

North Carolina Office of EMS Healthcare Preparedness Program



Annual Report 2023-2024

North Carolina Office of EMS
Healthcare Preparedness Program
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Welcome & Thanks!

These are extremely exciting times for the entire State Medical Response System. With each passing year we have seen the role of our Healthcare Preparedness Program and the Healthcare Preparedness Coalitions expanding, while Federal funding has continued to decrease. In addition to the responses to natural and man-made events, this year the program underwent a thorough strategic planning process and funding review. While this process has been incredibly challenging, I am extremely proud and confident that we are better positioned for the future and will continue to provide the highest level of service to our stakeholders in response to all types of events.



Chief Tom Mitchell
North Carolina
Office of EMS

Kimberly Clement
HPP Program
Manager



The North Carolina Healthcare Preparedness Program & Healthcare Preparedness Coalitions are proud to share our first annual report which outlines the program's efforts towards advancing healthcare preparedness, response, and recovery in North Carolina. My hope is that this report demonstrates our transparency, holds us all more accountable, and shows the tremendous value that our program provides to the healthcare community. I would also like to thank the many healthcare agencies and response organizations across North Carolina who partner with us as we strive to accomplish our mission. The program continues to evolve to meet the growing needs of the healthcare system in North Carolina and looks forward to enhancing this work across the state.



About Us

The North Carolina Healthcare Preparedness Program (HPP) began in 2002, in response to the terror attacks of September 11, 2001 through a federal cooperative agreement focused on hospital bioterrorism preparedness. The program has evolved through the years and now focuses on healthcare emergency preparedness and response delivery through regional healthcare coalitions. Currently there are seven (7) regional Healthcare Preparedness Coalitions who work in tandem with the HPP staff to help meet the overall program vision.



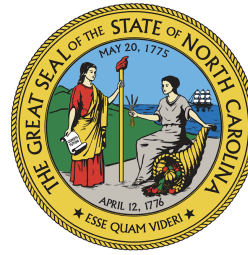
The North Carolina Office of Emergency Medical Services (NCOEMS) is considered the lead agency for Disaster Medical Response, according to the North Carolina Emergency Operations Plan, with oversight of ESF-8. Additionally, NCOEMS has oversight of the State Medical Response System (SMRS), whose purpose is to provide support to an overwhelmed healthcare system by supplying necessary equipment, assets and/or personnel needed to provide medical care specifically during emergencies and disasters.



Organizational Structure

Department

The Department of Health & Human Services (DHHS) serves as the lead agency responsible for the health and well-being of the residents and guests of North Carolina.



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Division



The Division of Health Service Regulation oversees 11 sections within NC DHHS, including the Office of Emergency Medical Services.

Section

The Office of Emergency Medical Services (OEMS) provides guidance and regulations for EMS agencies and personnel, along with oversight of the Healthcare Preparedness Program.



Program



The Healthcare Preparedness Program (HPP) is fully grant funded and responsible for the coordination of emergency preparedness and response for the healthcare community across North Carolina.





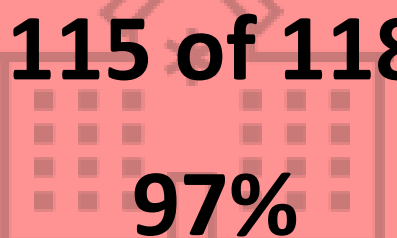
Partners

Partnerships are the backbone of disaster preparedness and response and NC HPP is honored to have support from such great partners across North Carolina. Our program strives to be a partner to anyone who has a personal or professional interest in maintaining North Carolina's Healthcare System. Our Core Partners represent those with the expertise and responsibilities to support the overall mission of the program. These core partners include Acute Care Hospitals, State and County Emergency Management Agencies, Emergency Medical Service Agencies, and State and County Public Health Departments or Districts.

North Carolina has about 400 core partner agencies, with **98% participating** in their regional Healthcare Coalition (HCCs). There are over 800 additional partners engaged in our HCCs, including 550+ Nursing Homes, Adult Care Homes, and other Long-Term Care Facilities; 30+ Behavioral Health Services and Organizations; 80+ Dialysis Centers; and 120+ various other healthcare partner types.

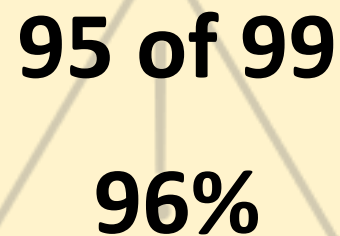
Primary Partner Participation Across North Carolina

