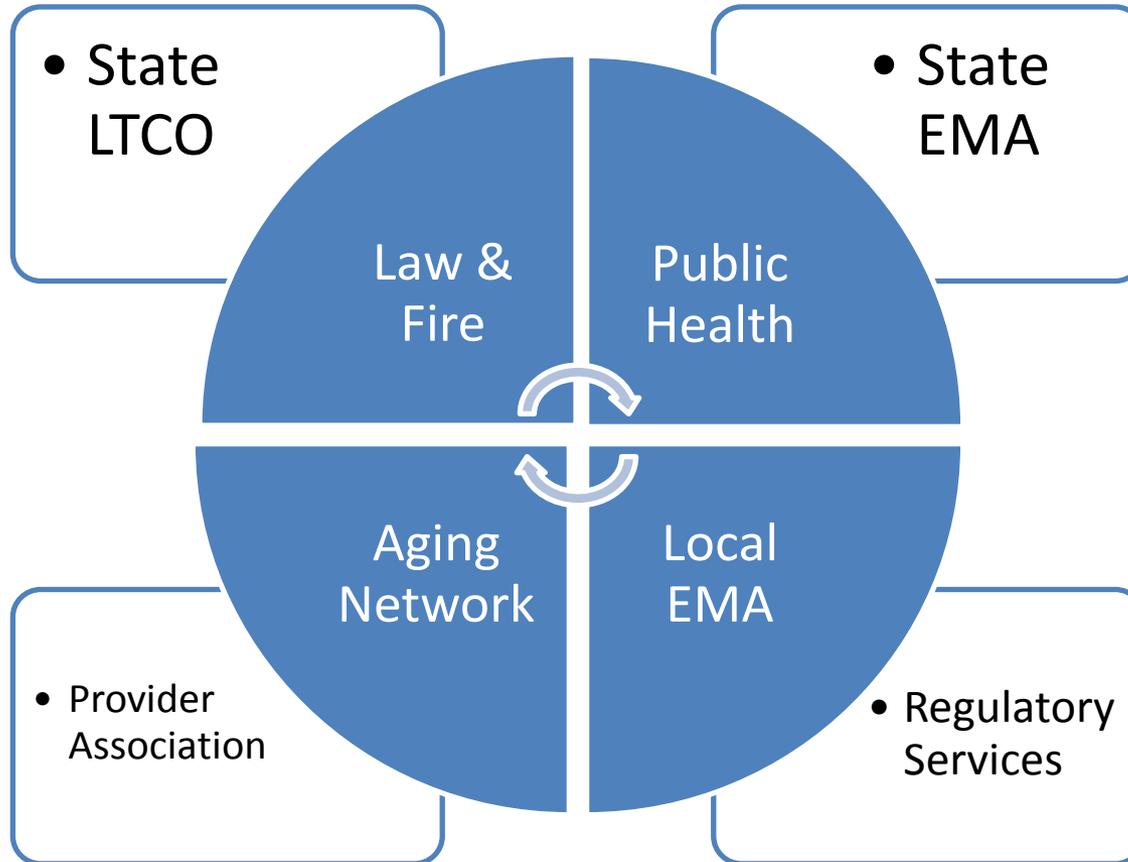
- Coordination with Emergency Management Agencies (EMA)
- LTCO Training
- Communication
- Clearing House of Information
- Creative Ideas



# Coordination with EMA



# Coordination



# Coordination

- Request to serve on the State/Regional/Local EMA coordinating group & Public Health coordinating council
- Attend EMA & PH trainings
- Volunteer to serve in Operations Centers as LTC specialist

# LTCO Training



# LTCO Training

- Incorporate LTCO emergency preparedness & response training into
  - New worker training
  - Once yearly training via webinar, web module, in-person meeting
  - Disseminate written EP information during weather related awareness months



# LTCO Training

Joint trainings between ....

- LTCO and EMA
- LTCO, EMA, Provider Associations
- LTCO, SUA, AAA, LTC Network



# Communication

**The single biggest problem in communication is the illusion that it has taken place.**

George Shaw



# Communication

Before a disaster decide .....

- How LTCOP & EMA will receive & give information
- Communication loop – SUA, AAA, Employer, LTCO
- Educate LTCO & employer about the communication loop & expectations



# Communication

Karen Jones, Director/Program Manager  
LTC Ombudsman Services of  
San Luis Obispo County  
(California)



# Communication

- Obtain #s (work, cell, home) of contacts.  
Examples – LTCO, SUA, EMA, Regulatory, Care Facility Managers, etc.
- Store #s on work and personal phones
- Keep paper copies of contacts & phone #s at work, home, and in vehicles



# Communication



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# Communication

- Gov't Emergency Telecommunications System (GETS) priority service for line lines.  
[www.ncs.gov](http://www.ncs.gov) (free)
- Wireless Priority Service (WPS) for cell phones.  
<http://wps.ncs.gov> (small fee)
- Satellite phones (costly)
- Ham radio operators. [www.arrl.org/public-service](http://www.arrl.org/public-service)



# Clearing House of Information



# Clearing House of Information

## U.S. DHHS CMS Survey & Certification

- FAQ document (9/2011) references tracking patients and residents during public health emergencies.
- Emergency Planning Checklist (9/2007) references the establishment of a clearinghouse for facility evacuations and tracking evacuees.



# Clearing House of Information

- There are no templates or formats.
- CMS does not designate which state agency should manage the information.
- Information may reside within state EMA and/or licensure & certification agencies.
- If your states does not have a clearing house, advocate for one.



# Creative Ideas

John Saulitis, Director  
Ohio LTCO Program  
AAA 11



# Creative Ideas



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# Creative Ideas



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# We've Reviewed

- Coordination with EMA
- LTCO Training
- Communication
- Clearing House of Information
- Creative Ideas



# LTCO Readiness

## Additional Thoughts or Questions?



# Resources

Best Practices for LTCO and Emergency Preparedness and Response are located on the NORC Emergency Preparedness Issue Page:

[www.ltcombudsman.org/issues/emergency-preparedness](http://www.ltcombudsman.org/issues/emergency-preparedness)



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