

# Update on Public Health Emergency Preparedness and Response



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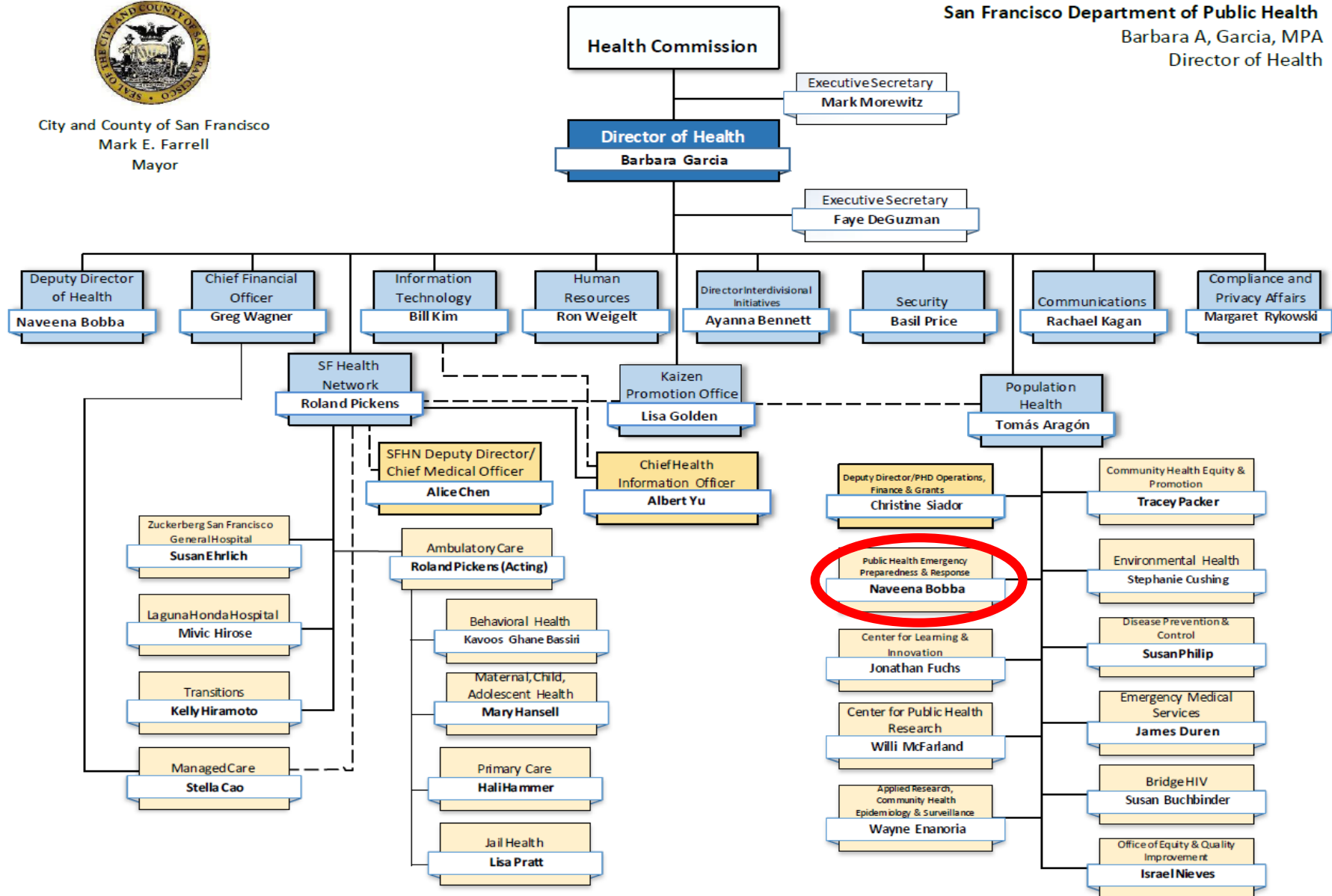
Director, Public Health Emergency Preparedness and Response

April 17, 2018



City and County of San Francisco  
 Mark E. Farrell  
 Mayor

San Francisco Department of Public Health  
 Barbara A. Garcia, MPA  
 Director of Health

