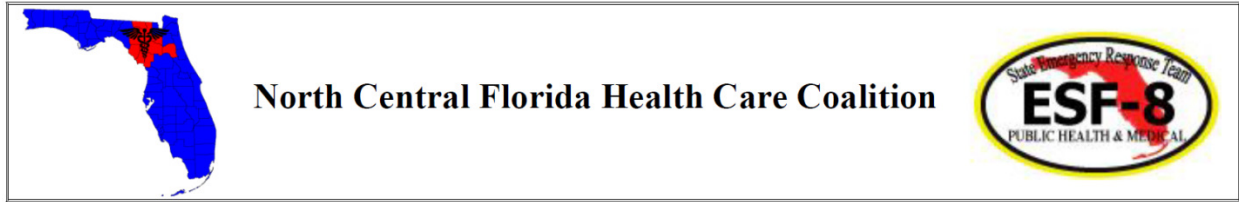


Concept of Operations



1. Introduction

This Concept of Operations serves to describe the North Central Florida Health Care Coalition's (NCFHCC's) communication and resource coordination process. The description of each component will assist organizations in understanding the overall NCFHCC structure, member organization capabilities/capacities and the communications and resource request process. The redundant communications and alternate methods of resource coordination processes serve as the NCFHCC's Continuity of Operations Procedures.

2. Organization and Roles

This section describes the general organization and roles related to the NCFHCC.

A. North Central Florida Health Care Coalition: Overview

1. Service area: The region served by the NCFHCC includes Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Putnam, Suwannee, and Union counties.
2. Purpose: The NCFHCC mission is to “engage the community with a focus on improving its disaster response capacity and improving overall community resiliency.” Through collaborative all-hazards planning and the development of partnerships, the NCFHCC will enhance the members' preparation for public health and medical response to incidents or events. The NCFHCC is not a response agency; rather each member organization provides the response capability of the NCFHCC. The NCFHCC does not occupy space, nor does it own assets.

3. NCFHCC Board of Directors:

The Board consists of representatives from voting member organizations and works toward consensus to make decisions for the NCFHCC. The Board of Directors elects officers: Chair, Vice-Chair, and Secretary/Treasurer.

- i. The Chair is the operational officer of the Board.
- ii. The Vice-Chair executes the duties of the Chair in the latter's absence.
- iii. The secretary/treasurer duties may be delegated to available members and may be a non-voting member.

Concept of Operations

iv. In the absence of any officer, or for any other reason the Board may deem sufficient, the Board may delegate the powers or duties of such officer to any other officer, provided a majority of the members of the Board concur. If an officer resigns or is unable to serve, the Board elects a replacement.

B. Membership Privileges

Coalition membership allows participating organizations to support one another with resources during public health emergencies. Formal memorandums of understanding are not required amongst NCFHCC members. If resources are purchased through the NCFHCC, those resources are considered NCFHCC response assets and are assumed to be deployable to any county in the Coalition geographical area.

1. Agencies have the right to decline sending resources if their county is threatened or otherwise need the resources in-county.
2. There is no binding or legal obligation for NCFHCC members to participate in a response. Each organization determines their capability to participate upon notification of an event.

C. Member Roles

Each organization in the NCFHCC has a role in assuring a successful coalition response and has the right to call upon the NCFHCC as needed for disaster responses in their county.

1. Member organizations are to prepare the NCFHCC for a response before an incident/event occurs. Preparations include:
 - a. Providing capabilities and capacities to be included in this document.
 - b. Assuring access to WebEOC (Emergency Operations Center).
 - c. Participating in NCFHCC meetings.
 - d. Participating in NCFHCC exercises and trainings.
 - e. Providing accurate contact information.
2. Each agency should understand that resources brokered through the NCFHCC should be requested through the official process to improve the guarantee of reimbursement and liability coverage.

Concept of Operations

3. Resource Coordination

The Resource Coordination process described in this document does not replace processes already agreed upon in Mutual Aid Agreements or Memorandums of Understanding already in place. Unless processes are already in place, NCFHCC resource coordination is accomplished through the Emergency Operations Center (EOC).

A. Process

1. To request resources from other agencies, agencies will coordinate through their County Emergency Management (EM) at the EOC.
2. The County EM will either contact the agency directly or coordinate with other County's EM for resources located in other counties.
3. Agencies may coordinate with other agencies directly; however, to ensure reimbursement every effort should be used to coordinate through the EOC.

