

**MAY 9, 2019**

**Grappone Conference Center in Concord, NH | 8:15am-3:30pm**

# **Granite State Health Care Coalition Conference**

*Building a Resilient Foundation through Partnerships and  
Preparedness Across the Healthcare Continuum*

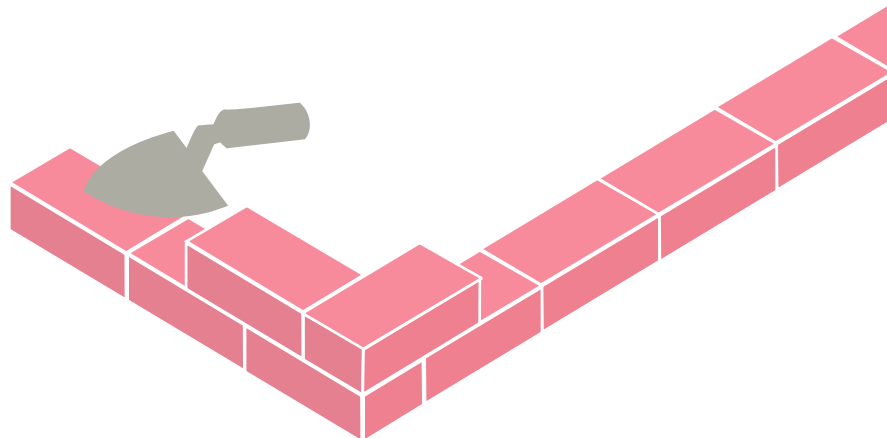
Hosted by the Granite State Health Care Coalition, this inaugural conference will focus on identified strengths and lessons learned from recent real-world events that can help strengthen emergency preparedness efforts across the healthcare continuum in New Hampshire through strategic partnerships and collaboration.

This conference is designed for representatives from hospitals, EMS, public health, emergency management, long-term care, home health, hospice, dialysis, and other partners across the health care continuum.

For more information on the conference or Granite State Health Care Coalition, please contact Shaylin Deignan at (603) 415-4263 or [sdeignan@healthynh.org](mailto:sdeignan@healthynh.org).

There is no fee to attend and lunch will be provided. To register, click on the link below - we look forward to seeing you there!

**Register now at <https://tinyurl.com/GSHCCConf19>**



**AGENDA:**

- 8:15-9:00** Registration, networking, and continental breakfast
- 9:00-9:20** Welcome & GSHCC Overview
- 9:20-10:30** Plenary: Dartmouth-Hitchcock Medical Center Sept. 12, 2017  
Incident: Lessons Learned
- 10:30-10:45** Networking break
- 10:45-12:00** Breakout Sessions
- What Happens When You Only Have 60 Seconds?
  - Defining Success for New Hampshire Hospital
  - Public Health and Healthcare Preparedness, Response, and Recovery in the City of Boston
  - Global Emerging Infectious Diseases: The Ones to Watch in New Hampshire
- 12:00-1:00** Lunch, networking, and visiting exhibitors
- 1:00-2:00** Plenary: Compassion Fatigue
- 2:00-2:15** Networking break
- 2:15-3:30** Plenary: What Is a Coalition's Role in a Disaster?



Foundation for  
Healthy Communities

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**9:20-10:30 PLENARY SESSION**

**Dartmouth-Hitchcock Medical Center September 12, 2017 Incident:  
Lessons Learned**

*Richard R. Mello, Chief of Police, Lebanon Police Department*

*Chris Christopoulos, Jr., Fire Chief, Lebanon Fire Department*

*Eric Martin, MD, Dartmouth-Hitchcock Medical Center*

On September 12, 2017, there was a shooting in the surgical ICU at Dartmouth-Hitchcock Medical Center. This plenary session will review the timeline of events that occurred that afternoon, highlighting some of the challenges faced and lessons learned from searching and securing a nearly 2 million square foot facility.

**Following this presentation, participants will be able to:**

1. Determine effective emergency communication strategies.
2. Explain the importance of evaluating your initial emergency alerts for accuracy and clarity.
3. Recognize why a facility might consider using plain language in emergency communications/messaging.
4. Identify how a facility can use materials and training to better prepare their staff for emergencies.

