

The Joint Commission and Joint Commission Resources  
**2024 Emergency Management Conference**

*Theme: Doing the Impossible*

June 19-20, 2024 • DoubleTree by Hilton Hotel (Universal Orlando) • Orlando, FL

**Program times: All times are in Eastern Time (ET).**

**PROGRAM DAY 1: Wednesday, June 19, 2024**

**7:00 – 8:00am Registration & Continental Breakfast (Exhibitor Hall)**

**Welcome & Opening Remarks:**

<b>8:00 – 8:15am</b>	<b>Alan Gornik, MBA</b> <i>Director</i> Global Education Joint Commission Resources	<b>Michael W. DeGraff, CISSP, CSA</b> <i>Director of Enterprise</i> <i>Information Security</i> The Joint Commission

**KEYNOTE SPEAKER**

***High-Impact Cyber Attack: Cyber Risk Preparedness in Hospitals and Health Systems***

In this immersive session, John will lead an exploration into the intricate realm of cyber risk preparedness within larger health systems to small rural hospitals against the backdrop of high-impact cyber-attacks.

**8:15 – 9:45am**

**John Riggi**

*National Advisor for Cybersecurity and Risk*  
American Hospital Association

**9:45 – 10:15am BREAK (Exhibitor Hall)**

**Cybersecurity (Panel Session)**

This panel session will be an open dialogue amongst industry leaders in cybersecurity on health systems preparedness for cyber-attacks.

**Session Moderator:**

**Michael W. DeGraff, CISSP, CSA**  
*Director of Enterprise Information Security*  
The Joint Commission

**10:15 – 11:45am**

**Panelists:**

<b>Michael Mastrangelo, MBA</b> <i>Associate Vice President</i> <i>Institutional Preparedness</i> University of Texas Medical Branch at Galveston (TX)	<b>William Rudolph, CHEP, CHSP, CHPCP, BA EDM</b> <i>Safety and Emergency Manager</i> Penn Medicine/Penn Presbyterian Medical Center Philadelphia (PA)
<b>Jason Dantico</b> <i>Assistant Vice President and Deputy CISO</i> <i>Information Technology</i> Endeavor Health Skokie (IL)	<b>Jason Williams</b> <i>Chief Information Officer</i> <i>Vice President of Support Services</i> CHA Hollywood Presbyterian Medical Center Los Angeles (CA)

**11:45 – 12:45pm LUNCH BREAK (Lunch provided in Exhibitor Hall)**

**Afternoon Conference Moderator:**

**James Kendig, MS, CHSP, HEM**  
*Field Director, Survey Management and Development*  
The Joint Commission

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***Finding Your Beat, the Rhythm of Life***

We all face challenges that create our own beat in life when balancing family and careers and struggling to find time for ourselves and our physical, mental, and spiritual health. Prepare to be energized, inspired, and entertained as “The Off-Duty Chief” shares strategies and tactics for finding YOUR RHYTHM!

12:45 – 1:45pm

- Strengthen your Critical Thinking skills to lead teams and motivate those around you.
- Develop your Emotional Intelligence: self-awareness, social awareness, relationship and self-management.
- Understand the warning signs that you have lost your balance and the steps to get back on track.
- Identify and evaluate difficult situations and how to best navigate outside your comfort zone.

**Tim Eggebraaten**

*Retired Chief Law Enforcement Officer*  
(Detroit Lakes, MN)

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1:45 – 2:00pm

***BREAK (Exhibitor Hall)***

***Ready and Resilient: Best Practices in Healthcare Continuity of Operations Planning (EM.13.01.01)***

This session focuses on the Children’s Healthcare of Atlanta’s initiation of a three-year project in 2023 to develop a health system continuity program. The focus is the first year of this project as a framework for discussing continuity planning principles and elements, and how to employ them to improve your organization’s resiliency.

2:00 – 3:00pm

<b>Ralph Nazzaro, CEM, MEP, PMP, PCP</b> <i>Senior Homeland Security Analyst</i> Ascentra (Vienna, VA)	<b>Kristopher Mattson, CEM, MEP</b> <i>Director</i> System Safety and Emergency Management Children’s Healthcare of Atlanta (Atlanta, GA)
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***Implementing an Emergency Readiness Metrics Program to Drive Continuous Improvement and Executive Engagement (10.01.01, 9.01.01, 12.01.01, 16.01.01, 12.02.01)***

In 2023, HCA Healthcare developed and implemented a Hospital Emergency Management Metrics Program, consisting of 144 metrics within 20 all hazards and incident-specific competencies, at its 180+ acute care hospitals across the United States to assess the facilities’ readiness for emergencies. Session participants will learn HCA’s goals for the program, the metrics development and implementation processes, the lessons learned from the program, and HCA’s plans for using the metrics and the data.