Acute Care Hospitals



115 of 118
97%

Emergency Management



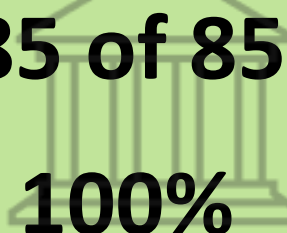
95 of 99
96%

Emergency Medical Services



99 of 99
100%

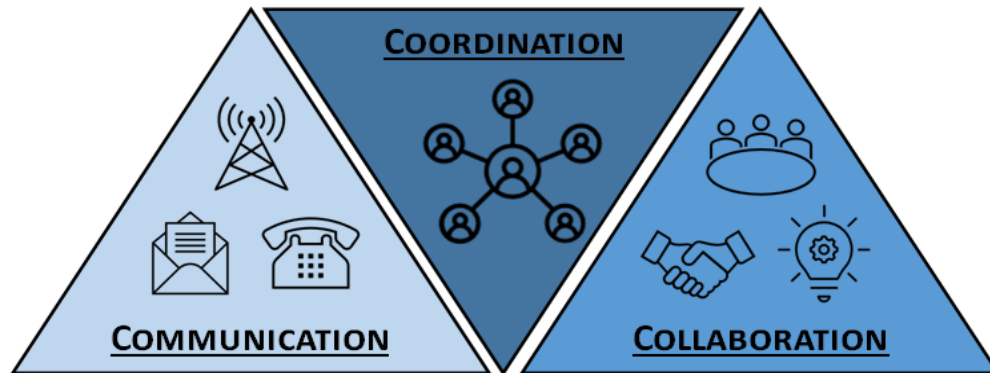
Public Health



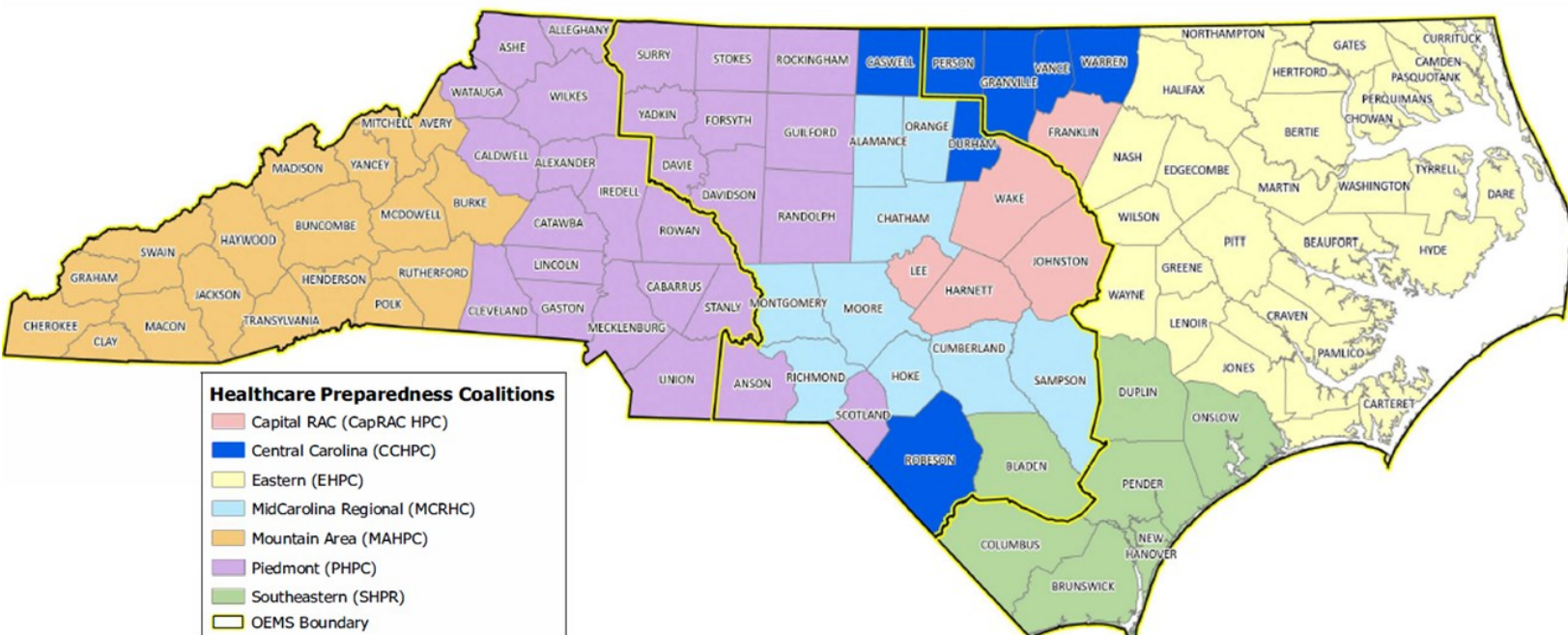
85 of 85
100%

Healthcare Coalitions

There are currently seven (7) Healthcare Coalitions (HCCs) that work with the common mission of facilitating communication, coordination, and collaboration between healthcare facilities and public agencies within their region, as well as across the state of North Carolina.



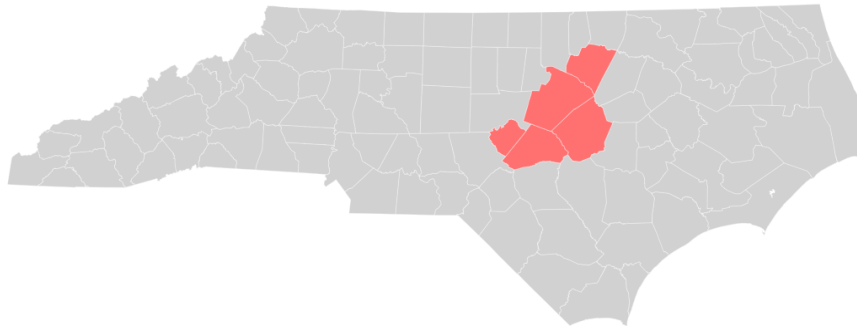
Healthcare Preparedness Coalitions aim to provide connections between local and regional emergency response organizations and healthcare partners to support coordination efforts before the emergency. This is accomplished through collaboration with regional partners at quarterly meetings, hosting response specific trainings, developing regional exercises, coordinating regional plans, and participating in regional and local events. Additionally, each Coalition has a cache of assets available to healthcare and emergency responder agencies to support medical surge and continuity of healthcare services during emergencies.





Healthcare Coalitions

CapRAC Healthcare Preparedness Coalition



Sponsor: WakeMed Health & Hospitals

Coordinator: Janis Brown

Counties Served

5

Population Served

1.7 Million

Hospitals Served

7

Partners Served

100

The **CapRAC Healthcare Preparedness Coalition (CapRAC)** coordinates healthcare emergency preparedness and response in the capitol city region of North Carolina which is known for its multitude of University Systems, Raleigh-Durham International Airport, multiple large event venues, and the Shearon Harris Nuclear plant. A key strength for CapRAC is their value on cultivating preparedness throughout the region with partnership building, robust training, and coordinated information sharing. This is highlighted annually through medical surge public communications coordination and providing volunteers for medical support at local mass gatherings.

CapRAC brings a wealth of knowledge and support to the region through their staff coordination of logistics and equipment packages providing support to multiple partners throughout the year.



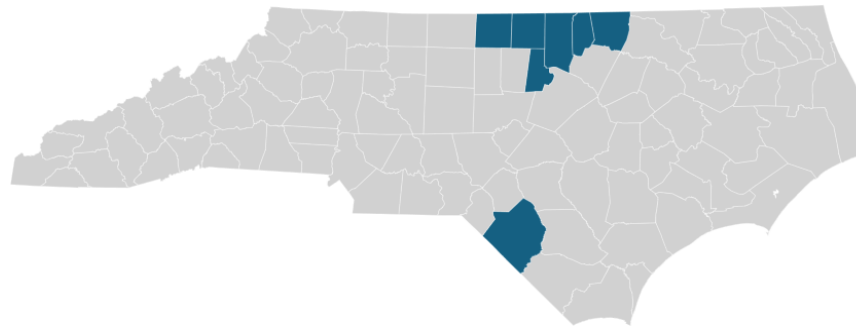


Healthcare Coalitions

Central Carolina Healthcare Preparedness Coalition



CCHPC
Central Carolina
Healthcare Preparedness
Coalition



Sponsor: Duke Health

Coordinator: David Marsee

Counties Served

7

Population Served

625,000

Hospitals Served

8

Partners Served

110

The **Central Carolina Healthcare Preparedness Coalition (CCHPC)** coordinates healthcare emergency preparedness and response in the north central part of North Carolina which is made up of mostly rural counties. This region is home to Research Triangle Park, hosts an array of festivals and events, and is known for providing healthcare for a highly specialized and complex patient population. Central Carolina recently changed their name from the Duke Healthcare Preparedness Coalition to be more inclusive as they work towards supporting a larger region with more healthcare partners starting in July of 2025.

