






Home Care and Hospice: Essential Partners in Emergency Planning

December 3, 2024

Home Care, Hospice, and Palliative Care in New York State


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Welcome!


- 
• New York State Association of Health Care Providers (HCP)
- 
• Hospice and Palliative Care Association of New York State (HPCANYS)
- 
• Home Care Association of New York State (HCANYS)

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Housekeeping




For today's program, you have the option for dial in or computer audio. Please note that computer audio can be impacted by your internet connection.



We ask that you **keep your microphone muted** for the duration of the program. Repeatedly interrupting the program with unmuted conversations may lead to us removing you from the webinar and we would hate for you to miss this important and timely update.



Please feel free to ask questions during today's presentation using the chat box. Note that direct messages cannot be retained after the close of the webinar. Remember that we do have an open discussion period near the end of the Forum.



Slides and a recording of the program will be emailed to all registrants. These materials will also be publicly available on each association's website.

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Grant Disclaimer and Acknowledgments

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- Special thanks to Fidelle Munroe, Senior Program Manager, LTC, Bureau of Healthcare and Community Readiness, Office of Emergency Preparedness and Response, NYC Department of Health and Mental Hygiene for her support of the associations' emergency preparedness work.

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AGENDA

- I. **Welcome & Introductions**
 - Fidelle Munroe, Senior Program Manager, LTC, Bureau of Healthcare and Community Readiness, Office of Emergency Preparedness and Response, NYC Department of Health and Mental Hygiene
- II. **Home Care and Hospice: Essential Partners in Emergency Planning**
 - Arianna Stone, MPH, Director of Research and Development, Home Care Association of New York State
 - Eva Cohen, Director of Regulatory and Community Affairs, Hospice and Palliative Care Association of NYS
 - Carole Deyoe, RPH, Director of Regulatory Affairs and Special Programs, New York State Association of Health Care Providers
- III. **Staten Island Community Organizations Active in a Disaster**
 - Ginny Mantello, MD, Director of Health and Wellness, Office of Staten Island Borough President
 - Michelle Bascome, Director of Programs & Development, Nonprofit Staten Island
 - Trientina Campbell, Director of Environmental Safety/EPC, Richmond University Medical Center
- IV. **Updates On Current Emergency-Related Issues**
- V. **Open Discussion**

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NYS Home Care and Hospice Associations

- New York State has the nation's most comprehensive and diverse system for home and community-based services (HCBS)
- HCP, HCANY, and HPCANY are state-wide associations representing this large, critical sector of the health care continuum
 - Provider and organizational members
- Association staff is responsible for:
 - program/ policy development
 - technical assistance to providers
 - education
 - advocacy
 - state/federal legislative and executive engagement
 - research
 - communications – including emergency management topics and more!



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Overview of Home Care and Hospice in New York State



Many levels and types of care are provided by a variety of agencies and programs including:

- Certified Home Health Agencies (CHHA)
- Licensed Home Care Services Agencies (LHCSA)
- Hospice and Palliative Care Providers
- Also:
 - Consumer Directed Personal Assistance Programs (CDPAP)
 - Long-Term Home Health Care Programs (LTHHCP)
 - Managed Long-term Care Plans (MLTC)
 - Home and community-based waiver programs

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Overview of Home Care in New York State



Home care clients are from the entire spectrum of care:

- children and adults of all ages
- those with public health needs, medical fragility, disability
- postsurgical patients needing assistance with wound care
- patients on ventilators, hyperalimentation, IVs, pain control, etc.
- new mothers and infants
- individuals needing assistance with activities of daily living in order to remain in their homes and communities

All are maintained with skilled supervision, home support services, home modification and equipment, and more!

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Hospice and Palliative Care

- **Hospice** is a philosophy of care. May OR may not be a place.
- Hospice care focuses on improving the quality of life for persons and their families faced with a life-limiting illness (prognosis of six months or less)
- The primary goals of hospice care are to provide comfort, relieve physical, emotional, and spiritual suffering, and promote the dignity of terminally ill persons.
- Hospice care neither prolongs nor hastens the dying process.



Palliative Care...

- Palliative care is symptom relief throughout the course of an illness.
- Patient is receiving aggressive/active treatment for the disease process. Chemotherapy and radiation are examples of active treatment.
- Patients reside at home. Most need support during their illness, get well and live long lives.
- Patients can be "high-tech", dependent on medication delivery and a power source.
- May or may not served by a home care or hospice agency.

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Emergency Planning Efforts

Our mutual goal is to support collaborative emergency planning and response to ensure the health and safety of medically needy individuals receiving care at home or in a facility we serve.

EDUCATION

COLLABORATION

COMMUNICATION

ADVOCACY



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HCBS Emergency Preparedness Laws, Rules, and Regulations

- Required to establish and maintain emergency management plans
 - State and federal regulations
 - Written plan – kept current
 - Staff procedures for meeting patient needs
- Required to collaborate with local and regional health care providers and county EP providers in their plan development
- Each county's comprehensive emergency management plan shall be developed with the "advice and assistance" of other stakeholders, including the home health and hospice services sectors.
- Input may address procedures by which home care and hospice providers may be granted essential access to care for such patients during an emergency.



