Disaster Healthcare Volunteers

DHV Journal

Informing healthcare volunteers about emergency medical response efforts in California

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FALL, 2013

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California DHV Registration Tops 20,000!

Patrick Lynch

Manager's Message

Patrick Lynch, RN
Manager, Response Personnel Unit

We are very pleased to be able to tell you that California Disaster Healthcare Volunteers, (DHV), Program recently passed the 20,000 registered responders mark. This is a good thing, no doubt. Your willingness to offer your services in time of emergency or disaster speaks well of each of you and your professional ethics.

Twenty thousand volunteers sounds good, and is good. However, sounding good is not good enough. As my Chief often reminds us, having the volunteer healthcare professionals registered in the program is one thing, being able to deploy them is another.

The Emergency Medical Services Authority (EMSA) has been working toward that reality. EMSA staff conducted a full scale exercise specifically for DHV and Medical Reserve Corps, (MRC), volunteers last year in which 150 volunteers participated in a training and deployment exercise event in Oakland. It involved 2 county DHV units and 10 MRC units.

In this issue of the "DHV Journal" you will read about two other full-scale exercises that practiced the deployment of volunteers this year. One was conducted by Los Angeles County DHV program staff. The other was conducted by Ventura County MRC personnel. EMSA staff participated in both of these exercises in order to learn lessons about exercises, but also about deployment realities, so that we can take these lessons forward.

We are taking some of the lessons into account for EMSA's upcoming full scale exercise in late August. This exercise will involve nearly 100 DHV and MRC volunteers from 2 county and 11 MRC units across the state. This year we are able to combine it with the EMSA Disaster Medical Resources exercise. Though the DHV portion of the exercise has specific grant deliverables to meet, one of the benefits in addition to those deliverables is to give another group of DHV/MRC volunteers the actual experience of deploying to an event. This allows those volunteers to bring their lessons learned and their experience back to their home units. We hope this will help your local units when they need to deploy you.

Thank you for being one of the 20,000!

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Sheila Martin

MRC Corner

Sheila Martin
California Medical Reserve Corps Coordinator

The final MRC Training Summit took place the week of June 5-7, 2013 in Leesburg, Virginia. While I attended in February, the majority of California's MRC Coordinators attended in June. I am sorry I missed all of you in June. I have heard from many of you that the Summit was a resounding success. Unfortunately, 2013 is the final year in which the Division of Civilian Volunteers Medical Reserve Corps (DCVMRC) will conduct their annual conference. I attended many of them in the past and felt that they have a lot to offer the MRC Unit Coordinators and the State Coordinators.

However, there is a silver lining in that the Regions will be allowed to hold Regional Conferences. In a recent meeting with Jill Littlefield, Jill has indicated that there will be a Regional Conference for Region IX sometime in the late Spring of next year. Jill has recommended to us that the Units should request travel in the Capacity Building Award (CBA) applications to cover the cost of travel to this Region IX conference. Please be sure to apply for the CBA, so that you will be able to travel to this conference.

A reminder related to the CBA application, is that **you must** keep up your national profile on the DCVMRC website **monthly**. If you do not have entries for your profile on the national website, you could be disqualified from receiving the CBA money for your unit. So, please pay close attention to this requirement and fill in your unit's activities every month.

EMSA staff did attend two MRC full-scale exercises in April with the MRCs located in Los Angeles County and the LA County Surge Unit and in May with the Ventura County MRC. Both of these exercises were highly beneficial for the MRCs to develop readiness and for the testing of the DHV System. We were very pleased to be invited to participate as players and evaluators in these exercises and hope that we will be invited by you in the future.

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Featuring MRC Activities

Dr. Pandya of Tulare County MRC, Receives The National MRC Partner Organization Award

From left: Rear Admiral Boris Lushniak, M.D., Acting Surgeon General, Dr. Pandya, Steve Chambers, Tulare MRC Coordinator and Captain Rob Tosatto, R.Ph., Director of the Civilian Volunteer National MRC.

Tulare Medical Reserve Corps (TMRC) is pleased to announce that Gaurang Pandya, M.D., Immediate Past President of the Tulare Medical Society, and his Pandya Family Foundation was selected as The Outstanding Medical Reserve Corps Partner Organization for 2013. The award honors MRC partner organizations that supported MRC units in carrying out their missions and provide MRC units with opportunities to participate in public health preparedness and response activities.

The Division of the Civilian Volunteer Medical Reserve Corps (DCVMRC) recognizes members of the MRC national network on an annual basis, and on May 7 it announced the 2013 DCVMRC national award winners. The awardees include MRC volunteers and leaders, as well as housing and partner organizations and other key stakeholders who have helped build and sustain the MRC program. The awards recognize those who have done outstanding work and contributed to the mission of the MRC in 2013.

