

# Florida Kidney Disaster Coalition

## MINUTES

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| <b>Date:</b> 9/24/09  | <b>Time:</b> 1:00 – 4:00                               | <b>Location:</b> Tampa, FL            |  |
| <b>Members Present:</b>                                     |  |                                       |  |
| Patrick Odom<br>Fresenius                                   | Nancy Blackburn<br>Fresenius Medical Care              | Don Cranston<br>TECO                  | Sherilyn Burris<br>KCER                      |
| Stephanie Hull<br>Fresenius Medical Care / Suncoast<br>ANNA | Lisa Goodwin<br>Fresenius Medical Care                 | Liz Howard<br>DaVita                  | Susan Kreuter<br>CNSW / North Beach Dialysis |
| Sally Gore<br>FMQAI: The Florida ESRD Network               | Laurie Shore<br>Tampa General Hospital -<br>Transplant | Sarah Knott<br>Fresenius Medical Care |  |
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| TOPIC                          | DISCUSSION   | PLAN OF ACTION  | RESPONSIBLE                          |
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| <b>Welcome &amp; Roll Call</b> | Sally Gore welcomed all the members to the call and took role.   |   |                                      |
| <b>Action Item Status</b>      | <p>Ms. Kreuter led the group through the action item list. A detailed list of tasks assigned and persons responsible follows:</p> <ol style="list-style-type: none"> <li>1. Conditions for Coverage: Develop mailing highlighting FKDC resources/CfC for providers. <b>This resource was mailed to all Florida providers in August 2009. A sample tool was shared with select coalition members and members of the Network Council for feedback. No feedback was received. The tool was then shared with Network staff that had experience in facility disaster planning. Feedback was received and incorporated prior to sending out the tool. The tool was also loaded on the FKDC website.</b></li> <li>2. Communication with special needs shelters. <b>The course, “Overview of Dialysis and Assessment for Special Needs Shelter Nurses” has been approved for nursing and social work CEUs. It will be added to the FMQAI website, and then linked to the FKDC website, by the end of the month. The group discussed how best to promote the availability of the course to the renal community, county health departments,</b></li> </ol> | <p>Create and distribute CEU course flyer to all coalition members once course linked on FKDC website.</p> <p>Forward announcement to</p> | <p>Sally Gore</p> <p>All members</p> |

