



**ASSISTANCE
CENTER**

The ASPR TRACIE Assistance Center provides personalized support and responses to requests for information and technical assistance (TA). We answer a broad range of questions from all stakeholders – at the federal, state, regional, local, tribal, territory, non-profit, and for-profit levels. The type of requests that we receive are categorized as simple, standard, complex, or urgent depending on the scope of work, resources needed to complete the request, and timeframe by which the request can be answered. Simple requests are typically requests for IT support or help with website navigation or functions. Examples of our standard, complex, and urgent requests and the ASPR TRACIE response are included below. **The complete ASPR TRACIE responses (redacted for privacy) are located in the [Information Exchange](#) and are hyperlinked below.**



ASPRtracie.hhs.gov



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Sample Assistance Center TA Request	Snapshot of ASPR TRACIE Response
96-hour Sustainability Planning Tool – Does ASPR TRACIE know of any Healthcare Coalitions (HCCs) across the county that have developed a 96-hour sustainability planning tool?	The ASPR TRACIE Team reached out to several ASPR TRACIE Subject Matter Expert (SME) Cadre members and gathered a few resources that would be helpful to the requestor. We also conducted our own research to collect other relevant document that may be beneficial.
Active Shooter and Workplace Violence Data – Does ASPR TRACIE have statistics on active shooter incidents in healthcare and violent crimes against healthcare workers, specifically in long-term care facilities from 2014 to the present date?	The ASPR TRACIE Team conducted two searches: one for resources related to active shooter incidents in healthcare, specifically in long-term care (LTC) facilities and the other for resources on violent crimes committed against healthcare workers from 2014 to the present date. ASPR TRACIE was unable to locate any research that specified incidents occurring at a LTC facility. However, several resources were provided to include relevant, helpful data. Related Topic Collections: Explosives and Mass Shooting and Long Term Care .
After Action Reports (AARs) – Can ASPR TRACIE help gather AARs on any scenario to include both simulations/ exercises and real life events?	The ASPR TRACIE Team conducted a search for AARs on the ASPR TRACIE website, as well as from other previous technical assistance (TA) requests. Several AARs were provided.
All Hazards Planning – Can ASPR TRACIE provide assistance developing an All Hazards and All Inclusive Plan for a local health department?	The ASPR TRACIE Team provided several plans, tools, and templates, to include examples that can be adapted to suit a local health department’s needs. Other resources, such as standards and regulations that all hazards plans must comply with, and natural disaster planning materials were also included.
Alternate Care Sites (ACS) Plans – Do you know of example state or local ACS plans?	The ASPR TRACIE Team provided example ACS plans and related resources and guidance.
Alternate Care Sites (ACS) Federal Definition – Do you know the federal definition of ACS as it relates to long term care (LTC) facilities?	The ASPR TRACIE Team reviewed several resources, including those located in our Topic Collections. We also reached out to ASPR and Centers for Medicare & Medicaid Services (CMS) partners. At this time, we have concluded that there is no one federal definition, however, our partners provided several opinions and responses.
Biosafety Risk Assessment Tools – Does ASPR TRACIE have any biosafety risk assessment tools, such as templates or checklists?	The ASPR TRACIE Team provided the requestor with several biosafety risk assessments tools, as well as relevant guidance documents and other resources (e.g., presentations).
Casualty Estimate Tools – Does ASPR TRACIE know of any casualty estimate tools available from the U.S. Department of Health and Human Services (HHS) or other U.S. government sources?	The ASPR TRACIE Team conducted research on disaster preparedness casualty estimate tools, and reached out to an ASPR TRACIE SME Cadre member for additional tools. The team provided tools and other related resources that were gathered in the response document.
Category A Agent Treatment Protocols – Are there any current, user friendly Category A agent treatment protocols developed that can be referenced in one location?	The ASPR TRACIE Team conducted research on Category A agents, and provided the requestor with resources from the Centers for Disease Control and Prevention (CDC), which maintains a website with information for healthcare professionals on all Bioterrorism Agents.
Centers for Medicare & Medicaid Services (CMS) Emergency Preparedness (EP) Rule: Ambulatory Surgical Center (ASC) Templates – Do you have ASC templates to help our organization develop and update our plans?	The ASPR TRACIE Team provided resources specific to ASCs in two categories: Plans, Tools, and Templates and Guidance Resources. Related Topic Collections: Emergency Operations Plans/ Emergency Management Program and Ambulatory Care and Federally-Qualified Health Centers .

