

City of Cordova



ANNEX H: HEALTH and MEDICAL SERVICES

Purpose

The purpose of this annex is to provide guidance regarding the activities that are associated with lifesaving; treatment, transport, and evacuation of the injured; behavioral health; mass distribution of prophylactic vaccinations; disposition of the dead; and disease control activities related to sanitation, preventing contamination of water and food supplies, etc., during response and recovery operations. It focuses on health and medical problems under emergency conditions.

Situation

The City of Cordova, although limited by virtue of its geographical isolation, infrastructure capacity, and size, has a wide range of health services capabilities. Depending upon the length and severity of the emergency, those capabilities may become overwhelmed.

- **Cordova Community Medical Center (CCMC)** is a Critical Access Hospital with a normal capacity of 23 licensed beds (10 are LTC nursing-home beds), which could be increased to a maximum of 40 beds. There is 1 Medical Doctor (MD), 2 Physician Assistants (PA), 2 licensed lab technicians, 2 licensed X-ray technicians, 1 licensed pharmacy technician, 1.5 licensed physical therapists, 2 Licensed Practical Nurses (LPN) , 10 Registered Nurses (RN)

and 9 Certified Nursing Assistants (CNA) working at the facility. The hospital maintains a licensed drug room and there is one private pharmacy in town. Additionally, the hospital administrator is a Licensed Clinical Social Worker.

- **Sound Alternatives**, a division of CCMC, is the behavioral health facility in Cordova, and has 7 employees. There is 1 Licensed Professional Counselor (LPC), 1 Licensed Clinical Social Worker (LCSW), 1 Mental Health clinical social worker, 1 Licensed Medical Social Worker (LMSW), 1 Developmental Disabilities Coordinator, 1 Administrative Assistant and 1 case worker. Additionally, there is a traveling psychiatrist that visits Cordova regularly, which whom there is cell phone access at all times.
- **Ilanka Community Health Center** has 1 MD, 2 PA's (one with an additional behavioral health component), 1 RN, 1 CNA, 1 Certified Medical Assistant/Department of Public Assistance agent (CMA, DPA), 1 DPA agent, 1 Medicare specialist, 1 WIC specialist, 1 Wellness Coordinator, and 5 administrative staff.
- **Cordova Family Resource Center (CFRC)** will serve as an advocacy organization for families/persons in crisis by providing information and referral services. They also offer behavioral health support. They have a staff of four individuals.
- A **State of AK Public Health Nurse (NP)** is located in Cordova; the office has one nurse and an administrative assistant. The Public Health Nurse is responsible for the National Stockpile cache and is the responsible party for mass vaccinations.
- **Cordova Volunteer Fire Department** currently has 22 medics, ranging from ETT's to EMT III's. Additionally, there are 2 ambulances, BLS/ALS sometimes certified.
- **Cordova Ski Patrol** has roughly 20 members, all medically trained. Members have a mixture of Outdoor Emergency Care (OEC), Emergency Medical Technician (EMT), and Emergency Trauma Technician (ETT) training.
- **Cordova's CERT Team** has 4 current members, all trained in First Aid/CPR/and triage
- **Points North Heli-Adventures, Inc.** also has EMT's. This business is seasonal and only available in the spring of the year. An MOU is maintained with the company, facilitating access to their highly trained personnel and the 2 A-Star helicopters they operate on a daily basis.
- First Aid/CPR trained individuals from other agencies, such as AK Dept of Fish and Game, the US Forest Service, the Cordova School District, and the Native Village of Eyak will also be called upon in a disaster.

Assumptions

- A disaster that causes numerous casualties and /or fatalities will immediately overwhelm local medical, health, and mortuary services capabilities.
- It is assumed that, in any major disaster, all health and medical volunteers will first attend to their own families
- It is assumed that all MOU's needed for outside help are maintained and updated.

Concept of Operations

In general, there will be a medical decision making entity, with representation from CCMC, Ilanka Community Health Center, Public Health Nurse, Sound Alternatives, CFRC, and EMS. This entity will be called the “Medical Branch Representatives.” The Medical Branch Representatives will collectively choose one person to send to the EOC, who will serve as the Medical Advisor within the Policy Section.