Over the past five years Central Carolina has supported a personnel focused model through their State Medical Assistance Team and Medical Reserve Corp Unit, working to be prepared for deployments to sites such as State Medical Support Shelters, Field Medical Stations, Mass Gatherings and more.



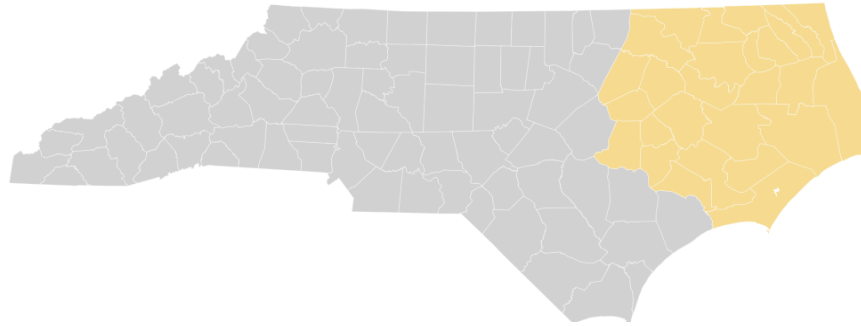


Healthcare Coalitions

Eastern Healthcare Preparedness Coalition



ehpc



Sponsor: ECU Health

Coordinator: Chris Starbuck

Counties Served

27

Population Served

1.1 Million

Hospitals Served

18

Partners Served

164

The **Eastern Healthcare Preparedness Coalition (EHPC)** coordinates healthcare emergency preparedness and response in the northeastern part of North Carolina. This region is comprised of a mixture of urban and rural areas with multiple military bases, the Albemarle & Pamlico Sound, a large portion of the North Carolina Coastline, and its barrier islands.

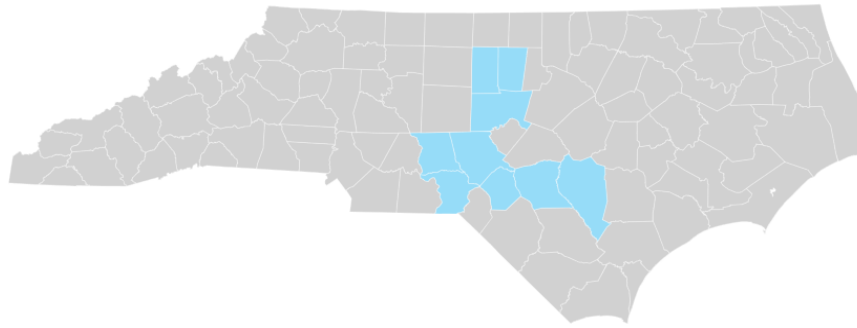
One of EHPC's focuses has been on their information sharing and communications support. This is emphasized annually during their interoperable COMMEX, which this past year had over 325 attendees from across North Carolina, other states, and federal partners. This exercise provides participants an opportunity to test their different communication platforms from their home base. Eastern also tested their incident coordination skills during the set up and staffing of a large field medical station at the 2024 Cherry Point Air Show.





Healthcare Coalitions

MidCarolina Healthcare Preparedness Coalition



Sponsor: UNC Health & Hospitals

Coordinator: Randy Hoffman

Counties Served

9

Population Served

1 Million

Hospitals Served

11

Partners Served

134

The **Mid Carolina Regional Healthcare Coalition** coordinates healthcare emergency preparedness and response in the central part of North Carolina which includes a large portion of the Sandhills region, housing one of the largest military installations in the world, and boasts some great golfing locations. Mid Carolina is uniquely organized with three distinct healthcare delivery areas and approaches much of the regional coordination through these partners.

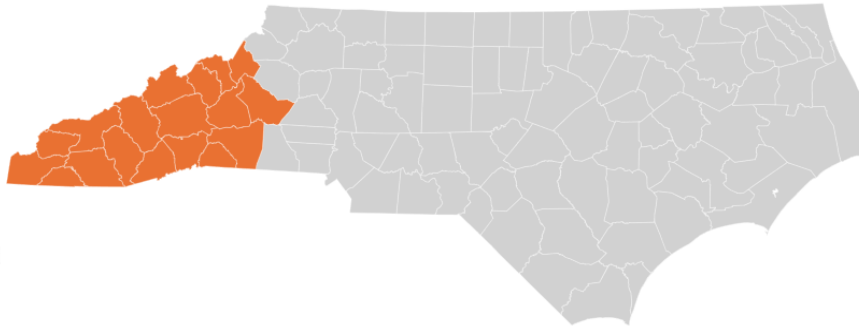
Mid Carolina focuses heavily on their logistical capabilities allowing them to provide necessary support multiple times throughout this past year, including providing pharmaceutical storage several times for healthcare facilities without backup generator capabilities. Mid Carolina also provides substantial experience to the region through their participation in partners emergency planning, training, and exercises throughout the year.





Healthcare Coalitions

Mountain Area Healthcare Preparedness Coalition



Sponsor: Mission Hospital

Coordinator: Mark Stepp

Counties Served

18

Population Served

900,000

Hospitals Served

18

Partners Served

224

The **Mountain Area Healthcare Preparedness Coalition (MAHPC)** coordinates healthcare emergency preparedness and response in the western portion of North Carolina, a primarily rural region in the Blue Ridge and Appalachian Mountains. Mountain Area supports a diverse population which thrives on tourism and hospitality spanning across, 18 counties, the Eastern Band of Cherokee Indians and three border states.

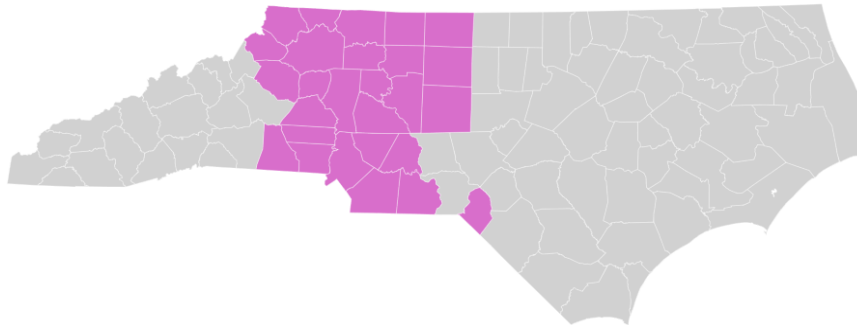
Mountain Area regularly provides their partners with a multitude of training opportunities such as ICS, HICS, First Receiver Decontamination, Advanced Burn Life support and more for their region. The Mountain Area also supports frequent festivals across the region using their medical support unit to expand capacity to care for attendees.





