

BROOKDALE CENTER for Healthy Aging & Longevity

nyc **adult care | EP CENTRAL**

Emergency Preparedness Forum - Session 18

Date: January 25th, 2011

The NYS DOH Health Commerce System

Audio Conference Agenda

Dial-in number: 888-808-8526

Participant Access Code: 250023

Call Facilitators: Matthew Khaled, MPA, CEM; Erich Giebelhaus, MPP

Guest Speakers: M. Katharine Logan

Topic: The NYS DOH Health Commerce System

Objectives: To provide information on the following:

- Provide background on the Health Commerce System
- Discuss issues and challenges regarding the navigation of Health Commerce System (HCS) and account maintenance
- Review the ways an Adult Care Facility can obtain technical assistance from NYSDOH and the trade associations

12:50pm– 1:00pm

Adult Care Providers Dial-In

1:00pm – 1:05pm

Administrative

- Welcome
- Caller Etiquette
- Review Agenda
- Introduction of the Guest Speaker

1:05pm – 1:45pm

Speaker Presentation: “ The NYS DOH Health Commerce System ”

1:45pm – 2:00pm

Question and Answer Session and Conference Wrap Up

- Summary of Key Points
 - Announcements
 - Program Evaluation Reminder
 - ‘Save the Date’ for the next Audio Conference –March 15th, 2011
-


Audio Conference Program Evaluation

Topic: The NYS DOH Health Commerce System

Thank you for completing this evaluation. Your feedback is very important to us.

Completion of this evaluation will help us to improve future offerings to meet your needs.

Please, rate each aspect of the EP Central Audio Conference using the following scale:	Strongly disagree 1	Disagree 2	Agree 3	Strongly agree 4
The audio conference 1. Met its described objectives/purposes <i>(Discussed the NYS DOH Health Commerce System, the importance of maintaining up-to-date contact information, some the challenges associated with navigation and ways to get technical assistance.)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Provided information that was useful for my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After participating in this audio conference, I learned (or was reminded of)...				
3. The definitions of key contact roles within the communications directory.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The trade associations' role in supporting compliance capabilities (specifically population of contact persons).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The contact information for the points of contact at the respective trade associations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How to find the ACF section of the HCS portal within the "long-term care" drop-down menu.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The importance of the "doc-one" and "doc-two" forms with respect to account maintenance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Please tell us what you thought about the audio conference's organization.				
8. The audio conference was presented in an organized manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The pace of the conference was appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. There was adequate time for questions and answers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The presenter (K. Logan)...				
11. Appeared to be competent in the subject matter.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Appeared to be prepared.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(over )

The Brookdale Center for Healthy Aging and Longevity

Faxback # 212-481-3791 Attn: Matthew Khaled

Please, rate each aspect of the Adult Care EP Central Audio conference using the following scale	Strongly disagree 1	Disagree 2	Agree 3	Strongly agree 4
The moderators (M. Khaled, E. Giebelhaus)...				
13. Encouraged audience participation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Summarized material to emphasize essential points.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Provided appropriate guidance for call participants.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Gave an appropriate overview of the call agenda.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please, rate each item below using the following scale	Poor 1	Adequate 2	Good 3	Excellent 4
17. Overall , how would you rate today's audio conference.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Overall, please rate the sound/audio quality of the conference (<i>Did you have any difficulty hearing the call, that you think was due to Brookdale's technology?</i>).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. What topics that were not included in today's discussion would you like to hear more about?

19. Please share any comments you have about today's audio conference.

May we contact you regarding your evaluation?

If so, please provide your contact information here.

Name: _____

Facility: _____

Phone: _____

Email address: _____

Thank you!