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<u>CMS EP Rule: Communication Plan Templates</u> – Do you have communication plan templates to help our organization begin working on the new CMS EP Rule requirements?	The ASPR TRACIE Team researched several emergency planning resources related to communications, including the Communication Systems Topic Collection . The resources in the response are categorized as follows: Plans, Tools, and Templates; Guidance Resources; and Other Resources.
<u>CMS EP Rule: Communication Plan Templates (relevant to Homecare/ Hospice) and HIPAA Resources</u> – Do you have communication plans for hospice organizations, and what is the rule when it comes to HIPAA (Health Insurance Portability and Accountability Act) protection during a disaster?	The ASPR TRACIE Team researched several emergency planning resources related to communications, as well as homecare/ hospice-specific planning resources. In addition, the ASPR TRACIE Team researched materials related to HIPAA. Additional resources related to these topics can be found in the following Topic Collections: Communication Systems , Emergency Operations Plans/ Emergency Management Program , and the Homecare and Hospice .
<u>CMS EP Rule: Emergency Action Plans (EAP)</u> – Does ASPR TRACIE have example EAP templates?	The ASPR TRACIE Team researched resources for EAP and provided several templates and guidance documents. Related Topic Collection: Emergency Operations Plans/ Emergency Management Program .
<u>CMS EP Rule: Emergency Operations Plans (EOPs) for Various Facilities</u> – Does ASPR TRACIE have EOPs specific for dialysis centers and facilities that serve people with mental illnesses?	The ASPR TRACIE team reviewed existing Topic Collections for emergency operations plan templates related to specific types of facilities, namely the Dialysis Center , Mental/Behavioral Health , and the Emergency Operations Plans/ Emergency Management Program Topic Collections. We also conducted a search for specific materials on Intermediate Care Facility (ICF) emergency plans.
<u>CMS EP Rule: Federally Qualified Health Centers (FQHC) Plans</u> – Do you have sample emergency operations plans and policies for a FQHC?	The ASPR TRACIE Team provided resources specific to FQHCs in the following categories: Plans, Tools, and Templates; and Guidance Resources. Related Topic Collections: Emergency Operations Plans/ Emergency Management Program and Ambulatory Care and Federally-Qualified Health Centers .
<u>CMS EP Rule: Hazard Vulnerability Assessment (HVA) vs. Business Impact Analysis (BIA) vs. Continuity of Operations (COOP)</u> – Can ASPR TRACIE help define and clarify the difference between a HVA, BIA, and a COOP Plan in response to meeting the new CMS EP Rule requirements?	ASPR TRACIE provided definitions for and clarified the various terms (sharing how each could be applied), and consulted with CMS prior to finalizing the response.
<u>CMS EP Rule: Healthcare Coalition Recruiting Materials</u> – Does ASPR TRACIE have templates and other developed outreach materials, referencing the new CMS EP rule, to encourage new healthcare providers to join their HCC, as well as expand the involvement of current members?	The ASPR TRACIE Team reached out to several ASPR TRACIE SME Cadre members for feedback and resources on HCC outreach/ recruitment materials.
<u>CMS EP Rule: Homecare and Hospice Resources</u> – Does ASPR TRACIE have hospice- and homecare-specific emergency preparedness, exercises, and HVA resources?	The ASPR TRACIE Team reviewed existing ASPR TRACIE Topic Collections for related resources. We provided several homecare- and hospice-specific planning resources, and materials related to conducting exercises and identifying partners in the community to work with. Related resource: ASPR TRACIE Homecare and Hospice Topic Collection .
<u>CMS EP Rule: Hospice Subsistence Policies</u> – Does ASPR TRACIE have subsistence policy examples for residential hospice programs?	The ASPR TRACIE Team reviewed existing Topic Collections and conducted an online search for resources related to subsistence policies. Related resource: ASPR TRACIE Homecare and Hospice Topic Collection .
<u>CMS EP Rule: Hospital Emergency Operations Plans (EOP)</u> – Does ASPR TRACIE have hospital EOPs templates that meet National	The ASPR TRACIE Team provided several resources for hospital emergency operations plans and emergency management evaluation tools. Also included was the Yale New Haven Health System Center for Emergency Preparedness and Disaster Response Emergency Preparedness

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Fire Protection Association (NFPA) 1600 and the new CMS EP Rule requirements?	CMS Conditions of Participation & Accreditation Organizations Crosswalk , which provides a crosswalk of the CMS EP Rules and other regulations and accreditation standards. Related Topic Collection: Emergency Operations Plans/ Emergency Management Program .
CMS EP Rule: Integrated Health System Plans – Do you have plans, templates, models, and other resources for multiple, separately certified facilities integrated under a unified emergency preparedness program?	The ASPR TRACIE Team researched resources related to integrated health systems, including those in the Emergency Operations Plans/ Emergency Management Program Topic Collection . The ASPR TRACIE Team also reached out to several ASPR TRACIE Subject Matter Expert (SME) Cadre members for resources and feedback.
CMS EP Rule: Intermediate Care Facility (ICF) Plans – Does ASPR TRACIE have any disaster preparedness plans for an ICF?	The ASPR TRACIE Team researched and provided materials specific to ICF emergency plans. We also shared resources related to access and functional needs that may be helpful this this request. Related Topic Collections: Access and Functional Needs and Emergency Operations Plans/ Emergency Management Program .
CMS EP Rule: Memorandum of Understanding (MOU) Templates – Do you have MOU templates for various CMS requirements (e.g., alternate treatment sites, child care, elder care, pet care, food supply delivery, alternate sheltering of employees).	The ASPR TRACIE Team researched and provided several resources for MOUs on various emergency preparedness topics.
CMS EP Rule: Outpatient Rehabilitation for Older Adults – Does ASPR TRACIE have emergency preparedness plans, templates, examples, and guidance for an outpatient rehabilitation agency for older adults?	The ASPR TRACIE Team searched for emergency preparedness resources related to outpatient rehabilitation agencies for older adults. Although we could not identify specific materials, we did provide several relevant resources that could be adopted for various healthcare facilities, including Comprehensive Outpatient Rehabilitation Facilities. Resources include general evacuation/ shelter in place plans, hazard vulnerability assessment tools, and general emergency preparedness resources for facilities that serve older adults.
CMS EP Rule: Sewage and Waste Management – Can ASPR TRACIE help identify resources, tips, and/or information available regarding sewage and waste disposal during disasters? (This is one of the items under the CMS EP Rule regarding provision of subsistence needs for staff and residents.)	The ASPR TRACIE Team researched and shared relevant resources specific to sewage and waste disposal during emergencies, including general guidance/ resources, and threat-specific guidance (e.g., Ebola).
CMS EP Rule: Vendor Agreement Letters – Does ASPR TRACIE have agreement letters, MOUs, or other resources for vendors in response to the new CMS EP Rule requirements?	ASPR TRACIE researched and provided sample agreement letters, MOUs, and other templates between vendors and healthcare facilities. We also consulted with CMS prior to finalizing the response.
Community Health Center Emergency Plan Evaluation Tool – Requesting indicators, examples, and best practices for community health center emergency plans and tabletop exercises.	The ASPR TRACIE Team provided resources for emergency plan evaluation tools, example tabletop exercises related to community health centers, resources related to access and functional needs, and resources related to the development and evaluation of exercises.
Community Reception Centers (CRC) State and Local Plans – Can ASPR TRACIE assist in finding state and local plans and other information on the use of CRC resources?	The ASPR TRACIE Team conducted a search for resources on state and local CRC plans, to include population monitoring plans following a radiological event. We also provided the relevant Centers for Disease Control and Prevention documents on CRC selection and use. Related resource: Radiological and Nuclear Topic Collection .
Continuity of Operations Planning - The requestor is seeking COOP for state health departments.	The ASPR TRACIE Team provided COOP resources and templates specific to state and local health departments. Also referred to the ASPR TRACIE Continuity of Operations (COOP)/ Failure Plan and the Recovery Topic Collections.

