Emergency Preparedness 2011: Collaboration, Continuity, and Community Annual Conference
April 27-28, 2011 in Arlington, VA

Keynote Critical Interactions in Critical Times: The Interface of Hospital and External First Responders During an Active Shooter Event
Community connections: Working together for disaster recovery

When natural disasters and crises strike, they impact your entire community

Headlines have been riddled with disasters significantly testing the emergency preparedness of hospitals and communities. From the BP oil spill to active shooter incidents, the immediate and long-term impact of these crises continues to challenge local and regional incident command systems. The constant threats of pandemics, bioterrorism, severe weather, flooding, fires, and mass casualties are ever present, challenging emergency planners to operate at a whole new level.

This year’s Emergency Preparedness Conference is strategically designed by industry experts to address all dimensions of emergency preparedness, weaving in The Joint Commission’s Emergency Management Accreditation Standards. Presenters will focus on integrating community resources into a seamless and effective plan to help your organization:

- Analyze gaps in your EOPs
- Respond to the unique needs of a pediatric population
- Recognize the behavioral health care needs of both patients and providers
- Determine if you have an effective Incident Command Plan in your community
- Minimize work stoppage

Experienced faculty     Problem-solving discussions     Take-home tools
Tracked sessions customized to your interests
Planning for the worst

In a sentinel event alert published last June, The Joint Commission reported 256 assaults, rapes, and homicides of employees, patients, and visitors in American health care facilities from 1995-2009. In the majority of these events, problems were identified in policy/procedure development and implementation and there was an urgent need for staff education and competency assessment processes.

Sharpen your emergency readiness by attending the 2011 conference!

Who should attend?

Network and share ideas with C-suite officers and directors in operations, safety, compliance, medical affairs, nursing, quality, disaster planning, emergency preparedness, disaster medicine, patient safety, risk management, security, infection control, and community health.

Hurry!

Conference has sold out in the past.

Register by March 26 and receive a $60 discount.

In appreciation

Thank you to our poster session sponsor: Yale New Haven Center for Emergency Preparedness and Disaster Response

Emergency Preparedness 2011 Annual Conference Advisory Planning Committee

Diane Sosovec, RN, MS, Chairperson
Joint Commission Resources
Leslie J. LaBelle, RN, MSN, MBA, CPHQ
Joint Commission Resources
Dennis Tomczyk, MA
Wisconsin Division of Public Health
Ed Tangredi, MHA, ACHE
White Plains Hospital Center
Katherine Grimm, MPH
Healtheast
Sheila Finch
Detroit Medical Center
Dale Thompson, CSP, ARM, MS
Kaiser Permanente

David Milen, PhD
Franciscan Alliance
Debbie Carver, BS, EMPT, CRT, RCP
Tallahassee Memorial Hospital
Col. Deborah Krickerbocker, MS
United States Army—MEDCOM
Eugenie Schwartz, BSN
Yale-New Haven Health System
Lynn Bergero, MHS
The Joint Commission
Jerry Gervais, CHFM, CHSP
The Joint Commission

We thank the following organizations for their generous support of this event:

ADT Healthcare Solutions
Grainger

Find us on Facebook
Welcome
Diane Sosovec, RN, MS, Program Manager, Joint Commission Resources

Introduction and Conference Overview
Moderator: Michael Chisholm, CPE, CHFM, Associate Director, SIG Engineering, The Joint Commission

Keynote
Critical Interactions in Critical Times: The Interface of Hospital and External First Responders During an Active Shooter Event
Johns Hopkins presenters will discuss last September’s active shooter event and why the response was efficient and effective from internal and external first responders. One presenter will also focus on the legal and regulatory reviews precipitated by this type of event. Understand why advance planning yields the best possible outcomes as this panel shares lessons learned and future plans to enhance mitigation, response, and recovery from shooter and/or workplace violence-related events.

