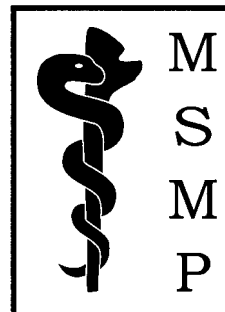


MEDICAL OFFICE



SURGE EXERCISE

Have Questions or Need Assistance? Contact:
Medical Society of Metropolitan Portland
4380 SW Macadam Avenue, Suite 215
Portland, Oregon 97239
Main: 503-222-9977 Fax: 503-222-3164
Email: msmp@msmp.org



*Medical Society
of
Metropolitan
Portland*

Instructions

The following presents three ways to complete the exercise:

- 1) You may conduct a staff meeting or a series of short meetings (5-15 minutes) and respond to the questions presented in the included exercise and write in the responses on the hard copy enclosed with this packet. Responses may be captured on additional/separate sheets. The exercise is presented in both the attached form and on the included CD-ROM. The content presented on both formats is identical, but you will have additional space to expand your responses on the CD-ROM Word version. After completing all the questions, **please send a copy of the MEDICAL SURGE EXERCISE RESULTS (INCLUDED)** to us via USPS (Pre-paid return envelope included) or e-mail to msmp@msmp.org, or by fax to 503-222-3164.

- 2) You may hold staff “tabletop” exercises and respond to the PowerPoint presentation also included on the CD-ROM. Please note that there are guidelines on how the exercise should be conducted within the PowerPoint Presentation. This option may require more human resource time than option 1, depending on how you conduct it. Please record the answers presented on separate paper, or on the enclosed hardcopy. After completing the exercise, **please send a copy of the MEDICAL SURGE EXERCISE RESULTS (INCLUDED)** to us via USPS (Pre-paid return envelope included) or e-mail to msmp@msmp.org, or by fax to 503-222-3164.

- **Technical Note:** Regardless of how you perform the exercise, by using the CD-Rom to prepare the separate MEDICAL SURGE EXERCISE RESULTS (INCLUDED) Word document, it can be easily sent to us by first saving the completed document to your hard drive. Clicking on “File” in the Word document toolbar on the upper left, go to “Send To” then click on “mail recipient as attachment”; this will open your e-mail program with the document attached. You must then type in the recipient as msmp@msmp.org, and a subject line. Then press send.

- 3) If your organization already has exercised a medical surge plan, **please send a copy of the included MEDICAL SURGE EXERCISE RESULTS (INCLUDED)** of your exercise to us via USPS (Pre-paid return envelope included) or e-mail to msmp@msmp.org, or by fax to 503-222-3164.

Only aggregate data will be published. Individual responses will not be shared without your permission.

Please contact us at MSMP for additional materials, questions, or any assistance we may provide in completing one of these exercise sessions.

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Medical Office Surge Exercise

SCENARIO

Public Health authorities have alerted the public about a severe outbreak of a novel, highly contagious, strain of influenza.

Your average patient load has doubled and some of your staff are out sick or home caring for their family. The number of phone calls has tripled as patients want to know what they should do (both those who are symptomatic and the worried well).

QUESTION

What strategies is the office prepared to implement under these circumstances?

Office Surge Strategies

1. The literature suggests that there are several basic strategies for dealing with a surge of patients. Please check YES or NO regarding each of the following methods that may be used in your office. For those strategies that may be used (checked YES), please describe how they would be implemented.

Modification of routine operations:

- Delay and/or deferral of routine office visits (e.g. cancel annual physicals).
 NO
 YES: **Please describe:**

- Extension of office hours (opening earlier, remaining open later).
 NO
 YES: **Please describe:**

- Modification of office hours to segregate and concentrate any highly infectious patients to defined time slots to minimize secondary infection.
 NO
 YES: **Please describe:**

- Implement collaborative agreements/understandings with other medical offices, including cross-staffing arrangements.
 - NO
 - YES: **Please describe:**
- Other surge strategies not noted above:

Chain of Command

2. Who is “in charge” of the office during an “emergent” situation? Who determines the appropriate roles, responsibilities and necessary actions? Who is the back-up person?
Response:

Communications

3. How will (or has) the office “surge strategy” or general emergency procedures be (been) communicated to staff?
Response:

How do you anticipate receiving information regarding the surge event? (E.g. radio, county health office, etc.)?

Response:

Triage

4. Some possible triage strategies include the following suggestions. For those strategies that may be used (checked YES), please describe how they would be implemented.
 - Use phone triage to identify patients who need home care or emergency care, vs. those who can be seen in your office or other non-urgent facility.
 - NO
 - YES: **Please describe:**
 - Use separate waiting areas and triage evaluation areas for patients who have symptoms of infectious disease.
 - NO
 - YES: **Please describe:**

- Use a triage coordinator to manage patient flow.
 - NO
 - YES: **Please describe:**

- Refer Patients to a State, County, or Regional hotline.
 - NO
 - YES: **Please describe:**

- Divert or direct to other medical facilities.
 - NO
 - YES: **Please describe:**

- Other strategies our clinic may use for surge triage:

Infection Control

5. When and how do you address the issue of staff protection and patient protection and segregation?
Response:

Human Resources

6. You may be able to estimate staff availability for emergency response through the following suggestions:
- Identify clinical staff with conflicting professional or personal commitments;
 - Identify staff with distance and other barriers that limit their ability to report to the clinic;
 - Identify staff that are likely able to respond rapidly to their clinic.
7. What is the minimum number and type of staff necessary to remain open to the public?
Response:
8. Has or will the office engage in cross-training of staff where feasible?
 NO
 YES: **Please describe:**

9. If conditions require the closure of the office, is there a plan to share available staff with other centers of care?
- NO
- YES: **Please describe:**
10. Other surge strategies which may be used by the office?
Response:

ARE YOU READY?
If you have completed the Exercise,
YOU WILL BE BETTER PREPARED

Thank you for your continuing health preparedness efforts!

Please contact us at MSMP for additional materials, questions, or any assistance we may provide.

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