

Prism

Emergency Management Plan

In the event of an emergency that would result in an interruption of service, Prism is committed to ensuring adequate coverage for patient services.

The Crisis Management Team consisting of the Executive Director of Operations, Human Resources, President and other members of the management team as designated are responsible for coordinating, directing and delegating the activities of the personnel during an emergency. They maintain a current personnel phone list, which is used as the emergency telephone tree.

Coordination, direction and delegation of activities of personnel during an emergency will be conducted from the Crisis Management Team designated location.

Personnel are trained on the emergency management plan during general orientation and on an annual basis.

Personnel participate in training programs to develop adequate knowledge and skills necessary to perform in multiple patient related job categories, if so needed.

The Emergency Management Plan will be tested annually at randomly selected times. Human Resources will conduct the coordination of this annual test. Drills are critiqued by the Crisis Management Team to identify deficiencies and opportunities for improvement.

On an annual basis, a Hazard Vulnerability Analysis will be developed. The Compliance Committee is involved in the analysis and completes the Vulnerability Analysis Chart. The data collected is aggregated by Human Resources. If there is a change in the impact of potential emergencies, the Emergency Management plan will be updated accordingly.

The Plan

1. In the event of an emergency, that has interrupted the normal delivery of services, the Crisis Management Team or their designee(s) will be contacted to direct and coordinate emergency activities. The Executive Director of Operations maintains a list of high-risk patients and/or referring facilities who should be contacted in the event of an emergency.
2. The Crisis Management Team will determine how to best meet the needs of patients and to safeguard the staff in the event of an emergency.
3. Should the emergency occur during normal business hours, a "Code Blue" will be announced. The Crisis Management Committee is required to meet in the Administrative Conference room to discuss and implement the plan.
4. Crisis Management Team maintains current contact information for all personnel in a format to explain the flow of communication.

5. A battery operated radio, flashlights, extra batteries, extension cords and first aid supplies are kept at each office.
6. Urgent or life-threatening situations where shipment is not possible from any Prism location or contracted vendor should be facilitated by: Contacting an alternate supplier of the service in closer proximity to the patient. Contacting authorities for possible assistance or evacuation to an appropriate healthcare facility.
7. Crisis Management Team Support Needs: Prism will provide the following support as necessary depending on the severity of the emergency: temporary housing, transportation, incident stress debriefing.

Plans for Specific Emergencies:

Technological

1. A back up power source will be utilized to restore power to the computer systems, giving employees access to patient records. A temporary server is utilized in the event of a server failure.
2. Patient care-related activities (such as scheduling, modifying or discontinuing services) will be prioritized to meet the needs of patients to ensure that there is not an interruption of service.
3. The Crisis Management Team will assign personnel duties to best meet the needs of the patients.
4. Incoming calls will be forwarded. Cell phones may be utilized as a back up communication system.
5. Once power is restored, The Crisis Management Team will check that computers systems and phones are functioning properly. Communication of the test results will follow the phone tree if direct communication is unavailable. All personnel should obtain instructions from their manager prior to logging onto their computers.

Severe Weather

1. In the event of severe weather, all personnel that can report safely to work will do so. Personnel that are unable to travel may be utilized to conduct patient services from home.
2. The Crisis Management Team will obtain local weather information to determine the severity of the storm. It may be necessary for an early release of personnel. Multifunctional personnel may be asked to stay behind to accept and process any incoming information. Secure transportation may be provided for those asked to stay.
3. General and personal voicemails and automatic email response will be updated upon leaving the office to reflect the closure details. Messages should state: reason for closure, closure time, reopen time, and a referral to contact 911 in the event of an emergency.
4. Personnel will call patients according to the priority listing to determine their status and discuss plans for service.

5. Sales Representatives will call the referring facilities in their territories to provide pertinent information.
6. The Crisis Management Team will determine if there is a need to contact another vendor to assist in the coordination of patient care.

Tornadoes

1. Personnel should notify their managers after becoming aware of a tornado warning. The Executive Director of Operations will be notified. A radio or television will be turned to the emergency broadcast system.
2. The Executive Director of Operations along with the Crisis Management Team will inform and discuss the possibility of an impending emergency.
3. Field personnel will be notified of the potential areas to avoid due to a tornado.
4. The phone system should only be used to call for help during a tornado.

Fire

1. If a fire should occur, all employees should use the nearest emergency exit to evacuate the building.
2. All employees will congregate at the designated safe area grouped by their locations
3. They should remain a safe distance away from the building.
4. All managers or their designee shall conduct a head count. All personnel are not to re-enter the building until it is deemed safe by local fire authorities.

Termination of the EOP:

The Crisis Management Team will assess the status of the Emergency. Once it has been established that the emergency has passed, the Crisis Management Team will notify the staff.

Recovery Phase

1. Managers will assess the need for recovery actions and plan accordingly to ensure those actions are met.
2. Secure, remote workstations may be set up.
3. Packing of supplies will be redirected to the warehouse(s) available. If no warehouse is operational, shipments will be redirected to another vendor who can adequately supply the patients with their needs.
4. When restricted from all possibilities to provide patients with the needed supplies; patients will be referred to their treating doctor for further instruction.