Healthcare Coalitions

Piedmont Healthcare Preparedness Coalition



Sponsor: Atrium Health Wake Forest Baptist

Coordinator: David Holder

Counties Served

27

Population Served

4.5 Million

Hospitals Served

48

Partners Served

424

The **Piedmont Healthcare Preparedness Region (PHPR)** coordinates healthcare emergency preparedness and response for the piedmont region of North Carolina, encompassing a wide array of urban and rural communities. This new region was recently formed through the merger of the Metrolina and Triad Healthcare Preparedness Coalitions, creating the largest Healthcare Coalition region in North Carolina, and serving over 40% of the State's population. In this upcoming year we look forward to combining Metrolina's strong approach to healthcare emergency preparedness with Triad's extensive incident coordination and medical surge resources.

This past year, both coalitions focused on strengthening partnerships and improving emergency preparedness plans with their long-term care facilities and we look forward to Piedmont continuing these efforts in the coming year.





Healthcare Coalitions

Southeastern Healthcare Preparedness Region



Sponsor: Novant Health New Hanover RMC

Coordinator: Hans Edwards

Counties Served

7

Population Served

775,000

Hospitals Served

8

Partners Served

110

The **Southeastern Healthcare Preparedness Region (SHPR)** coordinates healthcare emergency preparedness and response in the southeastern region of North Carolina, which is made up of urban and rural counties and is famous for its beaches, deep water ports, and high rates of tourism. In addition to the seasonal surge from tourism, this region is also home to some of the fastest growing counties in North Carolina.

One of SHPR's strengths includes their strong support of stakeholders and partners during emergencies and events which has helped cultivate strong relationships throughout the region. SHPR organizes a strong Critical Incident Stress Management volunteer support team who provided assistance to over 100 first responder and healthcare employees during the past year.





Program Goals

STRENGTHEN PARTNERSHIP ENGAGEMENT

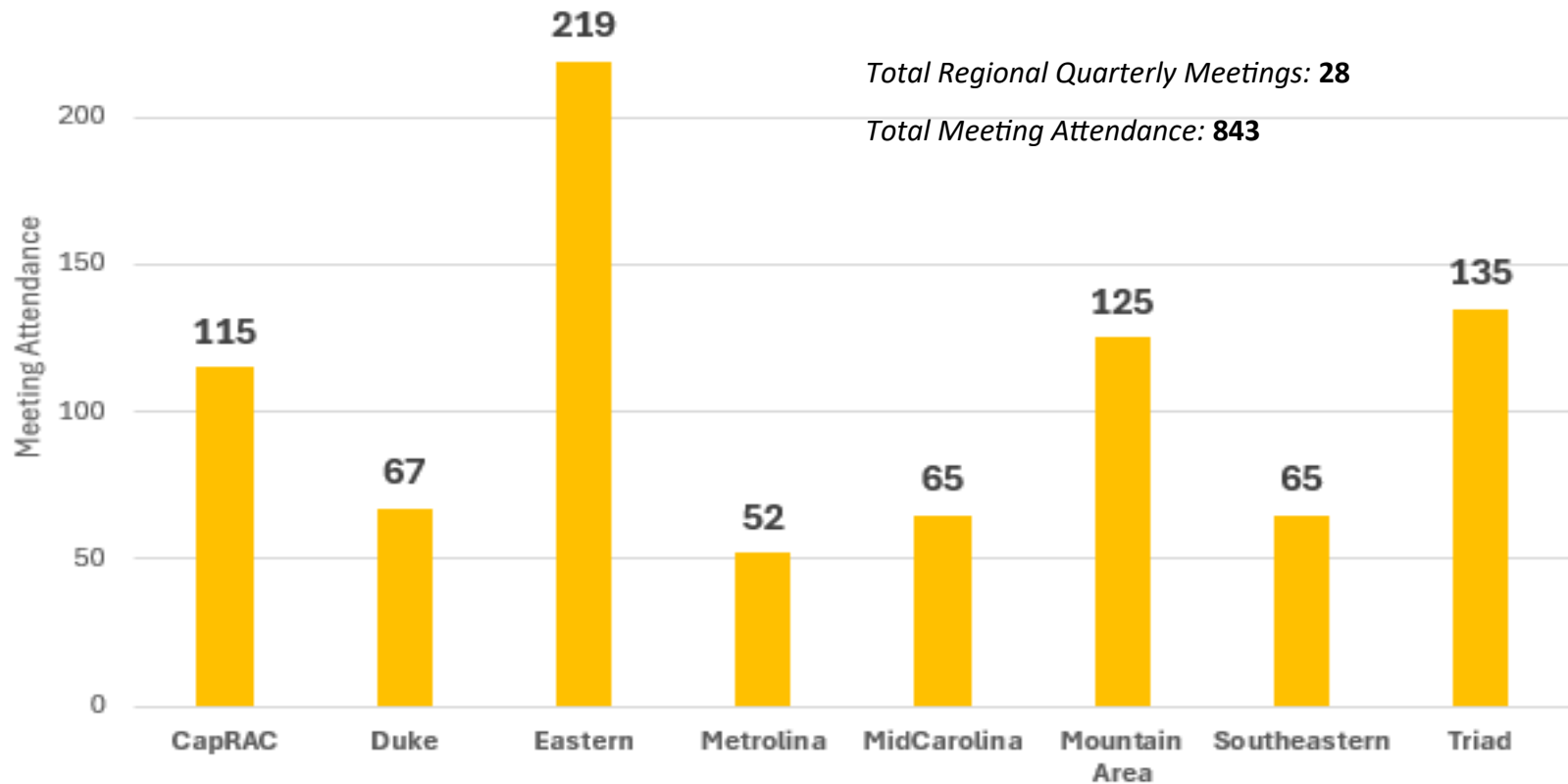
We encourage all partners to help us support our “Strengthen Partnership Engagement” goal through participation in their Healthcare Coalition.

Strong partnerships are the key to our mission success. Each Healthcare Coalition is strongly encouraged to coordinate events regularly to build strong partnerships across their region.

Establishing these connections on normal days builds trust, expands regional response capacity, and is critical to supporting the regional healthcare community in saving lives during emergencies. Each Healthcare Coalition hosts quarterly meetings with their partners providing an excellent opportunity to come together, build relationships, learn from each other, and learn how regional response will look during a disaster. Healthcare Coalitions coordinate various speakers and trainings at many of these quarterly meetings and provide a chance for you to share what is happening within your organization. If you have a great idea for a speaker or training at these meetings, please reach out to your Healthcare Coalition lead.