B. Resource Reimbursement

Reimbursement for used resources is accomplished through EM using existing processes.

C. Resource Plan Improvement: With a interdisciplinary Task Force, the NCFHCC is going to explore the value of creating virtual, dynamic maps that show the locations and descriptions of disaster/emergency resources for the NCFHCC 11-county service area (i.e., Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Putnam, Suwannee, and Union counties). This idea is outlined at the end of this document.

4. Communications

The procedures outlined in this section are intended to describe the Communications process for alerting, notifying or providing situational awareness for the NCFHCC about declared and undeclared emergencies, incidents/events, and exercises impacting Emergency Support Function-8 (ESF8) (public health and medical). These procedures are not meant to prevent the dissemination of additional information but to establish a minimum baseline.

A. Assumptions

1. Event based notifications should utilize existing systems and communication products (e.g., situation reports, Health Alert Network messages, etc.) and not require creation of additional materials or systems to the fullest extent possible.
2. Other communication networks may exist and provide for redundant channels of communication. (An electronic communication tool that is already used for health data exchange in the NCFHCC service area is described at the end of this report as it has capacity to improve communications during a disaster or emergency.)

Concept of Operations

3. All information flow should be in accordance with existing county Emergency Operations Plans and coordinated with emergency management where applicable.
4. Some information may be considered sensitive or be prohibited from sharing due to individual county policies.
5. This does not replace or substitute for official local, state or federal communication channels for emergency response operations.
6. Choice of methods for information sharing should be flexible to account for jurisdictional differences and for variations in types of event.

B. Procedures

1. Electronic (e-mail or text messages) may be used when no immediate action is needed.
2. WebEOC may also be used when immediate action is not required.
3. Phone contact or EverBridge (Health Alert Network) should be used when immediate action is needed.
4. The mobile phone application “Zello” may also be used for immediate communications.

C. Messages

Messages should be crafted that includes, as a minimum:

1. Nature of the message.
2. Current situation and threats.
3. Action requested (and time to be completed if applicable).

6. Mission Essential Functions (MEF)

In the event normal activities are interrupted, each participating organization in the NCFHCC has prioritized and identified those functions that should be resumed within a specified timeframe. Currently, the NCFHCC has not identified any MEFs.

The table below summarizes the capabilities and capacities of the hospitals, long-term care facilities, emergency medical services, and emergency management located in the NCFHCC service area.

Hospitals

Every county in the NCFHCC service area is in Florida’s Trauma Service Area 4 (TSA 4). Florida’s TSAs were created by section 395.402, Florida Statutes using, among other data,

Concept of Operations

historical patterns of patient referral and transfers. The trauma hospital in TSA 4 is UFHealth Shands in Gainesville, a Level 1 Trauma Center.

Concept of Operations

Hospital Name	Accredited by	Profit Status	Licensed Beds	Emergency Department (Y/N)	Programs	Special Services	Baker Act Receiving Facility	Off-Site Outpatient Locations
North Florida Regional Medical Center	Joint Commission	For-profit	432 Adult care: 400 Adult Psychiatric: 20 Neonatal Intensive Care Unit- Level 2: 12	Yes. Emergency Services include: Anesthesia, Cardiology, Cardiovascular Surgery, Colon & Rectal Surgery, Emergency Medicine, Endocrinology, Gastroenterology, General Surgery, Gynecology, Hematology, Internal Medicine, Nephrology, Neurology, Neurosurgery, Obstetrics, Ophthalmology, Oral/Maxillo-facial Surgery, Orthopedics, Otolaryngology, Plastic Surgery, Podiatry, Psychiatry, Pulmonary Medicine, Radiology, Thoracic Surgery, Urology, Vascular Surgery	Level 2 Adult Cardiovascular Services, Primary Stroke Center	Adult open Heart Surgery	Yes	-Express Care Department North Florida Regional Medical Center 812 NW 57 th St Gainesville, FL 32605 County: Alachua -Senior Healthcare Center at Crown 2205 NW 40 th Terrace Gainesville, FL 32605 County: Alachua -Senior Healthcare at Melrose 5818 Centre St Melrose, FL 32666 County: Putnam -Senior Healthcare Center at The Village 8000 NW 27 th Blvd Gainesville, FL 32606 County: Alachua