Dr. Pandya and The Pandya Family Foundation have been working with Tulare Medical Reserve Corps since October 2011. He personally led the recruitment of physicians at the Sierra View District Hospital where 6 other MD's and the Medical Staff Coordinator joined TMRC and received extensive training in emergency preparedness.

Under his tutelage, he helped develop a mass vaccination training/exercise for the Porterville SIKH Temple where people received seasonal flu shots. The exercise utilized the Incident Command System (ICS) taught by the TMRC Coordinator. Dr. Pandya also led the Emergency Preparedness information campaign at Holy Cross Catholic Church where over 300 parishioners participated in an all day Sunday event.

He continues to promote TMRC to schools and other faith based/community service organizations in the greater Porterville area. His foundation also gave a substantial financial gift to TMRC when it helped fund an educational presentation to healthcare professionals in Visalia on the National Institute of Health publication: "Crisis Standards of Care". Dr. Pandya is a tireless supporter of TMRC and highly regarded as a leader in emergency preparedness for the medical community.

Congratulations to Dr. Pandya for his outstanding community service through the Tulare Medical Reserve Corps.

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Ventura County MRC Austere Medical Deployment Exercise 2013

Over the weekend of May 3—5, 2013, the Ventura County (CA) Emergency Preparedness Office planned and implemented a full-scale exercise with state and local emergency response officials, as well as 130 volunteers from six Medical Reserve Corps (MRC) units from across the state.

Participants included local Emergency Medical Services (EMS), Search and Rescue, the State of California EMS Authority, Disaster Health Volunteers administrators, ESAR-VHP administrators, and the California Department of Public Health. Volunteers represented Lake County MRC, Marin County MRC, Riverside County MRC, Santa Barbara County MRC, and Tulare MRC units.

The exercise took place at Bodee's Rancho Grande, just outside of Ojai, CA. Inspired by the volunteers' commitment to the community and through a partnership with Ventura County, ranch owners donated use of their 200 acre ranch for the weekend. In a remote location without cell phone reception or internet, the medical deployment illustrated how MRC volunteers would have to respond in the field without access to modern technology.

Many attendees remarked on how strong partnerships made the event an overwhelming success. One volunteer from Lake County MRC, two hours north of San Francisco, noted that since their county has a population of only 60,000, executing an exercise of this scale could not be possible. "We couldn't have done an exercise like this without our partnership with Ventura County," he said.

On the first day of the medical deployment, participants attended trainings, including START Triage, Gun Shot Wounds, Field Care of a Trauma Patient, and a Helicopter Safety Demonstration, led by the Ventura County Sheriff's Office. In the afternoon, volunteers participated in a team building exercise that encouraged the different partners to get to know each other better and to communicate effectively in a time-sensitive situation. This exercise required them to build a boat with only a few materials and safely sail to the other side of the lake with a patient in tow.

The full-scale exercise took place on the second day with a plane crash scenario. Participants formed three teams: victims, search and rescue, and triage. They repeated the drill three times, participating in a different role each time to experience the challenges in responding and what could occur in each perspective. While some communications issues arose during the drills, participants worked seamlessly in their teams and responded quickly and competently.

http://www.youtube.com/watch?v=k56nwaGAsBI

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Los Angeles Full Scale DHV Exercise 2013

Mobilization Center at Henry Mayo Newhall Memorial Hospital

On Friday, April 26, 2013, LA County EMS Agency hosted a full scale disaster exercise to test sending disaster healthcare volunteers to six hospitals and two community clinics. This full-scale exercise tested the county's plans to respond to a large disaster by mobilizing its Disaster Healthcare Volunteers program. The deployment processes that were tested included:

- The request by participating healthcare facilities.
- The call-up of volunteers from all four LAC DHV volunteer units, including determining their availability, sending deployment assignments, and detailed deployment information.
- The process of receiving, checking in, and orienting volunteers to their hospital or clinic assignments.
- Volunteer activities at each healthcare facility.
- The process of checking out volunteers and releasing them from service at the end of the day.
- The planning, coordination, and communication between the county and participating healthcare facilities, and between the volunteers and the county.

The participating healthcare facilities were California Hospital Medical Center, Henry Mayo Newhall Memorial Hospital, Providence Little Company of Mary San Pedro, PIH Health Hospital, Northridge Hospital Medical Center, Santa Monica - UCLA Medical Center, Venice Family Clinic, and Eisner Pediatric & Family Medical Center.

