

# **THE RENAL NETWORK, INC.**

**(ESRD NETWORK ORGANIZATION # 9/10)**

## **EMERGENCY PREPAREDNESS AND RESPONSE PLAN**

**CENTERS FOR MEDICARE AND MEDICAID SERVICES**

**Contract Number: HHSM-500-2006-NW09**

**HHSM-500-2006-NW10**

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## **I. INTRODUCTION**

The Renal Network, Inc Emergency Preparedness and Response Plan (EPRP) identifies procedures for managing emergencies and disasters, of various degrees, that may threaten the health and safety of individuals with ESRD and their health care providers, as well as the operations of the facilities that provide the essential life sustaining treatments for this vulnerable patient population.

The purpose of the EPRP is to establish Network emergency preparedness and response functions, in collaboration with provider facilities, emergency management workers, the Centers for Medicare and Medicaid Services (CMS), other ESRD Networks and additional essential persons/organizations as appropriate.

The following statements reflect certain known facts and reasonable assumptions upon which components of the plan are based:

- A disaster may occur at any time of the day or night, weekend or holiday, with little or no warning.
- The succession of events in a disaster are not entirely predictable, hence, the response plan will serve as a guide and checklist and may require modification during an actual response to specific emergency and disaster events.
- Depending on the extent of the impact of the event in the geographical area, City, County, State and Federal services may be overwhelmed and short or long term delays in responding to the needs of affected patients and provider facilities may be expected.
- A plan such as this can never address every possible event. It should be designed to define the process for resolving any situation and establish basic roles and responsibilities that might be increased given the specific situation.

In order to achieve the plan's objectives, The Renal Network shall maintain an emergency preparedness/response education and training program that will include Network staff training, as well as the provision of education and technical assistance to the patient and provider community.

The ultimate goal of this plan is to guide the Network's contingency planning and response to emergency and disaster situations of most known types, ensure patients' access to care, and guide the Network recovery process in conjunction with their Business Continuity and Contingency Plan (BCCP), [Appendix A].

The Network will review and update the plan annually.

## **II. CONTRACTUAL REQUIREMENTS**

The EPRP is structured to align with requirements for emergency preparedness as defined in the ESRD Network Program contracts with the Centers for Medicare and Medicaid Services (CMS). These include:

1. Assist other Networks in carrying out contract requirements during the initial phase of an emergency or disaster and during recovery phase.
2. Facilitate and assist providers/facilities in developing plans for local emergencies/disasters.

3. Maintain a phone system to ensure Network staff members can be contacted as necessitated by the emergency.
4. In the event of local disasters, track the availability of services and assist patients in identifying dialysis facilities that can provide ESRD services.
5. The Networks shall also track and make available to the public the open and closed status of the facilities in the effected area.
6. As directed by CMS, provide information to family members and treating facilities on where a patient previously/currently is receiving services to assist in locating and placement of patients and the exchange of critical medical information.
7. As necessary, participate in national and/or regional calls with providers, emergency response personnel and agencies, and other essential persons to ensure coordination and that the needs of individuals with ESRD are being met. As appropriate, coordinate activities with providers and other emergency workers to ensure access to dialysis.

### **III. SCOPE**

This plan guides Network preparedness, response and recovery actions. It applies to a range of levels of impact to Network and ESRD facility operations that may occur as a result of earthquake, flooding, tornado, drought, wildfire, snow/ice, extended utility interruptions, fire and explosions, hazardous material spills, mass casualty events including pandemic influenza, terrorism and others.

The following sections refer to internal processes or event, with the focus on the Network operations, and external processes or events, with the focus on the patient and provider community.

#### **1. PREPAREDNESS**

##### **1. Internal Network Processes**

- Resource material is kept in the BCCP and updated annually or as necessary. The BCCP includes vendor directories/utility contacts/ landlord/building supervisors etc and can be found in Appendix A. Hardcopy facility lists, offices of state and county emergency management and data regarding emergency contacts for facilities are maintained on site at the Network office and are recorded electronically weekly and kept off-site in a security deposit box at the Greenfield Banking Company, 1920 N. State Street, Greenfield, IN 46140. The Greenfield Banking Company is approximately 25 miles from the Network office.
- The Network 9/10 office shall have on site physical items such as emergency supplies including flashlights, cell phones, first aid kit, water and a battery powered radio. The office building provided emergency lighting in the stairwell and hallways and a Fire extinguisher is located in hallway.
- The Executive Director will assess the level of impact of disaster on Network operations. The Executive Director will make the decision regarding whether the office is operational and will initiate the telephone tree to contact staff. Additionally, Network 6 has agreed to act on our

behalf in the event that the Network office is affected during an emergency and cannot function for a period of time. The Network 6 phone number is 919-855-0882.

