

# EXAMPLE

## Community-Based Workshop “Caring for Elders During Disasters”



Photo courtesy of The Baton Rouge Advocate / 2005.



# Welcome & Introductions

## Lead Team:

- **Theresa Isaac, Director**  
Office of Emergency Preparedness  
Duval County Health Department
- **Captain J. Stephen Grant**  
Health & Medical Coordinator  
Jacksonville Fire & Rescue Department
- **Linda Levin, Executive Director**  
ElderSource / Aging & Disability Resource Center



- **Project Team:**

- **Ray Runo, MPA**, Project Director  
Disaster, Strategies, & Ideas Group
- **Shirley Hunziker, RN, LHRM**  
Clinical Risk Specialist, RB Health Partners
- **April Henkel**, Project Manager  
Florida Health Care Association
- **Virginia Walker**, Project Assistant  
RB Health Partners



# Elder Care Stakeholders

- **Introductions Around the Table**
  - Your Name & Organization
  - In a couple of sentences, what does your organization do to support/serve seniors in Duval County?



# Workshop Purpose

- Identify elder care stakeholder roles & responsibilities in providing healthcare for elders during disasters
- Describe stakeholder dependencies & interdependencies
- Provide planning resources and tools to community stakeholders
- Support the integration of elder healthcare and support stakeholders into local emergency management communities
- Provide a tool for developing a local continuum of elder care (examples, directions)

# Project Purpose & Overview

“Healthcare Systems  
Needs Analysis for  
Elders During Disasters”

*A project funded by the Fla. Dept. of Health*



# Project Origin and Purpose

- **Our History and Experience**

Project Rationale & Need for the Project

- **Vision...** During disasters, the complex health and medical needs of Florida's elder population will be met.
- **Mission...** To develop and implement a comprehensive methodology for identifying and codifying disaster roles and responsibilities for the many stakeholders comprising the continuum of healthcare for Florida's elder population during disasters.





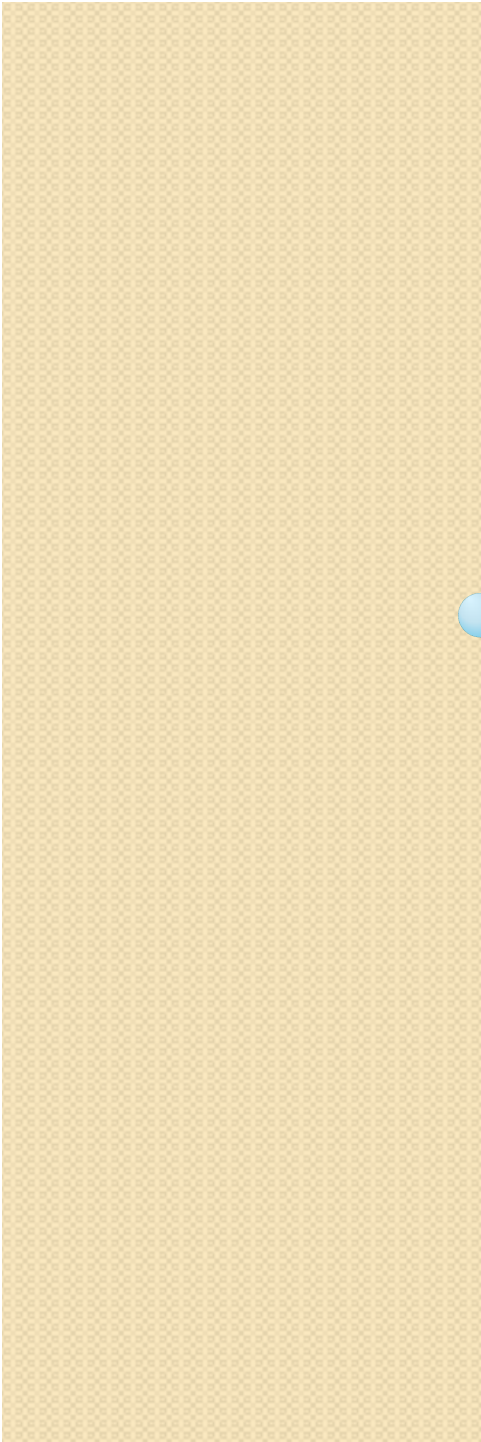
# Three Year Project

- Identification of Elder Care Stakeholders
  - Established a Core Planning Team
  - Conducted regional stakeholder workshops
  - Analyzed stakeholder roles & responsibilities
- Developed Continuum of Healthcare for Elders During Disasters & Planning Considerations (and tested the model)
- Preparing Communities to Care for Elders During Disasters – the Community-Based Process



# Elder Care Continuum Stakeholders

- **County Emergency Management (EM) & Health Department (ESF8)**
- **Area Agency on Aging (AAA)**
- 2-1-1 agencies (information and referral network)
- Alzheimer's caregiver support organizations
- Behavioral Health Providers
- COAD / VOAD (when active in a community), including Red Cross
- Councils on Aging / Senior Centers / Other aging network provider organizations
- Emergency Response Agencies (e.g., EMS, fire, law enforcement)
- Energy providers
- Home health agencies & geriatric care managers
- Hospitals & other healthcare providers (e.g., clinics, medical equipment, VA)
- HUD housing (for seniors)
- Nursing homes, assisted living facilities & continuing care retirement communities
- Pharmacies
- Renal dialysis centers
- Selected Govt. partners (Dept. of Elder Affairs; Co. Health Dept.; Agency for Health Care Admin.; Adult Protective Serv./Dept. of Children & Families; Veterans' Affairs)
- Transportation providers
- OTHER groups important in the healthcare continuum for elders in the local community



# **The Community-Based Planning Process & Continuum Framework**



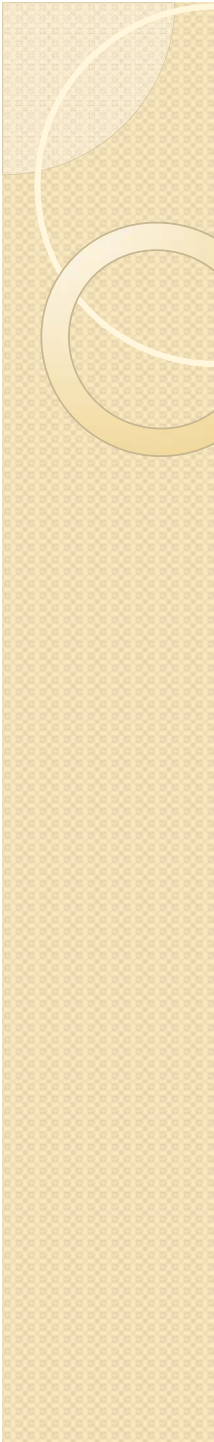
# The Community-Based Planning Process...