Concept of Operations

UF Health Shands Hospital	Joint Commission	For-profit	875 Acute care: 813 Adult Psychiatric: 10 Neonatal Intensive Care unit-Level 2: 30 Neonatal Intensive Care unit- Level 3: 22	Yes, Level 1 Trauma Center Services include: Anesthesia, Burns, Cardiology, Cardiovascular Surgery, Colon & Rectal Surgery, Emergency Medicine, Endocrinology, Gastroenterology, General Surgery, Gynecology, Hematology, Internal Medicine, Nephrology, Neurology, Neurosurgery, Obstetrics, Ophthalmology, Oral/Maxillo-facial Surgery, Orthopedics, Otolaryngology, Plastic Surgery, Podiatry, Psychiatry, Pulmonary Medicine, Radiology, Thoracic Surgery, Urology, Vascular Surgery	Burn Unit, Comprehensive Stroke Center, Level 2 Adult Cardiovascular Services, Adult Pancreas Transplant Program, Pediatric Heart Transplant Program, Pediatric Kidney Transplant Program, Adult Heart Transplant Program, Adult Kidney Transplant Program, Adult Liver Transplant Program, Adult Lung Transplant Program	Pediatric Autologous Bone Marrow Transplant Program, Pediatric Bone Marrow Transplant Program, Pediatric Open Heart Surgery, Adult Bone Marrow Transplant Program, Adult Open Heart Surgery, Open	Yes	-UF Health Florida Surgical Center 3480 Hull Rd Gainesville, FL 32611 County: Alachua -UF Health Shands Emergency Center-Springhill 8475 NW 39 th Ave Gainesville, FL 32606 County: Alachua -UF Health Endoscopy Center 2001 SW 13 th St Gainesville, FL 32608 County: Alachua -UF Health Children's Surgical Center 720 SW 2 nd Ave Suite 101 Gainesville, FL 32601 County: Alachua
----------------------------------	------------------	------------	--	--	---	---	-----	---

Concept of Operations

Shands Starke	Joint Commission	For-profit	49 Acute care: 49	Yes Anesthesia, Cardiology, Emergency Medicine, Gastroenterology, General Surgery, Gynecology, Internal Medicine, Nephrology, Neurology, Obstetrics, Orthopedics, Otolaryngology, Plastic Surgery, Podiatry, Radiology, Urology		--	No	-Shands Starke Rehabilitation 1548-A S Water Street Starke, FL 32901 County: Bradford
Lake City Medical Center	Joint Commission	For-profit	67 Acute care: 67	Yes Anesthesia, Cardiology, Colon & Rectal Surgery, Emergency Medicine, Endocrinology, Gastroenterology, General Surgery, Internal Medicine, Nephrology, Neurology, Oral/Maxillo-facial Surgery, Orthopedics, Otolaryngology, Plastic Surgery, Podiatry, Pulmonary Medicine, Radiology, Urology	Level 1 Adult Cardiovascular Services	--	No	---

Concept of Operations

Regional General Hospital in Williston	--	For-profit	40 Acute care: 40	Yes Emergency Medicine, Internal Medicine, Radiology			No	---
Putnam Community Medical Center	Joint Commission	For-profit	99 Acute care: 99	Yes Anesthesia, Cardiology, Colon & Rectal Surgery, Emergency Medicine, Gastroenterology, General Surgery, Gynecology, Internal Medicine, Nephrology, Neurology, Obstetrics, Ophthalmology, Orthopedics, Radiology, Urology, Vascular Surgery	Level 1 Adult Cardiovascular Services	-	No	---
Shands Live Oak	Joint Commission	For-profit	25 Acute care: 25	Yes Cardiology, Emergency Medicine, Gastroenterology, General Surgery, Internal Medicine, Radiology			No	---
Lake Butler Hospital		For-profit	25 Acute care: 25	Yes Emergency Medicine, Radiology				-Lake Butler Family and Pediatric Clinic 575 SE 3 rd Ave Suite A Lake Butler, FL 32054 County: Union -Ramadan Hand Institute

Concept of Operations

								525 SE 3 rd Ave #3 Lake Butler, FL 32054 County: Ramadan
Orthopaedic Surgery Center	Accreditation Association of Rehabilitation Facilities	For-profit	20 Operating rooms: 5 Recovery rooms: 15	No			Yes	---
Meridian Behavioral Healthcare	Commission on Accreditation of Rehabilitation Facilities	Not-for-profit	22	No	Adult and Children's Crisis Stabilization Unit/Short Term Residential Treatment Facility		Yes	
Malcom Randall and Lake City VA Medical Center		Not-for-profit	308-Lake City VAMC (255 CLC-53 hospital) 289- Malcom Randall VAMC (255 hospital-34 CLC)	Yes				Community Clinics: -Jacksonville Outpatient Clinic 1536 N Jefferson St Jacksonville, FL 32209 -Lecanto Community Based Outpatient Clinic 2804 W. Marc Knighton Ct., Suite A Lecanto, FL 34461 -Marianna Community Based Outpatient Clinic 4970 Highway 90 Marianna FL, 32446 -Ocala Community Based Outpatient Clinic 1515 Silver Springs Blvd