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Crisis Standards of Care – ASPR TRACIE has received numerous requests related to crisis standards of care resources and best practices.	The ASPR TRACIE Team created a topic area in the Information Exchange focused on CSC resources and plans, including responses to various TTA requests. It also includes a CSC Quick Resource document created by the team that summarizes recommended resources. New TTA include CSC state strategies and CSC specific to emergency medical services (EMS). Related resource: the ASPR TRACIE Crisis Standards of Care Topic Collection .
Cultural and Linguistic Competency – Do you have any resources related to linguistic and cultural competencies?	The ASPR TRACIE Team worked with Alicia Livinski (NIH) to collect fact sheets and checklists, guidance documents, lessons learned, and other educational resources related to cultural and linguistic competencies. Related resource: the ASPR TRACIE Access and Functional Needs Topic Collection .
Cybersecurity Plans and Guidance – Requestor is seeking cybersecurity/ cyberattack prevention plans or templates for a hospital.	The ASPR TRACIE Team provided sample plan templates, guidance documents, and lessons learned that may be helpful in developing a cybersecurity prevention plan. Related resources: ASPR TRACIE Cybersecurity Topic Collection , Exchange Newsletter , and Cybersecurity and Healthcare Roundtable .
Decontamination Exercises – Requesting resources on how to plan a decontamination exercise for new emergency department staff.	Example decontamination exercises and resources on developing full-scale exercises were provided. Related resources: Hospital Victim Decontamination and Pre-Hospital Decontamination Topic Collections.
Dialysis – What are some examples of advancements in kidney dialysis delivery attributed to lessons learned from Hurricane Sandy?	The ASPR TRACIE Team worked with numerous ASPR staff, Alicia Livinski (NIH), Kathleen Egan (CMS), and Joan Thomas (KCER) to compile relevant resources that demonstrate or highlight the application of Hurricane Sandy lessons learned. Related resource: the ASPR TRACIE Dialysis Centers Topic Collection .
Disaster EMS Protocols – Does ASPR TRACIE have any resources or information on expanded scope protocols for medics serving in a de facto definitive care role, doing things beyond the typical scope of practice due to the emergency situation?	The ASPR TRACIE Team conducted research on resources related to EMS and expanded scope protocols. In addition, we reached out to our SME Cadre members with expertise in the pre-hospital/ EMS field to collect any resources or information they have pertinent to this request, and gather their feedback on the issue. Related resource: the ASPR TRACIE ASPR TRACIE Emergency Operations Plans/ Emergency Management Program Topic Collection.
Drill Resources – Does ASPR TRACIE have resources on how to set up drills?	The ASPR TRACIE Team collected several plans, tools, templates, and other resources related to exercise development, implementation, and evaluation.
Drug Shortages and Disasters – Do you have evaluation examples of the impact of drug shortages during a disaster?	The ASPR TRACIE Team conducted research and reached out to ASPR TRACIE SME Cadre members with expertise in the field and developed the Factsheet Drug Shortages and Disasters . Related resource: the ASPR TRACIE Pharmacy Topic Collection .
Ebola Staff Compensation for Healthcare Facilities – Are there examples from healthcare facilities in the US regarding reimbursement/ staff compensation plans for staff caring for Ebola patients?	The ASPR TRACIE Team summarized general findings received from ASPR staff, SMEs, and relevant resources/ articles. In addition, the team reached out directly to seven facilities across the US to determine if they have any such plans or policies in place. Related resource: the ASPR TRACIE VHF/Ebola Topic Collection .
El Niño Health Effects – What are the potential health effects of a strong El Niño this year in the U.S.?	The ASPR TRACIE Team developed a summary paper examining and outlining the El Niño impacts on domestic weather patterns and potential related health effects. Related resource: the ASPR TRACIE Natural Disasters Topic Collection .
Emergency Preparedness Planning Training Resources – Does ASPR TRACIE have training resources for developing emergency preparedness plans?	The ASPR TRACIE team provided training and other resources related to emergency preparedness planning. Related resources: the Emergency Operations Plans/ Emergency Management Program , Exercise Program , and Incident Management Topic Collections.

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<p><u>Evacuating Non-Ambulatory Patients for Home Healthcare</u> – Does ASPR TRACIE have resources for home healthcare nurses to help them evacuate non-ambulatory patients (with and without assistive devices) on their own during an emergency?</p>	<p>The ASPR TRACIE team provided multiple resources related to evacuation and home health agencies. Related resources: the Healthcare Facility Evacuation / Sheltering and Homecare and Hospice Topic Collections.</p>
<p><u>Evacuating Patients with Mental Illness in Disasters</u> – Are there resources on how patients with mental illness behaved in a facility evacuation situation?</p>	<p>The ASPR TRACIE Team provided several resources to include various media resources and podcasts; scholarly articles; and plans, tools, and templates. We also provided the requestor with links to two relevant ASPR TRACIE Topic Collections: Healthcare Facility Evacuation/Sheltering and Mental/Behavioral Health. In addition, we reached out to our SME Cadre members with expertise in the mental/behavioral health field to collect any resources or information they had pertinent to this request.</p>
<p><u>Exercise Samples- Pandemic Influenza and Foodborne Illness</u>- Does ASPR TRACIE have sample exercises to help develop a full scale exercise?</p>	<p>The ASPR TRACIE Team provided exercise samples that were specific to pandemic influenza and foodborne illness, as well as general exercise development resources that can be applied to any scenario.</p>
<p><u>Federal Medical Station (FMS) Memorandum of Understanding (MOU)</u> – Does ASPR TRACIE have any FMS MOU between a state and a gym, school, church, or other organization?</p>	<p>The ASPR TRACIE Team reviewed previous technical assistance requests related to FMS and researched online for FMS MOUs. We also reached out to several HHS ASPR staff and ASPR TRACIE Subject Matter Expert Cadre members for input. We provided sample FMS-related and more general MOUs.</p>
<p><u>Flooding Resources</u> – Requestor seeking resources on flooding best practices for hospitals.</p>	<p>ASPR TRACIE Team provided a number of useful resources for jurisdictions experiencing flooding and those planning for flooding or flood-related health issues.</p>
<p><u>Hazard Vulnerability Assessments (HVA)</u> – Is there a resource that easily explains and compares the difference between Jurisdictional Risk Assessment, HVA, and Threat and Hazard Identification and Risk Assessment (THIRA) with examples and templates?</p>	<p>The ASPR TRACIE Team could not locate an existing resource that provided an adequate response to the request for a crosswalk or comparative document for the various risk assessment tools. Therefore, the team created an “Evaluation of HVA Tools” comparison chart that describes the similarities and differences between five of the primary tools used by local jurisdictions and the THIRA. Related resource: the ASPR TRACIE Hazard Vulnerability/ Risk Assessment Topic Collection.</p>
<p><u>Healthcare Coalitions</u> – ASPR TRACIE received multiple questions regarding the role of healthcare coalitions in all phases of a disaster cycle, strategic planning, etc.</p>	<p>To comprehensively respond to the various requests regarding healthcare coalition needs, the ASPR TRACIE Team is working with a group of expert practitioners to develop a series of Topic Collections related to Healthcare Coalition Development and Organization, and a series of webinars to discuss different aspects of healthcare coalition development and roles during planning and response and recovery efforts. Now available: the ASPR TRACIE Coalition Models and Functions Topic Collection, recording of the “Strategic Development for Building Operational Healthcare Coalitions” webinar held on November 17, 2015, and recording of the “Healthcare Involvement in Mass Gatherings” webinar held on July 14, 2016.</p>
<p><u>Healthcare Coalition Assessment Tools</u> – Does ASPR TRACIE have assessment tools that could be implemented at the HCC level to assess the following capabilities: coalition personal protective equipment (PPE), jurisdictional chemical and radiological response capability, and jurisdictional fatality management capability?</p>	<p>The ASPR TRACIE team reviewed several open source materials and existing ASPR TRACIE Topic Collections for materials on HCC assessment tools, as well as resources related to PPE, chemical/ radiological decontamination, and fatality management. Related Topic Collections: Coalition Models and Functions, Responder Safety and Health, Radiological and Nuclear, Hospital Victim Decontamination, and Fatality Management.</p>
<p><u>Healthcare Coalition Communication Plans</u> – Do you have sample communications plans and other related resources (e.g., flow charts, written</p>	<p>The ASPR TRACIE Team reviewed existing and in-progress Topic Collections and collected the pertinent resources. Of particular relevance</p>