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State Associations' Roles in Emergency Preparedness & Response

- **Engaged in activities to strengthen and support**
 - Emergency preparedness and response
 - Interoperable Communications (IOC)
- **Help integrate home and community-based care into local regional and state emergency management systems**
 - Coalition Building
 - Local Engagement with Key EP Partners
 - Exercises and drills
- **Collaborative partners**
 - State DDH Office of Health Emergency Preparedness (OHEP) (monthly planning meetings, workshops, projects, etc.)
 - NYC Department of Health and Mental Hygiene (project-focused activities)
 - Regional Health Emergency Preparedness Coalitions (HEPC)



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HCBS Challenges for Emergency Preparedness

- Manage, direct, and administer services across a geographic expanse that can be impacted in many ways during an emergency.
- In home and community-based care, every patient, home, neighborhood, and community is potentially a distinct emergency unto itself to be navigated and managed.
- Patient access is affected during episodes of violence or potential violence.
- Home care and hospice providers assist across health care settings during emergencies - provide staff, decompress patients from facilities, bereavement counseling, etc.

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The in-home and community care settings are unique – we bring the care to the patient.

Unique Challenges in Emergency Preparedness

- Patient/family fears; resistance to home entrance and provision of care
- Unstructured environment, without necessary emergency equipment
- Family dynamics
- Inaccessibility, unaffordability, and inadequacy of PPE supply
- Transportation and access issues for workers and patients
- Wide dependency on communications and utilities
- Patient access to emergency supplies

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We Are an Essential Part of the Team, and yet...

Home care and hospice providers struggle with:

- Access to patients in restricted zones
- Priority access to fuel
- Regulatory impediments to care and management in emergency conditions
- Lack of federal, state, or other supportive financing for preparedness, response, or recovery
- Exclusion from some emergency support systems (e.g., radio communications, eFINDS, etc.)
- Community partner understanding and collaboration
- Transportation for personnel and patients

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Community-based providers offer a unique package of strength in the emergency management service continuum.



- Highly skilled clinicians and non-clinical workers
- Geographically LOCAL – they know the communities they serve
- Resourceful
- Independent
- Flexible
- Skilled problem solvers
- Adept at handling emergencies
- TEAM PLAYERS

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Opportunities

- **Collaboration**
 - Expand collaborations with hospitals and physicians
 - Advance collaborations with local OEMs, first responders, etc.
 - Improve communications with staff, community partners and patients
- **Procedures**
 - Share business innovations
 - Update protocols for infection control and care management
 - Explore new ways to conduct business (e.g., remote technologies)
 - Expand the scope of practice (e.g., immunization authorities) during an emergency
 - Cultivate staff readiness and recognition
- **Advocacy**
 - Communicate with policymakers
 - Improve regulatory guidance
 - Educate the community and health care partners




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Who are the people in your neighborhood?



And how can we help one another during a disaster or emergency?

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Staten Island COAD

A Coalition of the Staten Island Not-for-Profit Association

- Ginny Mantello, MD
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Richmond University Medical Center





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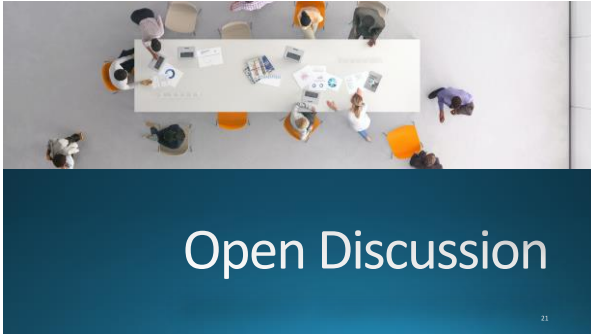
Current Issues in Emergency Management




- Respiratory illnesses and other communicable diseases
- IV solution supply disruption
- NYS wildfires and drought conditions
- Winter weather outlook
- CEMP Training
- HCS and Aware Prepare Updates

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<https://www.surveymonkey.com/r/SSG5K82>

Please take a few moments to complete the evaluation for today's program!

By sharing your experience and input, you help shape future programming.

Thank you!

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Useful Links

- [NYC COVID-19](#)
- [NYS Influenza Surveillance](#)
- [Find a Vaccine NYC](#)
- [Baxter IV Supply Disruption](#)
- [NYC Health Care Coalition](#)
- [Advance Warning System – NYC](#)
- [Air Quality Precautions for NYS](#)
- [Alerts 2024-2025 Winter Weather and Heating Assistance Program](#)
- [HCS CEMP Training](#)
- [Aware Prepare November 2024](#)
- [NYC Emergency Management Program Recordings](#)

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