

Ready, Set, **GOPREPARE** for the Unexpected!

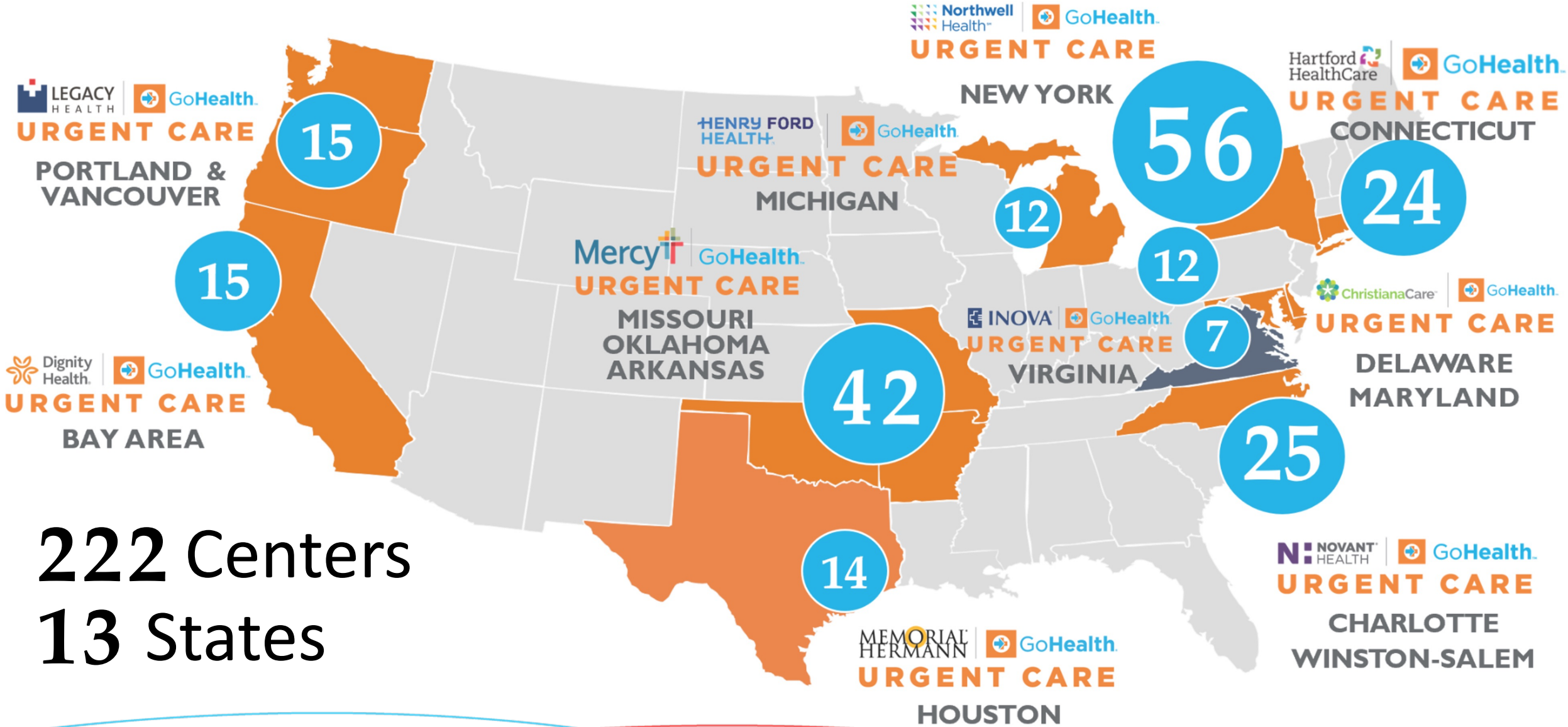
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COLLEGE OF
URGENT CARE
MEDICINE





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URGENT CARE

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URGENT CARE



GoPrepare



Have you ever...

Discovered nonfunctional emergency equipment during an emergency

Found expired lifesaving medications when a provider attempted to administer the drug?

Noticed your teammates were underprepared to respond to cardiac or respiratory arrest?

