Ready

Public Health Emergency Preparedness and Response

MONTGOMERY COUNTY, MD

Plan to be safe.

Emergency Preparedness Checklist

for Case Management and Home Care Services

APC
Advanced Practice Centers

GOALS AND USES

The Montgomery County, Maryland Advanced Practice Center for Public Health Emergency Preparedness and Response is pleased to provide public health professionals with this Emergency Preparedness Checklist. The Checklist is designed to ensure that clients receiving home care and case management services have a conversation, develop an emergency plan, and gather a three days or more supply of nine essential items in preparation for an emergency event.

The tool has been proven to be useful for:

- Integration of emergency preparedness into every day public health practice
- Preparation of vulnerable populations
- Measurement of personal preparedness

Although case management and home care services vary by jurisdiction, public health professionals and local, state, and federal agencies can view the Checklist as a template that is readily adaptable to their needs and uses. Needs may vary depending upon the vulnerable population being served.

BACKGROUND

Public Health and Aging and Disability Services of Montgomery County, Maryland Department of Health and Human Services developed a Checklist for case managers, certified nursing assistants (CNAs), and other home care personnel as part of a broader planning and education effort to integrate emergency preparedness into daily public health functions and to prepare vulnerable populations. Through a Montgomery County Committee on Vulnerable Populations and Emergency Preparedness, the need was identified to help prepare vulnerable populations for emergency events. Research has found that public health agencies that have made preparedness more a part of every day public health functions, have improved public health preparedness overall.[1] The Department of Health and Human Services, Aging and Disability Services, Home Care Program and Social Services to Adults Program, and the Public Health Emergency Preparedness and Response Program assembled a workgroup to develop a tool to integrate preparedness into its every day case management and home care services as a means to increase preparedness among vulnerable populations.

The Home Care Program provides certified nursing assistant services to vulnerable populations such as: frail seniors, adults with disabilities, adults and families with children at risk for abuse and neglect. Services may include but are not limited to: personal care (bathing) assistance and/or chore services (light housekeeping, laundry, shopping, meal preparation, etc.).

The workgroup developed an Emergency Preparedness Checklist to assess the effectiveness of case managers and the CNAs in assisting clients served by the Home Care Program to develop an emergency plan and obtain a three days supply of nine essential items necessary for an emergency event. These steps are based upon Montgomery County's *Plan to Be Safe* Campaign. (www.montgomerycountymd.gov/apc)

EFFECTIVENESS

The workgroup pilot tested the Emergency Preparedness Checklist with case managers and CNAs who were merit county employees. A "train the trainer" session was provided for the target staff on the fundamentals of Montgomery County's *Plan to Be Safe* Campaign by the Public Health Emergency Preparedness and Response Program. The CNAs completed the Checklist for each client and participation was voluntary. Clients who

1 Lurie, N., Wasserman, J., and Nelson, C. (2006). Public health preparedness: Evolution or revolution. *Health Affairs*, 25(4), 935-945.

for Case Management and Home Care Services

CLIENT INFORMATION

Name

Address

Phone

Email

OTHERS IN HOUSEHOLD

Name	Age	Relationship
1		
2		
3		
4		
5		

CASE MANAGER INFORMATION

Name

Phone   Email

Date Initiated

See *Tips on Using This Checklist* inside the back cover for some helpful hints

1 2 3 Emergency preparation is a three-step process that *anyone* can—and should—do.

① Have a conversation

1 Why plan for an emergency? (peace of mind • safety • survival)

2 Talk about the most likely events. (disease • fire • flood • weather • mass transit accident • HAZMAT spill • terrorism)

3 Where to meet? (friend • relative • landmark • in town • out of town)

4 Will you stay or go? (go to a shelter • shelter-in-place • another safe place)

5 Child care? (by whom • where • their needs)

6 Pet care? (by whom • where • their needs)

7 Elder care? (by whom • where • their needs)

8 Additional needs? (medications • children's needs • other family members who need special assistance)

② Make a plan

PERSONAL INFORMATION

Name

Address

Phone

Cell Phone

Birth Date

LOCAL CONTACT

Name

Relationship

Address

Phone

Cell Phone

OUT-OF-STATE CONTACT

Name

Relationship

Address

Phone

Cell Phone

NEAREST RELATIVE

Name

Relationship

Address

Phone

Cell Phone

PETS CARED FOR BY

Name

Address

Phone

Cell Phone

MEETING PLACES

Outside your home

Outside your neighborhood

MEDICATIONS

③ Make a kit

Plan9

The Nine Essential Items for Emergency Preparedness

❶ Water

❷ Food

❸ Clothes

❹ Medications

❺ Flashlight

❻ Can Opener

❼ Radio

❽ Hygiene Items

❾ First Aid

[*Contact • Date*]	1ST CONTACT • _____	2ND • _____	3RD • _____	4TH • _____
1 **Water** (one gallon per person per day for three days)	☐	☐	☐	☐
2 **Food** (non-perishables, canned or packaged)	☐	☐	☐	☐
3 **Clothes** (one change of clothes and footwear per person)	☐	☐	☐	☐
4 **Medications** (three days worth of medication)	☐	☐	☐	☐
5 **Flashlight** (and extra batteries—no candles!)	☐	☐	☐	☐
6 **Can Opener** (manual, not electric)	☐	☐	☐	☐
7 **Radio** (battery powered or hand crank powered)	☐	☐	☐	☐
8 **Hygiene Items** (basics like soap, toilet paper, toothbrush)	☐	☐	☐	☐
9 **First Aid** (antiseptic, bandages, non-prescription medications)	☐	☐	☐	☐

Notes

Use this section to include additional important information about the client and his/her emergency plan. For example:

Extra items to consider when helping your client plan for an emergency:

- ☐ Batteries for hearing aids, implants, TTY and light phone signaler

- ☐ Laptop power converter (hooks up to a cigarette lighter)

- ☐ Eyeglasses and hearing aid batteries

- ☐ Wheelchair batteries

- ☐ Cane or walker

- ☐ Charcoal mask and/or respirator for those with respiratory illnesses

- ☐ Emergency supply of oxygen and extra respiratory equipment, tubing, solutions, medications, etc.