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policies) for healthcare coalitions, especially those with multiple counties?	are the Coalition Models and Functions Topic Collection , and the Communication Systems Topic Collection .
Healthcare Coalition Funding Models – Does ASPR TRACIE have examples and resources for Hospital Preparedness Program (HPP) healthcare coalition funding models?	The ASPR TRACIE Team provided several resources that address HCC funding models. Related resource: the Coalition Models and Functions Topic Collection .
Healthcare Coalition Information Sharing – Do you know of examples of plans from other healthcare systems use to tackle the issue of working across different entities to share information?	The ASPR TRACIE Team provided comments/ recommendations from our SME Cadre members and resources for information sharing. Related ASPR TRACIE Topic Collections: Communication Systems and Coalition Models and Functions . The Information Sharing Topic Collection is scheduled to be comprehensively developed in Winter 2016/2017.
Healthcare Coalition Membership Dues – Does ASPR TRACIE have information on Healthcare Coalitions that charge membership dues to participate?	The ASPR TRACIE Team conducted research regarding HCC membership dues. We also reached out to several ASPR TRACIE SME Cadre members for feedback and additional resources.
Healthcare Coalition Participation Benefits – Are there examples of marketing materials targeted to hospital administrators on the benefits of hospital staff participating in local healthcare coalitions?	The ASPR TRACIE Team reached out to its SME Cadre members and conducted research to gather relevant materials. The team provided the requestor with a summary of example benefits to hospitals and their staff for participating in a coalition, anecdotal information received from SMEs, and numerous marketing materials/ resources.
Healthcare Coalition Preparedness Plans and Profiles – Does ASPR TRACIE have resources to assist with developing a HCC preparedness plan, and templates or examples of a healthcare organization profile?	The ASPR TRACIE Team provided several HCC plans and healthcare organization profile resources. ASPR TRACIE also collaborated with the ASPR National Healthcare Preparedness Program (NHPP) to develop helpful tools and templates that will assist with HCC preparedness efforts, decision making processes, and operational planning. Several of those resources were provided as well. Related resource: the Select Health Care Coalition Resources .
Healthcare Coalition Strategic Plans – Requesting examples of “acceptable” strategic plans as referred to in the Hospital Preparedness Program and Healthcare Coalition Developmental Assessment guidance.	In addition to the ASPR TRACIE Coalition Models and Functions and Hospital Surge Capacity and Immediate Bed Availability Topic Collections, the team provided resources from ASPR TRACIE SME Cadre members.
Healthcare Coalition Supply Cache - Requesting resources on coalitions that store caches of supplies to be accessed during a disaster.	ASPR TRACIE SME Cadre members provided comments on how their coalitions handle supply caches. In addition, the ASPR TRACIE Team provided a few relevant coalition plans and guidance, including the types of materials to be stockpiled.
Healthcare Coalition Training and Exercise Calendar Templates – Does ASPR TRACIE have any regional/ healthcare coalition training and exercise calendar tools/ templates?	The ASPR TRACIE Team conducted research on regional/ healthcare coalition training and exercise calendar tools/ templates. We also reached out to ASPR TRACIE SME Cadre members for additional resources and feedback. Contact ASPR TRACIE for access to resources that are not publically available.
Heat Wave Plans – Is ASPR TRACIE aware of any municipal heat wave mitigation plans and other similar plans for extreme cold and other events related to the effects of climate change?	The ASPR TRACIE Team collected various municipal heat wave mitigation plans, toolkits, checklists, an related resources in addition to sharing the ASPR TRACIE Natural Disasters Topic Collection .
Hospital Business Continuity Programs - Requesting examples of how hospitals have set up business continuity programs.	The ASPR TRACIE Team provided many continuity of operations programs examples, including plans, tools, templates, and guidance documents. Related resource: the ASPR TRACIE Continuity of Operations (COOP)/ Failure Plan Topic Collection .
Hospital Disaster Supplies – Requesting equipment/ supply lists for acute care hospitals.	The ASPR TRACIE Team provided comments/recommendations from the SME Cadre and resources on hospital and healthcare supplies/ stockpiles.
Hospital Emergency Department (ED) Overcrowding Scales –Are there other	Research indicated that there are six primary tools/ scales/ methods used by EDs to quantitatively determine crowding. The ASPR TRACIE Team