Concept of Operations

								<p>Ocala, FL 34470 -Palatka Community Based Outpatient Clinic 400 N State Road 19, Suite 48</p> <p>Palatka, FL 32177 St. Augustine Community Based Outpatient Clinic 195 Southpark Blvd. St. Augustine, FL 32086</p> <p>-St. Mary's Community Based Outpatient Clinic 205 Lakeshore Pt St Mary's, GA 31588</p> <p>-Tallahassee Outpatient Clinic 1607 St James Ct Tallahassee, FL 32308</p> <p>-The Villages Outpatient Clinic 8900 SE 165th Mulberry Ln. The Villages, FL 32162</p> <p>-Valdosta, GA 31602</p> <p>-Waycross Community Based Outpatient Clinic 515 B City Blvd Waycross, GA 31501</p>
Shands Lake Shore	Joint Commission	For-profit	99 Acute care: 99	Yes Emergency services include: Anesthesia, Cardiology, Colon & Rectal Surgery, Emergency Medicine, Endocrinology, Gastroenterology, General Surgery,	Inpatient Diagnostic Cardiac Catheterization		No	---

Concept of Operations

				Gynecology, Hematology, Internal Medicine, Nephrology, Neurology, Obstetrics, Ophthalmology, Oral/Maxillo-facial Surgery, Orthopedics, Plastic Surgery, Podiatry, Psychiatry, Pulmonary Medicine, Radiology, Urology				
--	--	--	--	--	--	--	--	--

LONG TERM CARE

Tri- County Nursing Home		Not-for- profit	81	---	Alzheimer's, Hospice Care, Pet Therapy	---	---	---
---	--	--------------------	----	-----	--	-----	-----	-----

EMS

	Private or Public	Storage	Capabilities and Capacities
Alachua County	Public	Unknown	277 Operational Employees (82 BLS Personnel, 122 ALS Personnel, 204 Rescue/Extrication trained, 10 Specialized Technicians (critical care), 15 High Angle Rescue Trained, 19 HAZMAT) ALS service 24 hours a day, 7 days a week 13 Ambulances/Medical Transport Vehicles 20 Non Traditional EMS vehicles

Concept of Operations

			<p>26 maximum number of patients capable of transport at one time</p> <p>MSU Bus-24 patient capability</p> <p>Mass Casualty Trailer-treats up to 1000 patients</p> <p>Facility has back-up power—GRU is fuel vendor</p>
Gainesville Fire Rescue	Public	Utility Closets (mostly already in use) located at 8 different fire stations and at Support Services Building	<p>7 ALS Fire Suppression Class A Engines (3 personnel min staffing)</p> <p>2 ALS 100 foot Aerial Towers (\$ personnel staffing)</p> <p>2 ALS Squad Quick Response trucks (2 personnel staffing)</p> <p>2 BLS District Chief Command Vehicles (1 personnel staffing)</p> <p>1 ALS Aerial Quint (4 personnel staffing)</p> <p>2 BLS ARFF Crash Fire Rescue (CFR) (1 personnel staffing)</p> <p>1 Light and Air Truck (non-staffed)</p> <p>Emergency Medical Services provided by ALS and BLS units</p> <p>Regional Hazardous Materials Team (staffed with members from one of the Towers)</p> <p>Technical Rescue Team (staffed by members of the other tower)</p> <p>Urban Search and Rescue (USAR) capabilities (deployable from off duty persons)</p> <p>Confined space and structural collapse trailers to be hauled by Shands</p> <p>Fully stocked mass casualty trailer to be hauled by Shands</p> <p>14 certified and fully staffed 24/7 Advanced Life Support apparatus (non-transport)</p> <p>Haz-Mat team (technician level) all GFR personnel are operations level Haz-Mat and able to perform Decontamination procedures 14 fire apparatus with gross decontamination</p>