- Delegation of the Medical Branch Representatives will include representatives from CCMC, Public Health Nurse, Ilanka Community Health Center, EMS, Cordova Family Resource Center (CFRC), and Sound Alternatives. In the event that any of the delegated Medical Representatives are unavailable, the next in line of authority in each entity will take their place.
- Any incoming Health and Medical response groups will coordinate with the Medical Branch Representatives, providing a representative to work alongside the Medical Branch Representatives.
- Sources for potential medical and general health supplies that may be needed during a disaster are listed in the Resource Binder, which is found in the Logistics Brown Box.
- Offices of each health and medical entity are as follows:

▪ CCMC	Chase Avenue	424-8000
▪ Ilanka	Chase Avenue	424-3622
▪ Public Health Nurse	Nicholoff Way	424-4547
▪ Sound Alternatives	Chase Avenue	424-8300
▪ CFRC	Second Street	424-5674
▪ Cdv.Vol Fire Dept/EMS	Railroad Ave	424-6117

HOSPITALS/CLINICS/PUBLIC HEALTH

- The providers of routine health and medical services in Cordova are the Cordova Community Medical Center, the Ilanka Community Health Center, and the Public Health Nurse. In the event of a disaster or a catastrophic event, the three entities will combine resources and work together in an emergency under the Medical Representatives.
- CCMC and Ilanka Community Health Center will receive and treat injured/ill patients.
- The State of AK Department of Health and Human Services Public Health Nurse concerns during a disaster would include identifying and controlling environmental health hazards, issuing health advisories to the public on water supplies, coordinating with Public Works for waste disposal, controlling disease vectors, monitoring food at mass care facilities, and distributing mass prophylactic vaccinations through a distribution center.

EMERGENCY MEDICAL SERVICES

- The provider of emergency medical services (EMS) to the City of Cordova is the Cordova Volunteer Fire Department. During a disaster emergency that resulted in multiple casualties, the Cordova Volunteer Fire Department would be the forces to provide emergency medical services.

******See ANNEX G: FIRST RESPONDERS***

- Additional EMS resources are available through various State of Alaska and Federal government resources which can be accessed by contacting Alaska Department of Homeland Security and Emergency Management and requesting assistance. This would be a decision made by the Incident Commander, with input from the Medical Advisor.
- The Cordova Volunteer Fire Department will be the agency responsible for establishing the on-scene Incident Command Post, utilizing the NIMS Incident Command System, using either single or unified command, as appropriate. If the incident is localized to the Mile 13 airport, unified command must be established with DOT.
- The START triage system will be initiated with initial care provided in the field and secondary care provided by CCMC /Ilanka Community Health Center. In the event that the hospital facility is overwhelmed with patients, provisions for the transfer of patients to the chosen alternate care site would be the responsibility of the Medical Representatives in coordination with the Incident Management Team commanding the incident.

BEHAVIORAL HEALTH

- Behavioral Health services in Cordova are provided for by Sound Alternatives. To access those services, Sound Alternatives can be contacted through the Emergency Hotline (424-8888) or CCMC. Other agencies such as the Cordova Family Resource Center, the American Red Cross, The Salvation Army, and various religious clergy can also provide behavioral health support. Additionally, if a local disaster has been declared, requesting state assistance, behavioral health services can be accessed by contacting the Alaska DHS&EM.
- Behavioral health support for the responders is provided by local resources or by a regional Critical Incident Stress Debriefing Team (CISD Team). These teams are activated through Sound Alternatives or the Cordova Volunteer Fire Department. CISD teams, when necessary, will be available to responders within 24-72 hours after the incident.