Regional Quarterly Meeting Summary





Program Goals

SUPPORT INFORMATION SHARING



We encourage all partners to help us achieve our goal of “Support Information Sharing” through their involvement in regional coordination calls and communication drills.

A major focus of the Healthcare Preparedness Program is bi-directional information sharing with our healthcare partners through data collection, coordination calls, individual discussions, sharing state and federal guidance, and providing situation reports during emergency activations. For example, communication drills are used test our partners’ ability to contact their regional Healthcare Coalitions during emergencies. This includes testing different parts of their regional Primary, Alternate, Contingency, and Emergency (PACE) plan. Healthcare Coalitions also host coordination calls during emergency activations to provide information on the State’s response activities and welcome local/regional partners to share their impacts, response gaps and needs. Information sharing by Local partners during these calls is incredibly helpful in supporting response decisions.

EXPAND MEDICAL SURGE READINESS



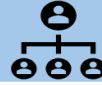
We encourage all partners to help us support our “Expand Medical Surge Readiness” goal through providing feedback and engagement in regional response plans.

The ability for the North Carolina Healthcare Community to expand and support increased surges in the number and types of patients is critical to saving lives on a day-to-day basis and is why “Expanding Medical Surge Readiness” is a key goal for the program. To accomplish this goal, large amounts of time and funding are provided to maintain a variety of assets, equipment, supplies, and clinical and non-clinical personnel that may be necessary to support local healthcare needs during an emergency (e.g., State Medical Support Shelters, Field Medical Stations, Morgue Trailers, Medical Support Units, Generators, HVAC units and more). This also involves maintaining healthcare regional response plans to outline the role of the Healthcare Coalition and highlight available regional assets for emergency and disaster activations. If you have never seen your Healthcare Coalitions medical surge assets, consider setting up a time to tour their warehouses and learn more!



Program Goals

IMPROVE INCIDENT COORDINATION



We encourage all partners to help us achieve our “Improve Incident Coordination” goal by providing early notification when potential assets or resources may be necessary.

Strong incident coordination helps to ensure pertinent and timely information, resources, and support can be provided to achieve the objectives of a mission. The program provides many different training courses to help build knowledge on incident coordination and provides regional exercises to test some of those skills. If you know of a particular course that would be helpful in building these abilities, reach out to your regional Healthcare Coalition. Additionally, each regional Healthcare Coalition and the NC HPP maintain 24/7 on-call staff referred to as the Shift Duty Officer (SDO) to ensure we are prepared and ready to respond when necessary. A major goal for our SDOs is supporting strong coordination when the healthcare community is impacted by an emergency. SDOs utilize coordination calls to bring partners together and ensure everyone is moving in the same direction to support the mission. Early notification of potential support is encouraged, when in doubt, notify!

PROMOTE FISCAL RESPONSIBILITY



We encourage all partners to help us achieve our goal of “Promoting Fiscal Responsibility” through engaging with their Healthcare Coalition on workplans and budgets.

NC HPP strives to maintain a high level of fiscal responsibility and provide the most financial support possible to our Healthcare Preparedness Coalitions, State Medical Response System (SMRS) teams, and our regional partners. The foundation of this is our HPP Funding Allocation Method that outlines how we fund our Healthcare Coalitions and their regional SMRS Teams. The funding allocation was updated by a team of subject matter experts during an extensive review between March 2023 and December 2023. An important element of the update was ensuring regional funding was being allocated to support our program goals. This resulted in specific dollar amounts allocated for stakeholder travel and engagement, trainings and exercises, and maintaining the SMRS operational capabilities. The NC HPP Business Office works hard to promote fiscal responsibility through monthly reviews of all expenditures to ensure they align with the program goals, annual workplans, and federal guidelines.



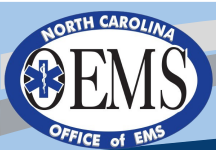
Partnership Highlights

State Medical Response System Showcase Event

In February 2024, HPP Staff hosted the inaugural *State Medical Response System Showcase*. This event brought together over 180 partners from across North Carolina to learn about the response capabilities of the SMRS and tour many of the Coalition and State assets, including many components of the NC Mobile Disaster Hospital.



Special thanks to our Elected Officials, Secretary Kinsley (NC DHHS), Director Ray (NCEM), Director Mark Payne (DHSR), the NC Medical Care Commission, and everyone who joined! This event was a huge success and we look forward to hosting our partners again in 2025!





Partnership Highlights

REGION IV UPC

North Carolina participates in the HHS Region IV Unified Planning Coalition. This group brings together the ESF-8 preparedness and response leaders from all 8 Region IV States, along with representatives from Federal ESF-8 Partner Agencies. In November 2023, the UPC met in Asheville, NC for its first in-person meeting since 2020. These partners are our first call when we need resources beyond our own capabilities.