Concept of Operations

			<p>capability</p> <p>Technical Rescue Teams to include: high angle, trench, confined space and swift water</p>
Bradford County	Public	Unknown	8 stations (7 are manned by volunteers the other is city-Starke)
Columbia County	Private-Life Guard Ambulance Service	Unknown	ALS and BLS units
Dixie County	Public	Unknown	<p>3 ALS ambulances (staffed with one paramedic and one EMT)</p> <p>2 ALS engines</p> <p>Dive Team (team of volunteers-from Dixie County Sheriff's Office and Dixie County Emergency Services (waterborne recovery and rescue)</p>
Gilchrist County	Public	Unknown	ALS units
Hamilton County	Public	Unknown	<p>2 ALS units 24/7</p> <p>6 volunteer fire departments</p>
Lafayette County	Public	Unknown	2 ALS units (more than 2 simultaneous calls require mutual aid from Suwannee County)
Levy County	Public	Unknown	<p>65 Employees (18 Basic EMT for BLS, 45 Advanced Life Support, 45 Paramedics, 28 Rescue/Extrication Trained)</p> <p>11 Ambulances and other medical transport vehicles</p>

Concept of Operations

			4 Non transport EMS vehicles ALS emergency ambulance service 24/7 22 maximum number of patients capable of transport at one time Facility capable of back up power 2 days without re-fueling
Putnam County	Public	Unknown	60 employees (10-15 EMTs) 8 transport units 18 volunteer fire departments
Suwannee County	Public	Unknown	ALS and BLS units
Union	Public	Unknown	2 ALS Ambulances

Concept of Operations

EMERGENCY MANAGEMENT

	Structure	County Warning Point	System Used to Track Resources	Communications	Storage
Alachua County	ESF Structure	Alachua County Combined Communication Center	EM Constellation, WebEOC	<p>Plan: Yes</p> <p>Deployable interoperable equipment: Yes</p> <p>County to field: 800 MHZ, UFH/VHF radios, mobile phones, satellite phones, Ham radio</p> <p>Field to field: 800 MHZ, UFH/VHF radios, mobile phones, satellite phones, Ham radio</p>	Yes, size unknown
Bradford County	ESF Structure with executive level policy group including representation from all elected officials and municipalities	Combined Dispatch Center	EM Constellation, Tracker, Groove	<p>Plan: Yes</p> <p>Deployable interoperable equipment: No</p> <p>County to field: VHF radios, mobile phones</p> <p>Field to field: VHF radios, mobile phones</p>	No
Columbia County	ESF Structure	County Combined Communication Center	EM Constellation, Web EOC (being implemented)	<p>Plan: Yes</p> <p>Deployable interoperable</p>	<p>Yes</p> <p>Size: 40 x 60 storage building at</p>

Concept of Operations

				<p>equipment: Yes</p> <p>County to field: VHF radios, mobile phones, Ham radio</p> <p>Field to field: VHF radios, mobile phones, Ham radio</p>	EOC complex
Dixie County	ESF Structure	County Combined Communication Center	EM Constellation, Web EOC	<p>Plan: Yes</p> <p>Deployable interoperable equipment: Yes</p> <p>County to field: 800 MHZ, UHF/VHF radios, mobile phones, satellite phones, Ham radio</p> <p>Field to field: 800 MHZ, UHF/VHF radios, mobile phones, satellite phones, Ham radio</p>	No
Gilchrist County	ESF Structure	Gilchrist Dispatch Center	EM Constellation	<p>Plan: Yes</p> <p>Deployable interoperable equipment: No</p> <p>County to field: UHF/VHF Radio, mobile phones, satellite phones</p> <p>Field to field: UHF/VHF Radio,</p>	No

Concept of Operations

				mobile phones, satellite phones	
Hamilton County	ESF Structure	County 911 Operations Center	EM Constellation	<p>Plan: Yes</p> <p>Deployable interoperable equipment: No</p> <p>County to field: VHF radios, mobile phones</p> <p>Field to field: VHF radios, mobile phones</p>	No
Lafayette County	ESF Structure	County Combined Communication Center	EM Constellation, Web EOC (not implemented yet)	<p>Plan: Yes</p> <p>Deployable interoperable equipment: Yes</p> <p>County to field: 800 MHZ, UHF/VHF radios, mobile phones, satellite phones</p> <p>Field to field: 800 MHZ, UHF/VHF radios, mobile phones, satellite phones</p>	Yes, outside metal storage sheds/size unknown
Levy County	ESF Structure	Levy County Sheriff Office	EM Constellation	<p>Plan: Yes</p> <p>Deployable interoperable equipment: No</p> <p>County to field: VHF radios,</p>	No