- Identifies, engages and integrates all key stakeholders involved in elder care during disasters
- Results in specific solutions to improve the community's capability to care for elders during disasters



# Why is this approach needed?

- Emergency planners often lack awareness of the vulnerability and complex care requirements of many elders
- The scope of healthcare stakeholders for elders is broad and complex with many dependent and interdependent roles and responsibilities to coordinate and integrate
- Communities (& stakeholders) have varied levels of preparedness, planning & response capabilities/capacities
- Elder care stakeholders may not be actively integrated into the community's emergency management planning



**Planning for the care of  
elders during disasters  
begins with  
an understanding  
of the community's**

**Healthcare and Support  
Continuum for Elders**

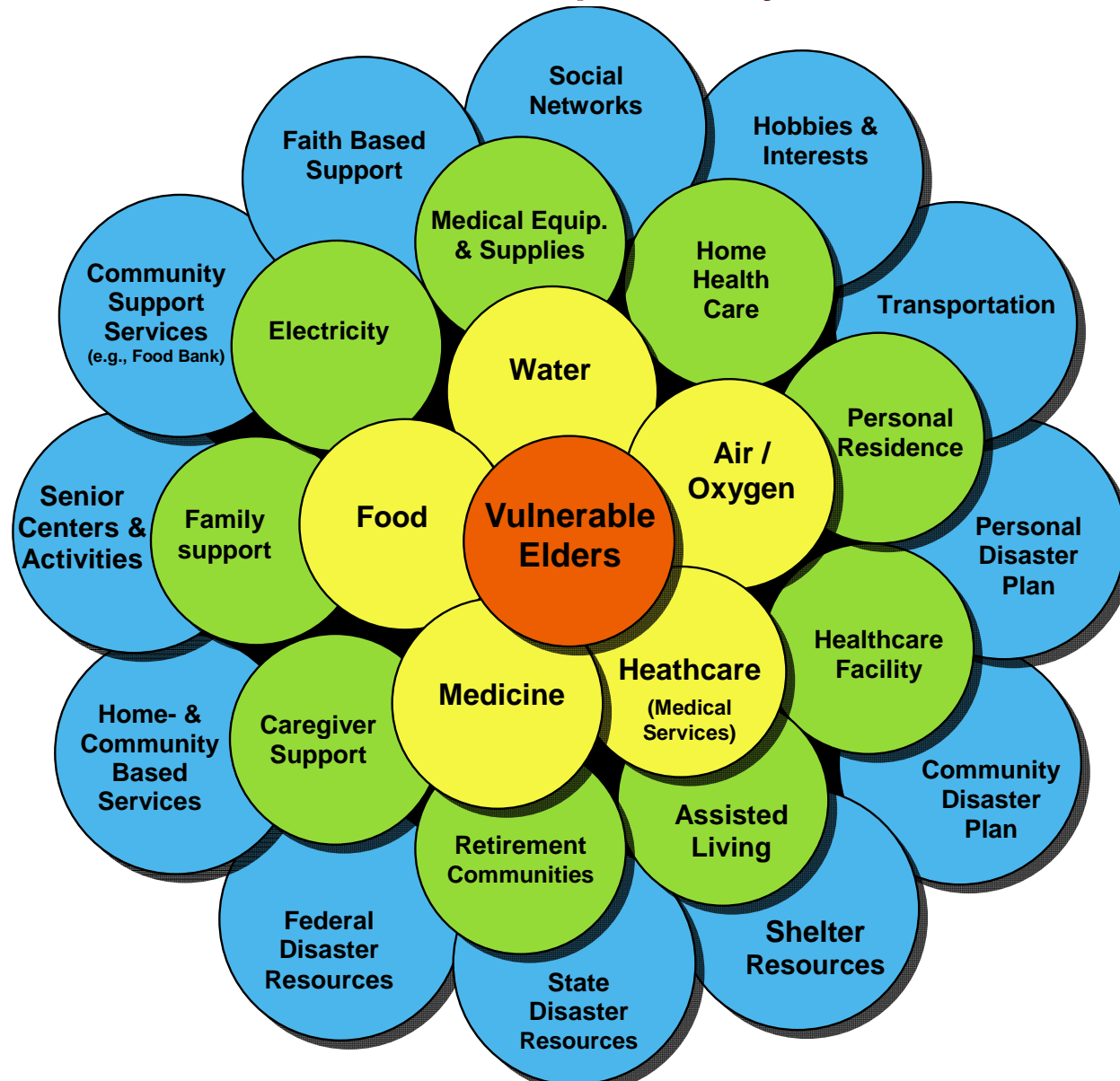


# Continuum of Care - Assumptions

- Individuals are unique - common care & support services.
- Condition and needs will change over the term of the disaster (decompensation).
- In a disaster environment, healthcare, services and support will be limited, temporarily unavailable, or absent.
- Expect negative outcomes when the continuum is disrupted or broken.
- A community's resiliency depends largely upon its augmentation and/or replacement strategies.