In all, 224 volunteers were assigned to the exercise, with a total of 159 who actually deployed to one of the six facilities. The exercise included a media briefing at California Hospital Medical Center. Observers and evaluators, including the State Emergency Medical Services Authority personnel, participated at other hospitals. The exercise provided a thorough test of plans and systems for the deployment of disaster healthcare volunteers. Results from the exercise were very positive from both volunteers and the facilities that participated.

Pictures above and upper middle were taken at Providence Little Company of Mary Medical Center San Pedro

Volunteer check-in at Presbyterian Intercommunity Hospital

Demonstration of patient evacuation sled in Presbyterian Intercommunity

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Golden Guardian 2013 Exercise at Moffett Field

From August 21st -23rd, 2013, ambulances and medical teams assembled near Hangar #3 at Moffett Airfield to train for the medical response to a catastrophic earthquake. The California Emergency Medical Services Authority (EMSA), organizer of the exercise, in collaboration with Santa Clara County Emergency Medical Services (EMS) involved more than 250 participants including medical professionals, students and trained disaster responders.

Moffett Airfield in Santa Clara County

EMSA conducted the full-scale earthquake medical response exercise as part of the California Governor's Office of Emergency Services' annual Golden Guardian readiness exercise. The exercise was federally-funded and is an integral part of EMSA's grant-supported preparedness activities. This year's goal is to test parts of the medical response within the Northern California Bay Area Catastrophic Earthquake Plan.

Ambulance Strike Teams transported the patients to one of two medical Alternate Care Sites in cooperation with disaster response teams from Stanford, SCRIPPS, and Tenet Health Systems as well as Disaster Healthcare Volunteers and Medical Reserve Corps personnel. "This is as realistic as you can get in training," said Dr. Howard Backer, EMSA Director. "Although we plan for disaster response year-round, there is no substitute for putting medical personnel and equipment into action in a full-scale exercise with a realistic scenario to ensure readiness."

EMSA is responsible for coordinating the State's medical response to a major disaster in support of local jurisdictions and works in collaboration with public and private agencies to mobilize, deploy and exercise disaster medical response assets. Sacramento State University's College of Continuing Education coordinated logistics for the training and exercise. The California National Guard (CANG) provided access to Moffett Airfield and other requirements on location. CANG medical teams and response assets also participated in the training and exercise.

The three days of activities included the mobilization, deployment, training and exercising of the following response assets:

- Specialized California Medical Assistance Teams comprised of medical and administrative disaster responders from Stanford, SCRIPPS and Tenet Health Systems delivering patient care in an Alternate Care Site (ACS).
- Disaster Healthcare Volunteers and Medical Reserve Corps personnel delivering patient care in a second ACS.
- Alternate Care Site caches containing medical equipment that can be set up in any non- medical structure to provide basic medical care for patients after a disaster.
- A Mission Support Team.
- Two (2) Ambulance Strike Teams (ASTs).
- A California National Guard C130 aircraft.
- California National Guard medical teams.

Volunteers from Santa Clara County along with Nursing and EMT students from the Sacramento State University's College of Continuing Education served as the volunteer patients with realistic, injuries created using stage makeup. The patients were thoroughly briefed on the nature of their injuries to effectively play their part. Additionally, Alameda County Emergency Medical Services Agency provided a Simulation Mannequin that allowed staff at both ACS facilities to practice the medical treatment of a traumatic amputation as well as other trauma injuries.

The partner agencies and organizations participating in the exercise included:

California Emergency Medical Services Authority
California Department of Public Health
Santa Clara County Emergency Medical Services Agency
Santa Clara County Medical Volunteers for Disaster Response
Marin County Medical Reserve Corps
Fremont Medical Reserve Corps
Kern County Medical Reserve Corps
Long Beach Medical Reserve Corps
Los Angeles County Surge Unit
Medical Reserve Corps Los Angeles
Riverside Medical Reserve Corps
San Diego Medical Reserve Corps
San Joaquin County Disaster Healthcare Volunteers
Santa Barbara County Medical Reserve Corps
Tulare County Medical Reserve Corps
Ventura County Medical Reserve Corps
Santa Clara County Fire Department
Santa Clara Fire Department
Santa Clara County Ambulance - Rural Metro
Sunnyvale Department of Public Safety
Mountain View Fire Department
San Jose Fire Department
Palo Alto Fire Department
Alameda County Ambulance - Paramedics Plus
Stanford Health System
Tenet Health System
SCRIPPS Health System
Sacramento State University
California National Guard, 129th Rescue Wing
Verizon Wireless

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September is National Preparedness Month

Throughout September there will be activities across the country to promote emergency preparedness. More than 3,000 organizations – national, regional, and local public and private organizations – are supporting emergency preparedness efforts and encouraging all Americans to take action.