Found that care was delayed because your team was unsure of what to do or where to find necessary tools?

Felt unsafe due to an aggressive patient?

Worried what would happen if a patient arrived with a weapon?

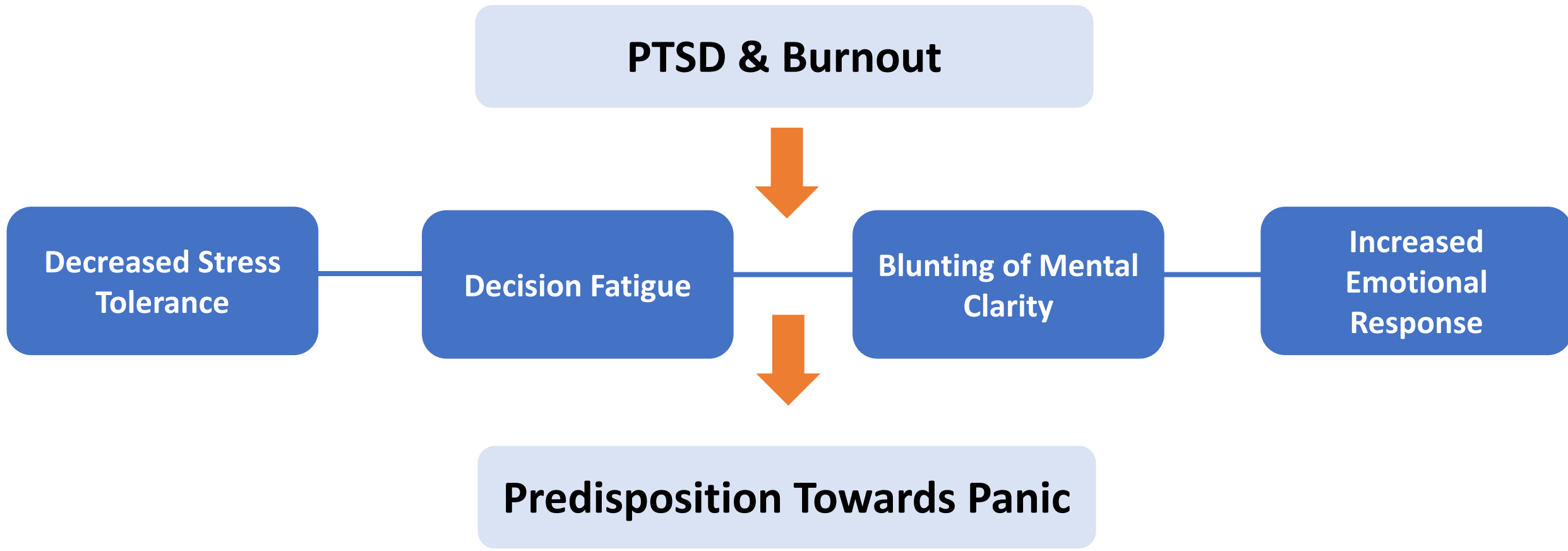
Worried how to handle placing your clinic on lockdown?

Worried about what you would do if a mass casualty event occurred nearby?



How did we get here?

Current Climate of Urgent Care Industry



Current Climate of American Culture

Political Unrest

**Decreased Access
to Healthcare**

**Increased Medical
Acuity**

**Mental Health
Epidemic**

**Increased Gun
Violence**

**Increased
Aggression against
Healthcare workers**



**What can we do to help
our teams prepare for
the unexpected?**



GoPrepare

Lifesaving Checklist

Ensures our centers and equipment are ready for a clinical emergency

Emergency Response Training Team

Ensures that our teams are prepared for a clinical emergency

Imminent Danger Reaction Plan

Ensures that our teams are prepared for a non-clinical emergency

Community Disaster Response Plan

Ensures that our teams are ready to assist during a local disaster

Emergency Preparedness at GoHealth Before GoPrepare



GoSTAT Kit: Epinephrine & Narcan,
Dosing guide, syringe, needle, alcohol prep pad, Band-Aid

Attached to the wall at the provider station in every site



GoBag: IV start kits, fluids, ACLS meds,
AMBU bags, Oxygen masks, etc.