# Continuum of Healthcare & Support for Elders

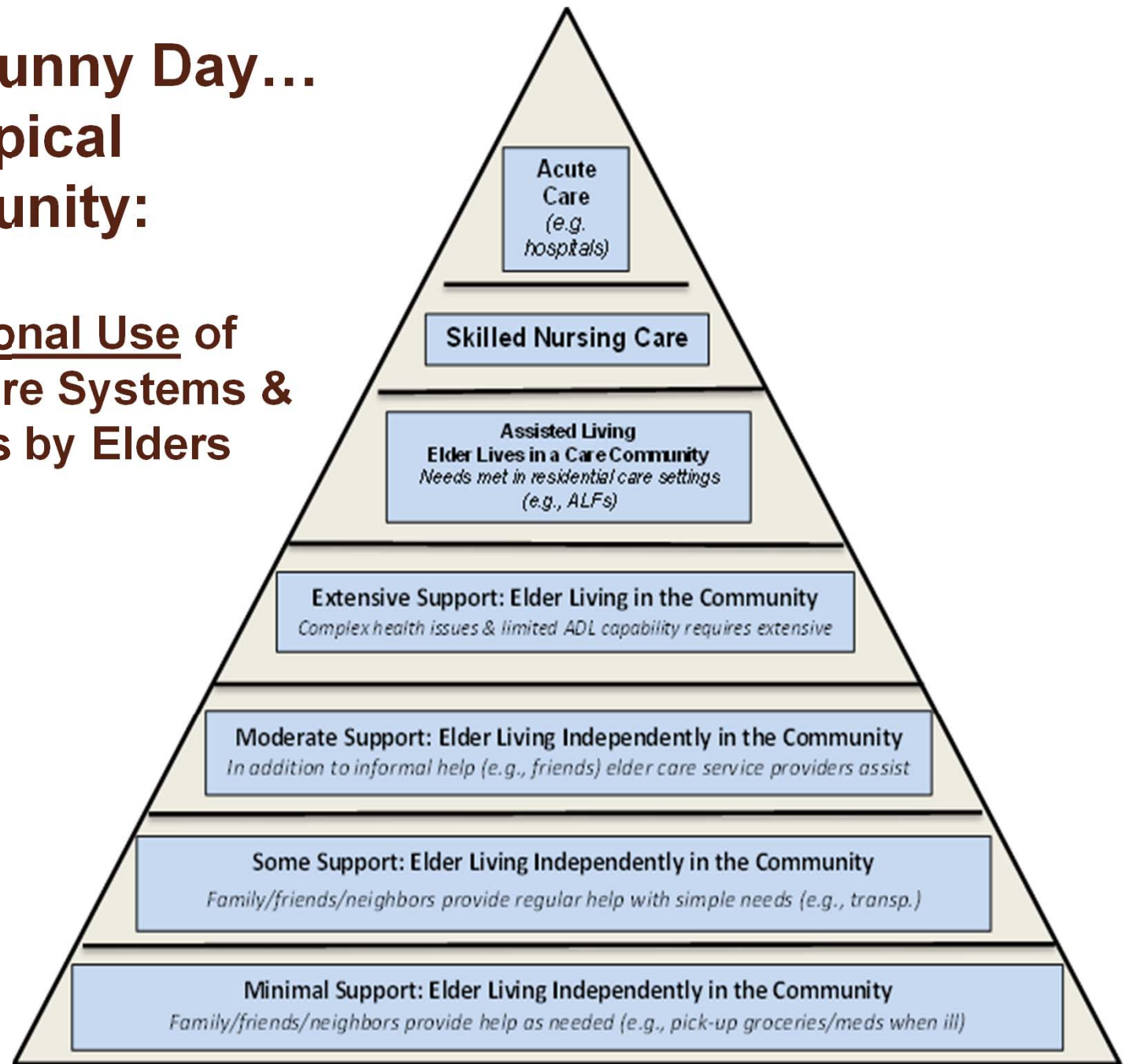
~~ A Complex System ~~





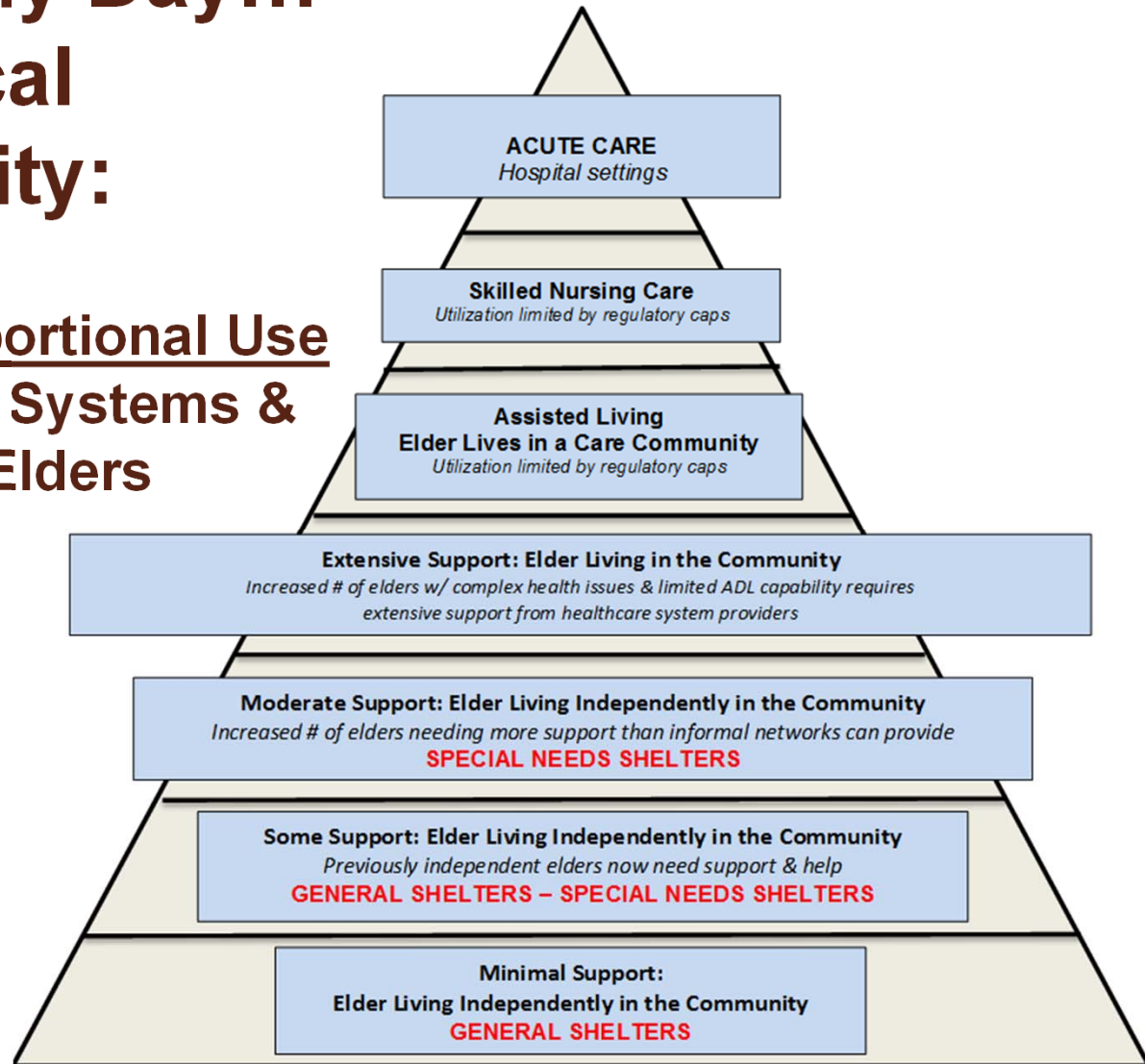
# On a Sunny Day... in a Typical Community:

