

Role of Emergency Responder Registries



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Agenda

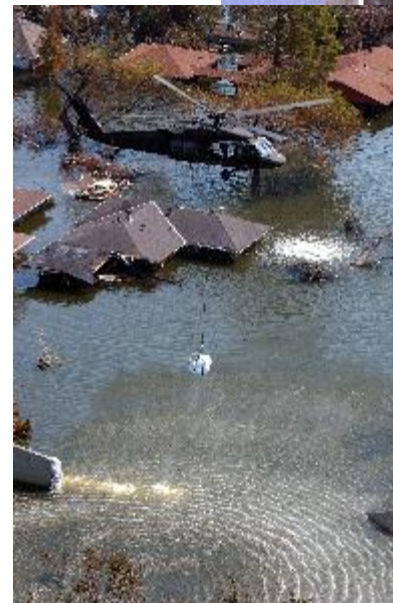
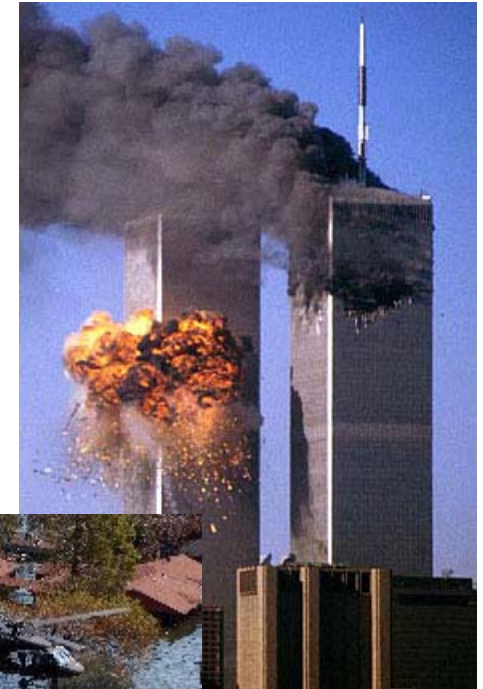
- Disaster Themes and Important Lessons
- ESAR-VHP and MSAR
- Medical Reserve Corps (MRCs)
- Surge Response & Planning
- Barriers to Volunteering
- CAQH Initiative



What is a Public Health Emergency?

"Any occasion or instance—such as a hurricane, tornado, storm, flood, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, fire, explosion, nuclear accident, or any other natural or man-made catastrophe—that warrants action to save lives and to protect property, public health, and safety."

- *Federal Emergency Management Agency*



Response Hierarchy

Local

- All responses are local
- Fire, Police, EMS, Hospitals, etc.

State

- MEMA

National

- FEMA & other agencies



Volunteer Response

- The events of September 11 dramatically illustrated the need for better volunteer planning
- According to a University of Colorado study¹, following the terrorist attack on the World Trade Center 30,000 or more spontaneous, unaffiliated volunteers converged on New York City
- Volunteers expressed frustration due to uncoordinated leadership, disorganized lists, and unclear information

¹ Lowe, S. Community Response in a Terrorist Disaster. *University of Colorado, Natural Hazards Research and Applications Information Center.*

2002. <http://www.colorado.edu/hazards/research/qr/qr144/qr144.html#top>



Contradiction

- Willingness to volunteer

versus

- Capacity to utilize the volunteer



Volunteer Management

Given limited resources available at the local, state, and federal levels, the successful integration of volunteers in an emergency setting is essential to prepare for, respond to, and recover from the effects of disasters in our communities.