Presenters' Biographies

**RICHARD R. MELLO**

Chief Richard R. Mello has served as a police officer in New Hampshire for over twenty-five years, having served as a patrol officer, detective, sergeant and lieutenant while commanding several units before being appointed in 2015 as the Chief of Police in Lebanon, New Hampshire. Chief Mello also served twelve years in the United States Navy and is currently an Adjunct Instructor at New England College in Henniker, NH.

Chief Mello holds a Master's Degree in Criminology from Florida State University.

**CHRIS CHRISTOPOULOS, JR.**

Chris Christopoulos, Jr., is a 37-year veteran of the Fire Service and is currently the Fire Chief and Emergency Management Director for the City of Lebanon, NH. He is responsible for the administration and management of a combination Fire and Emergency Medical Services Department that serves a resident population of 15,000 and a daytime population of over 40,000. Additionally, Mr. Christopoulos is responsible for the development of all city emergency plans and emergency operations center activities during a major emergency. He chairs the Local Emergency Planning Committee, Regional Hazardous Materials Response Team, and Regional Public Health Emergency Preparedness Planning Region and represents the New Hampshire Fire Chiefs on the Governor's Advisory Council on Preparedness and Security. Mr. Christopoulos has been with the City of Lebanon for 16 years.

Mr. Christopoulos has a Bachelor of Science in Emergency Services Management, and a Master of Arts in Security Studies. He holds certifications in Firefighter Level III, Advance Incident Management, Fire Officer I & II, Emergency Medical Technician, Hazardous Materials Technician, Fire Inspector I, and Fire Service Instructor.

## ERIC MARTIN

Dr. Eric Martin is a full-time Trauma and Acute Care Surgeon at Dartmouth Hitchcock Medical Center's (DHMC) Department of Surgery and Assistant Professor of Surgery at The Geisel School of Medicine. After residency, In 2011, Dr. Martin went onto Baltimore and completed a fellowship in Trauma and Critical Care at the University of Maryland R. Adams Cowley Shock Trauma Center. He is currently board certified in General Surgery, Surgical Critical Care, and Neurocritical Care. Since July of 2012 he has shared the role of Medical Director for Emergency Management with Dr. Tom Trimarco.

Dr. Martin received his medical degree from the University of North Carolina at Chapel Hill in 2005 and completed his general surgery residency at DHMC in 2010.

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## 10:45-12:00 BREAKOUT SESSIONS

### What Happens When You Only Have 60 Seconds?

*Donna Beaudin, OTR, MBA, NHA, CHC, Vice President of Quality, Compliance and Risk/Corporate Compliance/Privacy Officer, Home Health Foundation (Lawrence, MA)*

On September 13, 2018, the Home Health Foundation in Lawrence, MA found itself in the middle of gas explosions in the Merrimack Valley. This session will discuss the agency's preparedness and response to the emergency and will emphasize the criticality of a solid Continuity of Operations Plan in order to provide care while reacting to widespread emergency events. This session will share lessons learned from the experience and ongoing after action efforts. What happens when you only have 60 seconds?

#### Following this presentation, participants will be able to:

1. Explain CMS' Emergency Preparedness Rule requirements.
2. Describe the Home Health Foundation's experience during response to the gas explosions, including ongoing efforts.
3. Apply the lessons learned by the Home Health Foundation to increase their organization's preparedness.
4. Describe the importance of a Continuity of Operations Plan for sustaining operations and employee/patient safety.

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#### Presenters' Biographies

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## DONNA BEAUDIN

Donna Beaudin is the Vice President of Quality, Compliance and Risk and the Vice President of the Aide Division for Home Health Foundation. She is an occupational therapist who has 30 years of experience in clinical care, program development, healthcare operation management, healthcare quality oversight, risk management, survey readiness and corporate compliance. Ms. Beaudin has been tasked with development and execution of the Emergency Management Plan spanning three states for the family of agencies that make up Home Health Foundation.

Ms. Beaudin has a MBA in Healthcare Administration from New England College.

