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

DMHAS
Quarterly Provider Meeting
January 26, 2012

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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 highrisk 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
 - **2-1-1**
 - DASreportable-events@dhs.state.nj.us
 - DHS reportable events
 - 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 notaccessible
- What happens if I don't participate
 - Access to medication may be limited or difficult



- 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 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



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



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



(Emergency Guest Clients Received)

Guest and Emergency Medication System (GEMS)

Division of Addiction Services (DAS)

DASIE TEST AGENCY

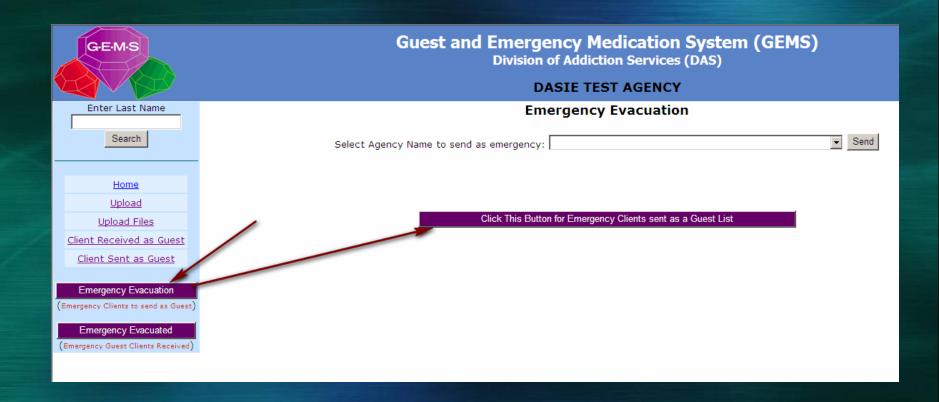
Welcome to

Guest and Emergency Medication System

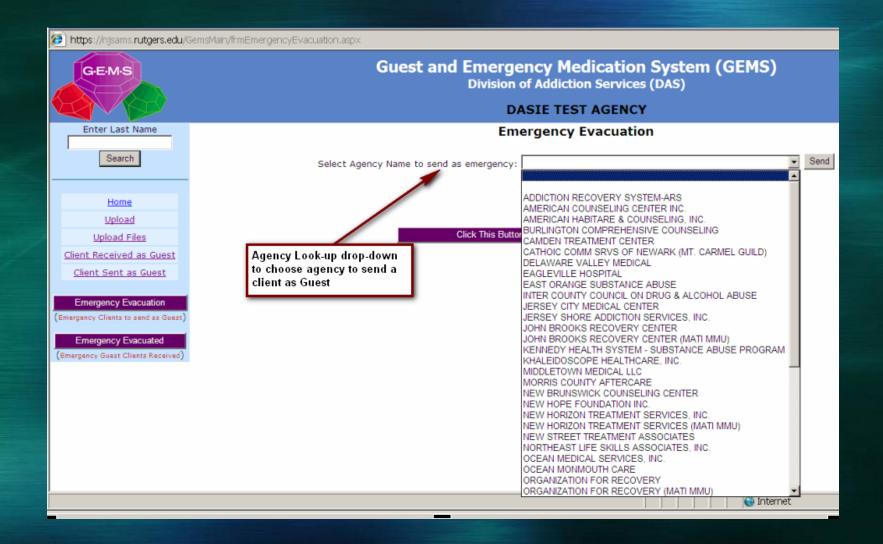
What is GEMS? (Click here to see the document)

GEMS Policy (Click here to see the document)