**New York State Department of
Health**

Office of Health Emergency
Preparedness

for

New York City
Adult Care Facilities

***New York Codes, Rules and Regulations
Title 18 Sections 487.12 & 488.12***

- The ACF operator shall ensure that adequate, knowledgeable staff will maintain and keep current Health Commerce System (HCS)- formerly Health Provider Network (HPN) accounts
- At a minimum twenty-four hour, seven-day a week contacts for emergency communication and alerts, must be designated by each home in the HCS Communications Directory.

continued

Shall have sufficient designation of the home's HCS coordinator(s) to allow for HCS individual user application

- designation of sufficient staff users of the HCS accounts to ensure rapid response to requests for information by the State and/or local Department of Health
- adherence to the requirements of the HCS user contract
- current and complete updates of the Communications Directory reflecting changes that include, but are not limited to, general information and personnel role changes as soon as they occur, and at a minimum, on a monthly basis

Key Contact Role Definitions

- Administrator - Licensed individual responsible to Governing Body for all aspects of facility operations
- Emergency Response Coordinator - Individual(s) who serves as coordinator of a facility's emergency operations center
- Director, Residential Services (Case Managers) - Point of contact for resident services
- Plant Manager - Individual responsible for maintenance of physical plant

Findings as of January 4, 2011

- 64 ACFs located within the 5 boroughs of New York City
- Unassigned
 - ✓ 24 by 7 facility contact - 77%
 - ✓ Emergency Response Coordinator - 64%
 - ✓ Director Residential Services - 55%
 - ✓ Plant Manager - 73%

Note:

- ★ 1 Administrator unassigned
- ★ One facility - 100% completion!
- ★ Six facilities - all but 24/7 contact is assigned!

Emergency Office Roles (Any Time)
24 by 7 Facility Contact

Emergency contact point for facility that will be monitored 24 hours a day every day of the week

HCS (aka HPN) Health Commerce System

The ACF Associations, in conjunction with NYSDOH OHEP, will provide support to ACFs with building HCS (aka HPN) compliance capabilities, specifically population of Contact Persons roles in the Communications Directory. NYSDOH will sponsor and run drills.

Associated Deliverable tasks:

- Query facility administrators regarding support needed in connection with HCS compliance capabilities.
- Provide guidance to ACFs as requested in obtaining ecommerce HCS accounts for Contact Persons roles (e.g. CAMU contact number).
- Provide assistance to ACFs as requested with navigation of the Portal.

ACF Association Contacts:

- ✓ Lisa Newcomb, Empire State Association of Assisted Living
lnewcomb@esaal.org
- ✓ Carla Erhartic, Empire State Association of Assisted Living
cerhartic@esaal.org
- ✓ Diane Darbyshire, New York Association of Homes & Services for the Aging
ddarbyshire@nyahsa.org
- ✓ Frank Rose, New York Association of Homes & Services for the Aging
frose@nyahsa.org

The HCS Portal

- As of September 2010 the portal is the only access route to the Health Commerce System
- Topic samples:
 - ✓ Preparedness
 - ✓ Training
 - ✓ Long Term Care (ACF) Regulations

How to begin to navigate?

- Go to HCS Home Page
- Click on TOPICS on blue horizontal bar at top of page
- Select group from drop down- Long Term Care
- Select subject
- Some subjects are generic (e.g. Diseases & Conditions)
- Others are specific to domain (ACF):
 - ✓ Dear Administrator Letters
 - ✓ Preparedness
 - ✓ Regulations

Account maintenance:

- Contact Persons cannot add or delete their own names
- Only the administrator or HCS Coordinator can enter or delete role names
- All Contact Roles should be assigned-even if one person is assigned to multiple roles
- Know the system
- Log on regularly
- Respond to NYSDOH Health Notification Informational Messages, Alerts, Advisories & Drills
- Do not share passwords
- The HCS is the primary alerting system of the NYSDOH

NYSDOH contact information:

M. Katharine Logan
Non-Acute Care Emergency Preparedness Coordinator
Office of Health Emergency Preparedness
NYSDOH
Suite 1009
433 River St. Troy, NY 12180-2299
Phone 518-408-5163
Fax 518-402-8659
e-mail KML04@health.state.ny.us
