

PREPARE.

Bridging the Gap

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RESPOND.



RECOVER.

What we do – High Level Overview

- Develop innovative solutions to sustain patient care during crises.
- Ensure a shared awareness of the status of healthcare in Washington state to inform decision making.
- Provide real time support to healthcare to effectively manage crises.
- Build healthcare resiliency strategy through policy and advocacy.



The Northwest Healthcare Response Network (NWHRN) has a unique and vital role in disaster planning, response and recovery: We are a backbone organization that leads a coalition of health care organizations, public health leaders and emergency response partners to ensure communities across our state can get needed healthcare services during emergencies and disasters. This is the heart of our mission during any kind of crisis.

- **Before** emergency events happen, we lead multi agency coordination and help prepare healthcare organizations and our response partners through **planning, training and exercises**, to build cutting-edge emergency response and recovery practices across the region and state.
- **During** emergencies, we **coordinate providers and organizations, data, information, resources, operational planning, and policy issues** with the healthcare community and facilitate a collaborative response among healthcare and with other emergency response agencies, regardless of county boundaries.
- **After** the emergency, we **advocate for and support healthcare through the recovery process**, while learning from our front-line experiences to develop and implement innovative improved and coordinated life-saving response strategies.

What does that mean in the daily?

Ensure collective situational awareness of the status of the Washington state healthcare ecosystem to inform decision-making and operations.

The Network provides critical information and data before, during, and after a crisis to ensure ongoing situational awareness. These tools and reports serve as guideposts for decision-making and daily operations.

Related efforts include:

- All Hazards Briefs
- WATrac – capacity, alerting, tracking
- Data collection and analysis
- Hazard Vulnerability Assessments
- Regular situational awareness
- Interagency planning and coordination

Create innovative solutions to sustain healthcare services and surge effectively during disruptive events.

The Network leads planning, training and exercise efforts to ensure healthcare providers can serve patients during a disruption of healthcare operations, bringing together representatives and subject matter experts from multiple sectors and agencies with artful facilitation and subject matter expertise:

- Interagency planning and coordination
- Surge strategies
- Scarce resource management strategies for patient care
- Patient load balancing
- Mass casualty response strategies
- Training drills & exercises
- Tip sheets
- After action reporting and improvement action planning



What does that mean in the daily?

Provide real-time support to the healthcare ecosystem to effectively manage disruptive events.

The Network is available 24/7 to provide real-time situational awareness, facilitate communication and coordination between partners and stakeholders, to have healthcare facilities and organizations have the necessary tools and resources to respond effectively in times of crisis.

- 24/7 Duty Officer
- Multi-agency healthcare response coordination across region & state
- Mutual Aid and other resource support
- Internal readiness
- Serve as healthcare liaison to support ESF8/Health and Medical
- Patient tracking
- HECC Operations

Advance policy and advocacy efforts to build healthcare ecosystem resiliency.

The Network's goal is to develop resilience across healthcare in Washington through advocacy for healthcare facility needs, policy influence, and stakeholder engagement. The Network leads efforts to create lasting change and improve the performance of the healthcare ecosystem in responding to and recovering from shocks.

- Inform and shape local, state and federal strategy and policy environment affecting healthcare readiness and response
- Coordination & driving collective action
- Legislative Advocacy





We activate our Healthcare Emergency Coordination Center or (HECC) for a variety of different reasons. If support is needed for an incident, we activate the HECC to provide healthcare coordination and support. That support is sometimes in the form of information gathering and dissemination providing situational awareness for our partners, agency coordination for the purpose of solving an emergent situation, healthcare notification for MCI's, resource coordination, patient tracking or resource requesting. During presentation, discussed the NWHRN role and connection with coalition partners within each of the responses noted below.

- COVID pandemic
 - “Triple-demic” respiratory season response
- Heat dome/heatwave
- Wildfires
 - Floods

- Snowstorms and extreme cold
- Healthcare Surge
- Civil Unrest
- Cyber attacks
- Facility Evacuations
- Pediatric Surge
- Patient Tracking
 - ❖ Duck Boat Crash
 - ❖ Amtrack Train Derailment
 - ❖ Montesano Fire Evacuation

Communications Capabilities

- Internet / Cellular Based

- WATrac messaging
- Alert Media (similar to Everbridge)
 - Text
 - Voice
 - Email
- Email
- Voice (cellular)
- WPS (Wireless Priority Service)
- GETS (Government Emergency Telecommunications Service)

- Non-Internet Based

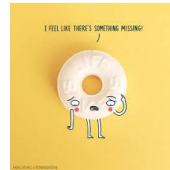
- We work with each county to establish what the redundant strategies will be used during emergencies.
- We are currently exploring internal communications options to be able to continue to support healthcare during any disaster that disrupts normal means of communications.



Healthcare is bigger than just a single county. Our role is regional messaging and coordination of healthcare interdependencies and strategies for patient care, staffing, patient tracking and patient transfers. Individual counties often lack awareness of what's going on in other counties during widespread events such as healthcare surges, disease outbreaks, etc. We help create a common operating picture and bring these agencies together during a crisis.

How do we connect to support the work?

- Sector-Specific work
- District Level Discussions
- Coordinating & Supporting Statewide Calls
- Regional Planning
- Local Level Integration
- Executive Level Engagement
- Training & Exercises
- Finding & Addressing Gaps



Thank you!

CONTACT US:

 nwhrn.org

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