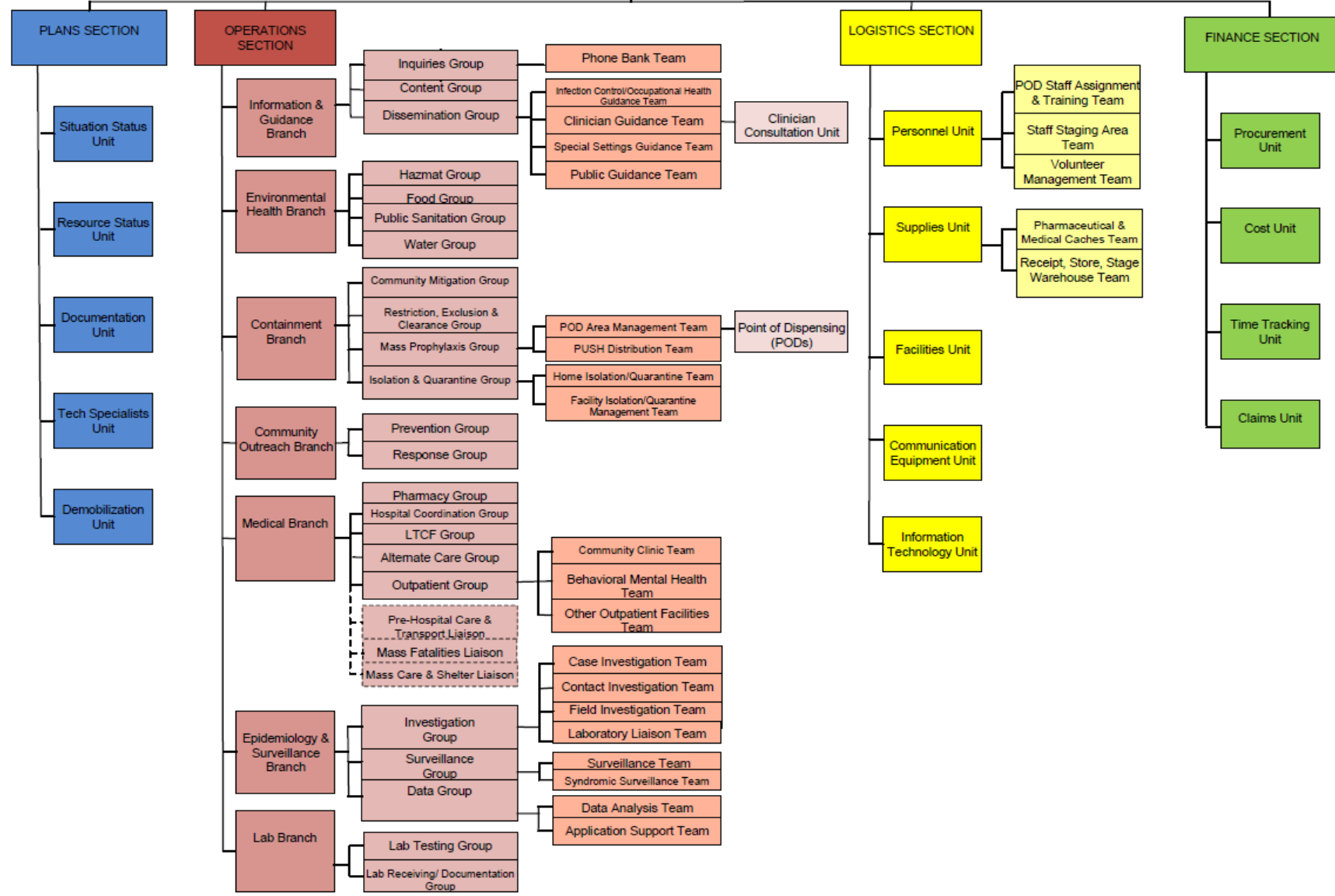


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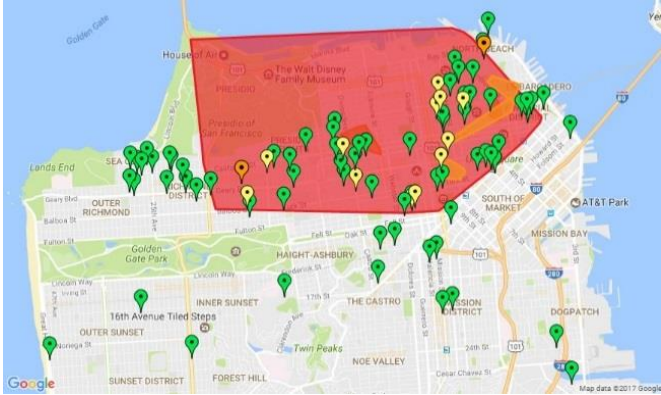
Policy Group