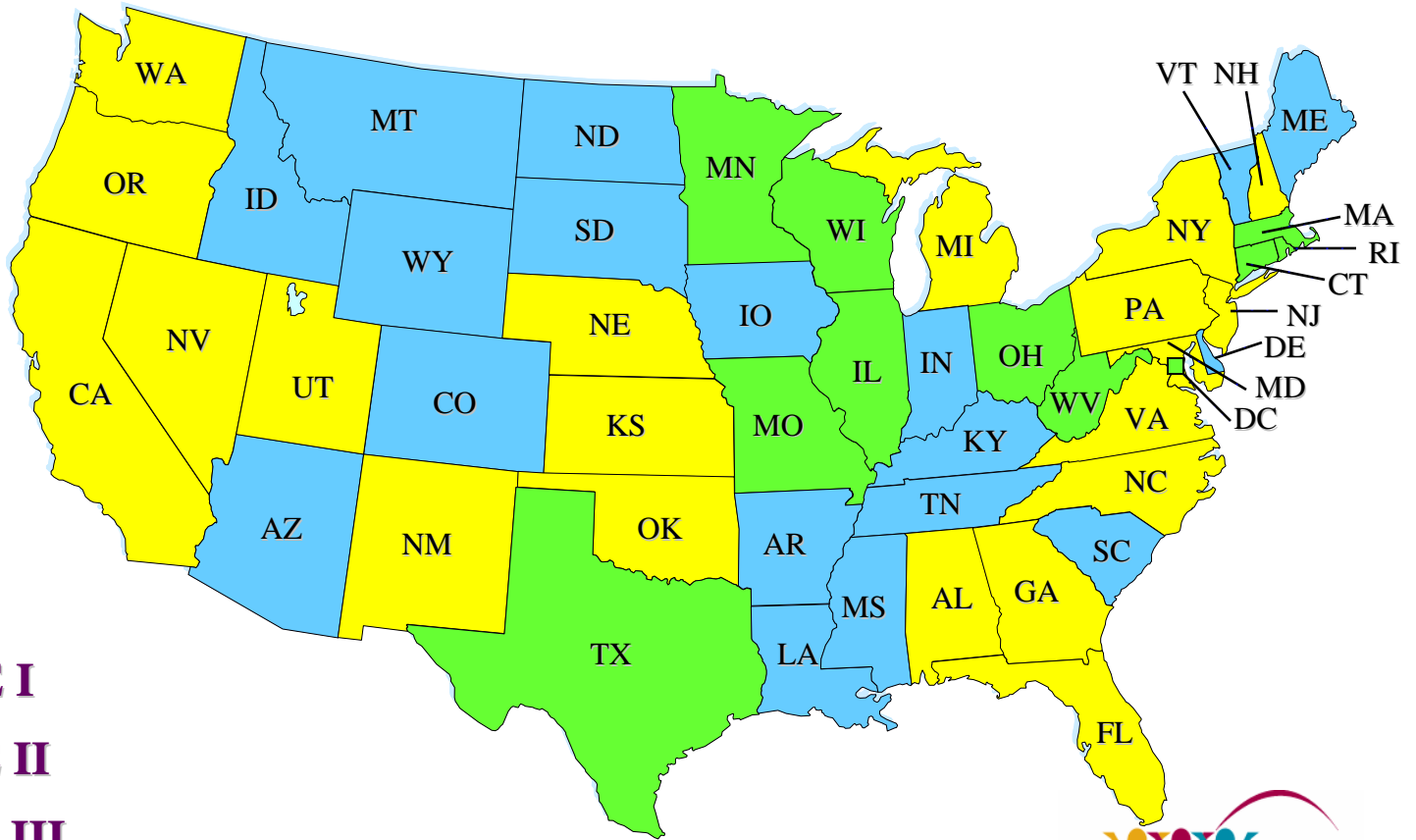
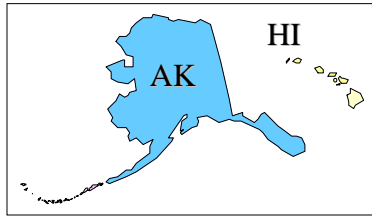
ESAR-VHP




- Public Law – PL107-188 directs the development of (state based) Emergency Systems of Advance Registration of Volunteer Health Professionals, or ESAR-VHP ²
- ESAR-VHP development under the auspices of the Department of Health and Human Services and is implemented by ASPR

