

A Message from the Director

COVID-19 Edition

Greetings to all. What a difference a year makes! It is humbling to see the effort and commitment of GSHCC members delivering the highest quality of care through supply chain interruptions, changing guidelines, staffing shortages, uncertainty, and the never-ending need of feeding and fulfilling data requests. Plans that were in place have been changed on the fly and seem to be continually evolving. We all continue to adapt, adjust, and try to plan for the next ripple or change. Throughout it all, I have witnessed the common thread of overall cooperation and willingness to share successes and areas for improvement. New partnerships and alliances are forming daily! We have and will continue to respond as a team, each team member with their own thread but coming together to form the fabric of our healthcare system. I am proud of the work we have all done and look forward to further addressing challenges and enhancing our ability to provide for those in need!

Thank you, be safe, and stay healthy!

Scott Nichols, Director, Granite State Health Care Coalition



Scott Nichols
Director



Shaylin Lipman
Program Coordinator



Chelsea St. George
Exercise & Training Officer

Thank you from the GSHCC Team!

Thank you to our members and partners for your continued dedication to your staff, patients and residents as we all strive to reduce the negative impacts COVID-19 has placed on our healthcare system.

We appreciate the incredible sacrifice you and your staff make daily to keep us all safe in this harsh and ever changing COVID climate. We could not do our work without your collaboration and support and we thank you for your continued guidance as we mitigate and plan for future emergent events. Your resilience is evident!



SAVE THE DATE : November 5, 2020

Granite State Health Care Coalition Membership Meeting

VIRTUAL VIA ZOOM
TIME: 9:00AM – 11:30AM

The meeting will provide attendees with the following:

- A COVID-19 update from Dr. Elizabeth Talbot and Dr. Elizabeth Daly of NH DHHS, Division of Public Health Services, Bureau of Infectious Disease Control
- Educational breakout sessions
- An opportunity to discuss COVID-19 lessons learned and best practices in an interactive format
- An opportunity to hear about GSHCC updates and COVID-19 activities

Final Agenda and registration link to follow!

Please contact GSHCC Program Coordinator, Shaylin Lipman with any questions at slipman@healthynh.org or gshcc@healthynh.org

GSHCC Response Actions- COVID-19 Update

The Granite State Health Care Coalition has been involved in a myriad of response activities related to COVID-19 in support of our healthcare partners, members, state and federal partners including:

- Arranging temporary respite, isolation, and quarantine housing for healthcare workers
- Assisting hospitals with required federal and state reporting through Juvare
- Training partners on Juvare implementation
- Supplying federal partners with nightly data reports
- Supplying members with vendor resource lists
- Identifying gaps in reporting and working with healthcare partners on reporting mechanisms to supply active solutions

GSHCC COVID-19 Projects

Mid-Term After-Action Review (AAR) Project

The Granite State Health Care Coalition has contracted with the Olson Group, LTD. to conduct a comprehensive mid-event After Action Review (AAR) process relative to COVID-19. The contractor will develop a written strategy to engage GSHCC partners from healthcare and public health sectors in this AAR initiative to help capture a more comprehensive view of NH's COVID healthcare response. All initiatives will be completed with the appropriate stakeholder input and approval. The AAR will include an Executive Summary and After-Action Report Toolkit to assist partners in spring boarding internal AAR processes, conduct internal gap analyses, implement plan improvements, and identify opportunities for grant funding.

If interested in contributing feedback on COVID-19 response activities, please contact GSHCC Director, Scott Nichols at snichols@healthynh.org



Foundation for
Healthy Communities

Immunization Planning Project

The Granite State Health Care Coalition has contracted with Hagerty Consulting, Inc. to implement a strategy to increase mass vaccination capabilities statewide. This initiative aims to increase the number of closed Points of Dispensing (POD) agreements with additional healthcare agencies, including those that serve priority and vulnerable populations. Hagerty will also facilitate the development of an action plan and timeline to help reclaim and reengage existing closed PODs within the state. Part of this work includes the development of closed POD templates for inpatient and outpatient operations with supplemental documentation to facilitate rapid planning. In collaboration with others, the contractor will also assist the GSHCC in developing and coordinating on-demand just-in-time training for closed POD operations for use by healthcare partners and the regional public health networks. This project will occur in collaboration with the State of NH Department of Health and Human Services (DHHS) and the thirteen public health networks.

