SANTA BARBARA COUNTY
DEPARTMENT OF

Behavioral Wellness

A System of Care and Recovery

County of Santa Barbara

Psychiatric Health Facility

Emergency Preparedness

Communications Plan

Exhibit 7b

A. Overview

This Psychiatric Health Facility (PHF) Emergency Preparedness Communications Plan is designed as a tool used to prepare for, respond to, and recover from emergency situations which may occur at the PHF. It is designed to help the PHF to assure quality of patient care amidst an unexpected emergency situation and be able to return to regular core functioning as quickly as possible.

This Communications Plan includes:

- Local emergency management agencies
- Staff
- Name and contact information for volunteers
- Contractors
- Patients' doctors
- Sharing information and medical documentation for patients as necessary with other health care providers
- Means for providing information about the general condition and location of patients under the care of the PHF

B. Emergency Management Communication

The Santa Barbara County Office of Emergency Management (SBCOEM) is a division within the County Executive Office and is responsible for emergency planning and coordination of the Santa Barbara Operational Area. Behavioral Wellness is a participant on the Santa Barbara County Disaster Healthcare Partners Committee, Emergency Public Information Executive Committee and General Committee, Whole Community Work Group led by the County of Santa Barbara Emergency Operation Center (EOC), County of Santa Barbara Public Information Team, and plays a key role within the activation of the Emergency Operation Center.

The Department of Behavioral Wellness (Department) connectedness with the local emergency planning efforts offers great support for the emergency readiness of the PHF and coordination efforts in the event that an emergency event occurs.

The State of California operates a Standardized Emergency Management System (SEMS). SEMS is the cornerstone of California's emergency response system and the fundamental structure for the response phase of emergency management. The system unifies all elements of California's emergency management community into a single integrated system and standardizes key elements including an Incident Command System (ICS) which offers a field-level emergency response system based on management by objectives. As result of the inter agency coordination, affected agencies are able to work together to coordinate allocations of resources and emergency response activities including mutual aid when needed.

Jurisdictional Contact Information:

Jurisdiction	Agency	Emergency Contact Number
Federal	Federal Emergency Management Agency (FEMA)	(202) 646-3272
	Center for Disease Control (CDC)	(800) 232-4636
State	Department of Health Care Services (DHCS) *Unusual occurrence reporting line*	(916) 327-8378
	California Department of Public Health (CDPH)	(916) 558-1784
	California Office of Emergency Services (CalOES) * *also coordinates regional Incident Command Structure and mutual aid*	(916) 845-8510
Tribal	Santa Barbara County Public Health Department leads a coalition of partners including tribal partners.	(805) 681-4913
Local	Office of Emergency Management (OEM)/Emergency Operation Center (EOC) upon activation	(805) 696-1194
	Santa Barbara County Public Health Department	See included document titled *"Emergency and Disaster Communications and Operational Expectations for Facilities Serving Medically Fragile/Vulnerable Individuals"* for relevant contact numbers

Other Sources of Assistance:

Emergency Service	Name	Emergency Telephone	Business Telephone
Fire Department	S.B Fire Dept.	9-911	(805) 681-5500
Police Department	S.B. Police	9-911	(805) 897-2300
Sheriff's Department: Jail	Shift Commander	9-911	(805) 681-4244
EMS/Ambulance	AMR	9-911	(888) 650-2663
Hospital	Cottage – Santa Barbara		(805) 682-7111
Hospital	Cottage – Goleta Valley		(805) 967-3411
Facility/Maintenance	Facilities Manager	(805) 252-2411	
BWELL Information Technology	Support Services	(805) 689-9294	(805) 681-4006
Alarm Company	Bay Alarm Co.	(805) 658-6317	(805) 658-0555
Hazardous Materials Cleanup		9-911	
General Services ICT after hours Emergency Number	On Call Network & Communications Support	(805) 692-1710	
Office of Emergency Management (OEM)	Duty Officer	(805) 696-1194	(805) 681-5526
Director of Public Health	Van Do-Reynoso	(805) 681-5102	
Public Health Department Security Officer (Triumph Security)	Omar Vasquez Igor Boyko Samuel Villegas-area manager	(805) 698-8627 (805)895-4196 (805) 276-1079	
County Physical Security Coordinator	Gary Thompson	(805) 448-1734	(805) 681-5590

C. Delegation of Authority and Departmental Staffing

The below list is based on essential functions and leadership necessary to support the PHF with performing necessary functions in the event of an emergency. Primary and alternative staff is identified in each area. Alternative contacts are designated to ensure that the PHF is able to perform its essential functions.

Department Key Position	Primary	Alternate Emergency Contact
PHF CEO	Alice Gleghorn, PhD	Ole Behrendtsen, MD
PHF Medical Director	Ole Behrendtsen, MD	Leslie Lundt, MD
Clinical Director	Jennifer Hidrobo, LCSW	Laura Zeitz, RN
PHF Nursing Supervisor	Alesha Silva, RN	Laura Zeitz, RN
PHF Quality Care Management	Sara Sanchez, MFT	Jamie Huthsing, MFT
Chief Financial Officer	Chris Ribeiro	Christie Boyer
Human Resources Manager	Michael Tate	Roderick Wells
Division Chief, Information Technology	Marshall Ramsey	Pat Kinoshita
County Physical Security Coordinator	Gary Thompson	Public Health Department Security Officer (Triumph Security)

D. PHF Staff and Assigned Responsibilities

The below list includes all staff with an assigned role within the PHF. Included in the below multidisciplinary list are all employees including the names of patients' doctors.

