

**Disaster and Emergency Planning for  
Treatment Programs  
and the  
Guest and Emergency Medication System  
(GEMS)**

**DMHAS**

**Quarterly Provider Meeting**

**January 26, 2012**

**Ann Wanamaker, LCSW, LCADC, DRCC**

**Suzanne Borys, Ed.D.**

**The time to repair the  
roof is when the sun is  
shining.**

**-JFK**

# CONTINUITY OF OPERATIONS PLAN (COOP)

- *A Continuity of Operations Plan (COOP) ensures organizations do not experience disruption in any of its essential operations*
- *Medicating patients is the essential function in disaster planning for opioid treatment programs*

# OTP Disaster Planning Challenging Factors

- Federal and State regulations that do not generally apply to other forms of substance abuse treatment.
- Lack of patient access to medication results in the rapid onset of aversive withdrawal symptoms and may lead to drug use relapse and associated high-risk behaviors.
- Function and Access needs may not be identified in community-wide disaster planning
- Stigma in some communities may inhibit inclusion in community-wide disaster planning efforts.

# OTP Disaster Planning Challenging Factors

## Service Delivery Challenges:

- Influx of displaced guest patients
- Verification of dosage information for displaced guest patients
- Need to maintain extended clinic hours
- Shortage of medication
- Shortage of staff  
(medical/treatment/administrative)

# OTP Disaster Planning Challenging Factors

- Building structure damage
- Power outages
- Disrupted Internet access
- Disrupted landline or mobile phone service
- Transportation problems



- Tornadoes, severe thunderstorms
- Flooding
- Severe Winter Weather
- Drought
- Heat Wave
- Earthquake
- Utility interruptions and/or failures
- Fires
- Hazardous Materials
- Terrorism
- Nuclear Power Plant
- Mass transportation accidents
- Civil disorder
- Public Health emergency
- Mass violence

# Disaster Planning Scenarios

## Starting Point:

- Event isolated at primary service site
- Event involves primary facility and surrounding area
- Primary site unaffected; wider local area affected
- Primary site affected; local/regional area affected



# COOP ACTIVATION

- Determined by agency
- Must be reported upon decision to activate

## EMAIL COOP TO THE FOLLOWING:

- [coopactivation@211nj.org](mailto:coopactivation@211nj.org)
  - 2-1-1
- [DASreportable-events@dhs.state.nj.us](mailto:DASreportable-events@dhs.state.nj.us)
  - DHS reportable events
- [Jude.iheoma@dhs.state.nj.us](mailto:Jude.iheoma@dhs.state.nj.us)
  - NJ State Opioid Treatment Authority
  - Opioid Treatment Programs only

**(COOP)**  
**Continuity of Operations**  
**Training**  
*All levels of services*

Three Regional Provider  
Conferences

May 2012

**COOP PLANNING**  
**One Agency's Experience....**

**HURRICANE IRENE**  
Mandatory Evacuation

**ALAN OBERMAN**  
**JOHN BROOKS RECOVERY CENTER**

# Technical Assistance Disaster Planning and Response

The OTP Disaster Readiness Committee  
consists of opioid treatment provider  
representatives

*Next meeting:  
February 3, 2012*

# OTP Disaster Readiness Committee

- Review systems regarding disaster readiness in OMT programs
- Develops a Continuity of Operations Plan (COOP) that ensures organizations do not experience disruption in any of its essential operations.
- Identifies gaps in the system that impede the continuity of operations regarding this essential function
- Makes recommendations to the Division of Addiction Services to ensure access to services in time of agency disruptions.

# OTP Disaster Readiness Committee

- Medicating patients is the essential function in disaster planning for methadone programs
- Identified gap in the system is a central opportunity for the storage of essential dosing information for access and incident management throughout the state during a disaster response.

# Committee Review

- D-ATM Project
- Private Vendors
- Other states

# Committee Recommendations

- One uniform disaster response system that has the ability to include all New Jersey methadone programs and dosing information
- Must be cost effective including any annual or additional fees
- Easily adaptable as needs and technology changes
- Reliable, and ensure HIPPA compliant security
- Accuracy and ease of use was a high priority
- Recommended using NJSAMS



# Guest and Emergency Medication System





## Meaning of the GEMS Logo

The GEMS logo incorporates three gemstones in its design: amethyst, emerald and ruby. Amethyst comes from the Greek word meaning "without drunkenness" and is believed to protect one from poison. The emerald has long been the symbol of hope. Rubies provide the wearer with the energy to make good and wise decisions. Some sources also attribute healing powers to rubies, which are said to assist blood circulation and to detoxify the body.



