BOLD planning | a division of Agility

Emergency and Continuity Planning Workshop November 2025

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Ensuring Resilience

Emergency Planning Importance

Effective emergency and continuity planning enables primary care services to uphold patient care during unexpected crises or disruptions.

Safeguarding Operations

These plans help prevent operational breakdowns, protect critical records, and ensure safety for both staff and patients.

Building Community Trust

Proactive preparedness boosts resilience, enabling quick recovery and strengthening trust with the communities that primary care serves.

Emergency Plan Success Story: Tampa Family Health Centers, Hurricane Idalia (Florida, 2023)

TFHC had to close its clinics in mandatory evacuation areas . They took the following actions:

- **implemented emergency response measures refined over almost 40 years.**
- **Held cross-department hurricane prep meeting (ops, nursing, IT, pharmacy).**
- **Identified at-risk patients likely to run out of meds., and how to deliver if necessary**
- **Moved medications from flood-prone sites and set alternate pickup locations.**
- **Made sure critical appointments were kept at their open locations**

"Federally qualified health centers are committed to being accessible, and we're making sure we do all we can to accommodate that,"

Dr. Ashley McPhie, Tampa Family Health Centers Chief Medical Officer

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Acronyms and Vocabulary

Emergency and Continuity Plan (ECP)

Ensures an individual organization can respond to, and recover from, a disruption to normal operations.

Acronyms and Vocabulary

Continuity of Operations Plan (COOP)

Ensures an individual organization can continue to perform its essential services and deliver core capabilities during a disruption to normal operations.

Acronyms and Vocabulary

Emergency Operations Plan (EOP)

A document that outlines how an organization, agency, or facility will respond to emergencies. The plan should include measures that provide for the safety of personnel and, if possible, property and facilities.

Acronyms and Vocabulary

Center for Medicare and Medicaid Services (CMS)

Mandates requirements for Emergency and Continuity Planning. Non-compliance, in general, equates to loss of funding

CMS Requirements

We need to comply with the Emergency Preparedness Requirements for Medicare and Medicaid Participating Providers and Suppliers. These requirements help establish national emergency preparedness requirements to ensure adequate planning for both natural and man-made disasters, and coordination with federal, state, tribal, regional and local emergency preparedness systems.

CMS Requirements

Generally speaking, providers must:

- Conduct a Hazard Vulnerability Risk Assessment
- **Develop an Emergency Plan**
- Develop and implement Policies & Procedures that support the successful execution of the Emergency Plan
- Develop and maintain a Communications Plan that complies with Federal and State law
- Develop and maintain an emergency preparedness training and testing program

A ECP Is Not…

- How to put the fire out
- Specific to an incident or event
- A three-ring binder collecting dust on a shelf

A ECP Is…

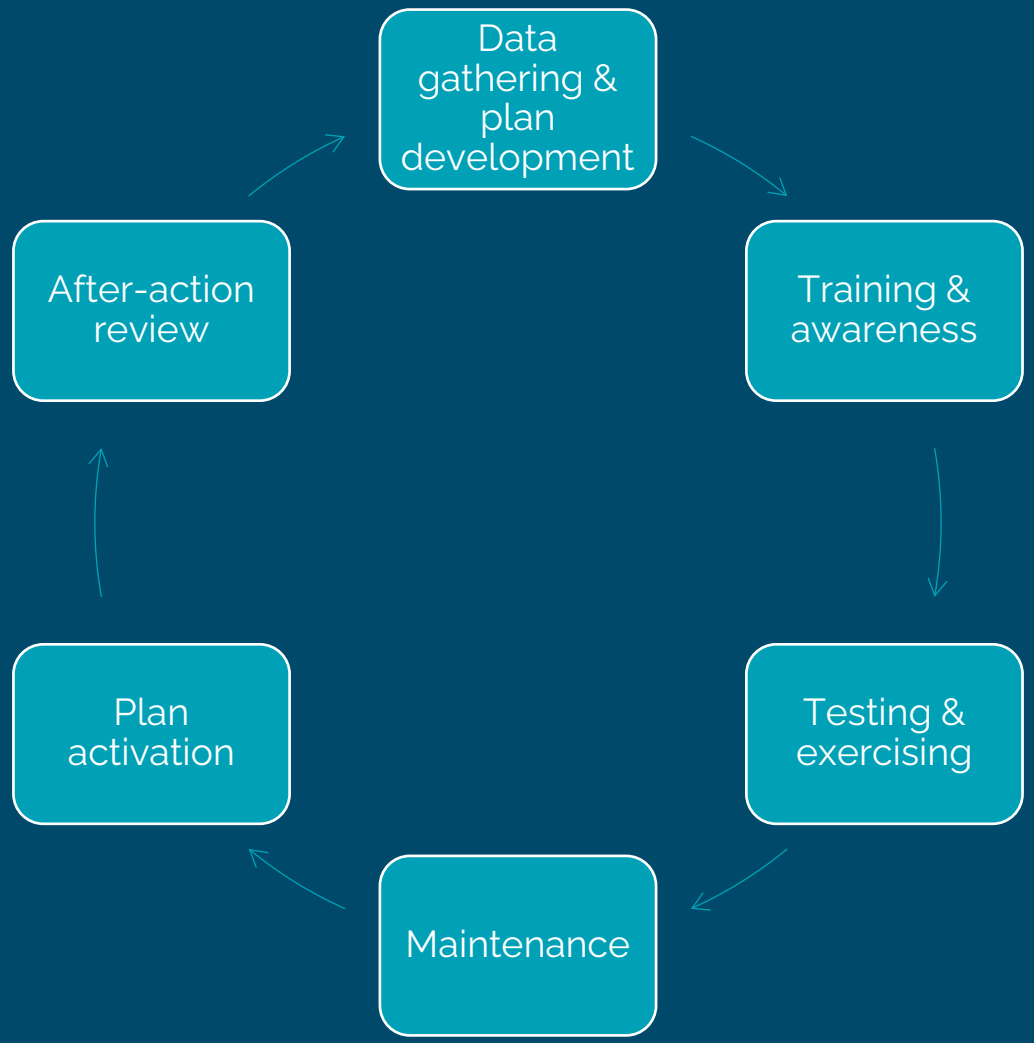
A ECP clearly defines the steps an organization will take during times of disruption, including:

- What are our policies and procedures
- Where will we go
- How will we communicate and what will we say?
- Which organization functions are most important?
- What equipment is needed to complete our responsibilities?

A ECP Should…

- Be accessible anytime, anywhere
- Be useful for short- and long-term disruptions
- Be easy to understand, even for a novice

Lifecycle of a ECP Program



Elements of ECP

Let's Get Into the System

- Website
- Username
- Password
- Don't forget the security code!

Here to help you every step of the way.

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