Located in procedure room in every site



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Lifesaving Checklist

The survey will take approximately 5 minutes to complete.
Please complete as a team effort on the 1st and 15th of every month!
Make sure to Teams chat or e-mail your Team Lead with any deficiencies ASAP upon completion

Hi, Erin. When you submit this form, the owner will see your name and email address.

* Required

1. Todays date *

Please input date (M/d/yyyy)



2. GoHealth Location *

Select your answer



3. Team Lead *

If your current Team Lead (or interim Team Lead) is not listed, please select "other" and type the email address of your ROM.

Select your answer



Lifesaving Checklist

A bimonthly survey of emergency equipment in center

The Evolution of the Lifesaving Checklist

Manual Data entry
+
Manual Data Collection
+
Individually reviewed & forwarded

x 56 locations



Lifesaving Checklist Automation



Electronic Data Collection



Connect Forms to Excel & Outlook



Update Excel Spreadsheet



Notify via Outlook Email

This message was sent with high importance

Delete Archive Report Reply Reply all Forward Read / Unread Categorize Flag / Unflag Assign policy Print

Lifesaving Checklist, Tarrytown, 2023-Mar-01



Wed 3/1/2023 7:37 PM

Dear John Doe,

Please review the Lifesaving Checklist report for your center below and address any deficiencies ASAP.

1. Is AED present and operational? *Yes*
2. Are adult and peds AED pads present with 1 month + before expiration? *Yes*
3. Are Oxygen tanks present and full? *No – 1 of 2 Oxygen Tanks needs refill*
4. Are adult and peds BVMs with HEPA filter present? *Yes*
5. Are adult and peds nasal cannula & NRB masks present? *No – missing peds NRB*
6. Is your EKG device present/functional with stock of electrode stickers? *Yes*
7. Is your GoSTAT Kit adhered to the wall at provider desk with epi & Narcan present with 1 month + before expiration? *Yes*
8. Is your GoBag sealed with expiration date label? *Yes*

First Steps to Create the Lifesaving Checklist

- **Make a list of your lifesaving equipment and medications**
- **Set recurring dates for monitoring**
- **Educate your team**
- **Choose a champion (or multiple champions)**





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Emergency Response Training Team

- Risk reduction via clinical improvement
- Team of trainers run mock codes
- Hands on learning
- Clinical scenario collection



Emergency Response Training Team

- Trainers arrive with support staff to manage patient flow during training session
- No interruption in patient care
- Debriefing after session





[ERTT Video](#)

Data Collection

SCORING

0 – 14 points = unsatisfactory (0-50%) _____
15 – 22 points = satisfactory (55-85%) _____
23 – 28 points = excellent (85-100%) _____

- Scorecards with identifiable tasks
- Compare the individual team to market average
- Allows long term comparison



Emergency Response Training Automation



Scorecard completed on Forms



Connect Forms to Excel & Outlook



Update Excel Spreadsheet



Outlook Email to team

Emergency Response Training Team



First Steps to Create the Emergency Response Training Team

- Identify clinical leaders, a team of trainers and an operational partner
- Create cases to run in center with teams
- Invest in training materials
- Start small – BLS/ACLS/PALS certification, high yield training for top emergency situations





GoPrepare

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Ensures that our teams are prepared for a clinical emergency

Imminent Danger Reaction Plan

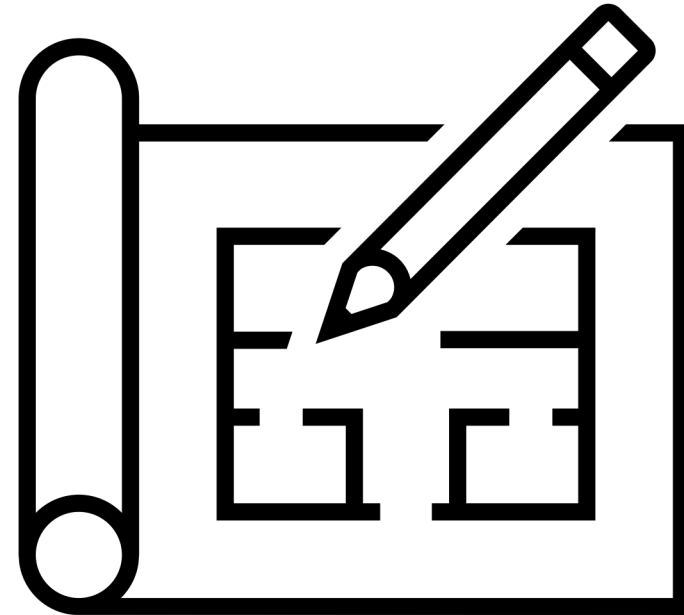
Ensures that our teams are prepared for a non-clinical emergency