## Proportional Use of Healthcare Systems & Supports by Elders

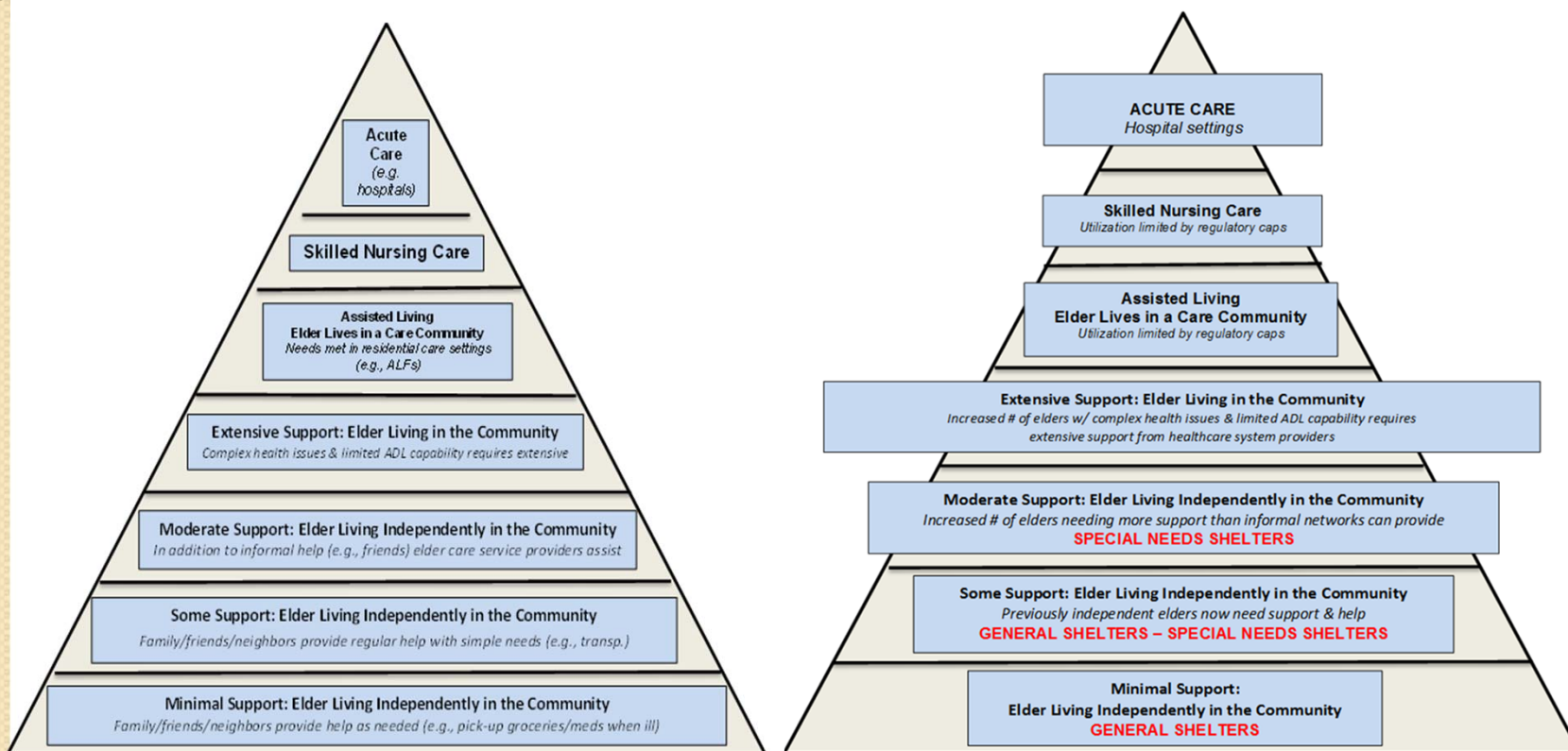


# On a Rainy Day... in a Typical Community:

## Shifts in Proportional Use of Healthcare Systems & Supports by Elders



# Proportional Shifts in Care & Support Event Duration, Scope, and Severity





# Elder-Focused Planning Considerations

Elders require a comprehensive approach to disaster-based planning considerations:

- #1 Elder community profile** – what are the characteristics of your elder population and who are the community stakeholders that serve them?
- #2 Risk identification and management** – how vulnerable are your elders?
- #3 Continuum of healthcare and support systems for elders** – who are your stakeholders and what are their dependencies, and interdependencies?
- #4 Community preparedness & response planning** for elder populations – how integrated and comprehensive are your stakeholders' emergency plans (your continuum's stakeholders)?



# Planning Consideration

## #1 Characterizing the Elder Population

- Elder demographics and locations
  - Residential Areas/Mapping
  - Service Providers (stakeholder groups)
  - Elders living “independently”
- Elder Behavior during Disasters
  - Evacuation behavior (“Don’t move my cheese!”)
  - Use of healthcare services & supports
- Elder healthcare system demands versus community capabilities



# Planning Consideration

## #2 Risk Identification and Management

- Community hazards and vulnerabilities
- Specific hazard impacts on elders
- Clinical risk factors for elders
  - Morbidity and mortality issues
  - Decompensation
- Strategies for managing elder risk factors





## Planning Consideration

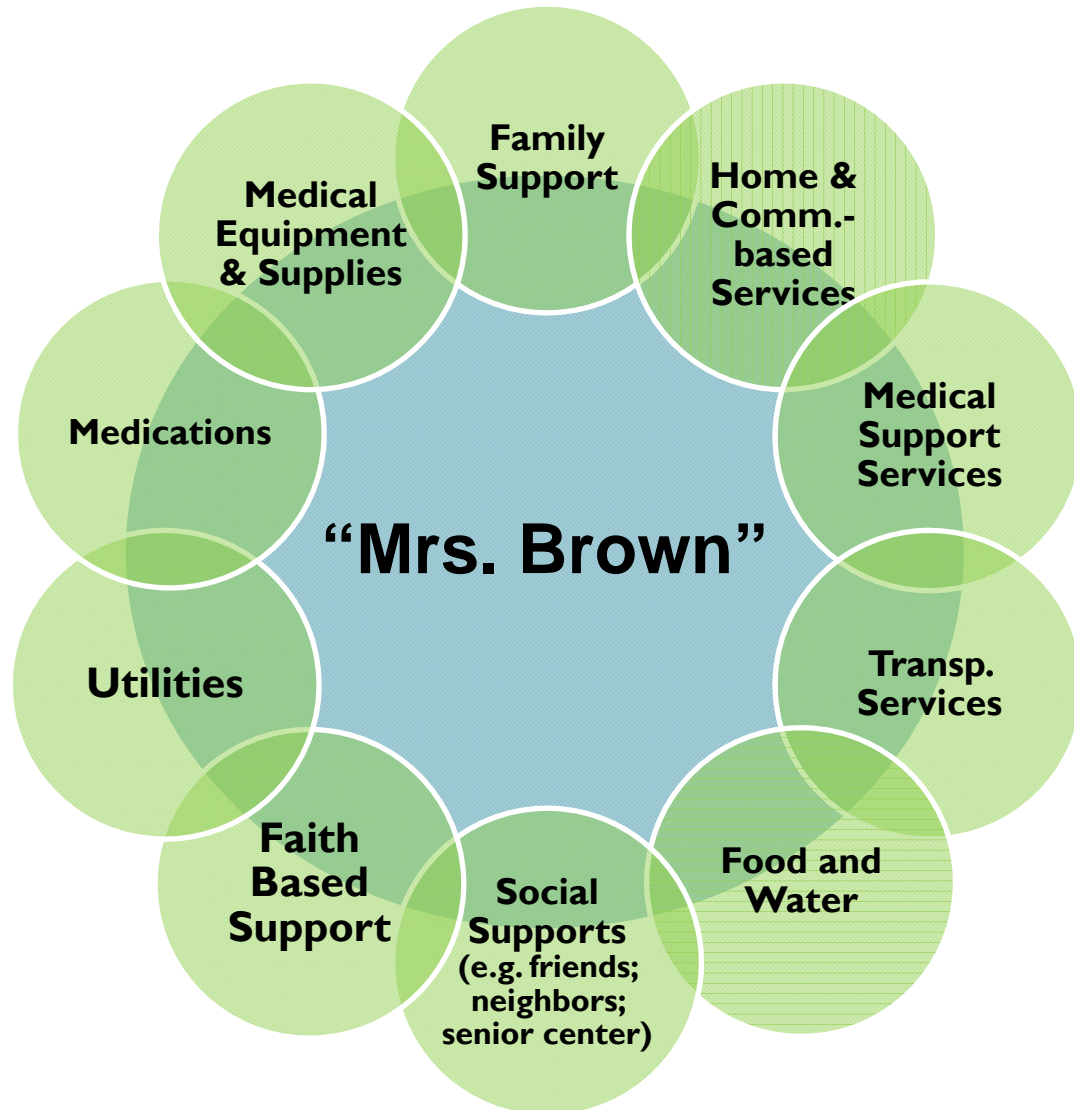
### #3 Continuum of Healthcare Systems for Elders During Disasters