3:00 – 4:00pm

<b>Melissa Cole Harvey, MSPH, BSN, RN</b> <i>Assistant Vice President</i> Enterprise Emergency Operations HCA Healthcare (Nashville, TN)	<b>Michael Wargo, RN, BSN, MBA, PHRN, CMTE</b> <i>Vice President</i> Enterprise Emergency Operations & CSG Medical Transport HCA Healthcare (Nashville, TN)	<b>Sara Greene, DNP, APRN</b> <i>Director</i> Enterprise Emergency Readiness HCA Healthcare (Nashville, TN)
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4:00– 5:00pm

***Emergency Management Exhibit Hall/Meet the Experts/Poster Session & Reception (Located in the Exhibitor Hall)***

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## PROGRAM DAY 2: Thursday, June 20, 2024

7:00 – 8:00am Continental Breakfast (Exhibitor Hall)

Morning Conference Moderator:

Edward Browne, MS, CHC, CHFM, CHPA, CEPSS-HC, CLSS-HC, FACHE, FASHE

Consultant

Joint Commission Resources

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***Is Your Hospital Ready to Receive Disaster Telehealth Services? How to Build an Effective Emergency Credentialing Plan (EM.12.02.03.04; EM.12.02.03.05)***

8:00 – 9:00am

Disaster telehealth is a powerful tool to obtain or supplement specialty expertise across jurisdictions during disasters. Preparing your hospital to access and utilize such services should be done prior to the need. Emergency privileging and credentialing plans associated with your hospital emergency operations plan need to be detailed, vetted by hospital leadership, and exercised to ensure the timely and efficient use of disaster telehealth services.

<b>Maureen McMahon, RN, BSN, MS</b>	<b>Jack Leeber, MSEM</b>
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<i>R1 RDHRS Emergency Management Consultant</i>	<i>Senior Program Manager</i>
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Region 1 Disaster Health Response System	Region 1 Disaster Health Response System
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(Boston, MA)	(Boston, MA)
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***Healthcare Coalition Building - Applying the three C's (Community; Cohesion; Cooperation) to Emergency Preparedness & Response (EM 09.01.01; EM 10.01.01; EM 12.01.01; EM 12.02.09; EM 13.01.01)***

It is widely known that Trauma Centers, Hospitals and Healthcare Systems face multiple challenges daily along with the growing list of man-made and natural threats which inhibit their ability to respond effectively. In the Lower Hudson Valley of NY, Hospital, LTC, Department of Health, and Hospital Association have partnered. Regardless of the hazard, a successful medical response begins with a robust system of partners to facilitate preparedness planning and response.

9:00 – 10:00am

<b>Ed Tangredi, CEM</b>	<b>Katrina Aronoff, MS, EMT, R.T(T), BS</b>
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<i>Director</i>	<i>Project Manager</i>
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Emergency Management	Emergency Management
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White Plains Hospital	Phelps Hospital Northwell Health
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(White Plains, NY)	(Sleepy Hollow, NY)
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10:00 – 10:30am ***BREAK (Exhibitor Hall)***

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**At the conclusion of the break please go to your next session room**