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alternative scoring systems that are widely used to reduce the facility-to-facility variance in structure and practice when defining overcrowding status in an ED in addition to the National Emergency Department Overcrowding Scale?	provided articles comparing these methods as well as a comparison and calculation chart. In addition, the team worked with an ASPR TRACIE SME Cadre member to gather and share their input on these models.
<u>Hospital Emergency Management Presentations</u> – Are there existing PowerPoint presentations or other resources related to the principles of hospital/ healthcare emergency management.	The ASPR TRACIE Team provided PowerPoint presentations and additional resources related to the key principles of hospital/healthcare emergency management. The resources can help provide essential content for the presentation as fundamental concepts in healthcare emergency management. Related resource: the ASPR TRACIE Emergency Operations Plans/ Emergency Management Program Topic Collection.
<u>Hospital Evacuation Data</u> – Does ASPR TRACIE have information and statistics on the frequency of hospital evacuation, specifically for overall national or state-based rates?	The ASPR TRACIE Team connected the requestor directly to a SME Cadre member. In addition, the team conducted a search for resources related to hospital evacuation data, focusing on national and state-based rates. We also reviewed resources from our Healthcare Facility Evacuation/ Sheltering Topic Collection.
<u>Hospital Laboratory Continuity of Operations Plans</u> – Requesting laboratory COOP plans that can be used for training critical access hospitals.	The ASPR TRACIE Team provided a few resources related to hospital and other laboratory COOP templates and resources, as well as general COOP resources that may be beneficial and adapted for use. Related resource: the ASPR TRACIE Continuity of Operations/ Failure Plan Topic Collection.
<u>Hospital Pharmaceutical Stockpiling</u> – Does ASPR TRACIE have guidance documents and other resources on hospital pharmaceutical stockpiling, specifically addressing how much stockpile and how long a hospital should have these pharmaceuticals?	The ASPR TRACIE Team provided several resources as well as comments from ASPR TRACIE SME Cadre members related to hospital pharmaceutical stockpiling. Related resources: the Pharmacy Topic Collection , Hospital Disaster Supplies TA , and the Hospital Stockpile TA .
<u>Hospital Readiness/ Capability Assessment</u> – Is ASPR TRACIE aware of any hospital emergency preparedness and capability assessment tools and/or templates that are available either at the national or state levels?	The ASPR TRACIE Team provided resources, in consultation with Dr. John Hick (ASPR OEM and Hennepin County Medical Center) and Eileen Blake (Yale New Haven Health Center for Emergency Preparedness and Disaster Response), specific to hospital emergency preparedness and capability assessment tools/ templates.
<u>Hospital Stockpile</u> – Are there resources, guidance, or best practices for hospitals regarding stockpiling (with particular interest in California resources)?	The ASPR TRACIE Team included California-specific resources/ guidance, and general resources that are applicable. Additionally, the team reached out to the SME Cadre to provide any additional comments or input.
<u>Infectious Disease Patient Transport</u> – Does ASPR TRACIE have resources related to the transfer of patients with highly infectious diseases?	The ASPR TRACIE Team identified resources included in two existing ASPR TRACIE Topic Collections: Viral Hemorrhagic Fever/Ebola and Pre-Hospital . Additionally, staff identified resources that have been collected in support of a project to develop a playbook focused on the transport of Ebola and other highly infectious disease patients.
<u>Infectious Disease Planning for Primary Care</u> – Seeking example planning guidance or needs assessment tools regarding bio threats/ infectious disease/ pandemic.	The ASPR TRACIE Team provided various guidance documents, resources, and tools specific to infectious disease planning in primary care settings and Federally Qualified Health Centers. The resources are divided into five categories: needs assessments/ risk assessments; pandemic influenza; Ebola, Zika, and general.
<u>Long Term Care Statistics</u> – Does ASPR TRACIE have data on how many years people may use long term care in/out of their home?	ASPR TRACIE provided several resources, and a summary of pertinent data and excerpts from these resources. Related Topic Collection: Long-term Care Facilities .
<u>Mail Room Safety Resources</u> – Does ASPR TRACIE have sample mailroom safety policy or procedure resources?	The ASPR TRACIE team provided numerous resources on mail room safety (e.g., how staff should handle suspicious packages).
<u>Mass Casualty Disaster Supplies</u> – Can ASPR TRACIE help in providing a list of supplies	The ASPR TRACIE Team conducted a search for disaster supplies for various mass casualty events. The response includes comments and