- Similar to the “continuum of care” concept in aging services – there are many stakeholders in the continuum of healthcare & support services
- Reflects functional roles and responsibilities, relationships, dependencies, and interdependencies that link stakeholders together on behalf of elders during disasters
- Supports the identification of gaps in the healthcare continuum for elders during disasters



# Continuum of Healthcare

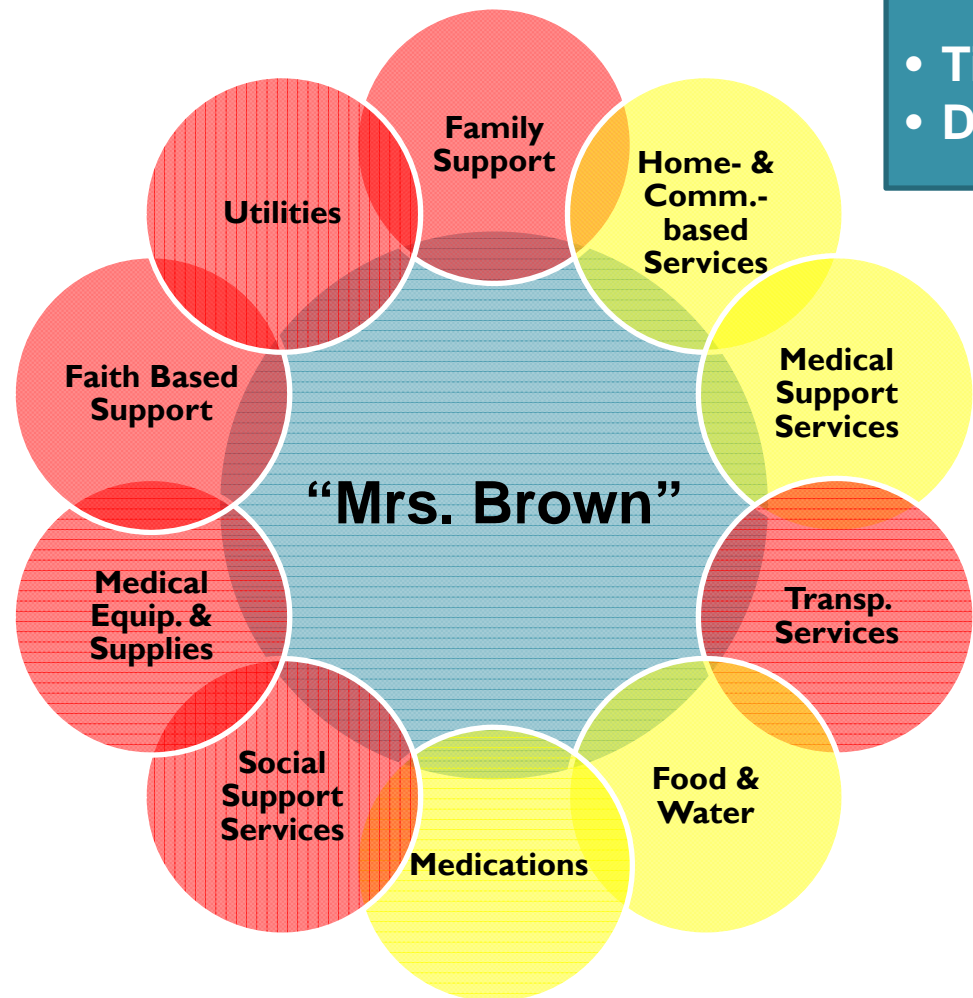
~~ Normal (Sunny) Day ~~