FATALITY MANAGEMENT

- At present, Cordova Community Medical Center has the capacity to hold up to two deceased patients. There are no full time private mortuary services provided in the community. Private firms from the neighboring city of Anchorage provide those services on an as needed basis for the community of Cordova.
- In the event of a multi-fatality incident, procedures to set up a temporary morgue will be initiated. The State of Alaska Medical Examiner is responsible for the collection, identification and disposition of deceased persons and human tissue from a multi-casualty incident. In addition, FEMA has the capability to provide Disaster Mortuary Assistance Teams (DMORT) to respond to the scene of a multi-casualty incident. Both the State Medical Examiner and FEMA DMORT can be accessed by contacting the DHS&EM and requesting assistance, but this may take considerable time. The City must have declared a state of emergency in order to request this assistance.
- Until state support arrives, a temporary coroner will be appointed by the Medical Advisor. Local shipping companies and the canneries will provide space for multiple bodies in their refrigerated vans. The vans are owned by the shipping companies and leased by the canneries. The canneries have also offered to provide manpower to move the bodies, if the manpower is available. The vans would remain stationed at the canneries, and arrangements would be made by the Medical Representatives to transport the bodies.

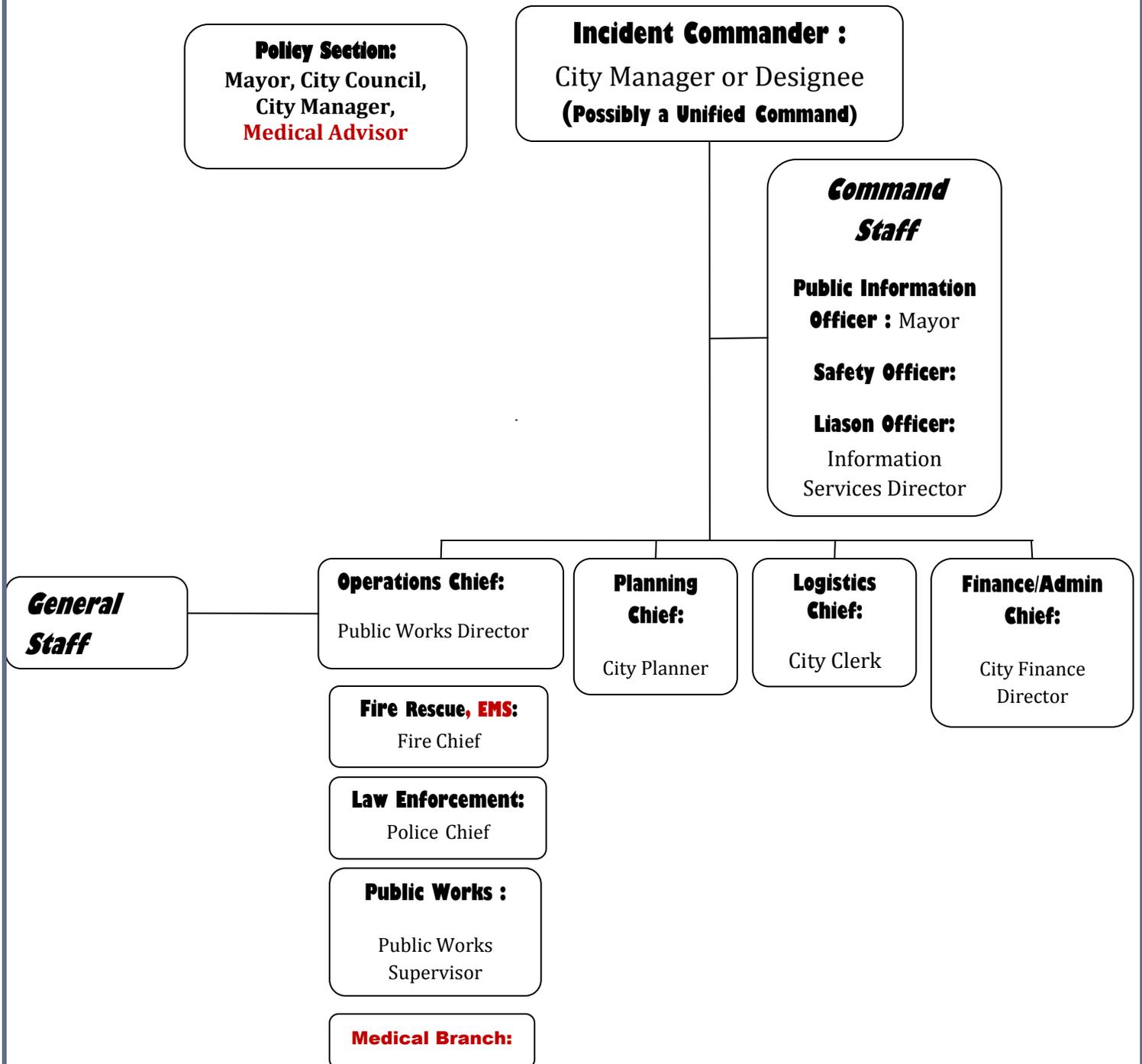
Organization and Assignment of Responsibilities

Specific responsibilities for each of the HEALTH and MEDICAL entities are found in the Position Checklist. The abbreviation for each associated Position/Entity is found in the table below.