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necessary to have available when managing various mass casualty events (e.g., traumatic, burns, explosions, medical/infectious).	findings from research conducted for a similar TA request. It also includes additional information on mass casualty supplies.
<u>Mass Notification Systems</u> - Are there examples of hospital policies, procedures, or processes regarding maintenance and use of mass notification systems?	The ASPR TRACIE SME Cadre provided their opinions and anecdotal information regarding mass notification systems. Additionally, the team provided a list of policies, plans, and procedures. Related resource: the ASPR TRACIE Communication Systems Topic Collection .
<u>Mass Vaccination/ Point of Dispensing (POD) Plans</u> – Can ASPR TRACIE help identify mass vaccination/ POD plans and templates tailored to a variety of diseases (e.g., influenza, meningitis), in which the vaccination operations are similar regardless of the scenario?	The ASPR TRACIE Team conducted a search for mass vaccination resources for various scenarios, including medical POD plans. The focus of our search was on local health department resources since this is the type of agency the requestor represented. Additional resources were included as appropriate.
<u>Medical Countermeasures (MCM)/ Strategic National Stockpile (SNS) After Action Reports (AARs)</u> – Are there samples of AARs for a MCM/ SNS exercise?	The ASPR TRACIE Team conducted a search and found several example AAR/ Improvement Plans (IPs) that use the Homeland Security Exercise and Evaluation Program (HSEEP) template.
<u>Medical Emergency Planning Guides</u> – Do you have emergency medical planning guides for individuals, families, and households?	The ASPR TRACIE Team reviewed several existing and in-progress Topic Collections and pulled pertinent resources. Of particular relevance are these Topic Collections: Pharmacy , Dialysis Centers , Access and Functional Needs , and Homecare and Hospice .
<u>Medical Station Protocols</u> – Are there examples of medical protocols or standard operating procedures for a family assistance center (FAC) medical station?	In addition to providing resources relevant to medical stations, the ASPR TRACIE Team provided various plans, tools, and templates related to FACs and shelters. See this response to a similar ASPR TRACIE TTA Request for Regional Medical Station Concept of Operations .
<u>Methadone Patients During Emergencies</u> – Does ASPR TRACIE have information and materials on how to manage methadone patients during emergencies/ disasters?	The ASPR TRACIE Team conducted a search for resources related to managing methadone patients during an emergency.
<u>Mold Issues Public Messaging</u> – What type of public messaging campaigns have been conducted related to mold issues for residents and businesses that may be facing these issues as a result from a flood (not hurricane related)?	The ASPR TRACIE Team provided numerous resources including public messages, fact sheets, checklists, and other educational resources related to mold. This included pre-scripted (in some cases already recorded) public service announcements (PSAs), which are tangible and ready to implement examples of risk communication materials. Related resource: the ASPR TRACIE Natural Disasters Topic Collection .
<u>Naming Convention for Unidentified Patients</u> – Can ASPR TRACIE provide assistance in researching conventions and best practices for temporarily naming unidentified patients during disaster or emergency?	The ASPR TRACIE Team reached out to ASPR TRACIE SME Cadre members for resources and feedback. The ASPR TRACIE Team also researched materials related to naming conventions for unidentified patients during disasters/ emergencies.
<u>Opioid and Fentanyl-Specific Resources</u> – Does ASPR TRACIE have resources related to fentanyl in general and specific to protocols for fentanyl-contaminated areas?	The ASPR TRACIE team reviewed materials they had collected related to fentanyl exposure and conducted a search for specific materials on protocols for fentanyl-contaminated areas. Materials provided included those related to responders exposed to fentanyl at crime scenes; general resources on opioids for first responders; and resources on the current opioid crisis, opioid addiction, and the use of naloxone to reverse overdoses.
<u>Paper-Based Hospital Records</u> – Does ASPR TRACIE have any guidance materials, and paper record templates/ forms for hospitals to use when the electronic health records (EHRs) are inoperable?	The ASPR TRACIE Team conducted a search for resources related to managing hospital records on paper when EHRs cannot be used. We also reached out to ASPR TRACIE SME Cadre members to gather additional resources they may have, and provide their comments.

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<p><u>Paramedicine and Telemedicine Resources</u> – Does ASPR TRACIE have resources related to the methods in which healthcare personnel and emergency medical service (EMS) providers are assessing and more efficiently providing needed services to the community?</p>	<p>The ASPR TRACIE team provided numerous resources related to paramedicine and telemedicine. Related resources: the Pre-Hospital and Virtual Medical Care Topic Collections.</p>
<p><u>Patient Tracking/ Joint Patient Assessment & Tracking System (JPATS)</u> – Can ASPR TRACIE provide a point of contact for demonstrating the use of patient tracking (specifically JPATS) and how to integrate with local systems?</p>	<p>In addition to providing a primary point of contact for the requestor, ASPR TRACIE worked with ASPR on developing a short FAQ document, Joint Patient Assessment and Tracking System Overview and Fact Sheet. This document can help jurisdictions answer the frequently-asked question, “Should I look into JPATS further and how would I do that?”</p>
<p><u>Patient Transfer Forms</u>- Requestor is seeking templates for transfer agreements between providers.</p>	<p>The ASPR TRACIE Team provided templates and resources specific to transfer of patients between healthcare providers. The requestor was also directed to the to the Continuity of Operations (COOP)/ Failure Plan Topic Collection, which provides several plans, tools, templates, and guidance materials for developing a COOP Plan to ensure continuity of operations and facilitate operational recovery.</p>
<p><u>Pediatric Disaster Preparedness Resources</u> – Are there pediatric disaster preparedness resources within ASPR TRACIE that may aid research efforts by the National Advisory Committee on Children and Disasters?</p>	<p>ASPR TRACIE has numerous resources related to pediatrics during disasters/ emergencies that are included in existing ASPR TRACIE Topic Collections. Related resource: the ASPR TRACIE Pediatric Topic Collection.</p>
<p><u>Pediatric Advisory Committees</u> – Does ASPR TRACIE know of any best practices pertaining to pediatric advisory committee structures (and contacts to these committees)?</p>	<p>The ASPR TRACIE Team provided resources and contact information for pediatric-related advisory committees. In addition, we included resources on advisory committees not focused on pediatrics but that may still be useful for the requestor.</p>
<p><u>Pediatric Needs Assessment</u> – Are there any known community or agency pediatric needs assessments?</p>	<p>Recommendations from the ASPR TRACIE SME Cadre and resources found from the ASPR TRACIE Team are included. Related resource: the ASPR TRACIE Pediatric Topic Collection.</p>
<p><u>Pediatric Patient Movement</u> – Can ASPR TRACIE provide assistance in searching for pediatric patient movement resources, including lessons learned, after action reports (AARs), and prehospital literature focused on neonatal and pediatric medical transportation?</p>	<p>The ASPR TRACIE Team researched and provided prehospital resources focused on pediatric medical transportation, lessons learned, and evacuation and interfacility transfer. Related Topic Collections: Pediatric, Patient Movement and Tracking, Pre-hospital, and Healthcare Facility Evacuation / Sheltering.</p>
<p><u>Pediatric Emergency Preparedness Resources</u> – Does ASPR TRACIE have any pediatric emergency preparedness resources, including resources related to children with access and functional needs?</p>	<p>The ASPR TRACIE Team reviewed multiple existing ASPR TRACIE Topic Collections and existing TA response documents. We included resources specific to the request. Related Topic Collections: Pediatric, Access and Functional Needs, Healthcare Facility Evacuation / Sheltering, and Family Reunification and Support</p>
<p><u>Pediatric Preparedness Videos</u> – Does ASPR TRACIE have any pediatric emergency preparedness videos?</p>	<p>The ASPR TRACIE Team reviewed existing technical assistance response documents and various ASPR TRACIE Topic Collections (namely the Pediatric Topic Collection). Several videos, along with online courses and training resources were provided.</p>
<p><u>Pediatric Safe Area</u> – Are there any known certifications or trainings for personnel that would staff a Pediatric Safe Area (for family reunification)?</p>	<p>The ASPR TRACIE Team researched training recommendations, certifications, and other requirements for personnel staffing a Pediatric Safe Area. Although unable to locate specific certifications, the ASPR TRACIE Team provided recommendations from other hospitals and health departments regarding related professional qualifications and trainings.</p>