Concept of Operations

				mobile phones Field to field: VHF radios, mobile phones	
Putnam County	ESF Structure/with executive level policy group including representation from all elected official and municipalities	Putnam County Sheriff Office Communication Center	EM Constellation, Web EOC	Plan: Yes Deployable interoperable equipment: Yes County to field: 800 MHZ, UFH/VHF radios, mobile phones Field to field: 800 MHZ, UFH/VHF radios, mobile phones	No
Suwannee County	ESF Structure	County Combined Communication Center	EM Constellation, Web EOC	Plan: Yes Deployable interoperable equipment: No County to field: VHF radios, mobile phones, satellite phones Field to field: VHF radios, mobile phones, satellite phones	No

Concept of Operations

Union County	ESF Structure	911 Dispatch Center Union County EOC	EM Constellation, Web EOC	Plan: Yes Deployable interoperable equipment: No County to field: UHF/VHF radios, mobile phones, satellite phones Field to field: UHF/VHF radios, mobile phones, satellite phones	No
--------------	---------------	---	------------------------------	--	----

Concept of Operations

	Lead	Communications	Deployable Interoperable Communication Equipment	ESF 8 Partner Mission Tracking System	Storage	Programs	Deployable Response Teams	Medical Reserve Corp	ESF 8 Deployable Material Resources
Alachua County	ESF 8 Lead	<p>County EOC to field: 800 MHZ, UFH/VHF radios, mobile phones, satellite phones, Med 82</p> <p>Field to field: 800 MHZ, UFH/VHF radios, mobile phones, satellite phones</p> <p>County to state: 800 MHZ, UFH/VHF radios, mobile phones, satellite phones</p>	Med 82	EM Constellation, Web EOC	Large Warehouse/500 square feet air conditioned	<p>Environmental Health Services</p> <p>Food Station Inspections</p> <p>Bug Spray</p> <p>Epidemiology/ Disease Control</p> <p>Immunizations/Vaccination</p> <p>Health Risk Communications</p>	<p>Special/Medical Needs Shelter</p> <p>Environmental Health</p> <p>Epidemiology</p> <p>Information Technology</p>	Yes/200 +/- members	Mobile IT/Communications Equipment
Bradford County	ESF 8 Lead	<p>County EOC to field: Mobile phones, Med 82 radios and repeater</p> <p>Field to field: Mobile phones</p> <p>County to state: Mobile phones</p>	Med 82	EM Constellation	No	<p>Environmental Health Services</p> <p>Food Station Inspections</p> <p>Bug Spray</p> <p>Epidemiology/ Disease Control</p> <p>Immunizations/Vaccination</p> <p>Health Risk Communications</p>	<p>Special/Medical Needs Shelter</p> <p>Environmental Health</p> <p>Epidemiology</p> <p>Information Technology</p>	No	<p>Special Needs Shelter Trailer</p> <p>100 KW portable generator</p>
Columbia County	ESF 8 Lead	<p>County EOC to field: 800 MHZ, UFH/VHF radios, mobile phones, satellite phones, Med 82</p> <p>Field to field: 800</p>	Med 82	EM Constellation, Web EOC	No	<p>Environmental Health Services</p> <p>Food Station Inspections</p> <p>Bug Spray</p>	<p>Special/Medical Needs Shelter</p> <p>Environmental Health</p>	No	Medical Supply Caches

Concept of Operations

		<p>MHZ, UFH/VHF radios, mobile phones, satellite phones</p> <p>County to state: 800 MHZ, UFH/VHF radios, mobile phones, satellite phones Special/Medical Needs Shelter</p> <p>Environmental Health</p> <p>Epidemiology</p> <p>Information Technology</p>				<p>Epidemiology/ Disease Control</p> <p>Immunizations/Vaccination</p> <p>Health Risk Communications</p>	<p>Epidemiology</p> <p>Information Technology</p>		
Dixie County	ESF 8 Lead	<p>County EOC to field: VHF radios, mobile phones, Med 82</p> <p>Field to field: VHF radios, mobile phones,</p> <p>County to state: mobile phones</p>	Med 82	EM Constellation	No	<p>Environmental Health Services</p> <p>Food Station Inspections</p> <p>Bug Spray</p> <p>Epidemiology/ Disease Control</p> <p>Immunizations/Vaccination</p> <p>Health Risk Communications</p>	<p>Special/Medical Needs Shelter</p> <p>Environmental Health</p> <p>Epidemiology</p>	No	Self-contained travel trailer (2) Gilchrist/Dixie
Gilchrist County	ESF 8 Lead	<p>County EOC to field: Mobile phones, Med 82</p> <p>Field to field: Mobile phones, Med 82</p> <p>County to state: Mobile phones, Med 82</p>	Med 82	EM Constellation	No	<p>Environmental Health Services</p> <p>Food Station Inspections</p> <p>Epidemiology/ Disease Control</p> <p>Immunizations/Vaccination</p> <p>Health Risk Communications</p>	<p>Special/Medical Needs Shelter</p> <p>Environmental Health</p> <p>Epidemiology</p>	No	Self-contained travel trailer (2) Gilchrist/Dixie