San Francisco Department of Public Health  
DEPARTMENTAL OPERATIONS CENTER (DOC)  
- DOC Commander -

Command Staff  
Information, Safety, Media, Liaison,  
Field, Continuity of Operations  
Officers



# Responses 2017-18



San Francisco Bay Area  
all-time record-high temperatures

**Downtown San Francisco: 106°**  
**September 1, 2017**

Previous record: 103° on 6/14/2000

Data source: National Weather Service

# Emergency Preparedness Capabilities

## Public Health Emergency Preparedness Domains:



### COMMUNITY RESILIENCE

Preparing for and recovering from emergencies



### COUNTERMEASURES AND MITIGATION

Getting medicines and supplies where they are needed



### INCIDENT MANAGEMENT

Coordinating an effective response



### SURGE MANAGEMENT

Expanding medical services to handle large events



### INFORMATION MANAGEMENT

Making sure people have information to take action



### BIOSURVEILLANCE

Investigating and identifying health threats

## Health Care Preparedness Capabilities :

1. Foundation for Health Care and Medical
2. Health Care and Medical Response Coordination
3. Continuity of Health Care Service Delivery
4. Medical Surge

# San Francisco Department of Public Health

The Public Health Emergency Preparedness and Response Section serves the public, Department of Public Health, and partners by coordinating health emergency preparedness, response, and recovery efforts



# Emergency Operations Coordination

**Definition:** Emergency operations coordination is the ability to direct and support an event or incident with public health or medical implications by establishing a standardized, scalable system of oversight, organization, and supervision consistent with jurisdictional standards and practices and with the National Incident Management System.