"At home or at work, routines can be disrupted with little or no warning by natural disasters, fires or other catastrophic events. Don't wait for an emergency to think about being prepared. National Preparedness Month, sponsored each September by the U.S. Department of Homeland Security's Ready campaign to increase public awareness of emergency preparedness, urges four basic steps: get a kit, make a plan, be informed and get involved."- National Safety Council

For resources about preparedness, please visit Department of Homeland Security (DHS): http://www.dhs.gov/ready or CDC Emergency Preparedness and Response: http://emergency.cdc.gov/hazards-all.asp

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The Great Shake Out in October

You are invited to join millions of people who will Drop, Cover, and Hold On at 10:17 a.m. on October 17th in the 2013 Great California ShakeOut!

Last year more than 9.4 million people in California were registered in ShakeOut drills. http://shakeout.org/glb_participants.php?year=2012

Participating is a great way for your family or organization to be prepared to survive and recover quickly from big earthquakes.

To get more information and get involved, please sign up at: http://shakeout.org/california/register/

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Quarterly DHV System Administrator Drills:

The next Quarterly Drill will be October 15 & 16, 2013. The October drill is known as “Autumn Charge”. California participates with multiple states in the exercise. Participation in these DHV System drills is important. Your participation at the local level can improve your preparation for response to an actual emergency situation. DHV and MRC System Administrators gain valuable experience using the DHV system during these drills.

DHV/MRC System Administrator User Group Call:

The next call will be September 11, 2013 10:00 am to 12:00 noon. (These calls are designed for current DHV / MRC System Administrators only.)

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California Hospital Association Disaster Planning Conference

The California Hospital Association (CHA) is hosting a Disaster Planning for California Hospital conference on September 23 to 25, 2013 in Sacramento. Target audience includes hospital emergency preparedness coordinators, administrators, staff, and interested healthcare personnel. The conference provides the opportunity for hospital and health system emergency preparedness coordinators and others to hear from nationally known speakers about current emergency preparedness topics. EMSA will have an information and recruitment booth for Disaster Healthcare Volunteers (DHV) at the conference. Please see CHA website for details: http://www.calhospital.org/disaster-planning (e.g. pre-conference on 9/23 and conference 9/24 - 9/25 schedules).

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Disaster Training Opportunities

California is fortunate that more than 20,000 volunteer healthcare professionals have registered on the DHV System. These volunteers can be notified and given opportunities to serve in critical healthcare positions if and when a disaster strikes in our state. Since you are one of those who have made the commitment to register as a potential volunteer you may want to take a next step and complete entry-level disaster training. There are on-line FEMA training opportunities you can complete on your own schedule.

If you are a Medical Reserve Corps (MRC) member, your MRC Unit may already have included these introductory training opportunities as a requirement for active membership and we salute you for the

training and preparation you are doing. These training opportunities are invaluable to orient and guide you in your participation in a disaster operation.

If you are registered on the DHV System but are not an MRC member you may not be aware of these free training courses. This training is not a requirement for participation but we know that the training is easy to follow and gives you valuable understanding of how disaster operations are managed and how you would fit into the structure during an assignment. In this edition of the DHV Journal, we are describing information about a course that introduces you to the Incident Command System (ICS).

IS-200.b: ICS for Single Resources and Initial Action Incidents

Course Length: 3 hours **Prerequisites:** IS-100 **Available CEUs:** 0.3
Audience: Persons involved with emergency planning, response or recovery efforts.

Course Overview:

ICS 200 is designed to enable personnel to operate efficiently during an incident or event within the Incident Command System (ICS). ICS-200 provides training on and resources for personnel who are likely to assume a supervisory position within the ICS.

The Emergency Management Institute (EMI) developed its ICS courses collaboratively with:
• National Wildfire Coordinating Group (NWCG)
• U.S. Department of Agriculture
• United States Fire Administration's National Fire Programs Branch

EMI offers independent study courses on a variety of emergency management topics and can be a good source for educational materials.

To learn more about this training class and many other training opportunities, visit **FEMA's Emergency Management Institute's** website: http://www.training.fema.gov/EMI/

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More about the Response Personal Unit

New Staff Services Analyst: Lauran Capps

The Response Personnel Unit (RPU) welcomes Lauran Capps**.**

Before joining the RPU, Lauran worked as an Office Technician in the Disaster Medical Services Division, Emergency Medical Services Authority (EMSA). Prior to coming to EMSA, Lauran worked for the Department of Corrections and Rehabilitation (CDCR) at Folsom State Prison. Before her job at CDCR, Lauran was a medical assistant at a local family practice medical office.