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<p><u>Pediatric Skilled Nursing Facilities</u> – Are there resources related to pediatric skilled nursing facilities (nursing homes) and emergency/disaster preparedness?</p>	<p>The ASPR TRACIE Team searched various databases for tools, guidance documents, and other resources; as well as reached out to the ASPR TRACIE SME Cadre with expertise in pediatrics and long-term care. This resulted with a limited number of resources specific to pediatric facilities; however, many recommendations for long-term care facilities related to adults may be applicable to pediatric patients. Related resource: the ASPR TRACIE Long-term Care Facilities Topic Collection.</p>
<p><u>Personal Preparedness for Specialty Healthcare Professionals</u> – Do you have personal preparedness resources for staff of specialty healthcare organizations (e.g., home health, long term care, etc.)?</p>	<p>The ASPR TRACIE Team provided specific resources for home health and long-term care professionals, as well as general guidance and resources. Our response does not include guidance for developing emergency preparedness plans or regulations/ laws regarding healthcare workers. It focused on personal preparedness and individual resilience.</p>
<p><u>Personal Protective Equipment (PPE) for Points of Dispensing (POD) Staff</u> – Does ASPR TRACIE have a table or specific resources that provide guidance regarding which PPE should be provided to workers at POD sites when they are dispensing medication in response to a communicable disease (e.g., pandemic flu, plague, viral hemorrhagic fevers)?</p>	<p>The ASPR TRACIE Team conducted a search for resources related to PPE for POD personnel. We were unable to locate a single table that lists PPE for POD personnel based on various infectious diseases. However, the resources provided in the response include guidance and may be useful in developing such a table.</p>
<p><u>Plain Language Emergency Alerts</u> – Does ASPR TRACIE have any best practices, lessons learned, or other resources on plain language emergency alerts for hospitals?</p>	<p>The ASPR TRACIE Team conducted a search for resources related to plain language emergency alerts for hospitals. We also reached out to ASPR TRACIE Subject Matter Experts Cadre members to obtain any additional materials they have.</p>
<p><u>Planning Agenda Templates and Incident Reports/ After Action Reports</u> – Are there resources on the hospital and healthcare Incident Command System (ICS), as well as sample/ template planning agendas and end of incident reports/ AARs?</p>	<p>The ASPR TRACIE Team collected numerous plans, tools, templates, and guidance documents related to hospital/ healthcare ICS, and exercise and evaluation programs. The first tool provided is a HSEEP-compliant template to be used by all Hospital Preparedness Program grantees for submission of their required exercise AAR and IP reports.</p>
<p><u>Pre-Hospital Disaster Trauma Formulary</u> – Requesting a formulary or list of drugs commonly used by pre-hospital emergency medical services providers for trauma patients and those used during large scale events.</p>	<p>In collaboration with SMEs in emergency department and trauma clinical care and EMS, the ASPR TRACIE Team provided a list of most commonly used medications on state EMS formularies, the most commonly used drug categories, and pharmacy stockpiling for mass trauma events.</p>
<p><u>Provider Licensure Portability and Worker Compensation</u> – Are there resources related to provider licensure portability and worker compensation across jurisdictional boundaries for state medical team members that are employed by hospitals?</p>	<p>The ASPR TRACIE Team provided information on general considerations as described in a 2013 publication, “Portability of Emergency Medical Service Licenses across State Borders,” along with additional related resources.</p>
<p><u>Public Health Department Operations Center</u> – Are there any example templates, structures, plans, standard operating procedures for local public health department operations centers?</p>	<p>The ASPR TRACIE Team provided a number of resources (both available online and through ASPR TRACIE’s Assistance Center) related to Public Health Command Center (PHCC), Public Health Department Operations Center (DOC or HDOC), and Public Health Emergency Operations Center (EOC or HEOC).</p>
<p><u>Racial Equity in Disasters</u> – Can ASPR TRACIE provide assistance with researching literature addressing racial equity in all disaster phases?</p>	<p>The ASPR TRACIE Team provided the requestor with numerous resources related to racial equity and disasters.</p>

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Radiological and Nuclear Resources – Are there radiological and nuclear resources related to low level releases/ exposure?	The ASPR TRACIE Team conducted research and reached out to several ASPR TRACIE SME Cadre members with expertise in the field to gather the resources provided to the requestor. Related resource: the ASPR TRACIE Radiological and Nuclear Topic Collection .
Ransomware After Action Reports (AARs) – Does ASPR TRACIE have example After Action Reports/ Improvement Plans (IPs) on ransomware attacks on a small hospital?	The ASPR TRACIE Team provided several resources related to cybersecurity and the healthcare system. Related resources: the Cybersecurity and Exercise Program Topic Collections.
Refugee Medical Triage – Can ASPR TRACIE provide assistance in searching for information on general medical triage for refugees?	The ASPR TRACIE Team conducted a search for resources related to medical triage for refugees and provided multiple resources.
Regional Caching and Emergency Management – Does ASPR TRACIE have resources or information on regional caching and managing disaster resources?	The ASPR TRACIE Team researched for guidance and best practices related to supply caches. In addition, we requested resources from the ASPR TRACIE SME Cadre members.
Regional Medical Surge Plans – Can ASPR TRACIE provide some example regional medical surge plans or templates?	The ASPR TRACIE Team provided numerous examples of medical surge plans and templates. The team also provided additional options for the requestor if the resources did not meet their needs (e.g., facilitate discussion with a SME, post request through the Information Exchange, etc.). Related resource: the ASPR TRACIE Hospital Surge Capacity and Immediate Bed Availability Topic Collection .
Repatriation Plans – Does ASPR TRACIE have repatriation plans from other states?	The ASPR TRACIE Team reviewed and provided several resources related to repatriation plans.
Shower and Eye Wash Station Requirements – Do you have any guidance on emergency shower and eye wash station requirements? Specifically, do you know how it is determined where the installments are mandatory, and if it is based on the substances an organization has on the chemical inventory list?	The ASPR TRACIE Team sent a request for recommended resources or anecdotal comments from a number of our Subject Matter Expert Cadre members.
Surge Definition – What is the definition of surge as it relates to immediate bed availability (IBA) and how is surge calculated?	The ASPR TRACIE Team reviewed the existing Hospital Surge Capacity and Immediate Bed Availability Topic Collection and reached out to several ASPR TRACIE SME Cadre members with expertise in the field to gather the information for the requestor.
Surgical Fires Hazard Assessment Tools – Does ASPR TRACIE have surgical fires hazards assessment tools?	The ASPR TRACIE team researched relevant resources specific to hazard assessment for surgical fires and also reached out to our Subject Matter Expert Cadre. Our response includes relevant resources and comments received from our SME Cadre members.
University Planning Resources for Access and Functional Needs – Does ASPR TRACIE have college/ university emergency planning best practices and resources for students with access and functional needs?	The ASPR TRACIE Team searched for and provided resources related to emergency planning for students, faculty/ staff, and visitors with access and functional needs, specifically geared towards colleges and universities. We also reviewed materials from the existing Access and Functional Needs Topic Collection .
US Refugee Management – Are there resources related to refugee lessons learned, policies, guidance, case studies, etc., with an emphasis on cultural competency?	The ASPR TRACIE Team provided relevant resources related to policies and regulations, guidance, lessons learned from real events, resources related to unaccompanied minors, and cultural competency.
Web-based Plan Sharing Platform – Is ASPR TRACIE aware of a secure, web-based platform that can accommodate sharing of plans within our healthcare coalition’s 23 committees?	After gathering user requirements, the ASPR TRACIE Team researched possible solutions for the requestor. The team presented our findings along with possible cost to the coalition to include SharePoint sites, commercial off-the-shelf options, and ASPR TRACIE Information Exchange.