Stories of resilience from healthcare partners

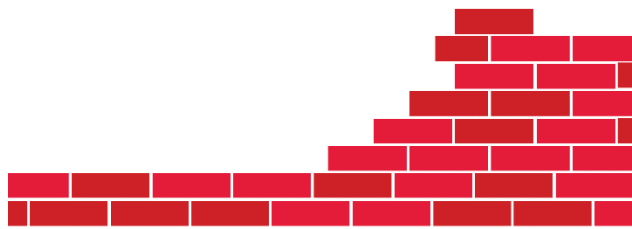
“The Coalition has been invaluable to our nursing facility since the COVID outbreak began. All of the members were extremely responsive to requests for information and resources, particularly where to get PPE. GSHCC’s frequent emails were great communication with information on vendors and instructional information on how to set up the CDC reporting mechanisms. It sometimes takes a crisis to pull people together, and I think this COVID crisis has done that. It has allowed us to know each other and work through these tough times, knowing we were not alone in dealing with the many complexities and unknowns that were present. This effort has made us all stronger and more educated so that we should be better prepared for future pandemics or national emergencies.”

Dan Estee, Administrator, Derry Center for Rehabilitation & Healthcare

“Monadnock Community Hospital’s response to the COVID-19 pandemic began February 26, 2020, following a webinar sponsored by the American Hospital Association (AHA). That day, the AHA advised all healthcare administrators to open their Incident Command teams and begin preparations for the emerging outbreak. Since that day, the Coalition has been my primary, go-to resource for accurate and timely information. I rely on their daily email briefings for an essential snapshot of the pandemic, delivered in time for the morning coffee. The Coalition has also produced a resource list of PPE and other hard-to-find items outside of our usual supply chains, which they update all the time. They also track and maintain Juvare, the hospital’s reporting system for the State of NH. We use this system for all emergency events, along with our daily bed reporting, and most recently, the Federal reporting for COVID-19. To summarize everything they do for us in a few sentences is difficult but, from my perspective, they provide a critical level of comfort, knowing I have a trusted resource I can turn to. No matter how big or small the request may be, I know they will help me find the answers and resources Monadnock needs to be successful in these challenging times.”

With Great Appreciation,

Michael J. Greenough, Community Education/Emergency Preparedness, Monadnock Community Hospital



Membership with the Granite State Health Care Coalition

All partners are valued Granite State Health Care Coalition general members, but part of the mission of the GSHCC is to garner formal support, encourage collaborative approaches to information and resource sharing, and support continuity of healthcare service delivery. To establish a membership structure, the GSHCC is encouraging general members to become supporting members of the Coalition with a signed Letter of Support.

Supporting members are eligible for additional benefits beyond what is extended to general members, including more specific technical assistance, exercise evaluation assistance, and more intensive educational opportunities. Please see the [GSHCC Letter of Support template](#) and [Member Benefits](#) information and submit a signed letter to gshcc@healthynh.org if you would like to become a member.

Enhancing the Coalition through Collaboration
Learn more today about GSHCC Membership

Self-Care for Health and Public Health Sectors

It is normal to feel a sense of stress and anxiety during these uncertain times, especially for those working on the front lines. There are steps we can all take to ensure we remain present in our work for our patients, residents, clients, partners, and colleagues. Now more than ever, we need to take these steps for ourselves and our families. It is also important to learn signs of burnout, secondary traumatic stress, and fatigue. Try one of these self-care strategies today!

- Take breaks (it is not selfish to take a break!)
- Eat a sensible diet
- Exercise- take a walk, run, swim, or bike!
- Know that it is ok to maintain boundaries
- Practice efficient time management

Click here for additional information from the CDC: <https://emergency.cdc.gov/coping/responders.asp>

Online Training Opportunities

[CDC Training for Healthcare Professionals](#)

[FEMA Emergency Management Institute \(Independent Study online courses\)](#)

[National Emerging Special Pathogens Training and Education Center \(NETEC\)](#)



COVID-19 Resources

[ASPR TRACIE COVID-19 Resources Page](#)

[CDC COVID-19 Information](#)

[CDC COVID-19 Data Tracker](#)

[United States COVID-19 Case and Deaths by State](#)

[United States Laboratory Testing](#)

[Centers for Medicare & Medicaid Services \(CMS\)](#)

[FEMA COVID-19 Response](#)

[U.S. Food & Drug Administration \(FDA\) COVID-19 \(includes information on PPE, Emergency Use Authorizations, and guidance documents and policies, webinars\)](#)

[HHS COVID-19 Updates](#)

[National Emerging Special Pathogens Training and Education Center \(NETEC\)](#)

[New Hampshire Department of Health and Human Services COVID-19 Information](#)

[World Health Organization COVID-19 pandemic information](#)

Ongoing GSHCC Activities

Hazard Vulnerability Analysis (HVA)

The GSHCC is working on revamping the HVA process for this grant year so that we may determine our greatest vulnerabilities to bolster planning, revise training plans, and enhance exercise efficacy. We will keep you informed as this process advances. Your participation is key! The HVA is scheduled for completion by June 2021.