² Public Law-PL107-188, Public Health Security and Bioterrorism Preparedness and Response Act of 2002, Section 107



Phases of ESAR-VHP Development and Technical Assistance



-  **PHASE I**
-  **PHASE II**
-  **PHASE III**



MSAR



- Massachusetts version of federal ESAR-VHP program
- MDPH program under Emergency Preparedness Bureau
- Statewide, secure database of pre-credentialed health care professionals who are interested in volunteering their services in the event of a public health emergency



MSAR Volunteers

Priority Occupations

Physicians

Registered & Advanced Practice Nurses

Pharmacists

Psychologists

Clinical Social Workers

Mental Health Counselors

Radiologic Technologists

Respiratory Therapists

Clinical Laboratory Technologists and Technicians

Licensed Practical Nurses



To Register for MSAR

- On line

www.mass.gov/MSAR

- Dynamic application

questions are dependent on occupation

- Collects detailed information

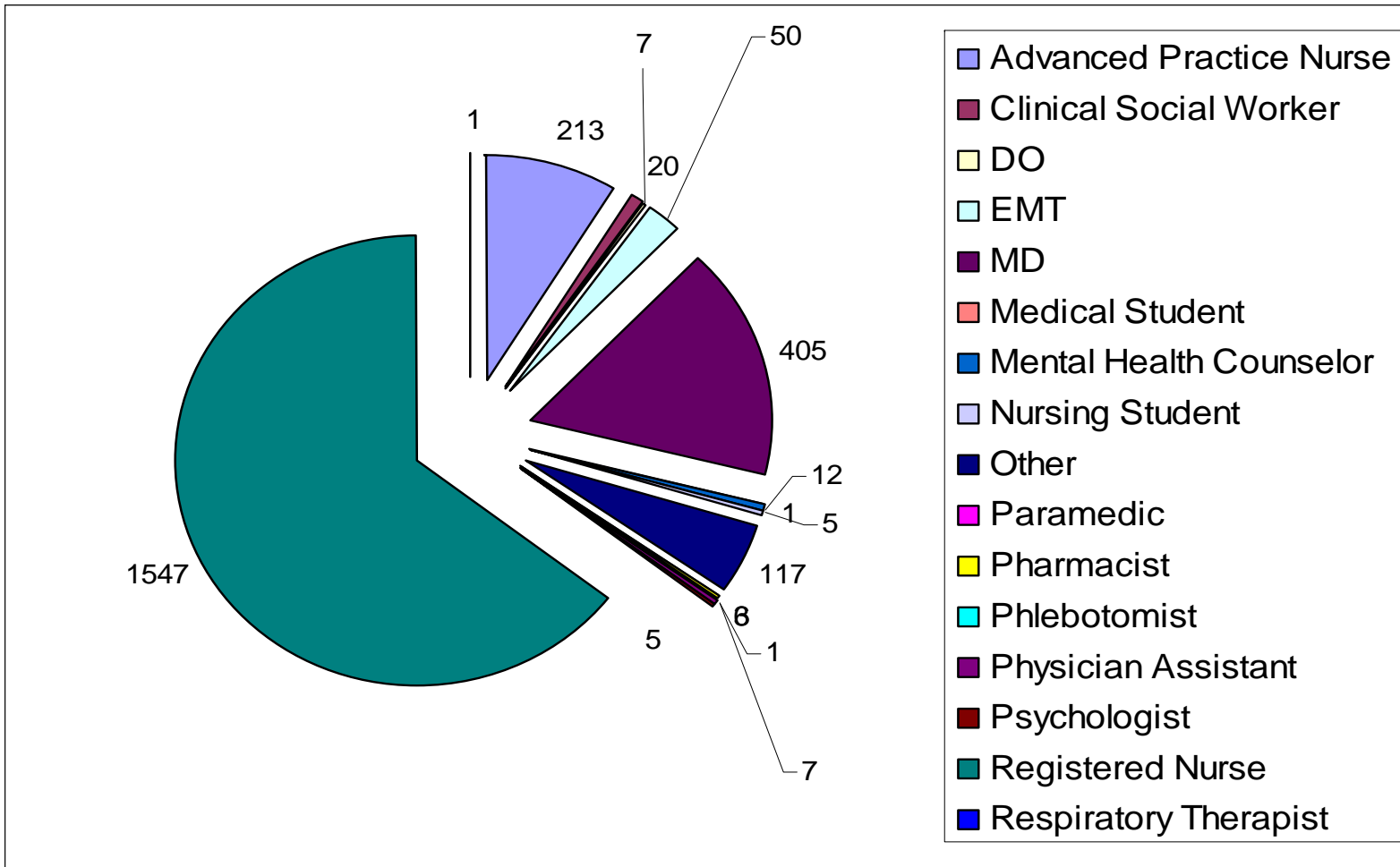
credentialing

enables consistency across state lines

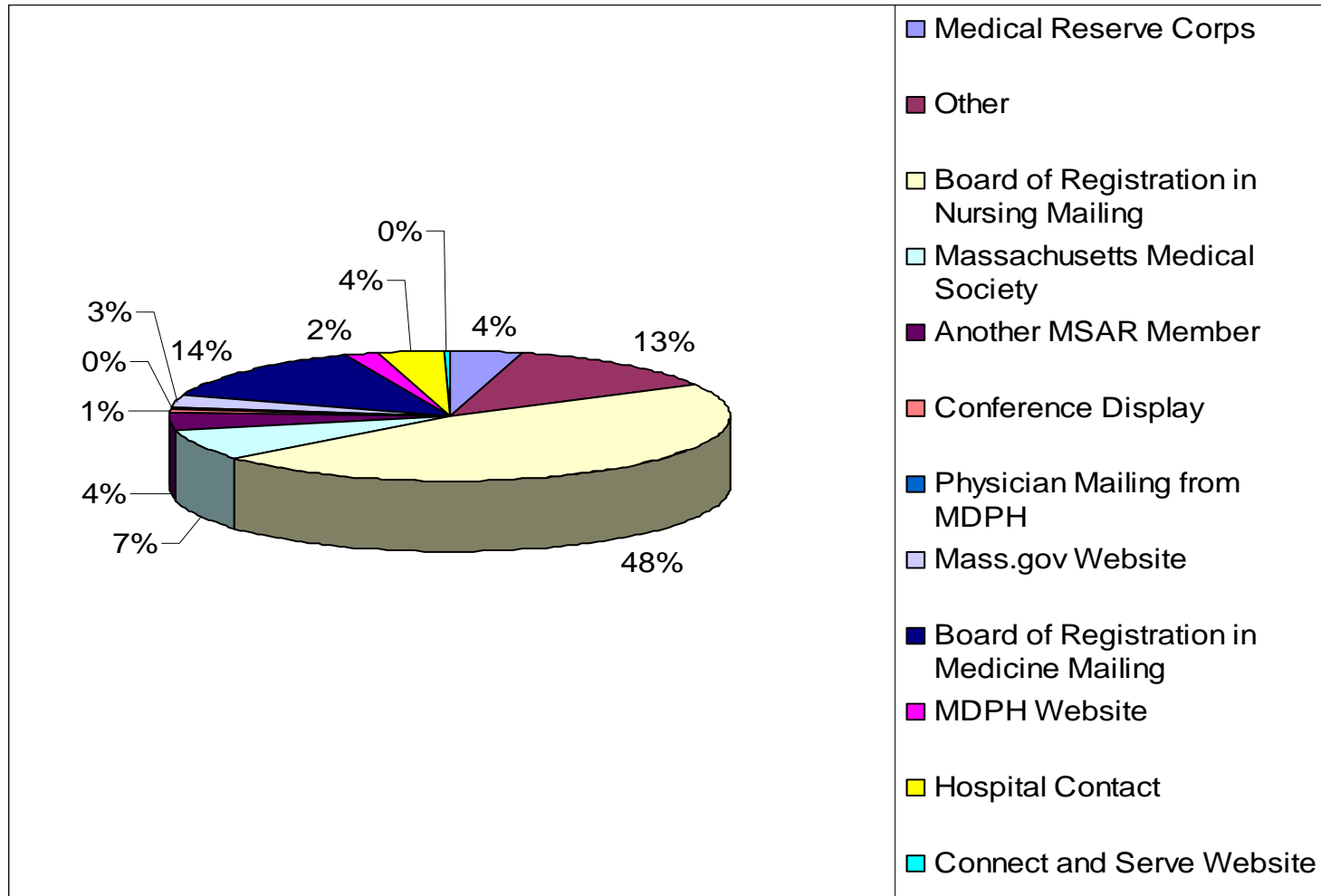
MDPH can query data base for specific skills