Concept of Operations

Hamilton County	ESF 8 Lead	County EOC to field: VHF radios, Land-line phones, mobile phones, Med 82 Field to field: Mobile phones, satellite phones, Med 82 County to state: Land-line phones, Mobile phones	Med 82	EM Constellation	No	Environmental Health Services Food Station Inspections Epidemiology/ Disease Control Bug Spray Immunizations/Vaccination Health Risk Communications	Special/Medical Needs Shelter Environmental Health Epidemiology	No	Mobile IT/Communications Equipment Medical Supply Caches Pharmaceutical Caches Mini-Mass Casualty Systems MRC Trailer
Lafayette County	ESF 8 Lead	County EOC to field: Mobile phones Field to field: Mobile phones County to state: Mobile phones	Med 82	EM Constellation	No	Environmental Health Services Food Station Inspections Epidemiology/ Disease Control Sanitation Services	Individual members trained for Regional Strike Teams (EPI and EH)	No	None
Levy County	ESF 8 Lead	County EOC to field: Mobile phones Field to field: Mobile phones County to state: Mobile phones	None	EM Constellation	--	Environmental Health Services Food Station Inspections Epidemiology/ Disease Control Bug Spray Immunizations/Vaccination Health Risk Communications	Special/Medical Needs Shelter Environmental Health Epidemiology Information Technology	Yes/25 +/- members	Pharmaceutical Caches
Putnam	ESF 8	County EOC to field: Mobile phones, Med	Med 82	EM Constellation,	No	Environmental Health Services	Special/Medical	Yes/10 */-	Mobile IT/Communications

Concept of Operations

County	Lead	82 Field to field: Mobile phones, Med 82 County to state: Mobile phones, Med 82		Web EOC		Food Station Inspections Bug Spray Epidemiology/ Disease Control Immunizations/Vaccination Health Risk Communications	Needs Shelter Environmental Health Epidemiology	members	Equipment Pharmaceutical Caches
Suwannee County	ESF 8 Lead	County EOC to field: VHF radios, mobile phones, Med 82 Field to field: VHF radios, mobile phones, Med 82 County to state: Mobile phones	Med 82	EM Constellation	No	Environmental Health Services Food Station Inspections Bug Spray Epidemiology/ Disease Control Immunizations/Vaccination Health Risk Communications	Individual members trained for Regional Strike Teams (EPI and SpNS)	No	None
Union County	ESF 8 Lead	County EOC to field: Mobile phones, Med 82 Field to field: Mobile phones, Med 82 County to state: Mobile phones, Med 82	Med 82	EM Constellation, Web EOC	None	Environmental Health Services Food Station Inspections Bug Spray Epidemiology/ Disease Control Immunizations/Vaccination Health Risk Communications	Special/Medical Needs Shelter Environmental Health Epidemiology Information Technology	No	Special Needs Shelter Trailer 56KW portable generator

Concept of Operations

Exploring a New Idea to Improve Resource Planning: 2016 Rural Resource Mapping for Disaster & Emergency Preparedness

This section outlines a proposed project to improve resource planning in the NCFHCC service area. This idea was mentioned to Captain Link during his recent North Central Florida site visit and was well received.

PURPOSE: With a interdisciplinary Task Force, the NCFHCC is going to explore the value of creating virtual, dynamic maps that show the locations and descriptions of disaster/emergency resources for the NCFHCC 11-county service area (i.e., Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Putnam, Suwannee, and Union counties).