**Green = OK**  
**Yellow = Reduced**  
**Red = Off-line**

# Continuum of Healthcare

~~ Disaster (Rainy Day) ~~

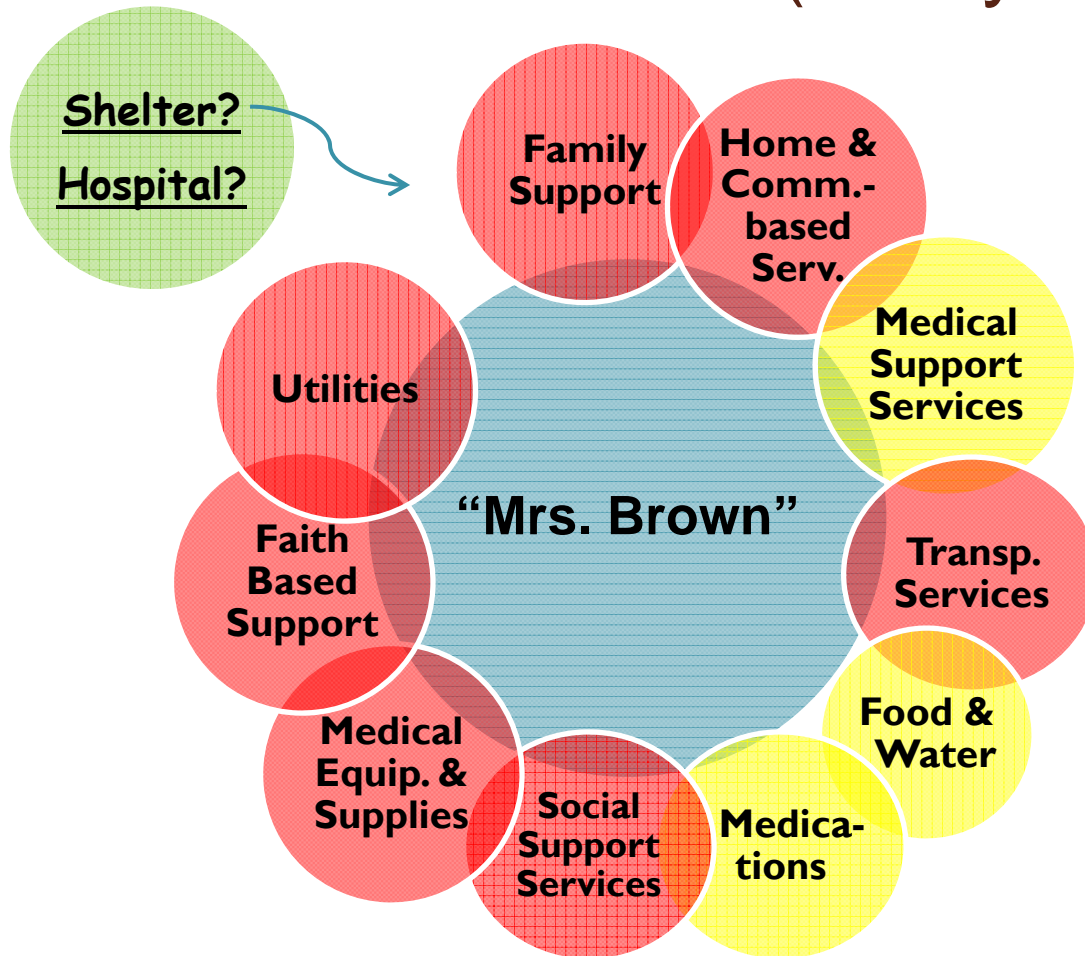


- Time Progression
- Decompensation

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# Continuum of Healthcare

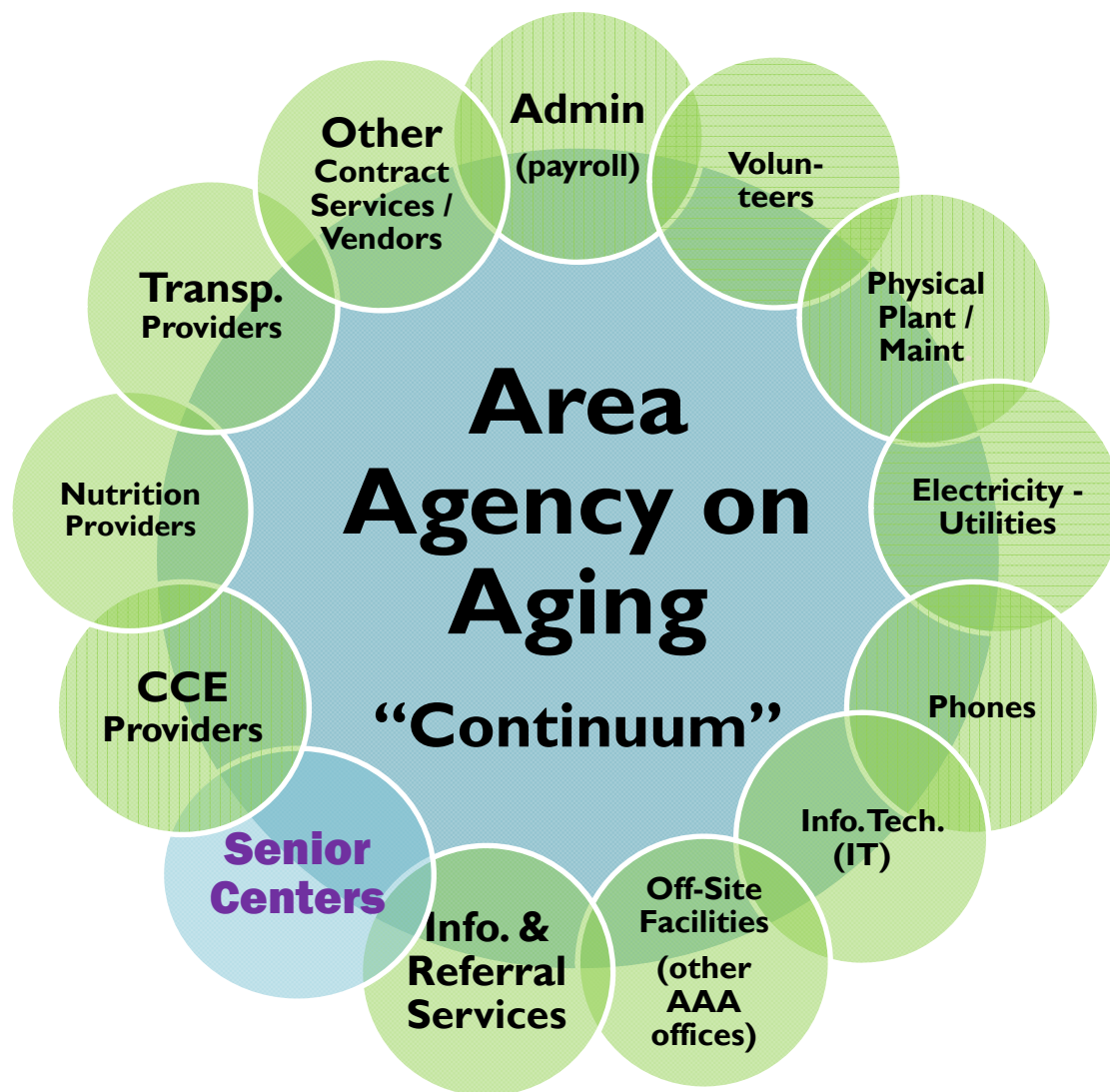
~~ Disaster (Rainy Day) ~~



- Time Progression
- Continuum disrupted
- Advanced decompensation
- What next?
  - Family/friends?
  - Shelter?
  - Hospital?
- What are the community’s planning contingencies?