Name	Responsibility
Jennifer Hidrobo, LCSW	Clinical Director
Alesha Silva, RN	PHF Nursing Supervisor
Heather Lengyel, RD	PHF Dietician
Bonnie Zant, LCSW	Interim PHF Director of Social Services
Andra Dillard, RN	PHF Infection Preventionist
Laura Zeitz, RN	PHF Administration Liaison
Ole Behrendtsen, MD	PHF Medical Director
Assigned per shift	PHF Team Lead
Varies per day	PHF Designated On-Call Staff

E. Volunteers/Entities Providing Services Under Arrangement

Name	Role	Phone number
Nick Tatomer, MA	Volunteer	(805) 681-5244
Traditions Behavioral Health Physicians	Contractors	(805) 315-5770
Edwin Feliciano, MD, Psychiatrist	Contractor	(805) 883-8147
Coastal Copy	Contractor	(805) 964-8835
Iron Mountain	Contractor	(805) 884-9223
Mission Linen	Contractor	(805) 962-7687
Sharps Compliance, Inc	Contractor	(800) 772-5657
Crossroads Staffing Services	Contractor	(805) 496-8696
South Coast Janitorial Service	Contractor	(805) 452-6620
Maxim Staffing Agency	Contractor	(805) 489-7276
Federal Drug	Contractor	(805) 687-7551
Enrico Cerrato, MD, Internist	Contractor	(805) 637-3910
Valle Verde Food Service	Contractor	(805) 883-4000
Pyxis	Contractor	(800) 727-6102
Cottage Hospital – Santa Barbara	Hospital	(805) 682-7111
Cottage Hospital – Goleta Valley	Hospital	(805) 967-3411
Ventura County Medical Center – Hillmont Psychiatric Hospital	Hospital	(805) 652-6729
San Luis Obispo Psychiatric Health Facility	Hospital	(805) 781-4752

F. Sharing of information

Identification and protection of vital records, systems, data management software, and equipment necessary to perform essential functions and activities and to reconstitute normal operations of the PHF following an emergency are critical to successful emergency preparedness planning. The table below lists vital systems necessary for this process.

The County has a primary data center located at the Emergency Operation Center (EOC). A secondary data center is located six miles away in the County Administration Building in Santa Barbara. A third data center is located in Santa Maria. The EOC data center back-ups are stored at the Santa Barbara location. The EOC application resides off-site. The PHF is identified as a priority system within the County, to allow prompt efforts to restore systems, if necessary, in as timely a manner as possible.

The ability to access information and medical documentation for patients as necessary with other health care providers remains critical during an emergency. Planning to assure protection of staff access to electronic medical records is the priority. In the event that electronic records cannot be accessed, hard copy files will be maintained and used in the sharing of information with other health care providers.

Release of Patient and Hospital Needs Information in the Event of an Emergency or Evacuation. In accordance with 45 CFR 164.510, the PHF will use listed communication modes to share and release patient information as needed to maintain continuity of patient care. In addition, the PHF Designated On-Call Staff will have direct contact with the PHF CEO/Administrator and the local Office of Emergency Management to provide information about hospital needs and ability to provide assistance.

Vital File, Record, or Database: Original Location	Form of Record (paper, electronic, etc.)	Duplicate Copy Location	Person(s) Responsible for Maintenance, Retrieval & Security	Able to Access from Alternative Location (Y/N)	Record Security-Sensitive (S), Restricted (R), or Confidential (C)
Electronic Health Record (Clinicians Gateway)	Electronic *paper forms of all clinical document templates available. In the event of no electricity, transition to paper records would occur	Off-site, Iron Mountain	Marshall Ramsey	Yes	Confidential
Billing System (ShareCare)	Electronic *paper forms of all clinical document templates available. In the event of no electricity, transition to paper records would occur	Off-site, Iron Mountain	Marshall Ramsey	Yes	Confidential
Paper Health Record	Paper	None	PHF Team Lead	No	Confidential
Personnel Files	Paper	No	Michael Tate	No	Confidential
Archived Personnel Files	Paper	No	Michael Tate	No	Confidential

G. Interoperable Communication

The ability to communicate with other health care providers as well as being able to provide information about the general condition and location of patients under the care of the PHF, is essential during an emergency. The success of critical communications during an emergency depends on the capability systems to support connectivity both within the Department as well as with external health care providers, family, and other community supports. Interoperable communications provide the following:

- Communications capability that adequately supports essential functions of the PHF
- Ability to communicate with key staff, contingency staff, management, and other County departments
- Ability to communicate with other health care providers and emergency personnel
- Access to data and systems necessary to conduct essential functions

Communication Mode	Current Provider
Phone Lines/Jacks	Information Technology
Computers	County Vendors
FAX	County Vendors
Cellular Phones	County Vendors
Video Conferencing	Information Technology
Network Connectivity	Information Technology
Data Lines/Jacks	Information Technology
Printers	County Vendors
Internet/Wireless Broadband	Information Technology

H. Vital Systems and Equipment

The County considers a system piece of equipment to be vital if it is necessary to perform essential function and/or to reconstitute normal operations following an emergency. PHF is identified as an essential function. Many critical processes support the PHF, including Information Technology systems and applications.

System Name	Current Location	Other Locations
ShareCare	Emergency Operations Center	Remotely accessible via the Internet *revert to manual paper based records until internet restored
Clinicians Gateway	Emergency Operations Center	Remotely accessible via the Internet *revert to manual paper based records until internet restored
FIN	Auditor-Controller	N/A

Employee Information System (EIS) and Payroll	Behavioral Wellness Human Resources Office	500 West Foster Road, Santa Maria (Annex)
EPersonality (Personnel Changes)	Behavioral Wellness Human Resources Office	500 West Foster Road, Santa Maria (Annex)
Department Employee Network (DEN) – Employee Information	Behavioral Wellness Human Resources Office	500 West Foster Road, Santa Maria (Annex)