# PILOT

- **PILOT STARTED: MAY 1, 2011**
- **OTP Disaster Readiness Committee active in development and revision**
- **Ten agencies**
- **Simplicity of system allows agencies to access during the “pilot” phase**



# PILOT AGENCIES

- JERSEY SHORE ADDICTION SERVICES
- JOHN BROOKS RECOVERY CENTER
- EAST ORANGE SUBSTANCE ABUSE
- INTER-COUNTY COUNCIL ON DRUG & ALCOHOL ABUSE
- SPECTRUM HEALTH CARE
- RARITAN BAY MEDICAL CENTER
- ORGANIZATION FOR RECOVERY
- ADDICTION RECOVERY SERVICES
- NEW HORIZON TREATMENT SERVICES
- THE LENNARD CLINIC



## What Does GEMS Do?

- Meets emergency dosing needs case of a disaster within the state
- Offers opportunities for clients to “guest dose” throughout the state.



# What Is GEMS?

- A centralized, web-based computer system that interfaces with an OTP's clinical management methadone dosing software system through an upload process, to eliminate additional data entry regarding dosage and take home privileges.
- Designed to interface with the New Jersey Substance Abuse Monitoring System (NJSAMS). When an OTP admits a client, key data fields will automatically transfer to GEMS.



## What Is GEMS?

- A dosing information system for those agencies that do not have a third party software system.
- A management tool for guest dosing: if the patient cannot reach his/her Home clinic for treatment, another clinic, with the patient's consent, will be able to securely access the needed dosing information from GEMS.



# CLIENT INFORMED CHOICE

*Participation is voluntary*

- What is the purpose of the GEMS?
  - Access to medication in a disaster/emergency
- What data is shared and when?
  - Name, photo, dose. Only when agency is not-accessible
- What happens if I don't participate
  - Access to medication may be limited or difficult





# EMERGENCY DOSING

- **Home agency:** Agency in which client is admitted and actively engaged in treatment
- **Guest agency:** Agency in which client is seeking temporary guest or emergency medication.



# EMERGENCY DOSING

- Emergency client provides to Guest Agency:
  - Valid picture identification
  - Proof that indicates services were received prior to emergency:
    - Client identification number (provided by home agency)
    - Medication bottle
    - Program identification card
    - Receipt for payment of fees



## EMERGENCY DOSING

*In some emergency situations, client may not have documentation*

### GEMS:

- Client provides agency ID number (not NJSAMS ID)
- Photo on GEMS
- Verifies client is active in treatment
- Provides dosing and/or take home information



# EMERGENCY DOSING

- **GUEST AGENCY:**

- Administers medication as per GEMS dosing information
- *Immediately* enters the time and date of administration of medication as documentation of dosing for that day



## GUEST DOSING

- Home Agency follows their agency policy and procedure regarding guest dosing.
- Home Agency identifies a need for guest dosing to the Guest Agency *through direct contact*.
- Client dosing will be verified and documented through the GEMS.

***All OTPs **currently** have access to Guest Dose in GEMS!***



# Interfacing With Vendors

## *Required Fields*

Client ID

MClient ID or SSN

Med type: Methadone or Suboxone

Daily dose Comment for daily dose in mg (numeric)

Comment for take home dosage

CLIENT PHOTO (OPTIONAL)



# Interfacing With Vendors

## Vendors Identified

- Netsmart (AMS, Avatar, Enterprise, M4 Clinic)
- Tower
- Methasoft
- SMART

## Interfaces Worked Out for GEMS

- AMS
- SMART

# One Agency's Experience....

## GUEST DOSING

New Horizons Treatment Services

**Eric Viereck**



# Screen Shots

# GEMS Home Page

https://njsams.rutgers.edu/GemsMain/Login.aspx



## Guest and Emergency Medication System (GEMS) Division of Addiction Services (DAS)

**DASIE TEST AGENCY**

Enter Last Name

Search

[Home](#)

[Upload](#)

[Upload Files](#)

[Client Received as Guest](#)

[Client Sent as Guest](#)

**Emergency Evacuation**

(Emergency Clients to send as Guest)

**Emergency Evacuated**

(Emergency Guest Clients Received)

**Welcome to**

**Guest and Emergency Medication System**

[What is GEMS? \(Click here to see the document\)](#)

[GEMS Policy \(Click here to see the document\)](#)