**Green = OK**  
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**Red = Off-line**

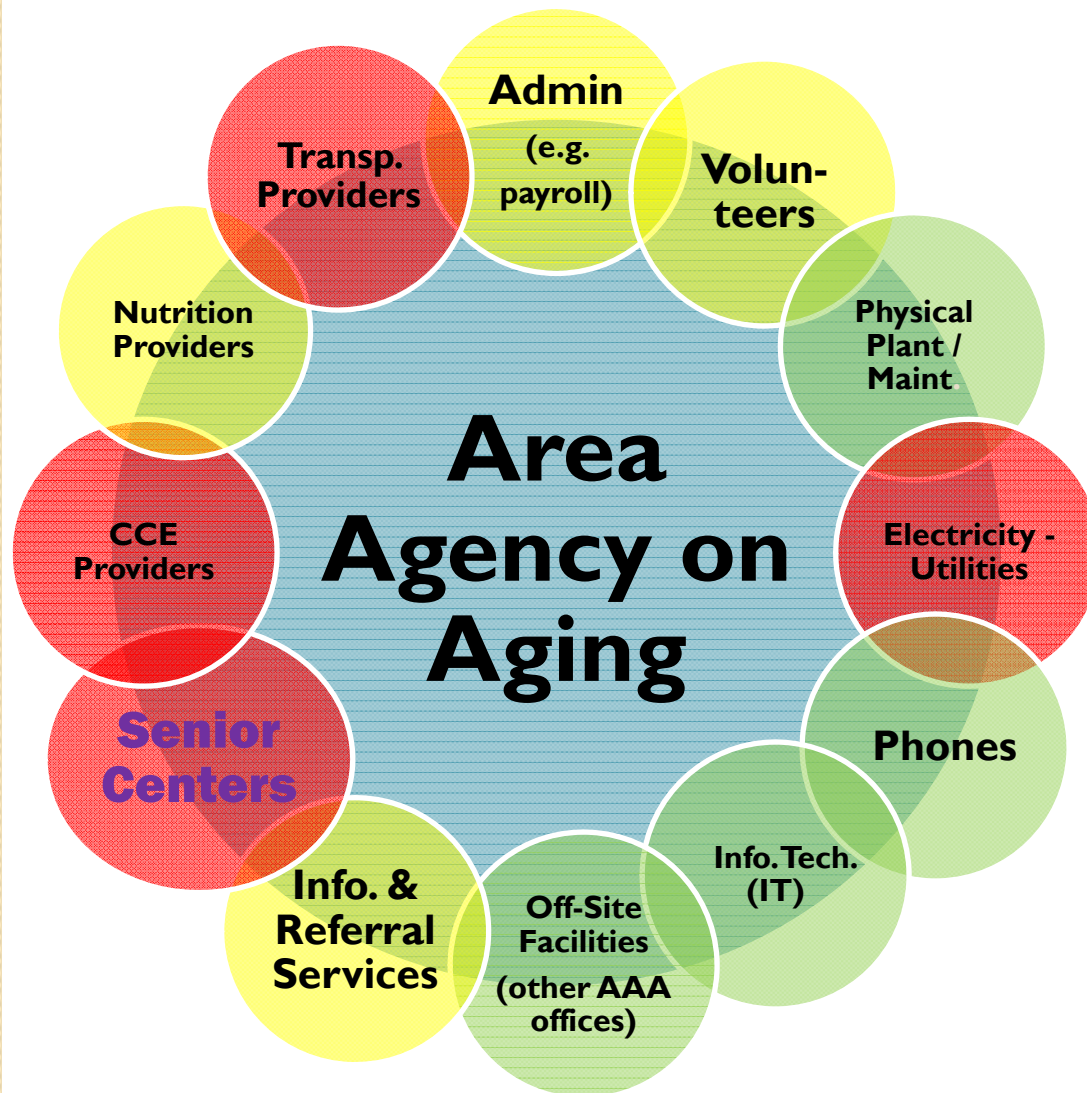
# A Stakeholder Example



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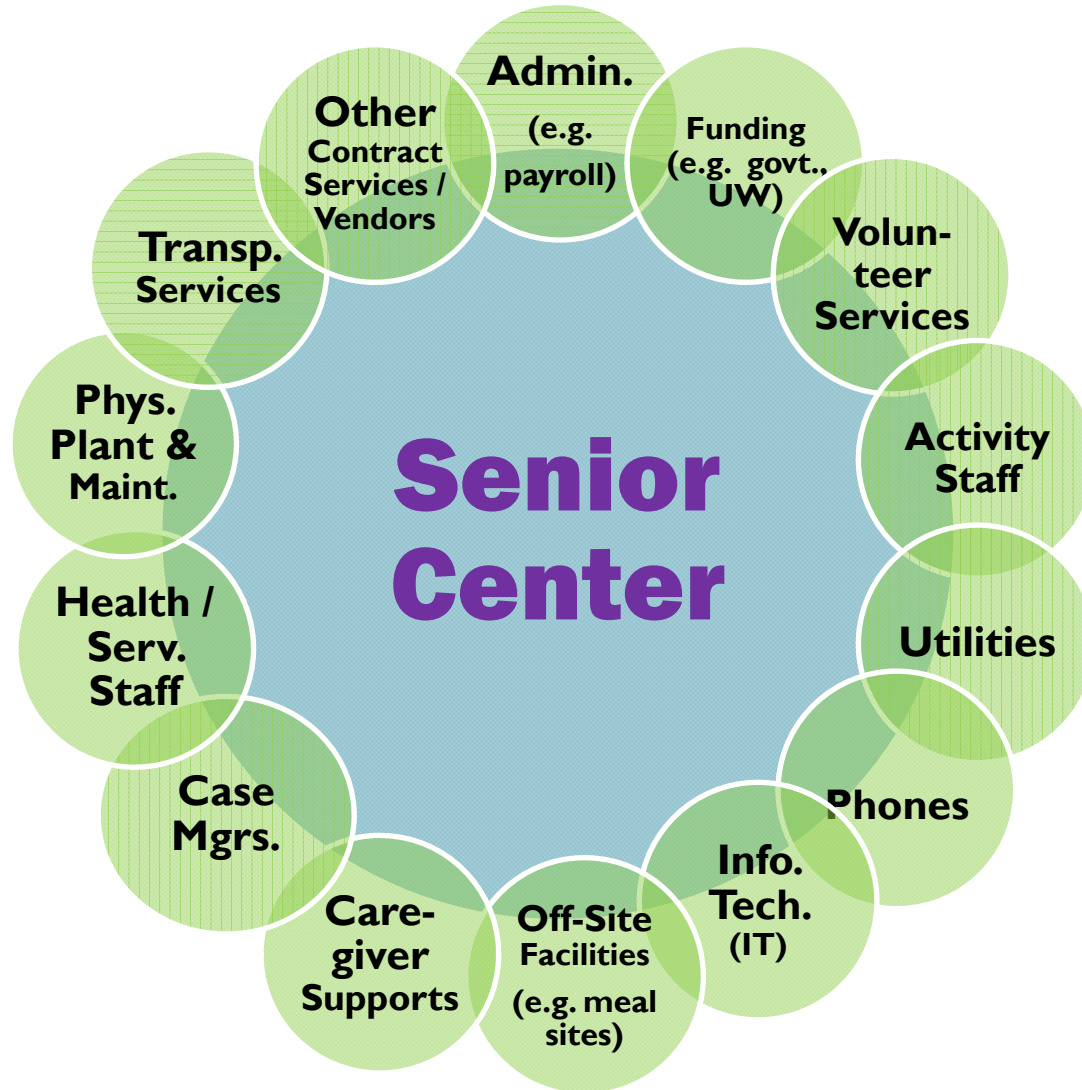