Community Disaster Response Plan

Ensures that our teams are ready to assist during a local disaster

Imminent Danger Reaction Plan

- Reaction to threats of physical danger
- Considers risk of violence
- Goal: Increase visibility and general knowledge of action plan





Imminent Danger Reaction Plan

Purpose:

This document is intended to serve as a resource for GoHealth teams when in clinic and faced with a situation that threatens physical harm to staff. Each individualized plan is created to assist team members in safely evacuating, or if necessary, barricading in place. Additionally, this guide promotes alerting proper authorities, as well as gives directives for initiating potentially lifesaving care when needed. It is encouraged for team members to familiarize themselves with this plan and its content prior to times of danger.

When faced with imminent danger:

1. Try to remain calm.
2. Leave your belongings behind and move quickly.
3. Evacuate the center as fast as possible and proceed to the below meet-up location.
4. Call 911 immediately.

If you are unable to safely leave the building, the best place for you to barricade yourself in the center is listed below. This safe room is equipped with a silent alarm button that is activated by **holding firm for 5 seconds**. There is also an **emergency GoPrepare kit located in this room** which contains supplies you may need.

Your emergency kit contains:

- + Gauze
- + Coban
- + Abdominal pads
- + Tourniquet
- + Flashlight

Once you have safely evacuated/barricaded in place, please inform a member of the leadership team as soon as possible.

Location: W 69th St

Address: 199 Amsterdam Ave, New York, NY 10023

Phone Number: 212.721.4200

Number of Exits: 2 - Front and Back

Meet-Up Location: FDNY Station - Amsterdam & West 65th

Safe Room: Staff Bathroom

- Highly visible
- Center specific Information
- Clear illustration of protocols frequently viewed

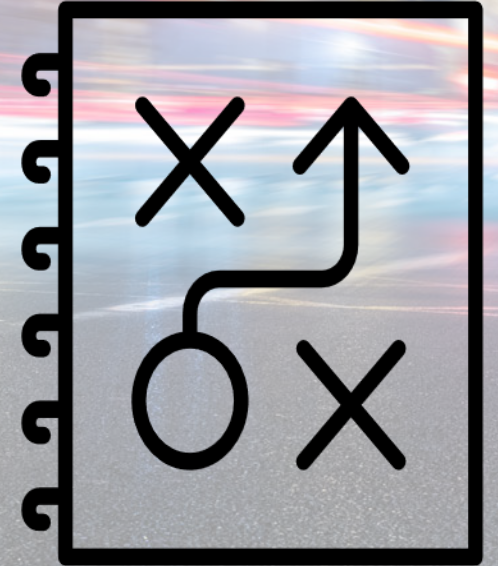
Imminent Danger Reaction Plan

- GoPrepare Kits located in the designated safe room
- Necessary equipment and contact information



First Steps to Create the Imminent Danger Reaction Plan

- Designate a champion
- Create or access plans for evacuation vs barricade in place
- Find ways to communicate this clearly to team often
- Consider emergency kits





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Community Disaster Response Plan

Emergency operations plan deployed to support the community in the event of a local Mass Casualty Incident





Create

What is your role in a mass casualty incident

Create a plan using a template



Simulate

Run through the scenario in a real time simulated emergency response

response



Assess

How would you access your resources

What would be your strengths

What would be your shortcomings

Mass Casualty Incident Simulation

Where we succeeded

- **Communication**
- **Relationship with regional EMS and hospital system**
- **Ability to maintain regular urgent care patient flow or divert if needed to other nearby centers without disrupting or suspending care**