# Emergency Dosing



## Guest and Emergency Medication System (GEMS) Division of Addiction Services (DAS)

DASIE TEST AGENCY

### Emergency Evacuation

Enter Last Name

Search

Select Agency Name to send as emergency:

Send

[Home](#)

[Upload](#)

[Upload Files](#)

[Client Received as Guest](#)

[Client Sent as Guest](#)

**Emergency Evacuation**

(Emergency Clients to send as Guest)


**Emergency Evacuated**

(Emergency Guest Clients Received)

Click This Button for Emergency Clients sent as a Guest List

# Send Client to Another Agency

https://njsams.rutgers.edu/GemsMain/firmEmergencyEvacuation.aspx



## Guest and Emergency Medication System (GEMS) Division of Addiction Services (DAS)

### DASIE TEST AGENCY Emergency Evacuation

Enter Last Name

[Home](#)  
[Upload](#)  
[Upload Files](#)  
[Client Received as Guest](#)  
[Client Sent as Guest](#)

**Emergency Evacuation**  
(Emergency Clients to send as Guest)

**Emergency Evacuated**  
(Emergency Guest Clients Received)

Select Agency Name to send as emergency:


Click This Button

**Agency Look-up drop-down to choose agency to send a client as Guest**

- ADDICTION RECOVERY SYSTEM-ARS
- AMERICAN COUNSELING CENTER INC.
- AMERICAN HABITARE & COUNSELING, INC.
- BURLINGTON COMPREHENSIVE COUNSELING
- CAMDEN TREATMENT CENTER
- CATHOLIC COMM SRVS OF NEWARK (MT. CARMEL GUILD)
- DELAWARE VALLEY MEDICAL
- EAGLEVILLE HOSPITAL
- EAST ORANGE SUBSTANCE ABUSE
- INTER COUNTY COUNCIL ON DRUG & ALCOHOL ABUSE
- JERSEY CITY MEDICAL CENTER
- JERSEY SHORE ADDICTION SERVICES, INC.
- JOHN BROOKS RECOVERY CENTER
- JOHN BROOKS RECOVERY CENTER (MATI MMU)
- KENNEDY HEALTH SYSTEM - SUBSTANCE ABUSE PROGRAM
- KHALEIDOSCOPE HEALTHCARE, INC.
- MIDDLETOWN MEDICAL LLC
- MORRIS COUNTY AFTERCARE
- NEW BRUNSWICK COUNSELING CENTER
- NEW HOPE FOUNDATION INC.
- NEW HORIZON TREATMENT SERVICES, INC.
- NEW HORIZON TREATMENT SERVICES (MATI MMU)
- NEW STREET TREATMENT ASSOCIATES
- NORTHEAST LIFE SKILLS ASSOCIATES, INC.
- OCEAN MEDICAL SERVICES, INC.
- OCEAN MONMOUTH CARE
- ORGANIZATION FOR RECOVERY
- ORGANIZATION FOR RECOVERY (MATI MMU)

Internet

# Search for Client



## Guest and Emergency Medication System (GEMS) Division of Addiction Services (DAS)

### DASIE TEST AGENCY

Enter Last Name

Search

**Search Client. When client's name display, click on client's name to review/update info**

Home Agency Client List

Name	Birth Date	SSN	Meth. ClientID	Phone
<a href="#">GARCIA, JANET</a>	11/11/1990	111-50-1111	405297	
<a href="#">HUDSON, MIKE</a>	10/19/1970	143-50-2222	406716	
<a href="#">MILLER, KARYL-LYNN</a>	06/10/1945	999-99-9999	433150	

[Home](#)

[Upload](#)

[Upload Files](#)

[Client Received as Guest](#)

[Client Sent as Guest](#)

**Emergency Evacuation**

(Emergency Clients to send as Guest)

**Emergency Evacuated**

(Emergency Guest Clients Received)

# Upload Files

The screenshot shows the GEMS web application interface. At the top left is the GEMS logo, which consists of three gemstones (purple, red, and green) arranged in a triangle. To the right of the logo, the text reads "Guest and Emergency Medication System (GEMS) Division of Addiction Services (DAS) DASIE TEST AGENCY". Below this, there is a search bar labeled "Enter Last Name" with a "Search" button. On the left side, there are several navigation links: "Home", "Upload", "Upload Files", "Client Received as Guest", and "Client Sent as Guest". Below these links are two buttons: "Emergency Evacuation (Emergency Clients to send as Guest)" and "Emergency Evacuated (Emergency Guest Clients Received)".