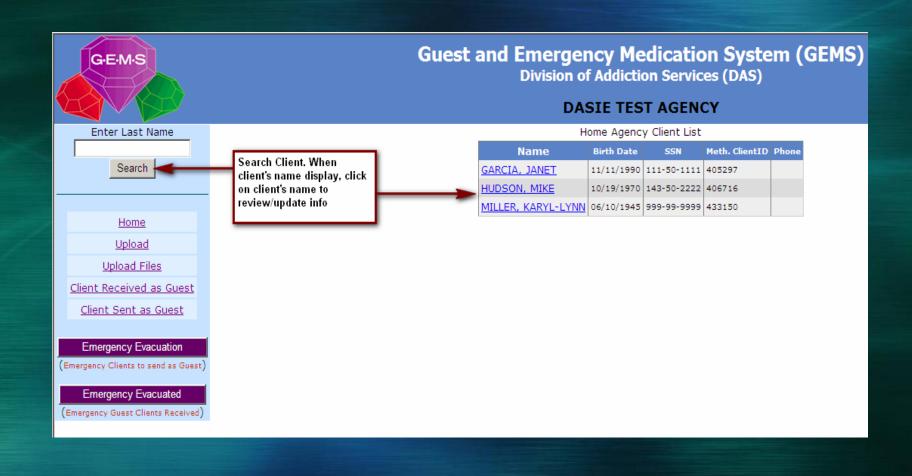
Emergency Dosing



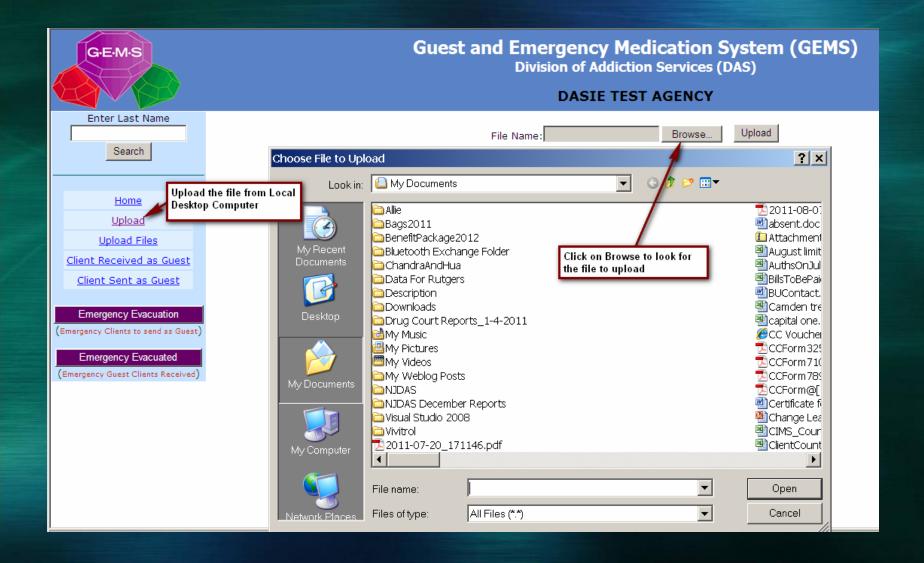
Send Client to Another Agency



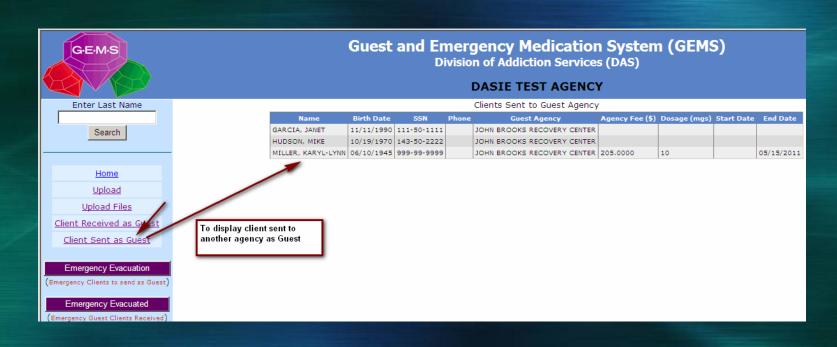
Search for Client



Upload Files



Guest Dosing



Guest Dosing – Screen 1

Guest (Non-Emergency) Dosing Form - Page 1 of 2		
Client Name:	First: JANET Middle: M Last: GARCIA	
Date of Birth:	11/11/1990 (mm/dd/yyyy) Social Security Number: 111-50-1111	
Client's Phone Number:	Methadone Client ID:405297	
Client's Photo Upload Client Photo: Browse Upload picture		
Medication Type	C Methadone ← Burprenorphine (Suboxone) C Vivitrol	
Daily Dosage:	4 mgs Take Home Information: 0 mgs	
Dosage Comments:		
Is this client need split dosage?	C Yes ⊙ No	
Home Agency Information:	Name: DASIE TEST AGENCY Address: City: State-Zip:NJ - Phone: Fax: Hours of Operation: Contact Person: Contact Phone:	
Verification of Dose from Home Agency by:	Comment:	
Save a Next		

Guest Dosing – Screen 2

	Guest (Non-Emengency) Dosing Form - Page 2 of 2
GARCIA, JANET	
Date of Form Completion:	04/27/2011 (mm/dd/yyyy) Date Sent by Home Agency: 04/29/2011
Medication Administered	Comment:
by:	
Staff Confirming Administration of Medication:	Comment:
Guest Agency Information:	Name: John Brook Recovery Center ▼
	Address: 20 S. TENNESSEE AVE
	City: ATLANTIC CITY State-Zip: NJ - 08401
	Phone: (609) 345-4035 Fax:
	Hours of Operation:
Prev	ious Save Send Client to Guest Agency

NEXT STEPSSuzanne 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 STEPSAnn 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

- Psychological First Aid Trainings
- Continuity of Operations Plan (COOP)
 Provider Conference

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NEXT STEPS Jude Iheoma

NATIONAL

- CSAT
- Stockpiling
- Coordination of Disaster and SOTA Partners

QUESTIONS/COMMENTS