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## Day 2: BREAKOUT TRACKS

	TRACK A	TRACK B
<b>10:30 – 11:30am</b>	<p><b><i>Introduction to the Veterans Health Administration (VHA)'s Vulnerable Patient Care, Access, and Response during Emergencies (VP CARE) Program (12.02.01 EPs 2, 4; EM 12.02.05)</i></b></p> <p>The Veterans Health Administration (VA)'s Vulnerable Patient Care, Access, and Response in Emergencies (VP CARE) program provides standardized tools and guidance to assist VA facilities in conducting outreach to and care coordination of medically frail Veterans during major emergencies. This presentation will describe VP CARE's multi-pronged approach and identify lessons learned that may be instructive in assisting other healthcare systems seeking to establish similar outreach capabilities.</p> <p><b>Derrick Jaastad</b> <i>Executive Director</i> Office of Emergency Management Veterans Health Administration (Martinsburg, WV)</p> <p><b>Victoria Broussard</b> <i>Executive Assistant</i> Veterans Health Administration (Arlington, TX)</p>	<p><b><i>The Best Worst Day: Lessons Learned from the Signature Healthcare Brockton Hospital Fire &amp; Evacuation (EM.09.01.01; EM.12.01.01; EM.12.02.11; EM.14.01.01; EM.15.01.01; EM.17.01.01)</i></b></p> <p>On 2/7/2023, a 10-alarm fire broke out at Signature Healthcare Brockton Hospital, prompting the evacuation of over 160 patients and the hospital to remain closed for months. Claire Sears, Emergency Manager, will present on the successes and challenges of patient movement, transfers and discharge; maintaining patient and staff safety; managing cascading events; collaboration with local/state/regional partners; and how lessons learned are being implemented in facility plans, protocols and training.</p> <p><b>Claire Berube Sears, HEM</b> <i>Senior Program Manager</i> Emergency Preparedness Mass General Brigham (Boston, MA)</p>
<b>11:30 – 12:30pm</b>	<b><i>LUNCH BREAK (Lunch provided in Exhibitor Hall)</i></b>	
<b>12:30 – 1:30pm</b>	<p><b><i>Sudden Medical Gas Outage: Surviving 4 days without Evacuation or Risk to Visitor and Patient Care (EM 01.01.01 EP3,5,6,8; EM 02.02.03 EP 1,2,3,4,5,6; EM02.01.01 EP2,3,4,12; EM02.02.01; EM 02.02.09)</i></b></p> <p>Most exercises look at the top 5 HVA predicted or historical issues. What happens when a trusted system, which may be decades old, fails to provide the utility that we take for granted? We experienced a house wide Medical Gas failure. This is not a common utility outage, so the alternate plan is rarely exercised. Bottle adapters were incorrect, expedited parts were incorrect. This presentation will walk you through the event, challenges, and process corrections and implementations.</p> <p><b>Brian Berry - BSHA, ACJ, AAS, FSI</b> Emergency Management Bon Secours Mercy Health (Toledo, OH)</p>	<p><b><i>Global Consistency and Local Relevance (EM.09.01.01; EM 10.01.01)</i></b></p> <p>This presentation is a discussion of the strategies, deliverables, and challenges of integrating legacy Emergency Management Programs into a program of programs that provides global consistency and local relevance. The primary challenge addressed is establishing and sustaining an appropriate balance of autonomy and alignment. The use of metrics derived from TJC/CMS standards/conditions of participation demonstrates how processes that matter can be measured.</p> <p><b>Jay M. Johnson Ed.D.</b> <i>Manager</i> Emergency Management Mayo Clinic (Rochester, MN)</p>

## Day 2: BREAKOUT TRACKS

	TRACK A	TRACK B
<b>1:30 – 2:30pm</b>	<p><b><i>There’s No Place Like Home: An Integrated Emergency Preparedness Approach to an Expanding Healthcare at Home Program (EM.11.01.01.04; EM.12.01.01.02; EM.12.02.05.01; EM.12.02.05.04)</i></b></p> <p>The Mass General Brigham Healthcare at Home emergency preparedness program was designed to support 3 entities (Home Care, Home Hospital, and MGB Ambulance) using a centralized emergency operations plan and a thorough hazard vulnerability analysis. Incidents requiring mass relocation of home-based patients (e.g., severe weather, utility failure) were identified as high risk; an emergency care relocation plan is being built to prioritize and organize the movement of vulnerable home-based patients.</p> <p><b>Sara Kelly, MPH</b> <i>Emergency Preparedness Program Manager</i> Mass General Brigham (Somerville, MA)</p> <p><b>Robert Krupa</b> <i>Senior Program Manager</i> Planning and Analytics Mass General Brigham (Boston, MA)</p>	<p><b><i>Five Years of Disasters in Eighteen Hours (EM.09.01.01; EM.10.01.01; EM.11.01.01; EM.12.01.01; EM.13.01.01; EM.14.01.01; EM.17.01.01)</i></b></p> <p>This presentation will discuss lessons learned from the 2021 Texas winter storm which paralyzed the state for seven days. For one eighteen-hour period the Ascension, Texas Healthcare Ministry experienced every major disaster event experienced in the preceding five years. This presentation will discuss the implications and impact, of an extended major disaster upon a hospital system. Discussion will cover the initial response to recovery.</p> <p><b>Scott Cormier, BS, NRP, CHEP</b> <i>Vice President</i> <i>Emergency Management, EC, and Safety</i> Medxcel (Indianapolis, IN)</p>
<b>2:30pm</b>	<b><i>Adjourn</i></b>	

### **PROGRAM OBJECTIVES**

At the end of the program, the participant will be able to:

1. Identify strategies to meet standards identified as new and challenging Emergency Management standards.
2. Discuss strategies and leading practices to improve organizational performance.
3. Discuss strategies for cyber risk preparedness and high-impact cyber-attacks within healthcare.
4. Discuss standards and strategies for standards of care and sufficiency of care during an emergency or disaster incident.
5. Discuss standards and strategies to develop efficient HVA, EOP, and COOP to improve organizational emergency management.

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