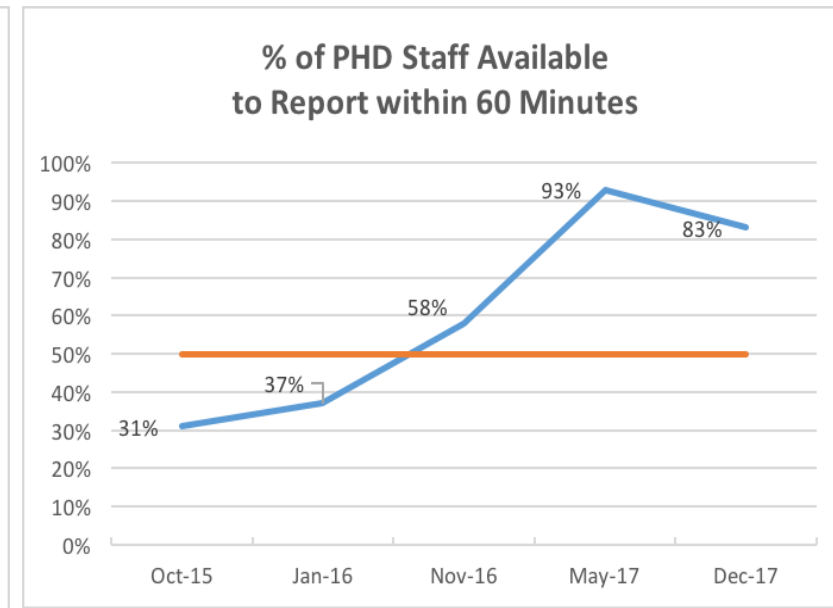
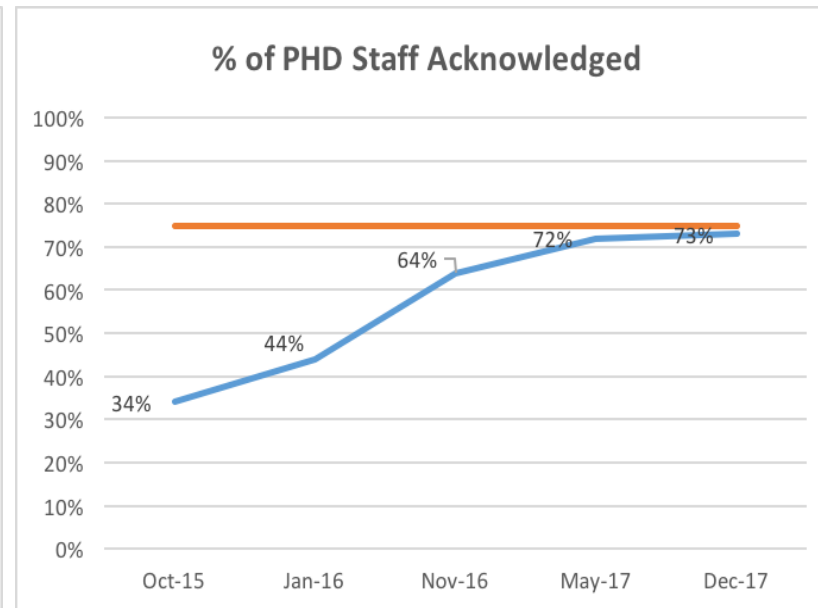
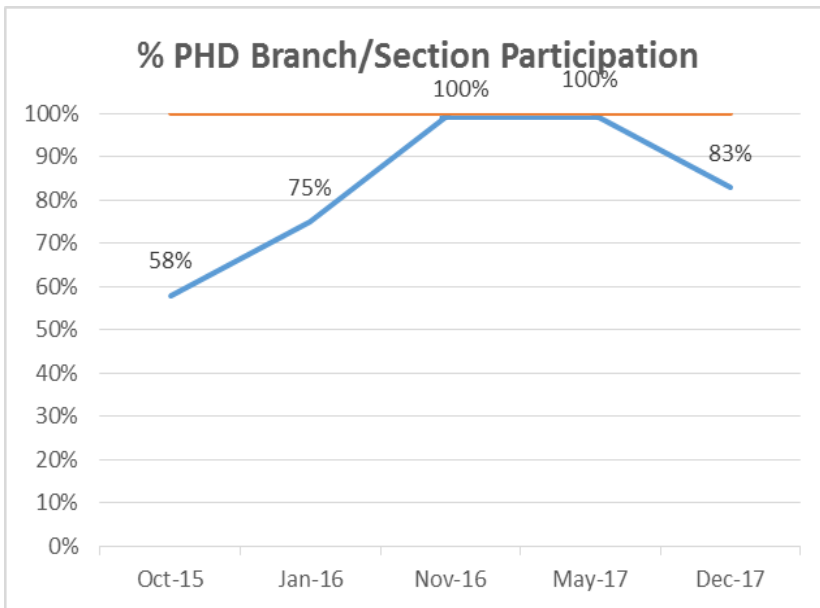
- Emergency operations coordination is reliant on having staff quickly available to respond.
- DPH must be able to contact all staff quickly and share information accurately.

# Communications

*Staff Ready At All Times*

**Mobilization Goal:** To increase staff call-down drill compliance to 75% acknowledged and 50% available to respond. (standard per NACCHO Project Public Health Ready)