Howard S. Gwon, MS, CHEC, Senior Director, Office of Emergency Management, Johns Hopkins Health System and JHU School of Medicine
Harry Koffenberger, Vice President, Johns Hopkins Medicine Corporate Security
Jeff Natterman, RRT, MA, JD, Risk Manager, Johns Hopkins Hospital, Counsel, Johns Hopkins Health System

Plenary
Babies, Bottles, and Barricades: Disasters Come in All Sizes
In the event of an accident, natural disaster or terrorist attack—any event with mass casualties—children cannot be treated like little adults. Children are more physically and psychologically vulnerable than adults to biological and chemical agents and other assaults to their bodies. Critically injured children may require different treatments, equipment, and drugs as their bodies respond differently than adults.

Jeffrey Upperman, MD, Director, Trauma Program, Children’s Hospital Los Angeles

Lunch and Learn
Exhibit Hall and Poster Presentations—Yale New Haven

Plenary
Health Care Violence on the Rise
Violence is not only occurring more often, but becoming increasingly more lethal. How can you stay ahead of this increasingly complex issue? Learn how security is playing a critical role in ensuring that regulations are met, personnel training is being provided, and acts of violence are appropriately responded to and resolved.

Dennis Hemphill, CSE, CHSE, System Vice President of Safety, Security & Emergency Management, Catholic Healthcare West

Plenary
Surge, Sort, Support: Psychological Dimensions of Mass Casualty Events
Mass catastrophic events present significant psychological challenges in the care and treatment of post-disaster victims and their care providers. More people are impacted psychologically than are harmed physically. Effective emergency management must also involve effective behavioral health support and intervention. Evidence-based and outcome-driven interventions will be discussed.

James Shultz, MS, PhD, Director, Center for Disaster and Extreme Event Preparedness, Department of Epidemiology and Public Health, University of Miami Miller School of Medicine

Plenary—Panel Presentation and Discussion
Better Together: The District of Columbia Emergency Health Care Coalition Approach to Emergency Planning, Training, and Responding
A 2007 Health and Human Services grant was the impetus for health care organizations in our nation’s capital to form the District of Columbia Emergency Healthcare Coalition. Various system components have coalesced to complete two hazard vulnerability analyses, craft system plans and procedures, create a response support system, provide common training classes, and facilitate citywide exercises. Learn how this coalition began, operates today, and benefits the community.

Craig DeAtley, PA-C, Director of the Institute for Public Health Emergency Readiness, Washington Hospital Center

Reception in Exhibit Hall
Relax at our evening reception, see what’s new, chat with vendors, and learn from innovative poster presentations.

Speakers and dates are subject to change.
Day two: Best practices in action

Thursday
April 28, 2011
8 a.m.-3 p.m.

Continental Breakfast: 7-8 a.m., Information Exchange: Share Your EOPs!
All attendees are invited to bring their Emergency Operations Plans and a supply of business cards. Network with your colleagues to share and learn in this informal setting.

The program features your choice of tracked sessions focused on actual scenarios, community planning, and non-hospital responders

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<thead>
<tr>
<th>TRACK 1</th>
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<td>Howard S. Gwon, MS, CHEC, Senior Director, Office of Emergency Management, Johns Hopkins Health System and JHU School of Medicine, Baltimore, MD</td>
<td>Peter Brewster, BS, Director, Veterans Administration, Washington, DC</td>
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<td>1B A Hospital Story of Evacuation and Surge, All on the Same Day: HICS Used During Move to New Facility</td>
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<td>Donna Glenn, RN, Director, Infection Prevention and Emergency Management, Texoma Medical Center, Denison, TX</td>
<td>Eric Weiss, MD, Medical Director, Office of Emergency Management, Associate Professor of Emergency Medicine, Stanford University Hospital and School of Medicine, Stanford, CA</td>
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<td>9:30 a.m.</td>
<td>1C Continuity of Operations: Planning for Work Stoppage</td>
<td>2C It’s Not All or None Anymore: Activation Levels and Status Report Forms</td>
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<td>Jillyne Frazier, RN, MSN, PHN, Director of Clinical Operations, Home Care</td>
<td>Vickie VanDeventer, MPH, NP-C, Director, Emergency Management, Bloomington Hospital, Bloomington, IN</td>
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<td>Julie Garrison, HR Director, HealthEast Care System, St. Paul, MN</td>
<td>3C Cincinnati Children’s Hospital Medical Center: Patient Surge Response Overflow Clinic</td>
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<td>Margaret Fowke, RD, LD, MPA, MA, Program Analyst, Office of Strategic Planning and Policy, National Weather Service</td>
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<td>Ted Tully, BA, AEMT-P, Administrative Director, Emergency Preparedness, Mount Sinai Medical Center, New York, NY</td>
<td>Terry Koller, MHA, BSN, RN, FACHE, Director, Capacity and Resources Services, St. Luke’s Hospital Health Network, Bethlehem, PA</td>
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Faculty with real world disaster experience and advice