Training & Exercise

TOTAL TRAININGS

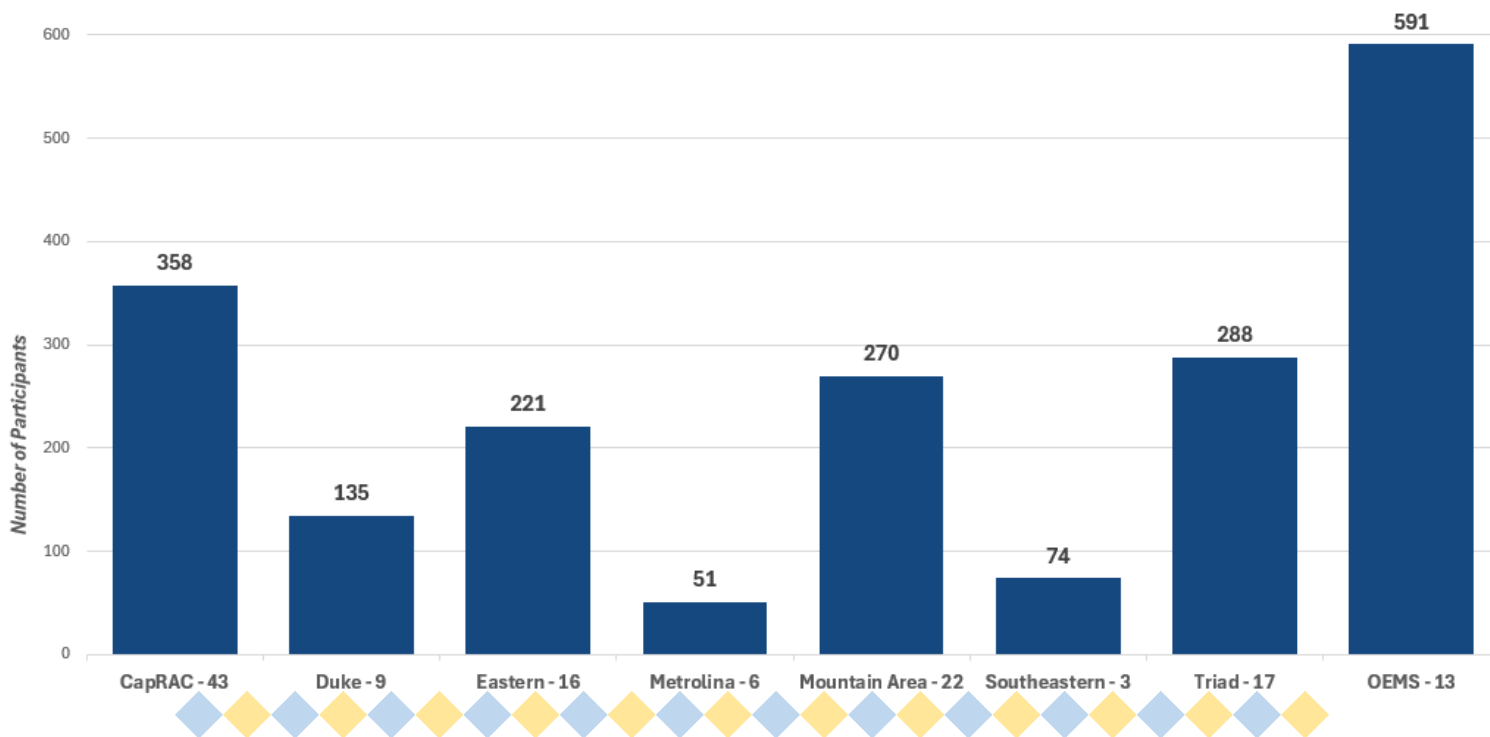
129

TOTAL TRAINING HOURS

13,041

TOTAL PARTICIPANTS

1,988



TOTAL EXERCISES

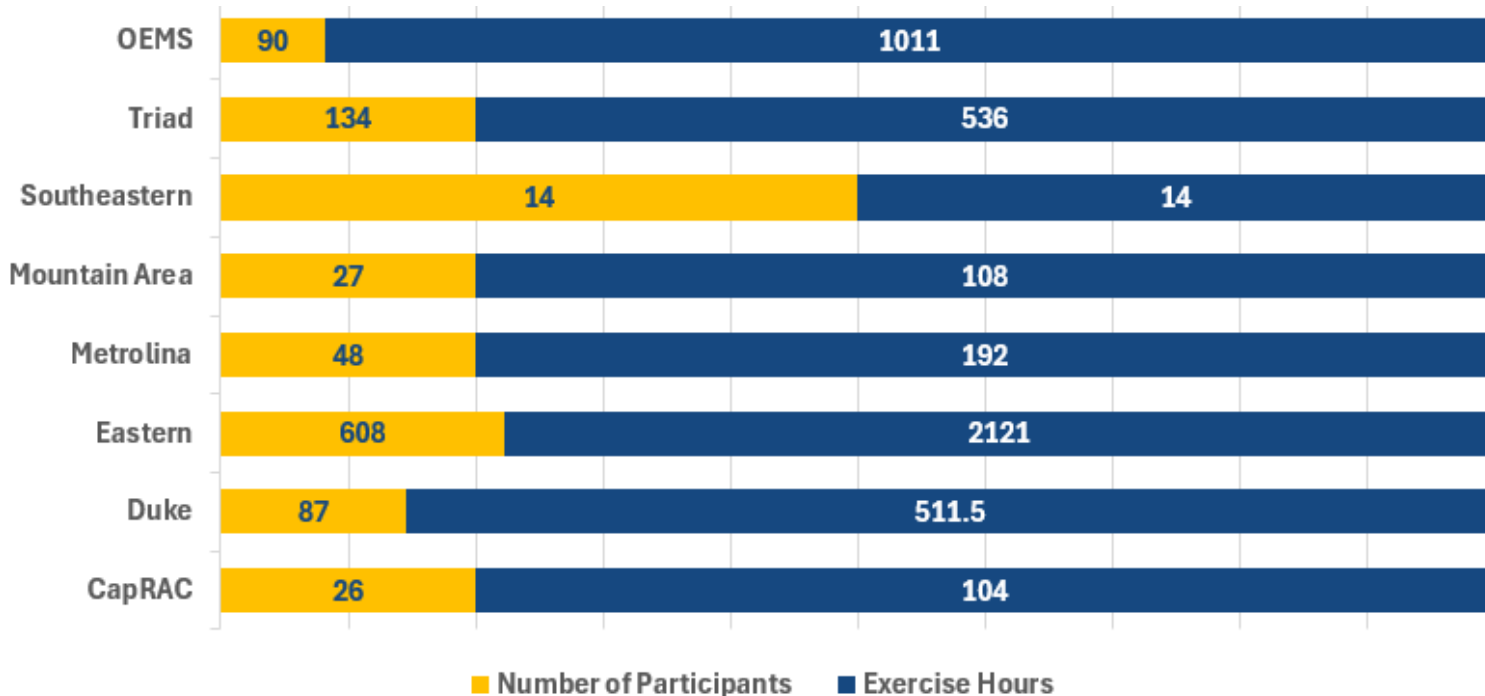
29

TOTAL EXERCISE HOURS

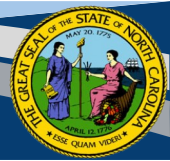
4,597

TOTAL PARTICIPANTS

1,034



■ Number of Participants ■ Exercise Hours





Training Highlights

NC EMS Expo 2024!

The NC Office of EMS hosted its 49th State Conference at the Koury Convention Center, in Greensboro NC, 29 April to 1 May. Nearly 1200 EMS Professionals from across the United States participated in this annual event. The Healthcare Preparedness Program put together a specific disaster track and vendor area, which hosted over 550 personnel! Thanks to all the vendors and participants which made this such a huge success!



NC Disaster Symposium

The Eastern Healthcare Preparedness Coalition (EHPC) and the Southeastern Healthcare Preparedness Region (SHPR) joined together to host their 5th Annual NC Disaster Symposium. This event was hosted at Novant Health Forsyth Medical Center in Winston Salem NC on March 13-14, 2024. Over 200 participants joined for this great event, bringing together Hospitals, EMS, and Emergency Managers from around North Carolina!



NCDS 
North Carolina Disaster Symposium



Exercise Highlights

In late May, HPP hosted its annual NCOEMS EOP staff exercise at Camp Durant, located in Carthage North Carolina.



Staff were divided into 5 functional areas: State EOC, RCC Operations, OEMS Support Cell, State Medical Support Shelter, & Mobile Disaster Hospital.

This year we had over 100 participants, including several of our SMAT and MRC teams from across North Carolina!





