

Unusual Event, Emergency or Disaster in a Healthcare Facility

NOTIFICATION OF THE MHOAC/OES

The Medical Health Operational Area Coordinator (MHOAC) and/or Office of Emergency Services (OES) should be notified by healthcare partners or first responders during an unusual event or an emergency. **The MHOAC & OES are available 24/7 through the Glenn County Sheriff's Office dispatch center 530-934-6431.**

Notification should be made for the following type of events:

1. Healthcare facility evacuation
2. Multi-Casualty Incident
3. Public Health incident (communicable disease outbreak)
4. Hazardous materials release or chemical exposure requiring decontamination incident
5. Extended utility outage with potential to disrupt patient services (or backup generator disruption)
6. Activation of a Healthcare Command Center
7. Activation of healthcare facility Emergency Operations Plan
8. Depletion of medical-health resources during a response
9. Coordination of resources from outside the jurisdiction
10. Diversion of ambulances or medical-health resources from a Glenn County hospital
11. Planned event with potential major impacts on the healthcare delivery system
12. Any other situations that may overwhelm the local medical-health resources

Notification should be made early during an incident. Notification does not necessarily mean that you require support. Notification is conducted to provide awareness to the situation that may have the potential to require assistance. If assistance is required, notification should be made immediately.

MEDICAL-HEALTH SITUATION REPORTS

The occurrence of an unusual event or emergency should always trigger completion of a Health and Medical Situation Report to the MHOAC. A verbal Situation Report during initial, quick moving incident is acceptable. A written situation report should follow when time allows. See last page for the Quick Situation Report Form

**Glenn Medical Health Operational Area Coordinator (MHOAC) Program
Emergency Contacts 2018**

**For emergency notifications of the MHOAC, contact Sheriff's Dispatch
530-934-6431**

1. Primary MHOAC:

Amy Travis, Deputy Director Office of Emergency Services (OES)

Glenn County Sheriff's Office

mhaoc@countyofglenn.net

[934-6588](tel:934-6588) – office

Emergency notification: Sheriff's Dispatch 934-6431

2. Alternate MHOAC

Grinnell Norton, PHN, Deputy Director of Public Health

mhoac@countyofglenn.net

[934-6588](tel:934-6588) – office

Emergency notification: Sheriff's Dispatch 934-6431

MHOAC Email contacts all MHOAC program staff. This email will ensure a staff member receives your written message. This email is to be used for submitting Situation Reports and during activations. mhoac@countyofglenn.net

MHOAC Program:

⇒ **Notify of unusual incidents occurring in healthcare facilities**

⇒ **Addresses incidents requiring Medical or Health Resources OR a significant Medical or Health Response**

Health Care Facility & HPP Partner RESPONSE CHECKLIST

HCF Responsibilities

- Assess the situation, determine impact or potential impact from hazard/incident, and determine whether activation of emergency operations (including plans & command centers) is appropriate
- Unusual event, emergency, or incident, notify:**
 - Public Health MHOAC and/or OES (Dispatch 530-934-6431)
- Upon activation of internal HCF emergency operations, make the following notifications:**
 - Staff
 - Public Health MHOAC program and/or OES
 - State Licensing authority (e.g. CDPH L&C)
- Manage the incident in accordance with internal operations/response plans, policies, & procedures
- Coordinate with response partners and integrate into the overall emergency response structure (e.g., Incident Command System, Health DOC, and/or Operational Area EOC) in accordance with local policies and procedures.
- Submit a situation summary report to Public Health MHOAC Program
 - Use Facility Status Report Form
 - Submit Situation Reports every operational period (shift) to Glenn County Public Health MHOAC mhoac@countyofglenn.net
- If needed, obtain resources through existing agreements or request resources from vendors within the HCF's existing supply chain, vendors beyond the normal supply chain, associated facilities (e.g., HCFs within its health care system)
- Notify Public Health MHOAC/OES of any resource needs/requests that cannot be met through existing supply chain
 - Complete a Medical & Health Resource Request Form for any requests
 - *GC HPP maintains a cache of emergency supplies for its partners. Contact PH/MHOAC/OES*
- Notify Public Health MHOAC/OES of any status changes

- Respond to any alerts/requests from Public Health MHOAC/OES
- Confirm CAHAN alerts & EMResource HAvBed
- Track and document all decisions, actions, activities, and expenses related to the emergency operation
- When an unusual event or emergency threatens the health or safety of patients, visitors or staff, it should be reported as soon as possible to the Public Health Emergency Preparedness Program and California Department of Public Health Licensing and Certification (CDPH L&C) in accordance with Title 22 of the California Code of Regulations.*

**HEALTH CARE FACILITY & HPP PARTNER
FACILITY STATUS QUICK REPORT**

Date: _____ Facility/Provider: _____

Facility operational? No _____ Yes _____ % Open _____

Damages to Facility:

PATIENT CENSUS:

- Number of patients at your facility: Ambulatory: _____
Non-Ambulatory: _____
- Accepting Patients? NO ___ YES ___ Estimated Capacity _____
- Bed Availability: (Numbers) ICU _____ Other monitored _____ Other _____
Non-medical beds _____
- Are you currently or will you soon exceed licensed capacity? NO ___ YES ___
 - Estimated Capacity above Licensure _____
- If you use EMS systems, is it updated? NO ___ YES ___
 - FREQUENCY _____

Staffing Status:

YOUR CONTACT INFORMATION:

Contact: _____ Contact: _____
Phone: _____ Phone: _____
Fax: _____ Fax: _____

OUR CONTACT INFORMATION:

Contact: _____ Contact: _____
Phone: _____ Phone: _____
Fax: _____ Fax: _____