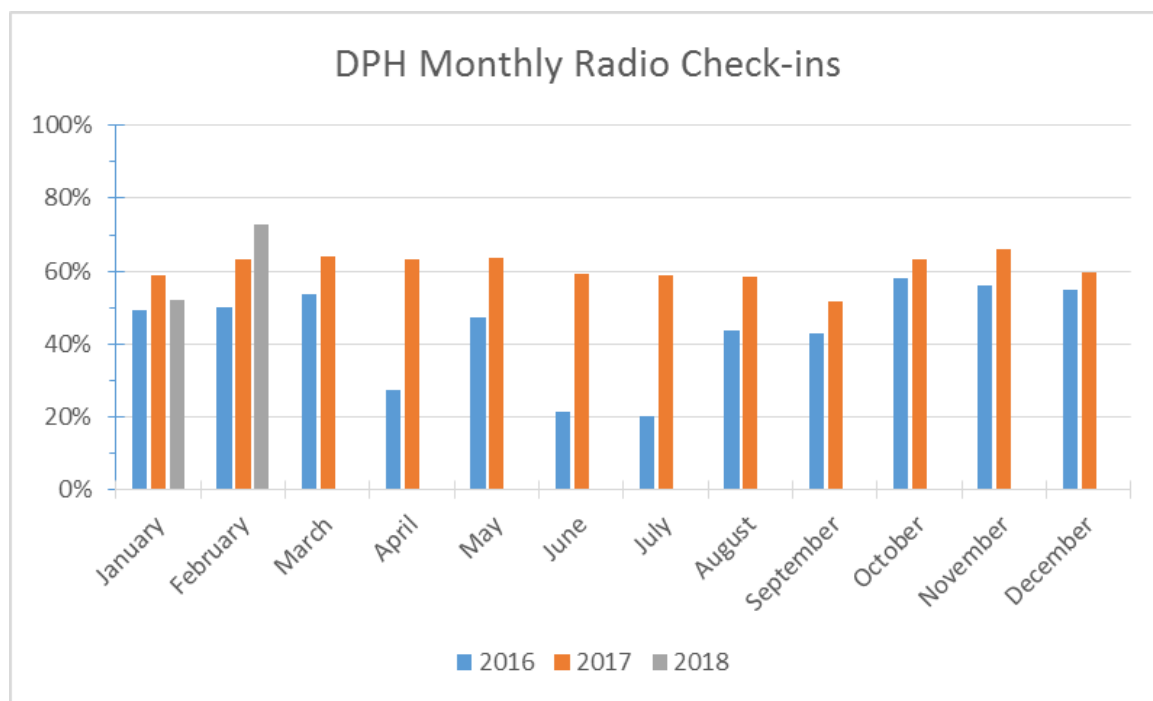
## All of Population Health Division (PHD)





# Communications

*Equipment Ready At All Times*



# Workforce-Trainings/Drills/Exercises



- Communications
  - *Operation of 700/800 MHz Radio, Satellite Phones, METS*
  - *Call Down*
  - *Everbridge/DPH Alert*
  - *WebEOC*
  - *ReddiNet*
- DPH Disaster Service Worker
- Continuity Of Operations Plan
- DPH Preparedness
- Quarterly DOC Site Set Up Drills
- DPH Preparedness Table Top Exercise
- Biannual Field Care Clinic Set Up



# Community Preparedness

To support neighborhoods, both people and services, to prepare for, respond to and recover from disasters, both large and small.

# Emergency Public Information & Warning



Following

Getting warm. Some are more at risk for heat related illnesses. FAQs [bit.ly/2vRGdGT](http://bit.ly/2vRGdGT) & multilingual info [bit.ly/2fn8tel](http://bit.ly/2fn8tel)



The screenshot shows the San Francisco Department of Public Health website. A tweet from SFPDPH is highlighted with a red circle. The tweet text reads: "Wet Weather Preparedness and Safety Tips. The National Weather Service is predicting severe wet weather beginning this evening through Saturday in San Francisco. Please be prepared with the following wet weather preparedness and safety tips. For additional weather information, please visit: <http://www.sfpdp.org>. Also, please find Rain Ready storm preparedness materials below (translated into multiple languages). If someone sees a person in need of shelter please call 3-1-1; for anyone experiencing a medical emergency please call 9-1-1." Below the tweet are several bullet points: "Check your supplies and make sure you have what you need on hand: <http://www.sfpdp.org>. Check on friends and family who may need assistance during the storm, especially older adults or neighbors with disabilities. Remove debris and sweep up any leaves from sidewalks and storm drains to keep them from getting clogged. Call 3-1-1 for non-life threatening storm issues. Call 9-1-1 for emergencies. Sign up for AlertSF by texting your Zip Code to 888.822 for real-time emergency alerts."

**Hepatitis A - Protéjase**  
Actualmente no hay un brote en San Francisco. El no poder lavarse las manos después de ir al baño, no tener hogar, o usar drogas después de ir al baño, probabilidades de contraer la hepatitis A.