Lauran attended school at Folsom Lake College where she earned her associates degree. During high school, Lauran participated in ROP (regional occupational program) where she received her medical assisting certificate.
In her free time, Lauran enjoys volunteering at an Alzheimer's home, attending music concerts, spending time with family, friends, and playing her guitar.

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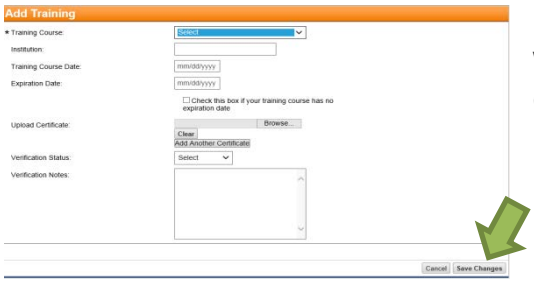
DHV "User Tips"

To Add Training to your DHV Profile

To list any disaster-related training that you have completed to your Profile, log into the DHV site, click on the "Profile Section," click on the "Training" Tab, click on "Add Training Course" and select from the drop down box.



When you complete your entry, please be sure to click the "Save Changes" bottom at the bottom of the screen.

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DHV is California's ESAR-VHP Program

The Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) is a federal program created to support states and territories in establishing standardized volunteer registration programs for disasters and public health and medical emergencies.

Disaster Healthcare Volunteers (DHV), California's ESAR-VHP program administered at the state level, verifies health professionals' identification and credentials so that they can respond more quickly when disaster strikes. By registering through ESAR-VHP, volunteers' identities, licenses, credentials and accreditations are verified in advance, saving valuable time in emergency situations.

Why Do We Need ESAR-VHP?

In the wake of disasters and public health and medical emergencies, many of our nation's health professionals are eager and willing to volunteer their services. And in these times of crisis; hospitals, clinics, and temporary shelters are dependent upon the services of health professional volunteers. However, on such short notice, taking advantage of volunteers' time and capabilities presents a major

challenge to hospital, public health, and emergency response officials. For example, immediately after the attacks on September 11, 2001, tens of thousands of people traveled to ground zero in New York City to volunteer and provide medical assistance. In most cases, authorities were unable to distinguish those who were qualified from those who were not - no matter how well intentioned.

There are significant problems associated with registering and verifying the credentials of health professional volunteers immediately following major disasters or emergencies. Specifically, hospitals and other facilities may be unable to verify basic licensing or credentialing information, including training, skills, competencies, and employment. Further, the loss of telecommunications may prevent contact with sources that provide credential or privilege information. The goal of the ESAR-VHP program is to eliminate a number of the problems that arise when mobilizing health professional volunteers in an emergency response.

Disaster Healthcare Volunteers (DHV)

In accordance with federal mandate, California has developed the Disaster Healthcare Volunteers (DHV) Program to facilitate and manage the registration, credentialing, and deployment of volunteer healthcare professionals (VHPs) in California. DHV uses a software system for the management of volunteers, including the registration, notification, communication, and credentialing needs associated with volunteer management. The DHV Program is the single source system operated and administered by local, regional and state, public health and emergency medical services agencies.

DHV is administered by all system stakeholders and managed by the California Emergency Medical Services Authority in partnership with the California Department of Public Health. DHV volunteers include healthcare professionals, (medical, public health, mental health, EMS, and other personnel) who are willing to be called upon in the event of an emergency or disaster. DHV volunteers are pre-registered and pre-credentialed. Deployment of volunteers will follow Standardized Emergency Management System (SEMS) procedures.

To register on the DHV system or get more information, visit our website, www.healthcarevolunteers.ca.gov

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Have You Updated Your DHV Registration Information Lately?

We depend upon each of you to provide your correct information and it is important that when your information changes you take a moment to update your DHV System information. Have you moved? Do you have a new occupation or a new employer? Have your email or phone numbers changed?

Please take just a moment to update your file. Just log into www.healthcarevolunteers.ca.gov and click on the "Profile" tab. From there you can navigate through your information. Click on "Edit Information" to make your changes and then be sure to click on "Save Changes" when you have completed your edits. Have you forgotten your password? Just click on "forgot password" on the DHV welcome page and we will issue you a new temporary password.

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The DHV Journal is Published and Distributed Via Email

News and information for participants in the Disaster Healthcare Volunteer System administered by EMSA and operated by System Administrators in local communities and Medical Reserve Corps Coordinators throughout California. This Journal is published and distributed periodically to the partners of the DHV System.

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