Pediatric Surge Annex

The Pediatric Surge Annex applies to a coalition-level response to a mass casualty event involving a large number of pediatric patients. This pediatric-focused operational annex serves as an annex to the GSHCC Coordination Plan. It is intended to be a high-level response plan, identifying key resources that exist within the coalition. This Annex is scheduled for completion by December 2020.

Infectious Disease Surge Annex

The Infectious Disease Surge Annex is a new ASPR requirement that must reflect GSHCC actions relative to a coordinated healthcare response to a range of known and emerging infectious diseases. The GSHCC must have the ability to pivot to respond to a myriad of infectious disease agents and severity scenarios. The timing of this deliverable is fitting and will be tailored to reflect the *State of New Hampshire High Threat Infectious Disease (HTID) Plan* and accompanying *Appendix 2: Pandemic Influenza Response Plan* assumptions and response structure framework. This Annex is scheduled for completion by June 2021.



Juware Healthcare Information Management System Highlight

Fall 2020 marks the one-year anniversary of the statewide implementation of the Juware healthcare information management system (HIMS). Juware's dynamic inventory of healthcare and public health platforms allows for situational awareness, data collection, incident management, inventory management, patient tracking, and volunteer management. Shortly after preliminary training sessions with healthcare and public health partners, New Hampshire became immersed in the COVID-19 pandemic response. This emerging threat provided the healthcare sector with the opportunity to test and implement the new tools to assist with a coordinated and sustained statewide response. Four platforms quickly became essential to an efficient and coordinated statewide COVID-19 response.

Hospitals, long-term care facilities, and state officials quickly became reliant on **EMResource** as a way to provide essential elements of information with response partners at the local, state, and federal levels. This system continues to provide a framework for situational awareness, incident monitoring, and compliance with federal reporting requirements.

eICS was one of the first products to be utilized during the COVID-19 pandemic response and continues to be used by the State of New Hampshire, Granite State Health Care Coalition, public health networks, and hospitals to implement and monitor incident management operations. eICS continues to be a valuable resource for emergency planning, communications, response management, and recovery functions. The plan is to continue to roll this asset out to additional health and public health partners.

EMSupply, an inventory management system, quickly became the backbone of medical supply and personal protective equipment (PPE) distribution. This system provided an infrastructure to effectively receive, track, and ship requests for PPE and other materials from the strategic national stockpile and commercial vendors to partners in need.

EMTrack, the patient tracking module from Juware, was uniquely leveraged to assist with mobile testing in response to COVID-19. Initially thought of as a resource for patient tracking in pre-hospital settings or during mass casualty events, the underlying structure of EMTrack has proven essential for mobile COVID-19 testing operations and will continue to evolve to meet the emerging needs of the healthcare and public health landscape.

The COVID-19 pandemic provided the impetus for the widespread adoption and use of these systems to help coordinate multi-dimensional and unprecedented response operations. The State of New Hampshire Department of Health and Human Services supports the Granite State Health Care Coalition in its efforts to continue to offer training to partners in both eICS and EMResource.

Ongoing Juware Trainings

Please visit <https://www.eventbrite.com/e/juware-training-tickets-123370048135> to register for a future training as a user or facility administrator level training in eICS and/or EMResource.

Registration is free, but space is limited. For more information on Juware or upcoming training opportunities, please contact Chelsea St George, Exercise and Training Officer for the Granite State Health Care Coalition at CStGeorge@HealthyNH.org or email GSHCC@HealthyNH.org.



NH HSEM Continuity of Operations Planning (COOP), Pandemic-Specific COOP Planning Guide Template

Continuity of Operations Planning (COOP) allows organizations to continue to perform essential functions during a myriad of emergency events. Please see the link below for HSEM developed *Pandemic-Specific COOP Planning Guide Template*.

<https://www.nh.gov/safety/divisions/hsem/Planning/coop.html>

New Hampshire Homeland Security & Emergency Management Resource Center NH DHHS Personal Protective Equipment (PPE) COVID-19 Request Form

If you are a healthcare or public health organization in urgent need of general PPE (i.e. normal chains of supply are inaccessible) please follow the link below to request PPE resources via the NH HSEM WebEOC Resource Center Page. Special training or knowledge of WebEOC is not required to utilize this form. Please note a request does not guarantee a PPE order will be placed.

https://prd.blogs.nh.gov/dos/hsem/?page_id=8673

CONTACT US!

We are actively seeking new members from state and local public and private organizations across the continuum of care. To become a member or to learn more about GSHCC, contact us:

Scott Nichols

Director

Shaylin Lipman

Project Coordinator

Chelsea St. George

Exercise & Training Officer

The Granite State Health Care Coalition is an initiative of the Foundation for Healthy Communities, a non-profit organization that engages in innovative partnerships to improve health and health care in New Hampshire by addressing quality of care, access to care and community prevention.