**¿Como se transmite la hepatitis A?**

- No lavándose las manos después de usar el baño o cambiar pañales.
- Compartiendo cigarrillos y pipas (no recoja cigarrillos usados).
- Teniendo relaciones sexuales con personas infectadas.
- Bebiendo o comiendo alimentos contaminados con hepatitis A.

**¿Cómo se puede prevenir la hepatitis A?**

**¡Vacunándose aquí!**  
Es eficaz, seguro y proporciona protección.

Lávese las manos con agua y jabón. El desinfectante para manos no es efectivo contra la hepatitis A. Use agua limpia para inyectarse.



# Information Sharing

- Federal
- Regional
- Jurisdictional
- SFDPH

- CDC
- ASPR
- DHS
- HHS
- FEMA
- Other Federal Partners

- CDPH
- RDMHC
- Cal EMSA
- Other Regional Partners

**SFDPH DOC**

- SFDPH Leadership
- Health Officer
- MHOAC
- CCSF EOC
- Other CCSF Agencies
- Joint Information Center

- Behavioral Health Field Team
- HAZMAT Field Team
- 14 Hospitals
- Street Medicine
- Sobering Center
- EMS
- Disease Control Field Team
- Epi & Surveillance Field Team
- Sobering Center
- Clinics
- 21 SNFs
- 110 Alternate Care Sites
- Community Partners
- Environmental Health Field Team

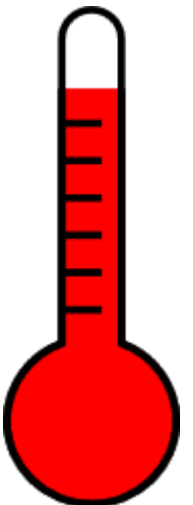
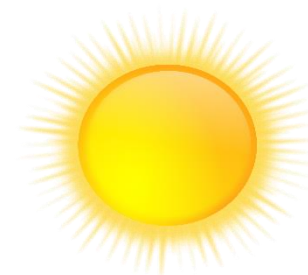
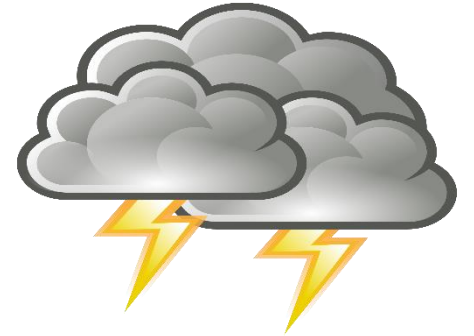
# Community Communications

## Critical Partners Lists

- Developed and maintain a list of 38 organizations (including 168 staff contacts) that reach vulnerable populations in San Francisco.
- Maintain a list of 28 housing management companies (36 staff contacts) that house independent older adults and persons with disabilities.

## Information as Preparation

- Currently training community members to provide extreme heat, sheltering-in-place and flooding/storms training courses. 10 community members and agency staff will be trained by June 2018 and more will be trained in the next fiscal year.



# Extreme Heat Communications

NWS Alert Type/ Temperature Forecast	DPH Response Level	DPH Communications Extreme Heat FAQs Heat Wave Multilingual
80-85 Degrees over 2-3 days	LOW	-ISC, Critical Partner List -DPH will post info on website/social media
Outlook/Watch or 86-90 Degrees projected over 2-3 days	MEDIUM	As above plus: -Independent Senior & Disabled Housing -Healthcare partners -DEM to send out notifications through Alert SF
Advisory or 91-95 degrees projected over 2-3 days	HIGH	All of the above -DPH in collaboration with DEM/JIC initiates press release or other media response.
Warning or 96-100 degrees projected over 2-3 days	EXTREMELY HIGH	All of the above -Consider WEA via DEM



# Training and Education

- Three hour class on **psychological first aid** for community groups, health clinic staff, NERT volunteers (7 classes to date in 2017/18 – attendance 170, 9 more classes scheduled by end of June.)
- Two 2- day **psychological first aid training** for DPH/CBO behavioral health staff (98 attendees)
- Developed and piloted one 4-hour **psychological first aid refresher course** for DPH/CBO behavioral health staff (15 attendees).
- **CBO Basic Disaster Preparedness Trainings** (65 participants)



# Healthcare Coalition Preparedness

We promote a culture of preparedness to ensure that in an emergency, disease and injury are prevented, and accessible, timely, and equitable health and clinical services are available.