Exercise Highlights



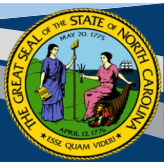
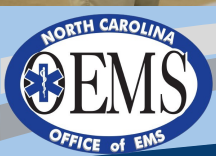
Over 260 simulated patients were utilized for the State Medical Support Shelter and Mobile Disaster Hospital operations!

EMS resources from across the State joined in to help us specifically test patient movement and medical sheltering processes.



Special thanks to everyone who joined us for this great event!

We hope to adjust our plans and test again this coming year!





Response Highlights

July 1, 2023—June 30, 2024

250

TOTAL RESPONSES

HPP supported 250 total responses last fiscal year. This number includes scene response to emergencies and disasters impacting healthcare, providing situational awareness and information sharing, and assisting with various special events across North Carolina.

590

ASSETS DEPLOYED

Most Frequent Requests

- Generators
- Medical Support Unit
- HVAC Support
- Portable Suction Units
- Handwashing Stations
- Morgue Trailers
- Radio/Comms Support

1723

STAFF HOURS

Through the 250 total responses, OEMS and Healthcare Coalition staff physically supported our partners through coordination calls, providing situational awareness and sending staff in operational and logistical roles.

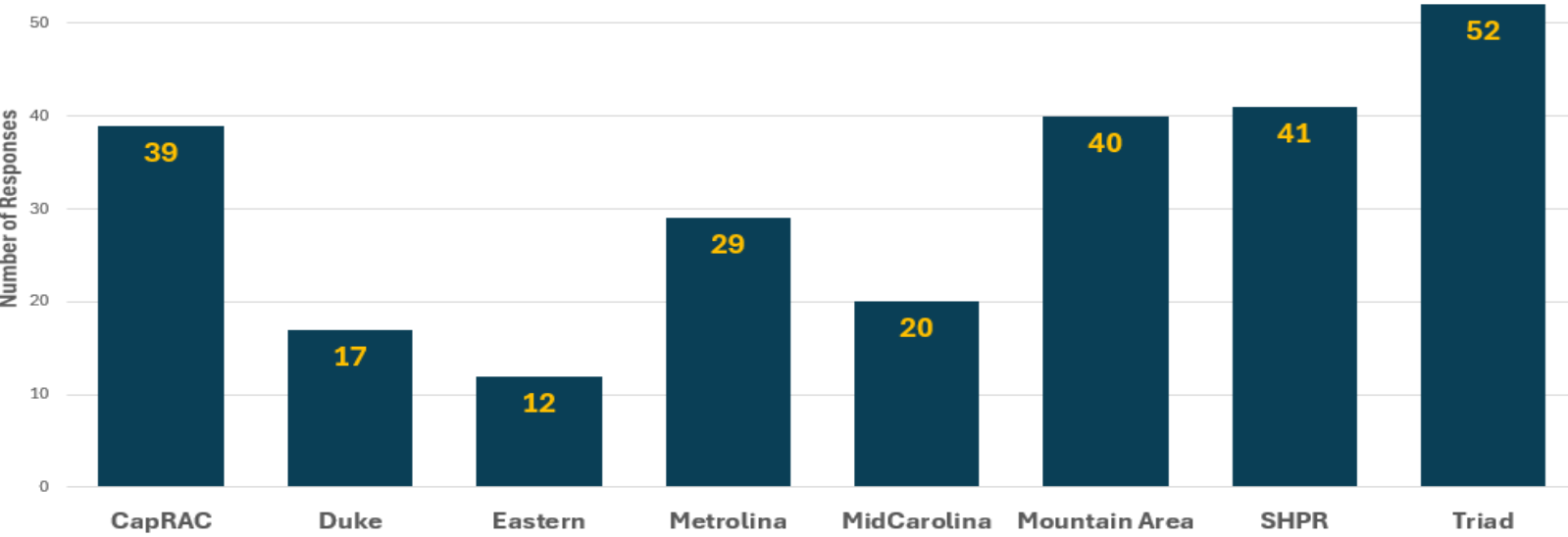
2218

MRC/SMAT HOURS

Our North Carolina State Medical Response System Medical Reserve Corp Units and State Medical Assistance Teams provided nearly **\$75,000** worth of value in hourly personnel time from 184 staffed roles during these responses.



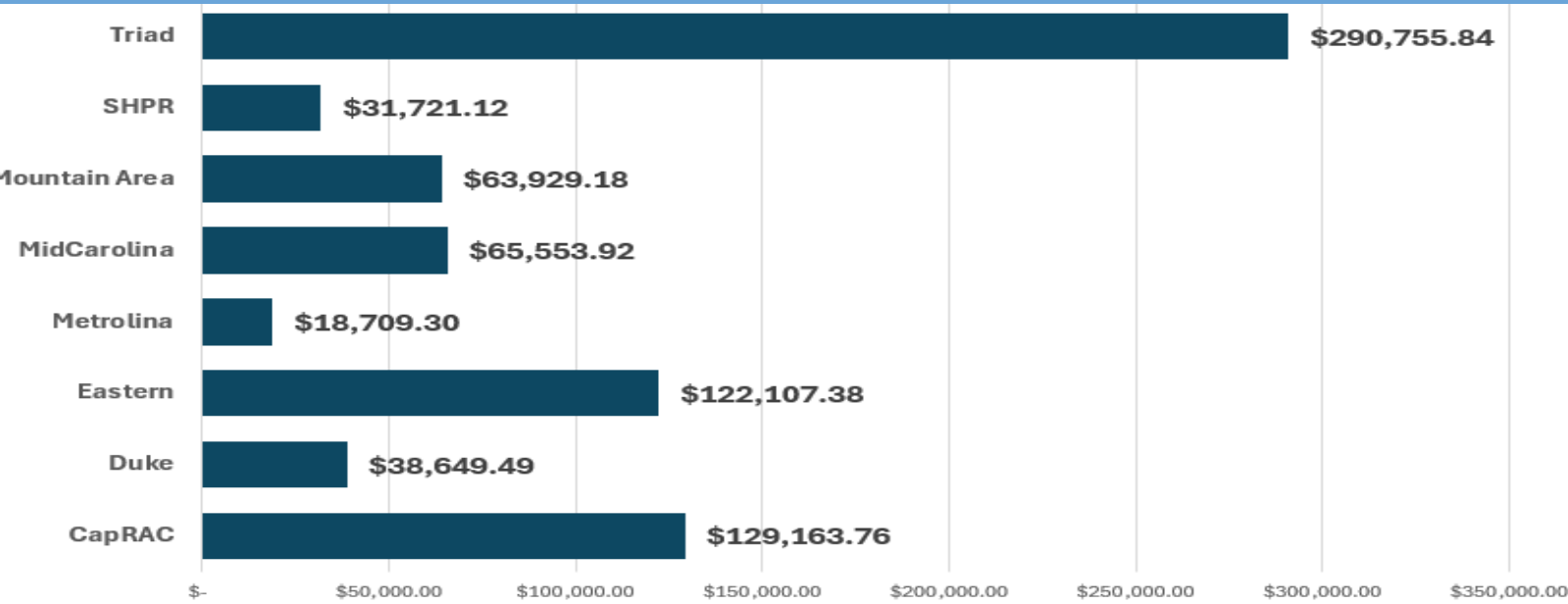
Response Highlights



\$760,589.99

ESTIMATED RESPONSE VALUE PROVIDED

This value was calculated by taking each response hour worked by OEMS, HCC, MRC, and SMAT staff member and multiplying it by the volunteer hourly rate. Each asset that was deployed was assigned either a FEMA reimbursement rate or a fair market value rental rate for duration of the mission.