**10:45-12:00 BREAKOUT SESSIONS CONTINUED**

**Defining Success for New Hampshire Hospital**

*Lori Shibinette, RN, MBA, Chief Executive Officer, New Hampshire Hospital*

New Hampshire Hospital (NHH) is in the midst of a transformational culture change. The 168-bed acute care hospital has begun to move the culture from extended inpatient psychiatric stays (well beyond what would be considered acute) to a more defined scope of care that treats the urgency and emergency of crisis and ensures a seamless transition to community-based care. This transition has created opportunities and challenges for the NHH team, our patients, and our communities. Lori Shibinette, CEO of New Hampshire Hospital, will break down the progress made over the last 18 months and the plans for change in the next several years using statistics, outcome measures, and status updates. Participants will engage in an in-depth discussion on major obstacles to progress and opportunities for the health care community to collaborate in the treatment of patients with serious mental illness.

**Following this presentation, participants will be able to:**

1. Articulate the current state of NH's inpatient mental health system and how it has changed in the last 10 years.
2. Identify common misconceptions about a stay at NHH and the most common barriers to discharge.
3. Identify potential areas of collaboration between NHH and the health care community to improve patient outcomes.

Presenters' Biographies

**LORI SHIBINETTE**

Lori Shibinette has been serving as the Chief Executive Officer of New Hampshire Hospital since October 2017. Prior to that appointment she served as the Deputy Commissioner of NH Department of Health and Human Services after spending sixteen years at the Merrimack County Nursing Home.

Ms. Shibinette is a graduate of Cape Breton Regional Hospital School of Nursing and holds an active license as a Registered Nurse. She attended the University of New Hampshire where she earned her Bachelor of Science in Nursing. She is a graduate of Franklin Pierce University's MBA program, and is a current doctoral student at Rivier University.

**Public Health and Healthcare Preparedness, Response, and Recovery in the City of Boston**

*Mea Allen, MEd, Associate Director, Education and Training, Office of Public Health Preparedness, Boston Public Health Commission*

*Ben McNeil, MS, Associate Director, Healthcare System Preparedness, Response and Recovery, Office of Public Health Preparedness, Boston Public Health Commission*

The Stephen M. Lawlor Medical Intelligence Center (MIC) is activated in the City of Boston to serve as the department operations center for the Boston Public Health Commission (BPHC), as well as the public health and healthcare coordination center to support the response to and recovery from emergencies. The MIC is operated by BPHC's Office

of Public Health Preparedness (OPHP) and supports three mission areas: to provide situational awareness and information sharing; to coordinate resource needs for City of Boston public health and healthcare partners; and to coordinate human service needs for City of Boston partners and residents. This presentation will review how the MIC fits into the larger emergency management structure of the city, state and region, key responsibilities of the MIC, and an overview of MIC responses to recent real-world events.

**Following this presentation, participants will be able to:**

1. Summarize the public health and healthcare emergency response and recovery structure in the City of Boston and within state and federal systems.
2. Define the three mission areas of the Stephen M. Lawlor Medical Intelligence Center, and the key operational responsibilities during a MIC activation.
3. Describe how the MIC supported public health and healthcare partners during recent real-world emergency responses.

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Presenters' Biographies

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**MEA ALLEN**

Mea Allen is the Associate Director of Education and Training. Her role focuses on the DelValle Institute for Emergency Preparedness, where she has been working as an educator since 2008. Ms. Allen developed and promoted a long-term strategic vision for the DelValle Institute Learning Center, and currently manages the development and implementation of quality classroom, online, and blended trainings as well as other innovative uses of educational technologies to support emergency preparedness and response.

Ms. Allen's time with Office of Public Health Preparedness (OPHP) has included providing innovative educational programs to build the resilience of the Boston community during H1N1, designing workshops and other training for Ebola, and supporting the Boston Public Health Commission's Stephen M. Lawlor Medical Intelligence Center operations during numerous emergencies, such as the 2013 Boston Marathon bombings and the blizzards of 2013 and 2015.