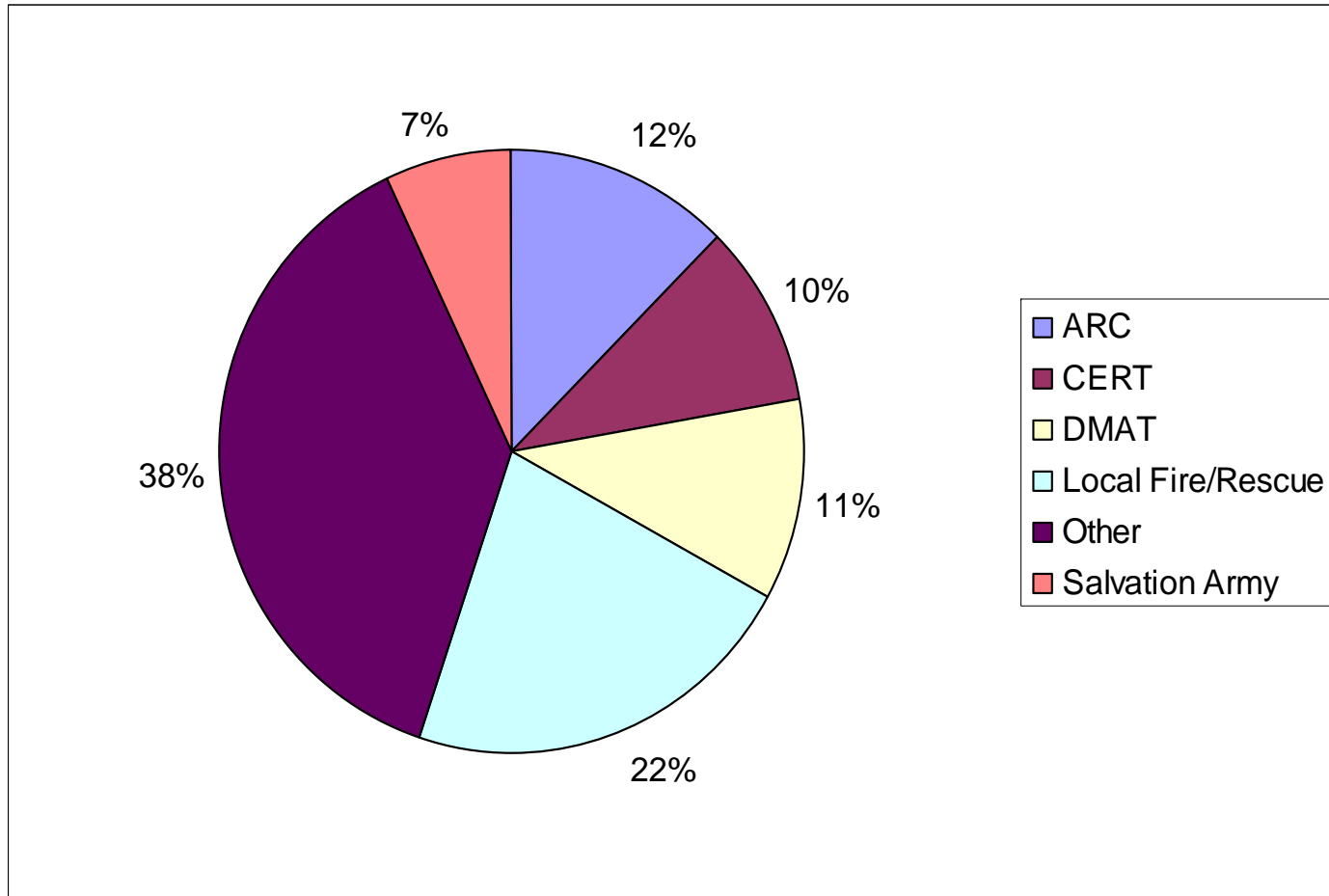
Who is Volunteering



Where do Volunteers Hear about MSAR?



What Other Organizations do MSAR Volunteers Participate In?



Activation

Circumstances when MSAR can be activated:

- By the Commissioner of MDPH in the event of a public health emergency
- During a state of emergency declared by the Governor
- Pursuant to a request to the Commissioner from a local government entity in the Commonwealth when local resources have been exhausted
- Pursuant to an official request from another state or from a province of Canada



