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Wayne County Hospitals & Health Care Organizations Mutual Aid Assistance Agreement Standard Operating Procedures

Purpose
To establish the Standard Operating Procedures (SOP) that is consistent with the Joint Commission on Accreditation of Health Care Organizations life/safety program requirements for mutual assistance, and to formalize the mutual assistance agreement among hospitals in HEMS MCA and other health care organizations in the event of an emergency that requires partial or total hospital evacuation.

Concept of Operation
Situation hospitals and other Health Care Organizations (HCOs) may experience a variety of emergencies that require the evacuation of patients. For the purposes of this SOP, these emergencies fall into the following two(2) general categories:
1. Facility Closure: A facility closure is an emergency which does not require response or assistance by the public safety agencies serving the community in which the facility is located. In a facility closure, all evacuation efforts are managed by and between participating hospitals and HCOs. An example of a facility closure would be the loss of public utility services on a nice day, when no life-threatening conditions are present.
2. Facility Evacuation Emergency: A facility evacuation emergency is an emergency which requires response or assistance by public safety agencies. In a facility evacuation emergency, all evacuation efforts are managed by the fire department's incident commander in cooperation with managers from the facility being evacuated. An example of a facility evacuation emergency would be a fire at the facility, or when the loss of a public utility service threatens the lives of patients.

Classification of Events
The affected hospital or HCO is responsible for classifying the event as either a facility closure or facility evacuation.

Existing Resources
1. This SOP utilizes several existing resources in HEMS MCA:
    Available hospital and other health care beds and holding areas within the health care system at any given time
2. The Health Emergency Medical System (HEMS) communications center that exists for the purpose of Emergency Medical Services Medical Control and pertinent health resource availability management.

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3. Emergency Operations Center, Central Communications Center, and Emergency Operations Plan.
4. Existing in-county ambulance resources and out-county mutual aid agreements and resources.

Incident Command
Hospital personnel shall be knowledgeable of the incident command system.

Organization
Participating hospitals and other health care organizations in HEMS MCA have signed the HEMS MCA Health Care Disaster Assistance Agreement (Attachment A).

The Detroit/HEMS MCA EMS Council has reviewed and approved this SOP and Attachment A.

The director of the Wayne County Health Department has authorized inclusion of this SOP into Annex J (Health Care Operations) the Wayne County Plan or local Emergency Management Plan.

Tasks & Execution: Facility Closure
Affected Hospital or HCO:
Notify the HEMS Radio Center and provide the following information:
• Nature of the emergency incident, incident classification (i.e., facility closure)

> NOTE THAT THE PRESENCE OF LIFE-THREATENING CONDITIONS MAY PUT THE INCIDENT INTO THE "FACILITY EVACUATION EMERGENCY" CATEGORY.

• Number and type (general care, ICU/special care) of patients that require evacuation and a general assessment of their transport requirements
• Names and phone numbers of medical and administrative officers directing the evacuation

Secure information from HEMS regarding available hospital and ambulance resources.

Make arrangements with participating hospitals or HCOs to accept patients being evacuated. If necessary, secure assistance in performing this function from HEMS.

Notify HEMS and the local fire department when the facility is completely evacuated.

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HEMS Radio Center:

Upon receipt of facility closure notification from the affected hospital or HCO, the HEMS Radio Center will do the following:

1. Notify all participating hospitals and HCOs of the situation, poll each facility to determine the status of bed availability and other relevant medical resources, and provide information on same to the affected hospital or HCO.
2. HEMS will notify jurisdictional fire department of situation. Hospital will coordinate ambulance transportation under facility closure.
3. If requested by the affected hospital or HCO, HEMS will provide necessary assistance.
4. Recommended that the incident be upgraded to the facility emergency evacuation category, if appropriate (i.e., life-threatening conditions exist).

Tasks & Execution: Facility Evacuation Emergency

Affected Hospital or HCO

Immediately notify the local fire department and the HEMS Radio Center and provide the following information:

- Nature of the emergency incident, incident classification (i.e., facility evacuation emergency), and any life-threatening or potentially life-threatening conditions
- Number and type (general care, ICU/special care) of patients who require evacuation and a general assessment of their transport requirements
- Names and phone numbers of medical and administrative officers directing the evacuation
- Assistance needed
- Assist local fire department to establish staging area for responding ambulances.