Ms. Allen received her M.Ed. in Instructional Design from the University of Massachusetts Boston, with her capstone research focusing on performance support for public health response operations. She also has a BSEE in Computer Engineering and Computer Science from Tufts University and a master's degree in Intercultural Communications from the School for International Training.

**BEN MCNEIL**

Ben McNeil is the Associate Director for Healthcare System Preparedness, Response and Recovery. He is responsible for overseeing the program management of the Boston Healthcare Preparedness Coalition and leading the public health initiatives of the coalition. Mr. McNeil also ensures the operational readiness of the Stephen M. Lawlor Medical Intelligence Center as the Department Operations Center for Boston Public Health Commission (BPHC) and the Multi-Agency Coordinating Center for ESF-8 healthcare partners.

Prior to joining OPHP, Mr. McNeil worked for Partners in Health on their Ebola Response efforts, and received his Master's Degree in Disaster Resilience from Tulane University in New Orleans, LA. He is currently enrolled in the Boston University Professional Evening MBA program, and is active in the Boston civic community.

**10:45-12:00 BREAKOUT SESSIONS CONTINUED**

**Global Emerging Infectious Diseases: The Ones to Watch in New Hampshire**

*Elizabeth Talbot, MD, Deputy State Epidemiologist, NH Department of Health & Human Services*

Many infectious disease events can overwhelm a state's resources. Great demands are placed on clinicians, emergency responders, and the public health system to respond to an emerging infectious disease event associated with a high threat pathogen. This session will introduce the "ones to watch" and address common questions: What emerging infectious diseases offer cautionary tales we should be learning about today? What plans are in place in New Hampshire to prevent harm to our citizens and health systems? Dr. Elizabeth Talbot, Deputy State Epidemiologist, will bring her perspective as an infectious disease expert who has been on the ground managing public health emergencies associated with the outbreak of infectious diseases.

**Following this presentation, participants will be able to:**

1. Reiterate global high threat emerging infectious diseases.
2. Understand which high threat infectious diseases might impact New Hampshire.
3. Explain existing plans and consider ways to improve preparedness in their own setting.

Presenters' Biographies

**ELIZABETH A. TALBOT**

Dr. Elizabeth Talbot is an Infectious Diseases and Tropical Medicine-Trained Internist. She has had extensive experience in international and domestic infectious disease control through outbreak investigation, clinical projects, research, and consultation. Dr. Talbot trained at Duke University and with the Epidemic Intelligence Service. She was then stationed in Botswana with the CDC's Division of Tuberculosis (TB) Elimination and seconded to the World Health Organization before coming to Dartmouth. Dr. Talbot is currently an Associate Professor at The Geisel Medical School at Dartmouth. As Medical Director of the Global Health and Travel Clinic, and participation with the Collaborative Hospital Infection Program, her clinical work includes consultation on general infectious diseases with a focus on mycobacterial infections. Since 2003, Dr. Talbot has been funded by the US Public Health Emergency Preparedness grant to serve as the Deputy State Epidemiologist for the NH Department of Health and Human Services. Dr. Talbot's global research activities are primarily in TB control through improved diagnostics, translational research toward TB prevention, and outbreak investigations. She was a Training Coordinator during the 2014 West African Ebola epidemic. Dr. Talbot has participated in the writing of state, national and international disease control guidelines, and has authored more than 70 peer-reviewed publications on TB, outbreak investigation and infectious disease control.

Dr. Talbot obtained her medical degree from UMDNJ-Robert Wood Johnson Medical School.

**1:00-2:00 PLENARY SESSION**

**Compassion Fatigue**

*Paul Deignan, MSW, Consultant Trainer*

Compassion fatigue is defined as “a combination of secondary traumatic stress (vicarious traumatization) and burnout, both of which negatively impact on care giving skills” (Figley, Baranowsky). Compassion fatigue may result from overexposure to the suffering of survivors compounded by the emotionally draining effects of prolonged disaster duty.

This workshop will explore why helpers choose their profession and the impact work has on our lives, as well as:

- Who is vulnerable for compassion fatigue;
- How you can recognize compassion fatigue in yourself and co-workers;
- Potential consequences of compassion fatigue;
- Strategies for managing and healing compassion fatigue; and
- Compassion satisfaction and vicarious post traumatic growth.