NEED: A national county-by-county snapshot of county residents' health called the 2015 Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute's sixth annual national county health report ranked seven of the NCFHCC 11 counties (Dixie, Union, Levy, Hamilton, Putnam, Bradford, and Columbia Counties) in the bottom 20 counties in the state for healthcare outcomes and health factors. These counties also face economic hardships. And, according to the FCC, six of those counties also lack access to broadband: Bradford, Dixie, Hamilton, Lafayette, Suwannee, and Union. *If there were a disaster or emergency, these rural counties would lack the most resources. They would need to have a clear understanding of where to get aid and resources. These resource maps would help those counties identify available aid and resources.*

ORGANIZATIONS: INVOLVED With NCFHCC's relevant organizational partners, NCFHCC will explore using a dynamic technological platform to develop and populate disaster/emergency resource maps that its 11 counties can use to help locate resources. Partners include:

- ✓ **North Central Florida Trauma Agency (NCFTA):** Established through interlocal and mutual aid agreements, NCFTA is a partnership of healthcare professionals whose mission is to support and promote excellence in trauma care for residents and visitors of North Central Florida. NCFTA's vision is a fully integrated system of trauma care that minimizes preventable injury, reduces mortality and morbidity, and provides optimal care through evidence-based practice, education, and clinical research.
- ✓ **Council of Regional EMS (COREMS): CoREMS** is currently building a regional network that gives rural and urban emergency medical stakeholders a platform to coordinate their efforts to comprehensively improve emergency care in North Central Florida.
- ✓ **Rural Health Partnership (RHP):** Established as one of the nine state-designated Rural Health Networks in the Florida Statutes [381.0406], RHP's purpose is to coordinate and support healthcare delivery in rural North Central Florida. Since 1996, RHP facility members have worked together through RHP to improve the continuum of patient care and improve access to care for rural residents.

Concept of Operations

- ✓ **CommunityHealth IT:** With the support of 50+ regional and national organizations, CommunityHealth IT is a nonprofit entity that addresses barriers that slow the adoption of health information technologies in healthcare and emergency care ecosystems and improves the health of local communities.

If the resource maps are pursued, each of the above organizations commits to 1) helping NCF rural counties reach needed services in case of a disaster or regional emergency; and 2) helping these NCF communities think through how to address their disaster and emergency preparedness concerns as part of the NCFHCC. NCFHCC will create standards about 1) defining and identifying resources in the 11 counties; and 2) presenting these resources on the technological platform.

TECHNOLOGY OVERVIEW: Because paper-based maps quickly go out of date, NCFHCC plans to leverage an intuitive technology platform, if the resource mapping project is pursued. The app will present information simply and clearly on mobile devices like Smartphones. The cloud-based app building software can showcase relevant disaster and emergency resources in the 11 counties in an easy-to-use and direct way. The platform has geo-located maps, customizable menu options, and lots of space for unique information.

A "Top Map" will show all 11 counties. Users may click through the Top Map and select their county of interest. Having a top map is important as a given county may need to cross county lines to access disaster or emergency resource needs. It is possible to put an unlimited amount of assets on each county map, breaking them down by category, with each category having a different color and icon for easy reference. This technology is flexible as the 11 counties grow and more resources become available. Additionally, these maps can be easily updated as resources change.

Additional Communication Channel for Patient Health Information Sharing: Regional Secure Communications

The NCFHCC service area has a dedicated community Health Information Exchange ("MyHealthStory"). It is connected to the Florida Health Information Exchange and the eHealth Exchange, providing the ability to share patient health data nationally. At its most foundational level, MyHealthStory is a personal health record for patients and an integrated longitudinal medical record with patient health data exchange tools for healthcare providers, first responders, and institutions. Vetted healthcare and emergency professionals within North Central Florida may become activated and have the ability to use MyHealthStory for patient tracking and secure communications in emergency situations and to access comprehensive and up-to-date patient health information. This system has been operational in North Central Florida since 2011.

Concept of Operations

Access to Data and Secure Messaging

With the proper consents (which are electronic and stored on MyHealthStory), patients, their medical providers, their families, and first responders have access to the patients' health information whenever and wherever it's needed. The data can be accessed anywhere Internet is available. Messages can be sent to patients and their families or amongst medical and emergency care providers. MyHealthStory's technological platform is comprised of federally-certified electronic health record technologies (CEHRTs), and the platform is the same one used by the Department of Defense so that service-men and –women can access and communicate about their health data anywhere in the world. This technology even includes behavioral health data; it has been implemented by behavioral health centers since July 2011 and satisfies their HIPAA and CFR 42 concerns and needs.

For more information about MyHealthStory, see the NCFHCC 2015 Patient Tracking Monitoring Plan or go to www.communityhealthit.org.