

COMMUNICATION PLAN

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The World Without Engineers

THE GOAL

To ensure that patient care is coordinated within the facility, across health care providers and with State & Local Public Health, and emergency management systems.

At a minimum there
are 11 **MUSTS** for
the communication
plan.

**Must comply
with Federal
and State Law**

You **must** evaluate options for before, during and after an event as the situation changes and different communication channels are available.

Must have a process for ensuring cooperation and collaboration with local, tribal and regional entities.

- Who
 - Federal, State, Tribal, Regional and Local Emergency Preparedness Staff
 - Other sources of assistance
 - Healthcare Coalition
- What
 - Contact Information
 - Primary means of communication
 - Secondary means of communication

Must have a way to contact staff, contractors/entities providing services, and volunteers during an emergency. Staff tracking and notification (calling trees, radio, TV)

Must have a way to respond back to help coordinate coverage during an event.

Must have primary and alternate means for communication with staff.

**Must be HIPAA
compliant.**

Must include:

- Names & contact info for providers
- Names & contact info for other hospitals
- Names & contact for volunteers
- Names & contact info for EP officials
- Primary & alternate means of communicating with staff, EP officials and Emergency Management (EM) agencies (i.e. cell phone or satellite system)
- Method to share medical records and patient information, including general location & condition. Means for tracking patients.
- How you are coordinating patient care with other facilities and emergency management systems

Must include a method to share info regarding occupancy which includes

- the needs of the provider
- the facilities ability to provide assistance to other healthcare entities in the community that may be experiencing some difficulty during the emergency.

Must document efforts made by the facility to cooperate and collaborate with emergency officials.

**Must review and
update annually.**

**(If 10/1/17, then next
year must be done by
9/30/18)**

What format do you need to use

- ▣ No specific format.
- ▣ The requirements for the plan have to be met, but you decide how that happens.
- ▣ Facility and community risk assessment are referred to and determine how you will mitigate these risks specific to communication.

Questions