Overlaid on the application is a Windows "Choose File to Upload" dialog box. The dialog box has a title bar with a question mark and a close button. The "Look in:" field shows "My Documents". The main area of the dialog box displays a list of files and folders. A red arrow points from a callout box to the "Browse..." button in the dialog box. Another red arrow points from a callout box to the "Browse..." button in the web application interface. The "File Name:" field at the bottom of the dialog box is empty. The "Files of type:" dropdown menu is set to "All Files (\*.\*)".

**Upload the file from Local Desktop Computer**

**Click on Browse to look for the file to upload**


File Name:  Browse... Upload

Look in: My Documents

File name:  Open Cancel

Files of type: All Files (\*.\*)

# Guest Dosing



## Guest and Emergency Medication System (GEMS) Division of Addiction Services (DAS)

### DASIE TEST AGENCY

Enter Last Name

[Home](#)  
[Upload](#)  
[Upload Files](#)  
[Client Received as Guest](#)  
[Client Sent as Guest](#)

**Emergency Evacuation**  
(Emergency Clients to send as Guest)

**Emergency Evacuated**  
(Emergency Guest Clients Received)

#### Clients Sent to Guest Agency

Name	Birth Date	SSN	Phone	Guest Agency	Agency Fee (\$)	Dosage (mgs)	Start Date	End Date
GARCIA, JANET	11/11/1990	111-50-1111		JOHN BROOKS RECOVERY CENTER				
HUDSON, MIKE	10/19/1970	143-50-2222		JOHN BROOKS RECOVERY CENTER				
MILLER, KARYL-LYNN	06/10/1945	999-99-9999		JOHN BROOKS RECOVERY CENTER	205.0000	10		05/15/2011

**To display client sent to another agency as Guest**

# Guest Dosing – Screen 1

Guest (Non-Emergency) Dosing Form - Page 1 of 2

Client Name:	First: <input type="text" value="JANET"/> Middle: <input type="text" value="M"/> Last: <input type="text" value="GARCIA"/>
Date of Birth:	<input type="text" value="11/11/1990"/> (mm/dd/yyyy) Social Security Number: <input type="text" value="111-50-1111"/>
Client's Phone Number:	<input type="text"/> <b>Methadone Client ID:</b> 405297



← **Client's Photo**

Upload Client Photo:

Medication Type:  Methadone  Buprenorphine (Suboxone)  Vivitrol

Daily Dosage:  mgs Take Home Information:  mgs

Dosage Comments:

Is this client need split dosage?  Yes  No

Home Agency Information:

Name:	<input type="text" value="DASIE TEST AGENCY"/>		
Address:	<input type="text"/>		
City:	<input type="text"/>	State-Zip:	<input type="text" value="NJ"/> - <input type="text"/>
Phone:	<input type="text"/>	Fax:	<input type="text"/>
Contact Person:	<input type="text"/>	Hours of Operation:	<input type="text"/>
Contact Phone:	<input type="text"/>		

Verification of Dose from Home Agency by:  Comment :



# Guest Dosing – Screen 2

Guest (Non-Emergency) Dosing Form - Page 2 of 2

**GARCIA, JANET**

Date of Form Completion:  (mm/dd/yyyy) Date Sent by Home Agency:

Medication Administered by:  Comment :

Staff Confirming Administration of Medication:  Comment :

Guest Agency Information: Name:   
Address:   
City:  State-Zip:  -   
Phone:  Fax:   
Hours of Operation:

# NEXT STEPS

Suzanne Borys

- Statewide Implementation by January 2012
- Coordination with agency vendors to ensure timely and efficient uploads
- Ability of vendor system to export key fields into the GEMS template
- Project to exchange data with National Digital Access to Medication Program (D-ATM) and other states' programs

# NEXT STEPS

## Ann Wanamaker

- Coordinate with neighboring states regarding emergency dosing
- Development of statewide client consent and MOA
- Continued COOP technical assistance and agency feedback through monthly Disaster Readiness Committee Meeting

# NEXT STEPS

Ann Wanamaker

- Disaster Response Counselor Certification  
[www.Njdisasterresponsecrisiscounselor.org](http://www.Njdisasterresponsecrisiscounselor.org)
- Psychological First Aid Trainings
- Continuity of Operations Plan (COOP)  
Provider Conference

ANN.WANAMAKER@DHS.STATE.NJ.US

# NEXT STEPS

Jude Iheoma

## NATIONAL

- CSAT
- Stockpiling
- Coordination of Disaster and SOTA Partners

# QUESTIONS/COMMENTS

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