# Hurricane Impacts: Essential Systems Reduced or Off-Line



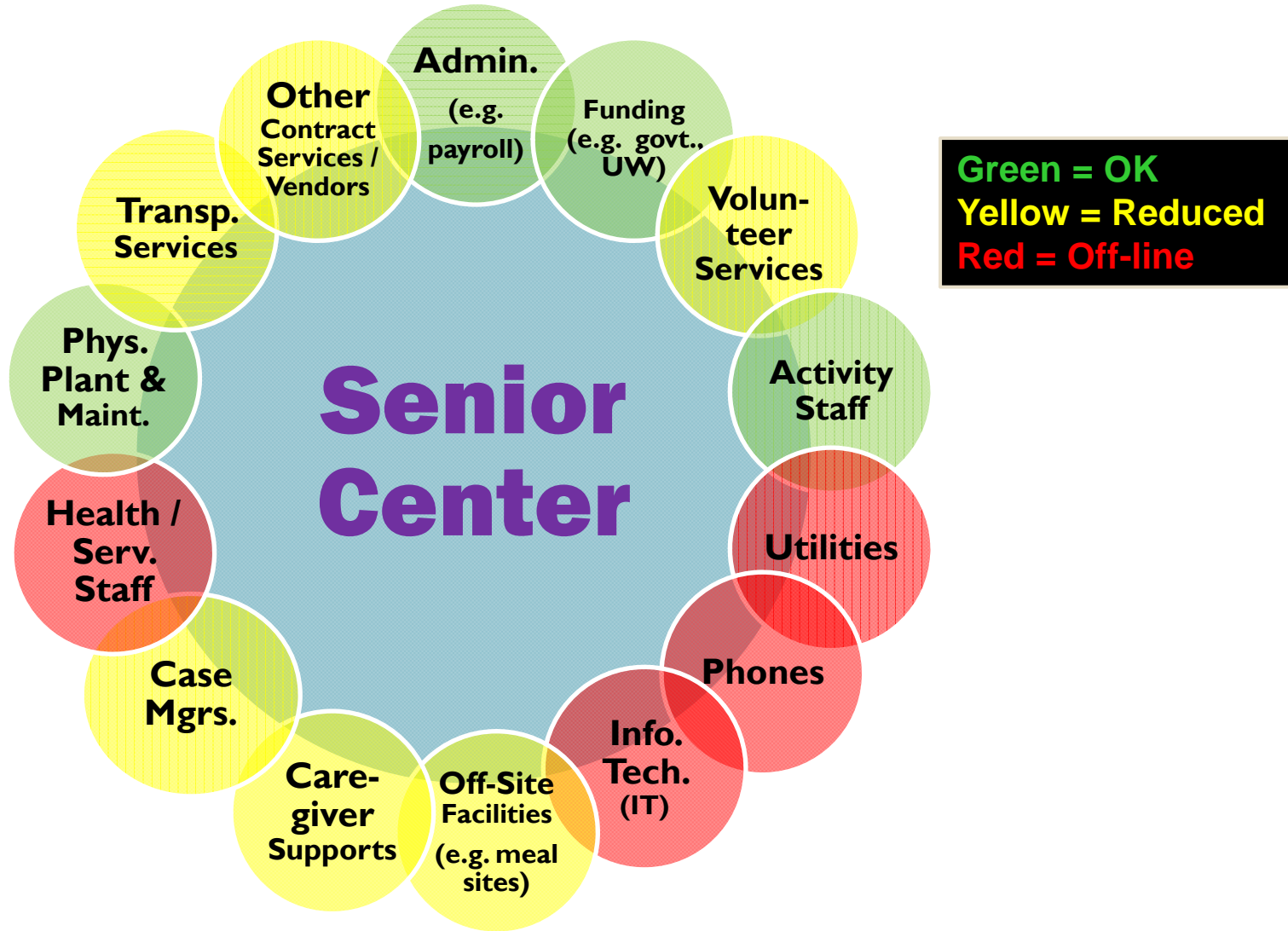
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# Another Stakeholder Example



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# Another Stakeholder Example







# Planning Consideration

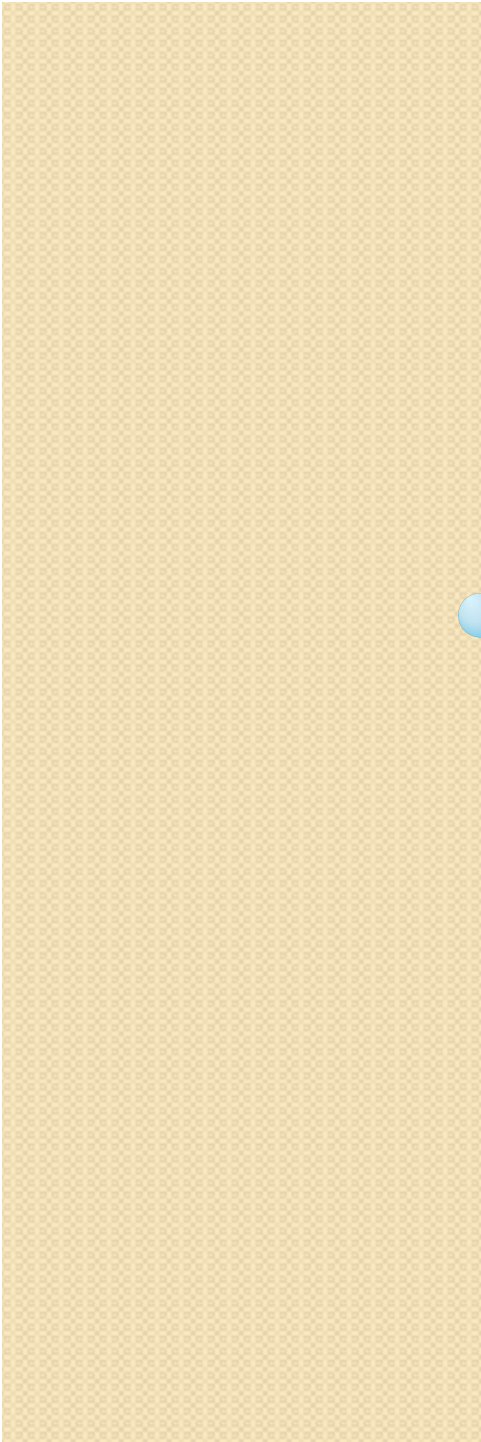
## #4 Community Preparedness & Response

- Planning for Elder Populations
  - Planning requirements – legislative & others
  - Planning guidance – tools and resources
  - Response triggers and contingency plans
- Identification, involvement, and integration of community partners
  - What service and support systems exist?
- Integration into local EM and ESF 8 planning, training, and exercise programs



# Local Perspectives

- Characterizing the Elder Population in Duval County
- Disaster Risks & Vulnerabilities
- Community Preparedness & Response Planning



# **Using the Healthcare & Support Systems Continuum**



# Individual Stakeholder Continuums

## 20 minutes – Stakeholder Analysis

- Individually or in Stakeholder Groups
- Write your organization's name in the center
- Outer petals – who/what does your organization depend upon to deliver services?
- Discussion:
  - Surprises?
  - What's Missing?
  - Who's Missing?

# LUNCH

 ON YOUR OWN

SEE LIST OF NEARBY OPTIONS

# Scenario-Based Discussion Module 1

**Pre-Landfall  
Foreseeable Consequences  
and Impacts**

~~~ **Booklet** ~~~



**Scenario-Based  
Discussion  
Module 2  
Post-Landfall  
Known Consequences  
and Impacts**

**~~~ Booklet ~~~**





# Summary

- What were the today's key findings (gaps – issues – stakeholders)
- How will Duval County sustain today's momentum?
  - Planning
  - Training
  - Exercising
  - Evaluating



**Where do we  
go from here?**



## Duval County Work Group Facilitates the Planning Process by...

- Providing ongoing guidance and direction for the community-based planning process
- Identifying additional key stakeholders involved in the Duval County healthcare and support continuum for elders
- Developing integrated after action plans to resolve gaps
- Actively facilitating the integration of stakeholders into the Duval County emergency management system



# Workshop Evaluation

- What was the value of today's workshop?
- How can we improve on the workshop format/content?
- Other comments/questions?

**(please complete the feedback form)**



## ~ For More Information ~

### **Duval County Lead Team:**

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