Response Highlights

Opened July 2020



Over 40,000 PPE Request
Filled

NC Healthcare Supply Warehouse
Over 150,000,000 Items Distributed
Special Thanks To All Staff Who Made This A Success!!



Items Included:
Face Shields, Gloves, Gowns, Masks,
N95's, Test Kits & More!

Closed June 2024





Response Highlights

Buncombe County—January 2024

On a cold Friday afternoon, Mountain Area HCC was contacted by a healthcare facility stating they had a gas leak, which in turn impacted their ability to heat their facility. Instead of trying to find placement for the 64 impacted mental health patients (many of which were under COV+ precautions), staff from NCOEMS, Mountain Area, and Triad Healthcare Coalition worked together with local emergency management and facility staff to install portable HVAC units throughout the building. This response provided \$20,000 in estimated value to the healthcare system, in addition to allowing these patients to maintain their current residence and level of care.



Vance County—May 2024

Over 150 residents were displaced from a local motel, where many had lived for several years, after the building was condemned. City and County leaders worked together to establish temporary sheltering in a local gymnasium, but there was no HVAC in the facility. State Medical Response System staff from NCOEMS and 3 Healthcare Coalitions (*CapRAC, Duke, & Triad*) came together to install an air conditioning trailer maintained by Triad Healthcare Preparedness Coalition, allowing the residents to stay cool during this difficult time. This response provided over \$7,000 in estimated value to the healthcare system by preventing any major medical emergencies.



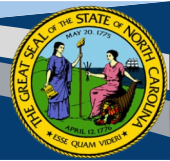
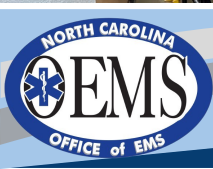
Response Highlights



EASTERN HPC—MAY 2024

On May 10th, EHPC deployed to the Cherry Point Air Show to assist with medical care during the 2-day event. A 14-bed field medical station was set up and a total of 47 SMAT members made up the medical operations team. The team treated 19 patients over the weekend with 2 requiring transport to the hospital for further evaluation. Functions exercised included team management, briefings, just in time training, logistics, communications, mass causality response, and patient tracking.

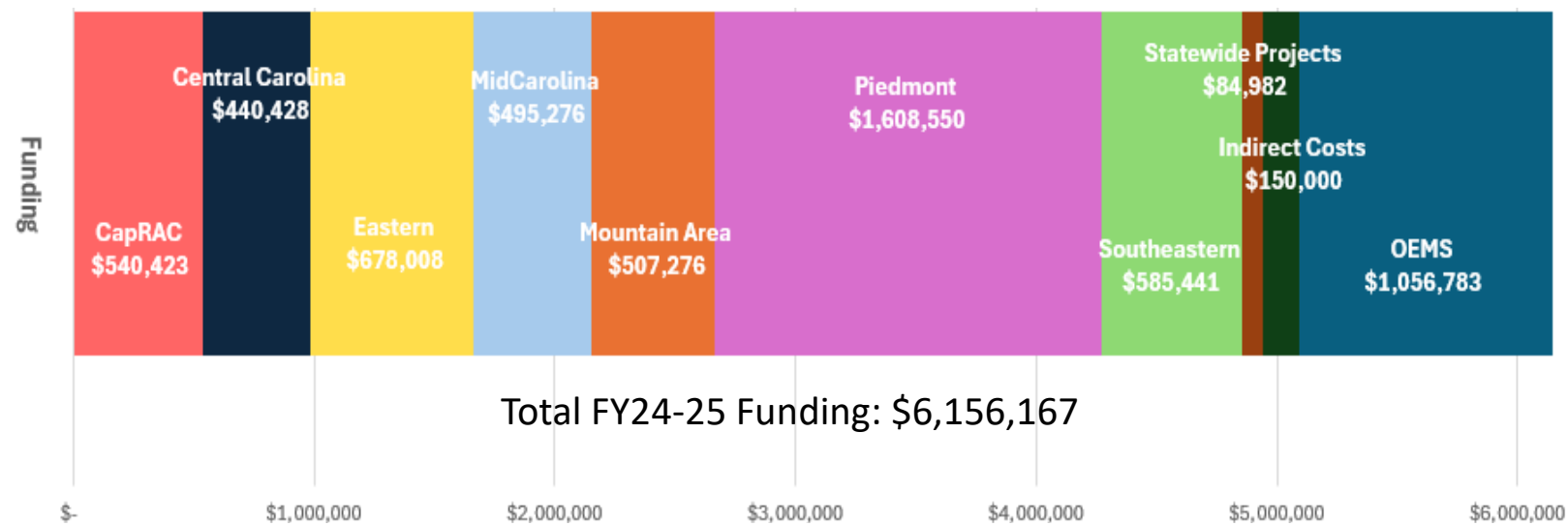
Estimated fair market value for this event is over \$80,000 to this community.





Fiscal Transparency

OEMS provides pass-through funding to support the sustainment of regional Healthcare Coalitions (HCC) and the State Medical Response System (SMRS). Each year the HPP Funding Allocation determines the budget to fund HCCs by calculating the ASPR HPP funding minus the cost of approved statewide projects, recipient level direct costs, and cost allocation. The remaining (~79%) is then funded into Base costs: management and sustainment for each HCC; Regional costs: fulfillment of the HCCs roles and responsibilities as part of the SMRS, to include stakeholder engagement, training and exercises, and regional projects; and Supplemental funding. 50% of supplemental funding is divided between each HCC based on a risk formula and 50% is made available for competitive regional projects.



Training & Exercise:

\$93,841

SMAT III Projects:

\$87,000

Stakeholder Engagement:

\$88,780

Regional SMRS Projects:

\$1,764,095



Thank You!





Contact Us

Thank You For Your
Continued Support!



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