Coordinate all activities with fire department incident commander.

Provide personnel to the incident commander to track patient transports.

HEMS Radio Center

Upon receipt of notification from the affected hospital or HCO, the HEMS Radio Center will do the following:

1. Notify all participating hospitals and HCOs of the situation, poll each facility to determine the status of bed availability and other relevant medical resources, and provide information on same to the incident commander.

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2. Notify ambulance providers of the situation, poll each to determine the availability of transport units and provide information to the incident commander.
3. At the direction of the incident commander, notify and mobilize ambulances to the staging area at the facility.
4. Coordinate patient dispersal to host facility with incident commander and hospital.
5. Maintain log of patient evacuation and provide same to affected hospital or HCO and incident commander.
6. If Emergency Operating Center (EOC) is activated to CEO/EMD, dispatch a HEMS representative to the EOC.

> NOTE THAT THE EOC WOULD BE ACTIVATED ONLY IF THE SITUATION WARRANTED A HIGH LEVEL OF COORDINATION BEYOND THE CAPABILITY OF LOCAL JURISDICTION AND/OR HEMS HOSPITAL SYSTEM. IN THIS CAPACITY, THE EOC WOULD PROVIDE ANY SUPPORT REQUESTED BY THE INCIDENT COMMANDER.

Local Fire Department:
Institute incident command system in coordination with facility representatives.

Work with affected facility representatives and HEMS to secure necessary patient housing and transport arrangements.

After communication with hospital management and HEMS, notify emergency management of situation and advise if additional assistance is needed.

Once the EOC is activated, request assistance and support through the EOC as necessary.

Emergency Management
Upon being notified of the situation by incident commander, emergency management would assess the situation to determine if activation of the EOC is necessary. If yes, it would activate the EOC and mobilize appropriate EOC staff to support the efforts of the incident commander.

NOTE THAT IT IS POSSIBLE FOR THE EOC TO HAVE ALREADY BEEN ACTIVATED FOR EVENTS RELATED TO THE FACILITY EMERGENCY EVACUATION AT THE AFFECTED HOSPITAL OR HCO. IN SUCH CASE THE EOC WILL ALREADY BE IN COORDINATION WITH THE HEMS RADIO CENER AND INCIDENT COMMAND POST IN THE FIELD.

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Addendum A: Purpose, Request for Mutual Aid Assistance

Purpose
Regulatory agencies guiding health care organizations require that they develop plans for total facility evacuation that could result from a natural or technological disaster. This agreement intends to establish agreement among health care facilities in HEMS MCA to assist in the voluntary assignment of hospital and long-term care beds when all or a significant portion of the patients in a HEMS MCA health care facility must be evacuated and/or relocated due to a natural or technological disaster or other condition warranting that a health care facility be evacuated.

Request for Mutual Aid Assistance
The initial request for mutual aid assistance will be made to:
1. HEMS Radio – facility closure assistance not required.
2. Local fire department and HEMS – facility evacuation emergency.

The incident commander will notify emergency management if additional assistance and aid is necessary.

Disaster assistance requests must include the following information:
• Nature of the incident
• Number and type (general care or ICU/specialty care or skilled nursing) of patients who are being evacuated and a general assessment of their transport requirements
• Names and telephone numbers of medical and administrative officials directing the evacuation
• Assistance needed

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Addendum B: Approval by HEMS Board of Trustees

Botsford General Hospital
Detroit Receiving Hospital
Garden City Hospital
Henry Ford Center - Brownstown
Henry Ford Hospital – Detroit Campus
Henry Ford Medical Center – Fairlane
Henry Ford Wyandotte Hospital
Oakwood Annapolis Hospital
Oakwood Healthcare Center - Canton
Oakwood Heritage Hospital
Oakwood Hospital and Medical Center
Oakwood Southshore Medical Center
Sinai Grace Hospital
Providence Park Hospital – St John Providence Health
St. Joseph Mercy Hospital – Ann Arbor
St. Mary Mercy Hospital - Livonia
University of Michigan Health System
V.A. Medical Center, Detroit

Some Long Term Care Facilities have approved the agreement.

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MCA Name: HEMS, INC. (Wayne County)   **Section 9-16**
MCA Board Approval Date: April 11,2013
MDCH Approval Date: August 15, 2013
MCA Implementation Date: October 1, 2013