Any person in a helping profession may benefit from attending this workshop.

**Following this presentation, participants will be able to:**

1. Develop their own compassion fatigue prevention plan.
2. Recognize and assess compassion fatigue.
3. Describe the consequences of compassion fatigue.
4. Prevent, manage, and heal compassion fatigue.

Presenters' Biographies

**PAUL DEIGNAN**

For ten years Paul Deignan served as the State of New Hampshire Disaster Behavioral Health Coordinator at NH Homeland Security and Emergency Management and NH Department of Health and Human Services.

He trained over 900 behavioral health professionals to serve as members of the state's Disaster Behavioral Health Response Team (DBHRT). DBHRT has been activated hundreds of times to respond to critical incidents, public health emergencies, and natural disasters and also supports the NH National Guard.

Mr. Diegnan holds a Master's Degree in Social Work from Boston College School of Social Work with a concentration in Community Organization and Social Planning. He has provided training in the areas of Psychological First Aid, Critical Incident Stress Management, Responding to Critical Incidents in Schools, Suicide Postvention, Community Resiliency, Substance Use and Abuse in Disasters and Compassion Fatigue. He is an approved FEMA Trainer and has provided crisis counseling training following presidentially declared disasters in thirteen states.



## PLENARY SESSIONS CONTINUED

### What Is a Coalition's Role in a Disaster?

*Lisa Spivey, Assistant Director Preparedness Operations, Southeast Texas Regional Advisory Council (SETRAC)*

*Jeremy Way, TSA-R Coordinator, Southeast Texas Regional Advisory Council (SETRAC)*

This session will discuss how the SETRAC coalition provides the Health and Medical Coordination for a 25-county region and the lessons learned during Hurricane Harvey and the Santa Fe High School shooting.

#### Following this presentation, participants will be able to:

1. Define important considerations in a Health Care Coalition.
2. Explain the complexity of engaging multiple responding agencies and system facilities.
3. Provide examples of incident management technology.
4. Explain the importance of all partners and stakeholders utilizing the same incident management platforms.

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#### Presenters' Biographies

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#### LISA SPIVEY

Lisa Spivey is the Assistant Director, Preparedness Operations with the Southeast Texas Regional Advisory Council (SETRAC). She has over 20 years of emergency management experience and has been employed in her current position at SETRAC for eleven years. SETRAC serves as the Department of State Health Services contractor for the Hospital Preparedness Program (HPP) grant. In her current role Ms. Spivey leads a team of three coordinators providing preparedness initiatives, grant guidance and training. This team covers the 25-county region. During Hurricane Harvey, Ms. Spivey served as the Deputy Chief in the Catastrophic Medical Operations Center and was the medical liaison for the 2018 Santa Fe, TX High School shooting.

#### JEREMY WAY

Officer Jeremy Way is a Certified Peace Officer, Certified SWAT officer, and a Certified Firefighter/EMT-I. He has over nineteen years of experience in working in emergency preparedness and response. In his present position, he is the TSA-R Coordinator for the Southeast Texas Regional Advisory Council (SETRAC). In emergency management, Officer Way has seven years' experience in healthcare preparedness. He has also been involved in numerous disaster responses where he held several different positions in the Incident Command System (ICS) structure. Officer Way's most recent disaster response position was the Catastrophic Medical Operations Center (CMOC) Liaison to the local Disaster District Chair with the responsibility of assisting with requests for supplies, coordinating patient movement, and providing situational awareness to the CMOC and across emergency response disciplines, assisted in the development and coordination of tactical rescues in flooded areas. Officer Way has also been an Adjunct Instructor with TEEX and instructs NFPA 1006 high angle, confined space, and trench rescue, as well as NFPA 1081 interior and exterior firefighting. In addition, Officer Way has training in exercise development and implementation, ICS, Hospital Incident Command System (HICS), fatality management, evacuation of healthcare facilities, med surge planning, emergency operations center operations, and additional training in disaster response.