- ☐ Medical supplies (i.e., bandages, ostomy bags or syringes, and IV and feeding tube equipment)

- ☐ A lightweight manual wheelchair

- ☐ Leash or harness and I.D. tags for service animals and pets with home telephone number and out of town contact person

- ☐ A talking or Braille clock or large print timepiece with extra batteries, for those who are blind or low vision

- ☐ A battery-operated television set for those who are deaf and hard of hearing

- ☐ Other supplies needed depending on special considerations and special needs
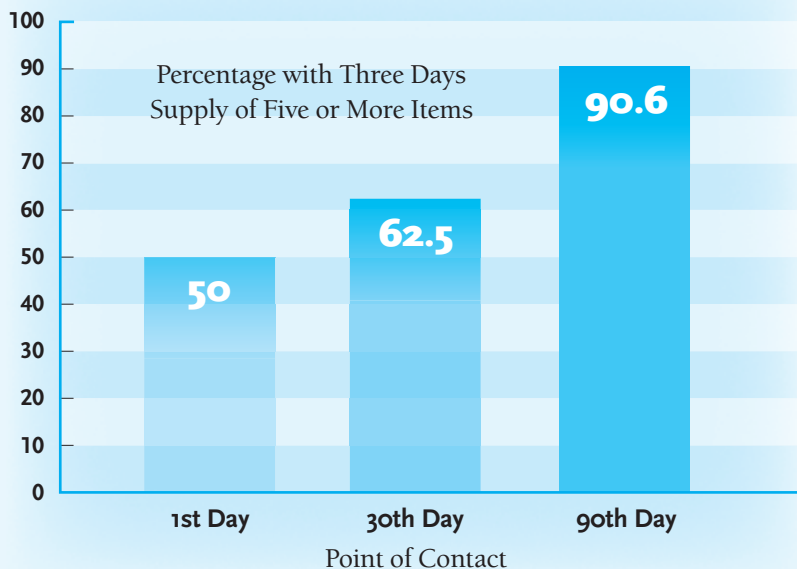
were clinically unable to participate were not included in this pilot, but are part of a separate plan. In some instances case managers assisted the client's primary caregiver and/or family member to create a family emergency plan.

The results of the pilot found at baseline, on the first day of contact, 50 percent of the home care clients had a three days supply of five or more items. At the end of the 30th day, 62.5 percent of clients had a three days supply of five or more items, and at the end of the 90th day, 90.6 percent of clients had a three days supply of five or more items. The total number of clients in the pilot was 32. (See graph). A battery operated radio and a first aid kit were the most difficult for clients to obtain, with costs cited as being the primary barrier. Many clients chose not to have all the items in one location. CNAs also reported that some clients were in denial of the possibility that an emergency event would occur. Strategies developed by the workgroup to overcome these barriers were: to identify community resources for the radios, to simplify the first aid kit, and to provide additional and ongoing education to clients and family members.

The Home Care Program has incorporated the Emergency Preparedness Checklist into its case files. The Checklist will be reviewed with new clients the first day and 30th day of service, and will be reviewed subsequently twice a year. The Checklist allows the CNAs and case managers to assess each client's level of personal preparedness and to identify needs or barriers. Semi-annually, case managers document that the plan has been reviewed and discussed with the family. Although the Checklist was piloted primarily with older and disabled adults, it can be modified to meet the needs of other vulnerable populations receiving case management and home care services. Montgomery County Department of Health and Human Services, Public Health Services plans to integrate the Checklist into other service areas such as maternal and child health and chronic disease case management.

Case Management Emergency Preparedness Checklist Pilot Results

Percentage with Three Days Supply of Five or More Items

1st Day: 50
30th Day: 62.5
90th Day: 90.6

Point of Contact

DIRECTIONS

The Checklist is designed to be cut and/or copied and directly inserted into a client's chart.

TIPS FOR USING THIS CHECKLIST

➤ **Know the population**

Be familiar with the vulnerable populations. Identify specific needs that they may have during an emergency event. For example, infant formula for babies; batteries for hearing aids for older adults.

➤ **Match materials to the client**

Select educational materials appropriate for the needs of the client. Materials that are simple, easy to understand, and in a format appropriate to the population being served (i.e., language, large print) are recommended. In some instances, case managers and others may want to provide copies of the forms to the client. The Montgomery County APC's *Plan to Be Safe* Campaign materials are available to download at http://www. montgomerycountymd.gov/apc.

➤ **Find the right partners**

Identify community partners who may be willing to provide items that are too costly or too complicated for clients to put together. These partners could include groups from churches, schools, youth groups, or other service organizations.

Contact Information

Montgomery County Advanced Practice Center for Public Health Emergency Preparedness and Response

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