# Health Care Preparedness and Response Capabilities 2017-22



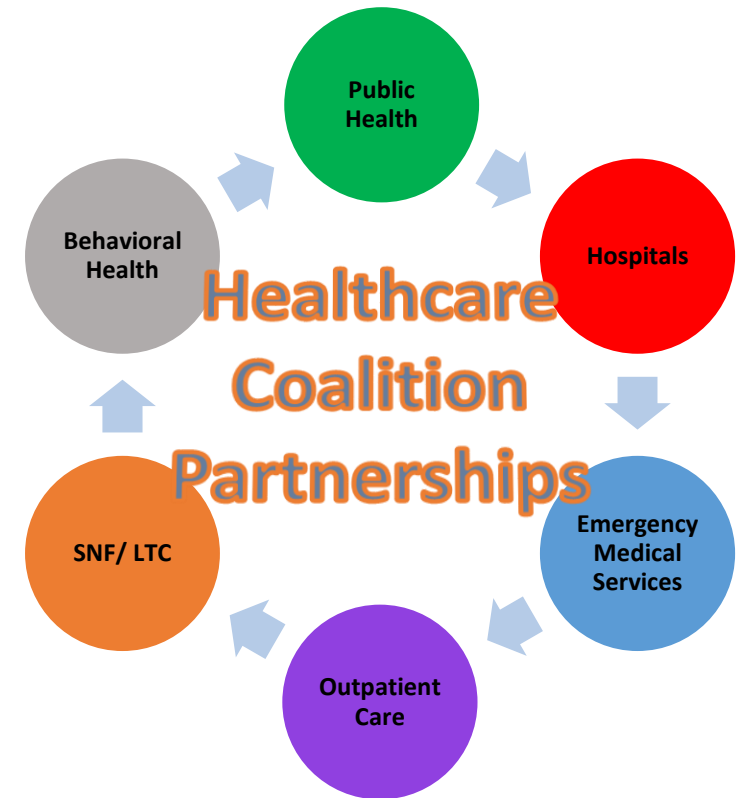
Health Care

- 1. Foundation for Health Care and Medical Readiness-** Have strong relationships, identify hazards and risks, and prioritize and address gaps
- 2. Health Care and Medical Response Coordination-** Plan and collaborate to share and analyze information, manage and share resources, and coordinate strategies to deliver medical care to all populations during emergencies and planned events
- 3. Continuity of Health Care Service Delivery-** Provide uninterrupted, optimal medical care to all populations in the face of damaged/disabled health care infrastructure. HCW are well trained to respond
- 4. Medical Surge-** deliver timely and efficient care to patients even when demand for health care services exceeds available supply



# Healthcare Coalition's "whole community" approach

- **An Inclusive Coalition that Plan and Train Together**
  - Priority for outreach: SNFs, primary care, dialysis, urgent care, hospice and home health & ambulatory/ surgical centers and others
  - New CMS emergency preparedness rules
- **Health Care Coalition Preparedness Plan: "We are in this together"**
  - Coalition Governance and Program Guide
  - Roles and responsibility in disaster preparedness, response and recovery
  - Emergency Communications Procedures
  - Plan, equip, train, exercise, improve



# Medical Surge Planning

- **2012 – 2016 Improved individual organizational-level surge capacity and capability**
- **2016 – 2018 & Beyond: Focus on system-level preparedness planning**
  - Medical Surge Workshop 2016 - Assessed System-Wide In Patient Medical Surge capability
  - Lessons Learned from Heat Emergencies
  - Medical Surge Response Plan
    - Goal: A guide with clear system-wide activation triggers and thresholds for escalating health and medical response



# 18-19 Events?

- Thank you to the PHEPR team members:

Gabby Aldern

Farah Del Arroz

Teri Dowling

Stephanie Murti

Amy Ovadia

Kenpou Saelee

Michael Schmidt

Melissa Ta

Douglas Walsh