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Webinar Q&A: Clinicians and Coalitions: A Conversation about Finding Solutions for Medication Shortages	On June 8, 2017, the Association of State and Territorial Health Officials and ASPR TRACIE hosted a webinar featuring practitioners and speakers from state public health, ASPR, and the U.S. Food and Drug Administration to share strategies that can be employed to address pharmaceutical shortfalls.
Webinar: EMS and Infectious Diseases: Challenges and Resources for Provider Protection Webinar	On June 22, 2017 ASPR TRACIE hosted the <i>EMS and Infectious Diseases: Challenges and Resources for Provider Protection</i> webinar. The webinar introduced the EMS Infectious Disease Playbook , ASPR TRACIE's one-stop information source to guide the transport of patients known or suspected of having an infectious disease. Presenters also described why and how the Playbook was developed, walked webinar participants through the content, and shared their perspectives on how individuals can use the Playbook in their daily practice. They also discussed the challenges the EMS community faces related to infectious diseases.
Webinar Q&A: Highly Pathogenic Infectious Disease Exercise Planning Tools Webinar	On March 7, 2017 ASPR TRACIE and the National Ebola Training and Education Center (NETEC) co-hosted the <i>Highly Pathogenic Infectious Disease Exercise Planning Tools</i> webinar. The purpose of the webinar was to familiarize participants with the NETEC-developed exercise materials designed to assist with conducting drills and exercises and to meet Ebola HPP measures. This document provides the answers to questions posed during the webinar.
Webinar Q&A: HPP Coalition Surge Test Webinar	On February 7, 2017, ASPR TRACIE supported a webinar hosted by the ASPR National Healthcare Preparedness Program (NHPP) titled, <i>HPP Coalition Surge Test Webinar</i> . The purpose of the webinar was to familiarize participants with the HPP Coalition Surge Test. This document provides the answers to questions posed during the webinar.
Webinar Q&A: Learning More About the 2017-2022 Health Care Preparedness and Response Capabilities	On January 11, 2017, ASPR TRACIE supported a webinar hosted by the ASPR National Healthcare Preparedness Program (NHPP) titled, <i>Learning More About the 2017-2022 Health Care Preparedness and Response Capabilities</i> . The purpose of the webinar was to provide the background and intent of the capabilities, evolution of the capabilities, provide an overview of each capability and how they are applicable, and provide an overview of challenges and next steps. This document provides the answers to questions posed during the webinar.
Wild Fire Air Quality – Does ASPR TRACIE have any documents, best practices, and other resources for wildfires and poor air quality?	ASPR TRACIE researched best practices for wildfire smoke and air quality, and pulled existing resources from the Natural Disasters Topic Collection .
Workplace Violence – Does ASPR TRACIE know of best practices and other resources for dealing with violent patients in a primary care setting?	The ASPR TRACIE Team provided the requestor with a categorized list of reports, articles, studies, trainings, webinars, guidance documents, and other resources related to workplace violence. The team also connected the requestor with an expert working in this specific subject area, and will develop a fact sheet on best practices for dealing with violent patients. Related resource: the ASPR TRACIE Workplace Violence Topic Collection .
Zika Virus and Migrant Farm Workers – Does ASPR TRACIE have information related to special considerations for migrant farm workers and the Zika Virus?	The ASPR TRACIE Team conducted a search for information specific to migrant workers and Zika and provided several links to resources. In addition, the ASPR TRACIE Team provided contact information for CDC's Zika Joint Information Center, which can serve as the point of contact for additional questions and materials.
Zika Virus and Older Adults - Does ASPR TRACIE have resources related to the prevention,	Regardless of the specific population, the guidance on prevention for this population is the same as for the general population. With the exception of pregnant women, the detection and treatment guidance for specific

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detection, and treatment of Zika Virus specific to older adults?	populations is also the same as for the general population. While cases of Guillain-Barré syndrome have been identified among adults, the ASPR TRACIE Team did not find any scientific studies indicating that older adults are at any greater risk than the adult population in general. Several relevant resources are included in this response.
Zika Virus Resources and Overview – The ASPR TRACIE Team was asked to develop a document on Zika to provide resources and an overview of public health and healthcare system considerations and implications that are applicable to professionals in those systems, emergency management stakeholders, and other audiences.	The ASPR TRACIE Team developed Zika: Resources at Your Fingertips . Appendix A contains HHS ASPR resources and relevant contact links. Appendix B includes citations with annotations for additional relevant resources and Zika guidance.
Zika Virus Tabletop Exercises - Requestor is seeking example Zika Tabletop Exercises.	The ASPR TRACIE Team provided example exercises and exercise materials specific to a Zika virus scenario. ASPR TRACIE will be developing Exercise and Zika Topic Collections to be released in September 2016.