Planning Section Chief	PSC
Operations Section Chief	OSC
Medical Branch Representatives	MBR
Medical Advisor (chosen by MBR)	MA
Cordova Community Medical Center	CCMC
Ilanka Community Health Center	ILC
Public Health Nurse	PHN
Emergency Medical Services-ambulance	EMS
Public Information Officer	PIO
Police Department	PD
Department of Public Works	PW
Fire Department	CVFD
Incident Command	IC
Policy Section	PS
Temporary Coroner	TC
Behavioral Health Support (Sound Alternatives and Cordova Family Resource Center)	BHS

Organizational Chart for Health and Medical

***RED indicates activation of that entity for HEALTH and MEDICAL



POSITION CHECKLIST: HEALTH and MEDICAL SERVICES

***If it is a PRIMARY responsibility, it will be in **BOLD and underlined**

Responsibility/Task	<u>Who is Responsible?</u>
PREPARATION	
Maintain a personnel alerting or call-up roster	<u>ALL ENTITIES</u>
Maintain primary and secondary communications systems	<u>ALL ENTITIES</u>
Maintain clear and concise records of all expenditures throughout the entire event, including personnel hours and the incident accounting number	<u>ALL ENTITIES</u>
Provide one decision maker, empowered to make decisions at the EOC	<u>MBD</u>
Maintain relief and and shift schedules	<u>ALL ENTITIES</u>
Prepare to escalate to full and sustained operational (24 hour status) on short notice	<u>ALL ENTITIES</u>
Create SOP's to establish assignments of all personnel and brief those who will have emergency tasks to perform	<u>ALL ENTITIES</u>
Have vital equipment in the condition necessary for 24 hour operation	<u>ALL ENTITIES</u>
Arrange with private pharmacy for support, if required, to supplement pharmaceuticals	<u>ALL ENTITIES</u>
Establish and maintain any MOU's that are needed	<u>ALL ENTITIES</u>
Check availability of supplies, facilities, and equipment that might be needed to render health care. Establish Emergency Medical supply channel , both from within Cordova and from outside sources	<u>ALL ENTITIES</u>
Establish line of succession for all critical assignments	<u>ALL ENTITIES</u>
Coordinate final plan with Cordova Police Dept./Public Works to keep access to the hospital/clinic clear	<u>CCMC, ILK</u>
RESPONSE	
Establish and maintain contact with EOC at all times	<u>ALL ENTITIES</u>
Activate internal emergency plans or SOP's	<u>ALL ENTITIES</u>