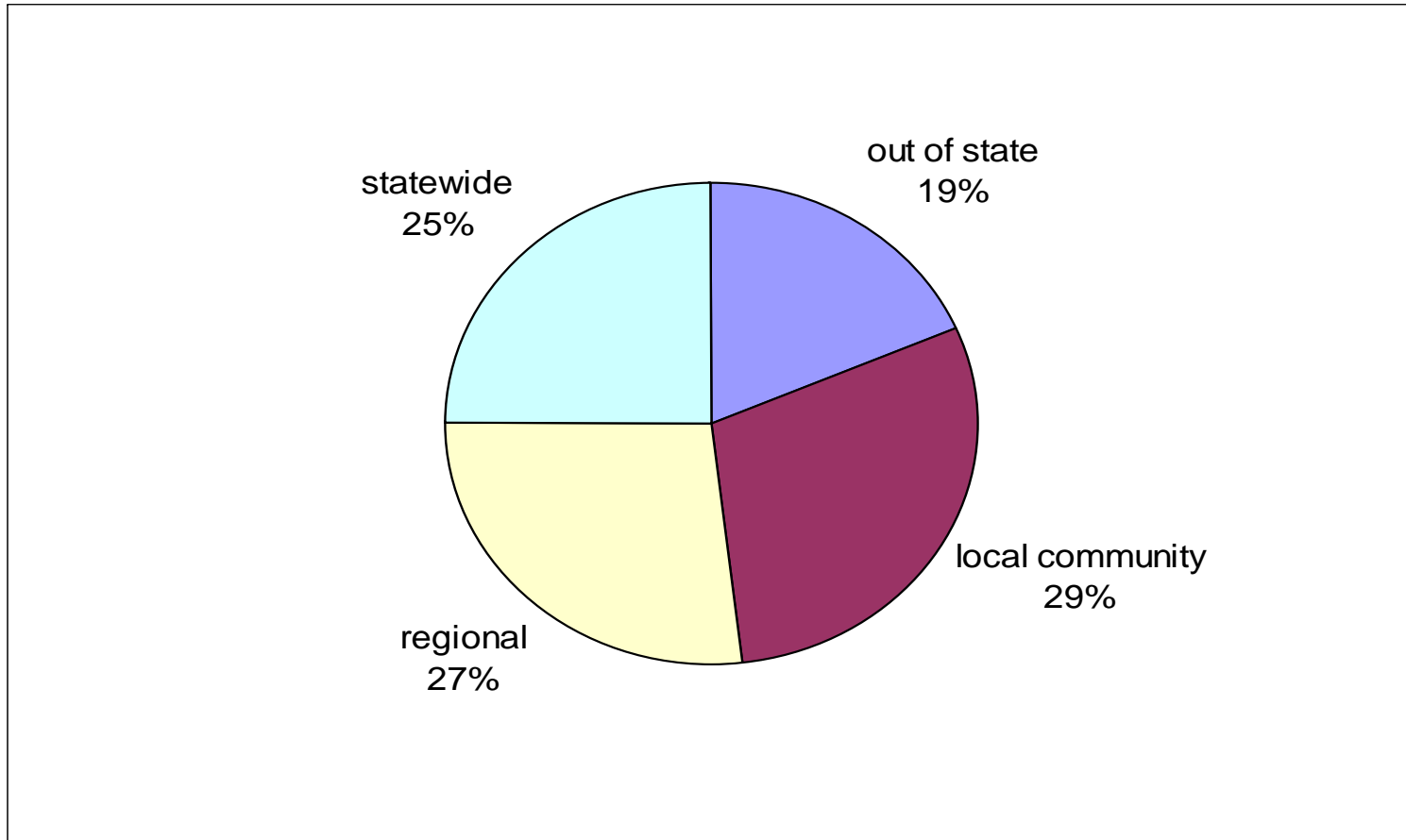
Activation



- Upon activation an alert message will be sent to all MSAR members or to a limited pool of members depending on the size, type, location, and specific needs of the incident
- Volunteers may be contacted by MDPH or local partners (i.e. MRCs or hospitals)
- MDPH is currently updating the MSAR activation and deployment protocols



Volunteer Deployment Preferences



Massachusetts Medical Reserve Corps

- 14,000 medical and non-medical volunteers
- Priorities
 - recruitment
 - training
 - credentialing
 - retention
- Working to align and integrate the MRCs with MSAR



MSAR and MRCs

- **MSAR:** statewide database that will only be activated during an emergency, facilitates volunteers to respond anywhere within the Commonwealth and across state lines



- **MRC:** supports local public health initiatives and responds to local emergencies and supporting other public health functions



MSAR/MRC Volunteers





Surge Response & Planning

- In a disaster the hospital may not be the only facility caring for the ill or injured
- Alternative sites will care for the less acute and routine situations
- Local, regional or federal authorities may supplement existing resources by establishing specialized patient care and/or family assistance centers and/or by activating MSAR or MRC units



Surge Capacity *Staffing Strategies*

Strategies

- Redistribution
 - Trained, same role, new place
- Promotion
 - Students, house officers
- Adaptation
 - Cross-class skills
 - Dentists, veterinarians
- Rejuvenation
 - Retirees, lapsed licenses



Barriers to Volunteering

- Professional Liability
- Administrative Burden



Liability

- Pandemic preparedness legislation
- Patchwork of federal and state laws offer some protection
- Volunteer program- never an obligation to respond

