

# MassMAP

## Frequently Asked Questions (FAQ)

In six separate disasters in New England in the last five years (June 2011 Tornado in Springfield, MA, Tropical Storm Irene, Storm Alfred “Halloween Storm”, Superstorm Sandy, the February 2013 blizzard and the January 2015 blizzard), this plan was used to coordinate and manage more than 400 healthcare facilities in Massachusetts. This was an integrated effort between the long-term care associations, State and Local health departments, State and Local emergency management, long-term care providers, and Russell Phillips & Associates. These disasters pointed to the need for local, regional, statewide and now “interstate” planning to support nursing homes, assisted living residences and rest homes in a disaster.

### **How do we sign up for the plan?**

Please go to the MassMAP website, [www.massmap.org](http://www.massmap.org) and select Register for Membership. Once enrolled, you will receive an email from Mass Senior Care that your facility is active on the MassMAP website and information on how to enter your data into the MassMAP system.

### **Is there a cost to facilities to be part of the plan?**

For calendar year 2015, there are no fees for **Massachusetts Medicare/Medicaid certified nursing homes**. The annual fee will be covered through a grant provided by the Department of Public Health.

Since there are currently no public funds available for emergency preparedness for assisted living residences and rest homes, participating facilities pay a first year membership fee of \$600 and a subsequent fee of \$350 per calendar year to cover the cost of the plan development, the web-based management system, ongoing data maintenance and drill requirements. The fee also includes annual education, orientation sessions, communication drills, and an annual disaster exercise.

### **Is this plan being supported by the Department of Public Health (DPH) or the Executive Office of Elder Affairs (EOEA)?**

DPH and EOEA have been involved in the planning and design phases of this plan and have the opportunity to review and recommend changes at any time.

### **How can I access the actual plan?**

The plan is hosted on the website ([www.massmap.org](http://www.massmap.org)). Each Region of the state has its own activation algorithm and region specific reports to view and print. For nursing homes, once your organization registers you will receive an email from Mass Senior Care that your facility is active on the MassMAP website.

For assisted living residences and rest homes, once your organization registers and pays the required fee, you will receive an email from Mass Senior Care that your facility is active on the MassMAP website including information on how to enter your data into the MassMAP system.

### **How will the plan be managed?**

The plan is managed by Regional Steering Committees (5 Steering Committees across the Commonwealth). We welcome additional members to this group who would like to be involved in organizing regional response capabilities, supporting disaster drills/exercises and participating in plan updates/changes. In addition, there is a Statewide Steering Committee that oversees coordination among the various regional plans.

### **How do I know what Region my facility is in?**

Facilities are assigned regions based on the emergency preparedness regions for the Commonwealth of Massachusetts Health and Homeland Alert Network (HHAN).

<http://www.mass.gov/eohhs/docs/dph/emergency-prep/map-cities-and-towns-by-emergency.pdf>

### **How many drills will be run annually?**

There is one (1) full scale or functional disaster exercise annually in each region of the state. Communication Exercises will take place at least annually to test members of the plan for ongoing readiness.

### **If my facility chooses not to participate in this Plan, will we get support in a real disaster?**

Yes, every facility in the Commonwealth will receive support from local, regional and state resources in a disaster. Non-participation would mean that you are not a member of the regional and statewide planning efforts that members may access which includes pro-active planning, education and training, and disaster drills that are developed to improve strategies to protect residents and staff in disasters.

### **We already have a local Mutual Aid Plan with our long term care facilities (or corporate facilities) and work well with EMS to handle any type of emergency. Is MassMAP still of benefit to us?**

This is a great starting point and the MassMAP resources and tools will only complement your local or multi-town operations. This plan has mechanisms to coordinate all facilities in the Region and adjoining regions and provide the local facility with much needed information on available resources and assets specific to their resident population. MassMAP also supports with the recovery component and is a liaison to DPH/EOEA to assist the facility in tracking residents and getting them the needed resources to reopen. Finally, the plan is instrumental when there are multiple nursing homes, assisted living residences and/or rest homes impacted and handles coordination of resident placement when capacity at surrounding facilities is over 110% of licensed beds.

### **Where are the LTC Coordinating Centers and what are their functions?**

There is one LTC Coordinating Center in each geographic area:

Region 1 – Jewish Geriatric Services in Longmeadow

Region 2 – Central Mass Emergency Medical Services Corporation in Holden (called the Regional Medical Coordinating Center for this region)

Region 3 – Aviv Center for Living in Peabody

Region 4 - Hebrew Rehabilitation Center in Roslindale

Region 5 – Sarah S. Brayton Skilled Nursing Care Center in Fall River.

The groups coordinate all long term care activities and communicate with members, DPH, EOE, the State Emergency Operations Center (SEOC) and Local EOCs (if necessary). This group has the responsibility to ensure that 100% of members are accounted for during a disaster, coordinates or supports evacuation of residents, addresses resource/asset needs of members through operational status reports and provides Situation Reports for DPH to post on WebEOC as necessary. In essence, this is your “air traffic control” for supporting the MassMAP members and is the conduit with local, regional and state agencies.

### **What are the benefits to participating facilities?**

Benefits to the participating facilities and their local responders include:

- Pre-event Evacuation Strategy - fast evacuation (e.g., Fire/Gas Leak), with the potential need for the use of Stop Over Points, and delayed evacuation (e.g., Hurricane/Loss of Emergency Power.)
- Web-based Management System and Emergency Reporting for real-time updates on bed capacity, operational status, and resources & assets.
- Pre-planned Staffing, Supply, Equipment and Pharmaceutical Support when a facility is isolated or receiving an influx of residents from another evacuating healthcare facility.
- Easy on-site and on-line access to user-friendly plans for local public safety incident commanders, including contact information for evacuation resources and key personnel.
- Provides local EMS commander with resources needed to efficiently identify, transfer and track residents to pre-designated receiving facilities.
- Development of pro-active communications for ALL parties to stand up as one group – core activation and stand down algorithm for all long term care facilities (healthcare, emergency agencies), assisted living residences and rest homes and a **LTC Coordinating Center or Regional Medical Coordinating Center (RMCC)** to support regional coordination (staffed by volunteer long term care facilities, assisted living residences and rest home team members).
- Plan is designed to meet Department of Public Health, Executive Office of Elder Affairs, and Joint Commission disaster drill/exercise requirements and allow for community participation in disaster preparedness.
- Automatic enrollment in the Commonwealth of Massachusetts Health and Homeland Alert Network (HHAN).

**What is the difference between MassMAP and the Health and Homeland Alert Network?**

The Health and Homeland Alert Network (HHAN) provides secure web-based communication and other information sharing capabilities to responders throughout the Commonwealth of Massachusetts. Facilities that are registered on the HHAN are notified of real-time emergency alerts via email, phone, pager and other communications if they desire. Information on how to use the HHAN can be accessed at

[http://www.masslocalinstitute.org/onlinecourses/using\\_the\\_hhan/](http://www.masslocalinstitute.org/onlinecourses/using_the_hhan/)

MassMAP establishes a course of action and an agreed commitment among participating long term care facilities, assisted living residences and rest homes to assist each other as needed in the time of a disaster.

**How will we be reimbursed if we accept residents from another facility during a disaster?**

All MassMAP facilities are required to sign a Memorandum of Understanding (MOU), all members agree to abide by the terms, which includes information on reimbursement in the event of a disaster.