Howard S. Gwon, MS, CHEC, Senior Director, Office of Emergency Management, Johns Hopkins Health System and JHU School of Medicine
Harry Koffenberger, Vice President, Johns Hopkins Medicine Corporate Security
Jeff Natterman, RRT, MA, JD, Risk Manager, Johns Hopkins Hospital, Counsel, Johns Hopkins Health System
Craig DeAtley, PA-C, Director of the Institute for Public Health Emergency Readiness, Washington Hospital Center
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James Shultz, MS, PhD, Director, Center for Disaster and Extreme Event Preparedness, Department of Epidemiology and Public Health, University of Miami Miller School of Medicine
Michael Chisholm, CPE, CHFM, Associate Director, SIG Engineering, The Joint Commission
Jeffrey Upperman, MD, Director, Trauma Program, Children’s Hospital Los Angeles

Get inside answers from accreditation experts!

Pre-conference on Emergency Management Standards, Case Studies, and HICS Update

April 26, 2011

8 a.m.–noon
Plan to attend this informative pre-conference with its focus on current Joint Commission Emergency Management Standards.
- Develop strategies to successfully meet these standards and their challenges
- Assess your organization’s adoption of collaborative planning with other health care entities
- Create solutions to enhance compliance

Noon: Lunch

1–4 p.m.
The afternoon sessions will provide three interactive activities with real world case studies and lessons learned, focused on:
- HICS: Now and Moving Forward—Present and Future State
- Total Water Disruption: Everyday Contingency Planning
- Telecommunication Crash: An Escalating Event

Who should attend?
Hospital staff involved with implementing Joint Commission standards, hospital emergency staff, safety officers, medical directors, nursing trauma coordinators, security directors, facilities managers, operations directors, and emergency response planners

Continuing education contact hours
Approved for 6.5 hours by ACCME, ANCC,ACHE, and the California Board of Registered Nursing

Visit DC this spring
The conference is located at this newly renovated Crystal City hotel offering exceptional accommodations and amenities as well as a complimentary shuttle to and from Reagan National Airport. You’ll be surrounded by Arlington’s best shopping and dining at the Crystal City shops and The Fashion Centre at Pentagon City. The Crystal City Metro stop can be accessed from the hotel lobby, so you can easily reach the best museums, monuments, and attractions of Washington, DC and the surrounding area.

Crystal Gateway Marriott
1700 Jefferson Davis Highway
Arlington, Virginia 22202

Phone: 1.703.920.3230
Room Rate: $239
(Request Joint Commission special rate. Call early; rate subject to availability.)
Cut-off Date: April 4, 2011
### Select which track sessions you will attend:

**Choose one session per time slot on April 28**

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### Four easy ways to register

1. **Online:** www.jcrinc.com
2. **Fax:** completed registration form with credit card information to 888-205-2380
3. **Phone:** 877-223-6866 from 8 a.m.-8 p.m. EST, Monday-Friday
4. **Mail:** completed registration form and check or credit card information to: Joint Commission Resources, Inc., 16353 Collections Center Dr., Chicago, IL 60693

### Method of payment

Payment must accompany the completed registration form. Registration forms received without payment will not be processed until payment is received. Please allow 7 to 10 days for processing of checks.