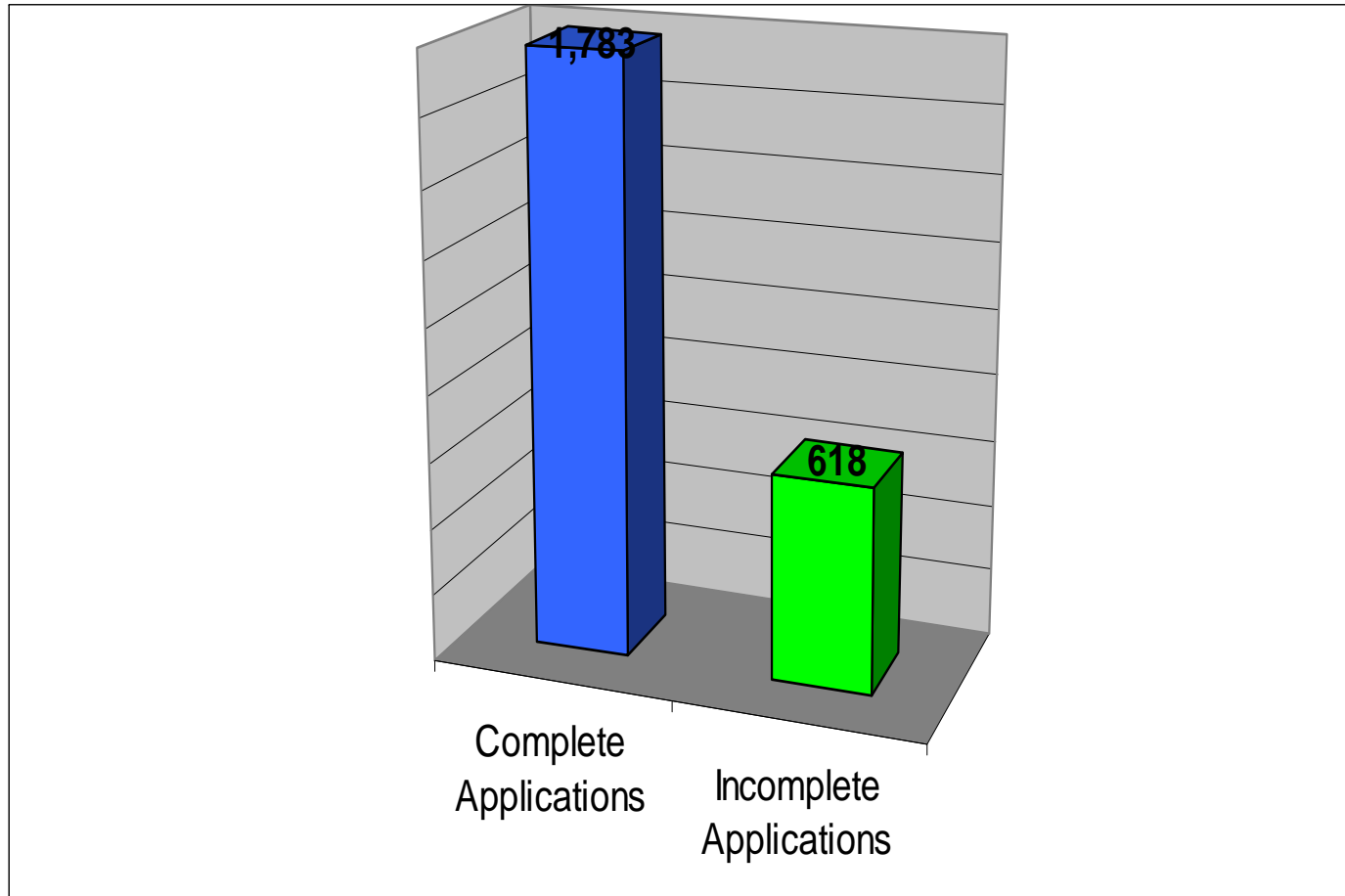


Administrative Burden

- MSAR application is cumbersome
 - Data requirements of the federal government
- Redundancy of Application
 - Hospital privileges
 - Health plan participation
 - Professional licensing
 - Board accreditation
- Data requirements are a disincentive to participation



MSAR Online Application Completion Rates



CAQH

- Universal Credentialing Datasource
- Massachusetts: 30,175 complete UCD applications
- UCD includes many of the ESAR-VHP priority occupations



CAQH Proposed Project

- Market MSAR to the Massachusetts CAQH provider community
- Provide administrative simplification for MSAR volunteers by utilizing the CAQH data



Conclusion

- Disaster Challenges
- Federal and State Preparedness Programs
- Surge Response
- Barriers to Volunteering
- CAQH Initiative





For More Information

Massachusetts
Department of Public Health

www.mass.gov/dph

