

**Q&A Report - Emergency Management: Sharing Best Practices and Listening Session**  
**June 6, 2024 2:00-3:00pm**

**@Golden Valley HCs-** Did you partner with any community-based organizations to get community input on their needs during disasters and help you in developing your Emergency Management Plans?

- 1) Response from Golden Valley Health Centers
  - GVHC's Emergency Management Plan was developed with an all-hazards approach meeting the health, safety, and security needs of our teams and patients and engaged key partners such as our local hospitals, other medical facilities, public health, and our local county healthcare coalitions for emergency preparedness when developing our plan. This way, our community-based partners may assist when disaster strikes and vice-versa, and we did this by establishing a formal partnership via various Memorandum of Understanding (MOU).
  - We worked closely with the Office of Emergency Services and multiple nonprofit CBOS during the natural disaster experienced last year. They tracked our hours for FEMA reimbursement and we are fortunate to have a strong relationship with many community partners and elected officials.
- 2) Response from Great Lakes Bay Health Centers
  - At Great Lakes Bay Health Centers (GLBHC), I use local county Emergency Managers, along with Saginaw County Emergency Planning Committee. This committee is made up of Law, Fire, EMS, healthcare, LTC, roads, and etc. Our Regional Healthcare collation also shares and reviews EM plans.

**@GoldenValley HCs-**Which dept. handles the EM activities in GVHC? Risk Mgt.; Operations; Compliance? Other?

- 1) Response from Golden Valley Health Centers
  - GVHC's Emergency Management department lives under our Operations/Facilities Department with collaboration and support Risk Management, and Communications.
- 2) Response from Great Lakes Bay Health Centers
  - At GLBHC the Safety department is responsible for all Emergency Management.

**@Golden Valley HCs-**Who does your De-escalation training? (internal or outsource)

- 1) Response from Golden Valley Health Centers

- GVHC partnered with Crisis & Trauma Resource Institute and hosted a comprehensive 3-day training workshop. All leaders in the organization received the training and 10 folks from the organization received the train-the-trainer training and be certified to be De-Escalation Trainers. Through this training, we ask staff to rate our workplace risk levels, we go over the anger escalation scale, the different styles of anger, warning signs to look for, and how to best and safely defuse potentially aggressive behaviors.
- 2) Response from Great Lakes Bay Health Centers
- At GLBHC we assign our LMS (Relias) to all employees, and we also have 11 Safety/Security Specialist, along with a few BH specialist that provide De-escalation training to requesting departments. Hands on training is not mandatory.

**@Golden Valley HCs-** What active shooter philosophy/methodology did you deploy? (ALICE, Run Hide Fight, or other?)

- 1) Response from Golden Valley Health Centers
- In our Active Shooter Drills, we use the Run/Hide/Fight methods.
- 2) Response from Great Lakes Bay Health Centers
- At GLBHC we use Run-Hide-Fight. We do teach this at our all-day orientation.

**@Great Lakes Bay HC @Golden Valley HCs-** To either CHC: do you use plain language emergency codes in your center?

- 1) Response from Great Lakes Bay Health Centers
- At GLBHC we instituted plain language last year starting June 1<sup>st</sup>, 2023. So far it has been very successful.

**@Great Lakes Bay HC-**How many times a month does your organization hold orientation?

- 1) Response from Great Lakes Bay Health Centers
- At GLBHC we have on boarding (Day -1) twice a month, and one all day orientation once a month.

**@Great Lakes Bay-** Do other FQHCs use different communication software that you would recommend for mass communication with employees?

- 1) Response from Great Lakes Bay Health Centers

At GLBHC we also use Alert Media. We have used Alert Media for about 5 years now.

**@Amy Collier** - would you mind sharing your POC at Alert Media?

- Try any of the following:
  - 1) Response from Golden Valley Health Centers
    - Angela Reyes [angela.reyes@alertmedia.com](mailto:angela.reyes@alertmedia.com),
    - Shannon Griffing <[shannon.griffing@alertmedia.com](mailto:shannon.griffing@alertmedia.com)>
    - Naomi Thomas [naomi.thomas@alertmedia.com](mailto:naomi.thomas@alertmedia.com)
  - 2) Response from Great Lakes Bay Health Centers
    - Alex Vaccaro, Chief Marketing Officer, AlertMedia  
[800.826.0777](tel:800.826.0777) office  
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  - 3) Response from Taina Lopez, NACHC  
NACHC POC:
    - Mike Miezio, [Mike.miezio@alertmedia.com](mailto:Mike.miezio@alertmedia.com), 562-221-1847
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