- ○ Check (make payable to Joint Commission Resources or JCR)
- ○ MasterCard
- ○ Visa
- ○ Amer Express

**CARD NUMBER**  
**EXPIRATION DATE**

**CARDHOLDER'S NAME**  
**CARDHOLDER'S TELEPHONE**

**CARDHOLDER'S SIGNATURE**  
**TOTAL AMOUNT**

**NAME OF REGISTRANT**

**CREDENTIALS**  
**HCO ID#**

**TITLE**  
**ORGANIZATION**

**STREET ADDRESS**

**CITY**  
**STATE**  
**ZIP**

**TELEPHONE**  
**FAX**

**SYSTEM AFFILIATION (IF ANY)**

**E-MAIL OF REGISTRANT (REQUIRED TO EARN CEUs)**

- ○ Yes, I would like to receive e-mail updates.
- ○ Check here if you are a current CSR member.

Is your organization accredited by The Joint Commission?  
○ Yes  
○ No

What best describes your service/setting?  
○ Ambulatory Care  
○ Hospital  
○ Critical Access Hospital  
○ Behavioral Health Care  
○ Home Care  
○ Laboratory/Pathology  
○ Office-Based Surgery  
○ Pharmacy  
○ Long Term Care  
○ Health Care Staffing Firm  
○ Disease-Specific Care Services  
○ Consulting  
○ Other:  

### Summary of applicable hours:

- ACCME, ANCC, ACHE, California Board of Registered Nursing: 13 hours.

### Earn continuing education credits

Joint Commission Resources is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians. Joint Commission Resources takes responsibility for the content, quality, and scientific integrity of this CME activity. Joint Commission Resources designates this educational activity for a maximum of 13 AMA PRA Category 1 Credit(s)™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

### Substitutions, transfers, and cancellation policy

Registration is nontransferable between JCR education programs due to variability in program sponsors. If you find that you cannot attend, you may send an alternate in your place. Please send us the alternate’s full name, title, credentials, address, phone, and e-mail address. In the event of a cancellation, your registration fee, less a $100 processing fee, is refundable if written notice of cancellation is faxed no later than March 26, 2011. All alternate or cancellation information should be sent to 630.792.5423. Refunds will not be issued for cancellations received after this date or for any no shows.

### Substitutions, transfers, and cancellation policy

JCR reserves the right to cancel or reschedule a program due to unforeseen circumstances. If a program must be cancelled, the registration fee will be refunded in full to each registrant. You may verify current program status on our web site or by calling JCR Customer Service at 877.223.6866. Neither JCR nor the Joint Commission is responsible for a registrant’s travel expenses in the event a program is cancelled. Participants are encouraged to purchase refundable tickets in case a program is cancelled or rescheduled.

### Suggested attire: business casual

Due to the variation in meeting room temperatures and personal preferences, we recommend that you dress in layers for your comfort.

### Americans with Disabilities Act

If you require any of the auxiliary aids or services identified in the Americans with Disabilities Act in order to attend this Joint Commission Resources program, please call 630.792.5423 or write to the Department of Education, Joint Commission Resources, One Renaissance Blvd., Oakbrook Terrace, IL 60181.

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- ACCME, ANCC, ACHE, California Board of Registered Nursing: 13 hours.

Full attendance at every session is a prerequisite for receiving credit. If a participant needs to leave early, his or her continuing education credits will be reduced.
Joint Commission Resources (JCR), a not-for-profit affiliate of The Joint Commission, is the official publisher and educator of The Joint Commission.

JCR is an expert resource for health care organizations, providing consulting services, educational services, and publications to assist in improving quality and safety and to help in meeting the accreditation standards of The Joint Commission. JCR provides consulting services independently from The Joint Commission and in a fully confidential manner.

Please visit our web site at jcrinc.com.