VHA Comprehensive Emergency Management Program Site Visit Agenda

**VISN Office Comprehensive Emergency Management**

**Program**

Department of Veterans Affairs

Veterans Health Administration

Office of Public Health and Environmental Hazards, Emergency Management Strategic Health Care Group

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**November 6, 2008**

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**VISN Agenda**

Veterans Integrated Service Network (VISN) Pre-Survey should be coordinated with the VISN Emergency Management Committee (EMC)

Throughout the context of the VISN CEMP documents, the phrase “Emergency Program Coordinator” (EPC) will relate to designated VISN staff and/or VISN-Liaison Area Emergency Manager.

The following documents should be ready for the Team for review on-site:

* HVA
* Emergency Management Plan (EMP)
* Emergency Operations Plan (EOP)
* VISN Continuity of Operations (COOP) Plans
* EOC Plans and Incident Command System (ICS) Documentation
* After Action Reviews (AARs)
* Memorandums of Agreements (MOAs) with any non-VA organizations (e.g., community healthcare organizations, federal, state or local organizations)
* Resource Sharing Agreements
* Service Support Agreement (SSA with EMSHG)
* Lists of contracts and agreements for the purchase of commodities and services during an emergency
* Lists of VISN level purchase orders for emergency purchases
* Incident Management Team (IMT) assignments
* Key Personnel Resource Matrix (e.g., callback lists)
* EMC Charter/Policies and meeting minutes
* VISN Staff and Committees Organization chart including location of VISN Emergency Program Coordinator (EPC) or equivalent and Emergency Management Committee (EMC)
* Annual program evaluation reports of EMP
* Any facility site visits regarding any aspects of the EMP
* Descriptions of any construction projects that specifically deal with the EMP
* IT Business Resiliency/Continuity of Operations plans
* EOC documentation
* List of Exercises participated in within the VISN and the community

**Day One**

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| Time | Person/Committee | Topic |
| 8am - 8:30am  | VHA Assessment Team VISN EPC VISN Deputy Network Director (DND) VISN Chief of Operations (COO)  | * Arrive at VISN and meet VISN EPC, DND and COO
* Discuss visit logistics
* Discuss any changes to assessment schedule
* Visit work area and brief tour of VISN offices
* Locate documents
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| 8:30am – 9:30am | Leadership (VISN Director and key leadership)Above participants plus VISN Director, if available, and any other key VISN staff as decided by VISN, including EMSHG VISN Liaison AEM | * Opening Conference including brief discussion of the results of VISN facility visits by the VHA Assessment Team, if available
* Review agenda
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| 9:30am – 10:30pm | Initial meetings with EPC, DND and/or COO, EMSHG VISN Liaison AEM, and CAM | * EMP planning and administrative activities
* VISN concept of operations for managing disasters
* Resource planning in support of hazard mitigation
* Preparedness planning and coordination of VISN facilities
* EOP exercises
* Continuity Planning
 |
| 10:30am-1:00pm | Document review and working lunch | * Follow-up to above discussions
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| 1:00pm – 2:00 pm | VISN DND and/or COO, EPC, EMSHG VISN Liaison AEM, and VISN Education Service Rep. (ESR)  | * Program overview (further coverage of DND/COO items)
* Training
* Document review questions
* Exercises
* Program evaluations
* Process improvement
 |
| 2:00pm – 3:30pm | EOC participants including EMSHG VISN Liaison AEM | * EOC and crisis operations using a scenario-based discussion
* Overall incident management
* Initial recognition
* Mobilization
* EOC management
* Incident action planning
* Staff callback
* Extended Operations
* Public Information Mgmt.
* Communication Systems
* Demobilization/Return to Readiness
 |
| 3:30pm – 3:45pm | Break |  |
| 3:45pm – 4:30pm | DND/COO/EPC and HR Manager | * Follow-up to EOC
* Issues not addressed from earlier meeting
* Role of EMSHG support
* Leadership Succession
* Employee Welfare
* HR policies
* Providing staff information
* Internal VISN communications
* Emergency purchasing and cash-on-hand/use of purchase cards
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| 4:30pm – 5:00pm | VISN EPC | * Review Day One and Two
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| 5:00pm – 5:30pm | VHA Assessment Team | * Debrief from day and plan next day
* Identify additional data needs
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**Day Two**

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| Time | Person/Committee | Topic |
| 7:30am – 8:00am | VISN EPC | * Overview of day’s plans
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| 8:00am – 9:00am | VISN CMO, EPC and EMSHG VISN Liaison AEM  | * Mass Fatality Management
* Relationships with federal, state and local external organizations
* Interactions with VACO
* VISN level clinical initiatives
* Support to external requirements
* Medical Surge
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| 9:00am – 9:45am | VISN PAO and EPC | * Public Information Management
* Community Relations
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| 9:45am-10:15am | Community Care Coordinator | * Initial Incident Management
* Community and Home-based Care
 |
| 10:15am – 11:15am | VISN CLO, EPC, CAM, and CFO | * Return to Readiness
* MOAs/sharing agreements
* VISN contracts
* Open purchase orders
* Purchase cards
* Critical commodity needs
* Staff for emergency contracting
* Hazard mitigation projects
* Resource management and needs assessments
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| 11:15am – 12:15pm | VISN CIO and EPC | * Business Continuity
* IT Resiliency
* Emergency back-ups
* Voice and Data Communications capabilities and interoperability
* Satellite Link
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| 12:15pm – 1:00pm | Lunch |  |
| 1:00pm – 2:00pm | VISN DND, COO, EMSHG VISN Liaison AEM, EPC, and EMC  | * EMC structure
* Evaluations and actions
* EMC minutes
* Involvement of ELC
* EMC function within VISN, goals and objectives
* EMC actions
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| 2:00pm – 2:30pm | DND, COO, EPC, and CAM | * Cover any previously unresolved items
* Additional resource needs and plans
* Review callback process
* Demonstrate callback
* Value of Satellite Links
* VISN requests for additional review or areas to be visited
* Early highlights of visit
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| 2:30pm -3:30pm | EPC and appropriate VISN staff | * Visit alternate EOC or EOC of servicing VAMC
* Visit areas requested by VISN
* Observe Satellite Link
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| 3:30pm – 4:00pm | DND, EPC, VISN Safety Officer, and VISN Pharmacy Benefits Manager, if appropriate | * VISN occupant safety
* Occupant safety support and oversight of facilities
* Role of Safety Officer
* Evacuation
* Shelter-in-place
* Perimeter Management
* Managing a Hazardous Substance Incident
* Biohazard (Infection) control Surge Services during an Emergency
* Staff and family mass prophylaxis
* Personal Protective Equipment
* VA All-Hazards Emergency Cache
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| 4:00pm – 6:00pm | Team | * Prepare Exit Briefing
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**Day Three**

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| Time | Person/Committee | Topic |
| 8:00am - 8:30am | Meet with EPC | Overview of day’s plans |
| 8:30am - 9:30am | Leadership (VISN Director and key leadership) | Exit Conference |
| 10:00am | Depart for airport |  |