- Network 9/10 has an 800 number that is active and will be used in the event of an emergency for the issuance of media alert bulletins for tracking open/closed facilities for the public (i.e. [www.nephron.com](http://www.nephron.com) or [www.dialysisunits.org](http://www.dialysisunits.org) ) and for assisting ESRD patients to access care.
- The renal community and patients have been/will be educated via letters that will be sent to facility administrators every six months informing them of the Network role and encouraging them to review and update their disaster plans. Additionally, disaster educational materials are included in newsletters and are maintained on the Network 9/10 websites [www.therenalnetwork.org](http://www.therenalnetwork.org) and [www.kidneypatientnews.org](http://www.kidneypatientnews.org).
- The Executive Director will notify the CMS Project Officer of the situation and maintain daily contact until the situation is over.
- TRN is partnering with Network 6 in the event the Network is affected by a disaster for greater than five days. If the Network office is unable to function during the time of emergency, the Executive Director or Designee will contact Network 6 for assistance and continue to work with them until the Network is operational again.

Network 6 will assist TRN by:

- Accessing SIMS database to help place patients to ensure dialysis schedules are not interrupted.
- Updating the database on patients' statuses.
- As appropriate, reporting status of The Renal Network to CMS.
- Informing TRN of any coordination services provided.
- Mock staff drills are planned to coincide with BCCP training.
- TRN will participate as necessary in national and/or regional calls with providers, emergency workers, and other essential persons.
- TRN will participate in post disaster debriefing to improve future response plans.

## 2. External Network Processes

- Twice annually the Network will contact dialysis facility administrators with a reminder to review and update their emergency plans with both patients and staff. They will be encouraged to keep their patients informed on what to do in the event they are unable to dialyze.
- Patient education materials and/or outreach projects are available on our web sites [www.therenalnetwork.org](http://www.therenalnetwork.org) and [www.kidneypatientnews.org](http://www.kidneypatientnews.org)
- The Network offers technical assistance to facilities on developing their plans. Disaster Preparedness is a topic covered at the annual nephrology conference.
- TRN staff participates in coalition meetings with the renal community to develop a broader coordination of emergency response on behalf of the ESRD community.

## 3. RESPONSE BY LEVEL OF IMPACT

**Level 1:** A minor, localized Network office or ESRD facility incident that is quickly resolved with internal resources or limited outside assistance. Level 1 events have little or no impact on personnel, facilities or patients outside of the

immediately affected area and do not require activation of a community wide level response.

- Internal Network Event: See *BCCP and Emergency Algorithm*.
- External Network event: The Renal Network staff will monitor TV, Radio and Internet communications to assess if Network facilities are affected by the event.

**Level 2:** An event that disrupts a sizeable portion of a local community or larger Network area. These events may cause immediate and escalating consequences that disrupt community operations impair the ability of patients to access care, and halt facility and Network operations. Examples might include severe weather, minor earthquakes and extended power outages.

- Internal Network disruption: Executive Director will initiate and utilize telephone tree to contact Network staff regarding the emergency situation. Executive Director will make decisions regarding Network operations and notify CMS Project Officer as necessary.
- External disruption to Facility operations and patient access to care: See emergency- disaster plan algorithm and Emergency Hotline Activation Process.

**Level 3:** A catastrophic event that profoundly impacts a community or region beyond the capacity of its emergency response system capabilities, and presents an immediate threat to life and safety. Examples might include major earthquakes, extremely severe weather events including blizzard and/or tornado and pandemic flu including quarantine.

- TRN is partnering with Network 6 in the event the Network is affected by a disaster for greater than five days. If the Network office is unable to function during the time of emergency, the Executive Director or Designee will contact Network 6 for assistance and continue to work with them until the Network is operational again.  
Network 6 will assist TRN by:
  - Accessing SIMS database to help place patients to ensure dialysis schedules are not interrupted.
  - Updating the database on patients' statuses.
  - As appropriate, reporting status of The Renal Network to CMS.
  - Informing TRN of any coordination services provided.