Room for improvement

- **Recruitment of additional staff**

Our response: Emergency Preparedness Channel

- **Acquisition of additional emergency equipment at time of need**

Our response: direct external contact person

- **Lack of mental health support resources during/ after emergency**

Our response: Mental Health Referral Center and Psychological First Aid training plan



**What did we do with
this information?**

Community Disaster Response Plan Workflow

Communicate

In-House Team



Operational Leadership



Clinical Leadership, Health System and Emergency Services

Initiate

Patient Flow Plan

Triage Process

Designated care zones

Command Center

Registration /Tracking process

Supply Distribution

Transition

Appropriate disposition from center



Provide appropriate resources including mental health support



Team Debrief

Let's set the scene for a local disaster in a community near you ...



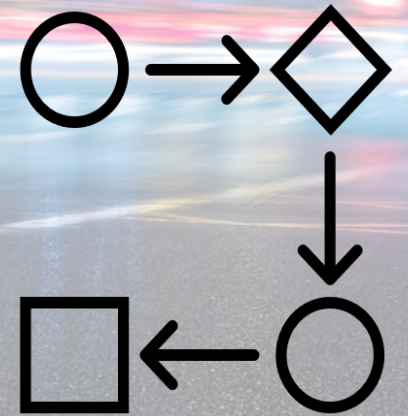
What is your role in local disaster response?

- What should be done as soon as the patients arrive?
- What is the communication chain?
- What are the space/ staff/ supplies considerations?
- How many patients do you currently have at the facility?
- How do you maintain the routine urgent care flow?
- What actions should be taken to maximize appropriate and safe disposition?

First Steps to Create the Community Disaster Response Plan

Assess your own:

- Internal and external communications (EMS, Fire, Police, Hospital)
- Ability to manage space/staff/supplies
- Ability to manage sudden surge in volume and acuity



GoPrepare in Action!



DRIVING **CHANGE2023**
THE URGENT CARE CONVENTION





GoPrepare

Lifesaving Checklist

Check your equipment



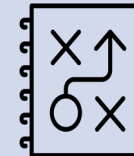
Emergency Response Training Team

Test your teams



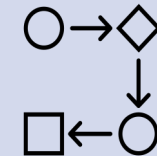
Imminent Danger Reaction Plan

Post your plan



Community Disaster Response Plan

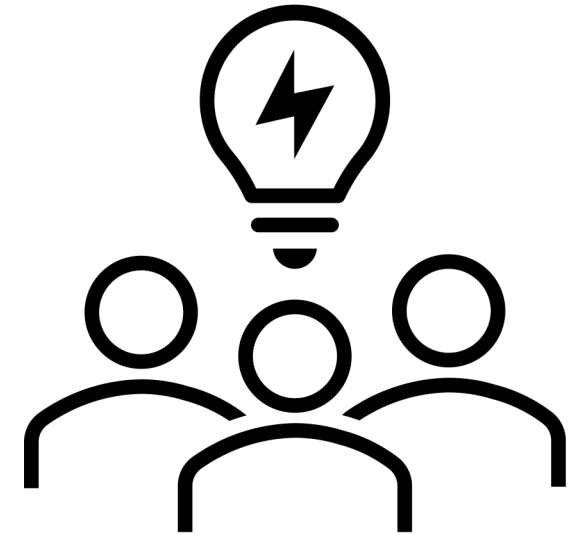
Create a workflow



How Can You Drive Change?

What can you do in your centers today?

- Standardize, organize, and clearly label your emergency equipment
- Cultivate a culture of Emergency Preparedness



Session Evaluation

- Your feedback is valuable, take a moment to complete the survey for this session.
- To claim CME, you must complete a separate survey available after the convention.

* How likely are you to recommend this **content** to a colleague?

Not likely at all Neutral Extremely likely

0 1 2 3 4 5 6 7 8 9 10

What did you find most valuable about this **content**?

What would have made this **content** better?



DRIVING **CHANGE2023**