Brief personnel on casualty identification, registration, and flow	<u>ALL ENTITIES</u>
Direct all news media to the Public Information Officer	<u>ALL ENTITIES</u>
Facilitate health care requests for personnel, equipment, and supplies	<u>OSC, CCMC</u>
Maintain records accurately, including using NIMS logs daily (Form 214)	<u>ALL ENTITIES</u>
Ensure that someone with authority to make medical decisions (the Medical Advisor, MA) reports to the EOC, as a representative of Health and Medical services	<u>MBR</u>
If additional help is necessary, verify that a disaster has been declared	<u>MBR</u>
Request that the IMT contact the State to initiate FEMA's Disaster Mortuary Assistance Teams (DMORT), if needed	<u>MA</u>
Appoint a temporary coroner	<u>MA</u>
Advise and serve as a medical resource to the IMT Policy Section on all medical issues	<u>MA</u>
Provide public health information, providing advice/education on all health issues	<u>MA</u>
Provide Situation Leader with the current status of Health and Medical operations/resources	<u>MA</u>
Activate Behavioral Health support services	<u>MA, BHS</u>
Provide counseling assessment and assistance at medical/shelter facilities	<u>BHS</u>
Assist in mobilizing community counseling for victims, families, emergency workers and others recognized to have behavioral health needs	<u>BHS</u>
Assist in counseling the orphaned/unsupervised children that are being cared for by Bidarki staff members	<u>BHS</u>
Coordinate and implement quarantine protocol, when necessary	<u>IC</u>
Mobilize decontamination procedures, if necessary	<u>MBR</u>
Arrange for the organization, staffing, security, and logistics of the distribution and delivery of antibiotics, antiviral medications, vaccines, or other medications	<u>CCMC, ILK, PHN</u>
Coordinate mass emergency immunizations	<u>PHN</u>
Coordinate the monitoring of food handling and mass feeding sanitation service in emergency facilities	<u>PHN</u>
Ensure adequate sanitary facilities are provided in emergency shelters	<u>PHN</u>
Implement action to prevent or control disease vectors and work with veterinarians (if available) to prevent the spread of disease through animals	<u>PHN</u>
Provide for the monitoring and evaluation of environmental health risks or hazards and take or assign appropriate corrective measures	<u>PHN</u>
Inspect for purity, usability, and quality of vital foodstuffs, water, and other consumables	<u>PHN</u>

Coordinate with Public Works to ensure the availability of potable water and an effective sewage system to shelters	<u>PHN</u>
Detect and inspect sources of contamination dangerous to the public's physical and behavioral health	<u>PHN</u>
Report the number of casualties transported to CCMC/Ilanka to the EOC, via Dispatch	<u>EMS</u>
Treat, transport, and account for injured or ill patients	<u>EMS</u>
Determine if contamination exists on exposed individuals and advise CCMA/Ilanka prior to delivery of patients	<u>EMS</u>
Provide field decontamination, if possible and necessary	<u>CVFD</u>
Provide decontamination at the hospital, if possible and necessary	<u>CCMC</u>
TEMPORARY CORONER Under normal circumstances, determination of the cause of death, investigation of the scene of the fatality, disposal of human remains, and notification of next of kin is the responsibility of the Medical Examiner. Cordova does not have a Medical Examiner. In the event of a catastrophic disaster, a temporary coroner will be appointed by the Medical Advisor and the following process shall be used.	
Contact the Office of the Medical Examiner and determine its ability to respond to the incident	<u>TC</u>
If the Medical Examiner is unable to respond, dispatch law enforcement or CVFD to recover bodies	<u>TC</u>
Contact local business and establish temporary morgues in refrigerated vans	<u>TC</u>
Arrange for transport of bodies from the scene to the temporary morgue	<u>TC</u>
Coordinate with PW to recover unearthed/missing coffins impacted by the disaster	<u>TC</u>
Determine and document the cause of any death to the best of their ability	<u>TC</u>
Photograph scene of any deaths	<u>CVFD</u>
Obtain body bags, and place personal effects with body	<u>TC</u>
Confirm identification, if possible	<u>CVFD, PC</u>
Coordinate the decontamination and transportation of remains to temporary morgue	<u>CVFD, PC</u>
Relay identification of deceased (if that can be determined) to the Planning Section	<u>TC</u>
With the approval of IC, contact clergy or BHS to notify next of kin	<u>TC</u>
Provide copies of documentation to the Office of the Medical Examiner	<u>TC</u>

Ensure that fatalities are handled to conform to legal and moral standards and that deviations are accurately documented, verified , and witnessed	<u>TC, CVFD, PD</u>
RECOVERY	
Take actions necessary to restore public confidence	<u>ALL ENTITIES</u>
Restock supplies and equipment used in the event and return any equipment obtained from other agencies after proper cleaning/inspection	<u>ALL ENTITIES</u>
Submit an itemized list of all damaged equipment and supplies Finance/Administration Section	<u>ALL ENTITIES</u>
Provide a copy of all documentation to the Planning Section Chief and complete all required reports	<u>ALL ENTITIES</u>
Perform an incident critique	<u>ALL ENTITIES</u>
Complete and submit necessary reports and paperwork to appropriate agencies	<u>ALL ENTITIES</u>