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|  | <p>and emergency management. The group decided that because the coalition has such strong representation from the Florida Department of Health, county health department and county emergency management, it would be best to send an email notice to all coalition members so that it can be forwarded to local health departments and emergency management.</p> <p>3. <b>FKDC newsletter.</b> The next FKDC newsletter will be complete by the fall (October/November). As with past issues, a copy will be loaded to the FKDC website, linked on the NKF of Florida website, and shared via email with the Florida Hospital Association.</p> <p>4. <b>Patient Resources.</b> The group reviewed the patient education documents that were shared by a member representing Fresenius. The group felt they were very helpful and wanted to incorporate them into FKDC materials. The resources will be revised so that they are branded with the FKDC logo (permission was received from Fresenius member supplying the materials) and will be posted to the website. Additionally, the members felt that for next Hurricane Season, rather than conduct a provider mailing, FKDC should distribute a mailing focusing on patient education and include these resources. A mailing will be planned for March/April 2010.</p> <p>The group also discussed including the handouts at the FKDC exhibit for the Network Annual Forum in November. Don Cranston from TECO offered to supply additional Weather Alert Radios for exhibit giveaways. Volunteers will be needed to staff the FKDC booth in November.</p> <p>5. <b>Develop a Community Partner Packet for utility companies.</b> This resource was mailed to the 5 largest utility providers in the state in July 2009. Mr. Cranston inquired if any feedback</p> | <p>appropriate parties.</p> <p>Complete FKDC newsletter and contact FHA for distribution.</p> <p>Revise patient education materials and post on FKDC.org.</p> <p>Donate Weather Alert Radios for November exhibit</p> <p><b><i>Volunteers needed to staff FKDC exhibit in November</i></b></p> <p>Develop and disseminate follow-up letter to Community Partner Packet</p> | <p>Sally Gore</p> <p>Sally Gore</p> <p>Don Cranston</p> <p>Contact Sally Gore to volunteer</p> <p>Sally Gore/Sherilyn Burris</p> |
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|  | <p>has been received and was surprised to hear that no had been as of yet. He informed the group that he had shared the materials with an emergency planner within his organization who noted that the packet was extremely information and exactly the kind of information an emergency planner would need. He did not feel the lack of response was due to inadequate materials.</p> <p>Mr. Cranston offered to follow-up with a few of the contacts to ensure they had received the packet and if the contents were helpful. Additionally, the group agreed that sending a follow-up letter would be a good idea. They also discussed that, initially, it had been difficult to engage county emergency management agencies and that this was no different, it takes time. The group agreed that if verbal feedback indicated the data in the packet was helpful, the coalition would continue to send annual updates of the information to utility contacts prior to Hurricane Season.</p> <p>One other idea was for Mr. Cranston to attempt to identify a contact person for the dialysis community when following up with the recipients. This information could then be shared with providers serviced by the utility so that they could contact the utility, at least annually.</p> <p>6. Conduct dialysis meetings in counties with large populations of ESRD patients. Ms. Blackburn updated the group on Pinellas county activities. The new emergency management contact in Pinellas County has been in communication with her through email. He sent out the FKDC County Information form to all providers to gather information on location, generator/water hook up status and other needs. She noted a dialogue is opening up; however it is slow going as he has been focusing on H1N1.</p> <p>Ms. Kreuter reported that she also had a new contact in</p> | <p>recipients.</p> <p>Follow up with Community Partner Packet recipients to ensure packet was received and information useful. If possible, determine a contact person within the utility for ESRD providers.</p> | <p>Don Cranston</p> |
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|  | <p>Miami-Dade County. She also still has contact with Broward County. The group discussed that H1N1 is the priority issue now, both with providers and emergency management, even with 2 months still left during Hurricane Season.</p> <p>7. Develop 311 scripts for Miami-Dade Community line. The script was developed, shared with Miami-Dade, and is in use. The script included key words that would trigger the script of questions to come up when a caller to the 311 line used them. A list of all providers in the county was also included with the information.</p> <p>Ms. Goodwin noted that she called 311 in Pinellas County and could get no information on dialysis. She requested a copy of the script sent to Miami-Dade so that it could be shared with Pinellas. The script will be shared with all coalition members so that they can promote use in their counties.</p> <p>Ms. Kreuter also gave an update on the Who to Contact form for Miami-Dade. This will be a list of 800 numbers for all providers in the county. Previously a list was distributed statewide with all LDO and regional numbers, but this list will be county specific and include all providers, LDO, regional, SDO and independent.</p> <p>8. Facility communication with Emergency Management. It was noted during the 3/3/09 meeting that many counties are not as proactive as Miami-Dade in communicating with their local Emergency Management. Ms. Knott sent out a small questionnaire to facilities to identify in which counties dialysis providers are able to contact their EOCs and in which counties this has been difficult. FKDC could provide education (Community Partner Packets) to those that have not been able to engage their emergency management agency. Ms. Knott reported that the responses indicated</p> | <p>Share 311 script with all members for promotion in their counties. Include list of providers for Lisa Goodwin (Pinellas County)</p> <p>Develop Who to Contact form for Miami-Dade</p> | <p>Sally Gore/All members</p> <p>Sally Gore/Susan Kreuter</p> |
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|                 | <p>that providers were in touch with their county Emergency Management and that Emergency Management was responsive, both in large and small counties. The group noted that this outcome was so different, and better, than responses received when similar inquiries were sent out in previous years.</p>   |   |   |
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| TOPIC           | DISCUSSION   | PLAN OF ACTION  | RESPONSIBLE   |
| Open Discussion | <p>1. The first item addressed for open discussion was the H1N1 Swine Flu. The group discussed how priorities in the community (both dialysis and emergency management) had quickly shifted from hurricanes to H1N1. The members discussed the need to address this in order to truly reflect an All-Hazards coalition and stay in touch with what the current threats were. Discussion ensued regarding ways FKDC could offer assistance.</p> <p>All members present noted the value and usefulness of the information that Ms. Burris sends regularly on the listserv. Many reported sharing them within their organizations and passing resources onto their county health departments. An idea was discussed to post these communications to the FKDC website so that they would be available for download for the whole community.</p> <p>The group also discussed the fact that Independent units were likely at a disadvantage with H1N1 information, resources and materials. The suggestion was made to develop a resource mailing to all Independent units in the state, and to transplant centers as well. The packet should include basic information about H1N1 and vaccine availability, contact info for county health departments, and patient education posters.</p> <p>Finally, several members noted that they had registered to be suppliers of the H1N1 vaccine; however they reported the paperwork was cumbersome and a bit confusing. They</p> | <p>Add FKDC listserv educational/resource communications to the FKDC website</p> <p>Develop and disseminate FKDC H1N1 packet for Independents</p> | <p>Sherilyn Burris/Sally Gore</p> <p>Sally Gore/Sherilyn Burris</p> |

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|  | <p>also noted there were many restrictions that make it difficult for dialysis units to dispense the vaccine.</p> <p>2. The next item discussed was the use of Twitter for FKDC communications. Ms. Burris explained to the group that Twitter is a messaging system in which users sign up to receive message alerts via cell phone (text message) or online. This would allow FKDC users to receive disaster info updates and other pertinent information in the event of an emergency, or even just to receive informational/educational tips &amp; updates on a regular basis. Many of the group were unfamiliar with this system but agreed to try and sign up to test it out. The group decided that all present (and any other member interested) will sign up to receive FKDC alerts and test the system between now and the next meeting. Ms. Gore stated she will send 1 – 2 educational/informational messages a month to test out the system. The group will discuss the experience during the next conference call. Ms. Gore will provide detailed instructions for signing up for FKDC alerts on Twitter via email. Ms. Burris noted that other agencies were currently using this system, including the CDC and flu.gov.</p> <p>3. Next, the group discussed conducting another All-Hazards Series. The group discussed the success of the first All-Hazards Educational Series in engaging providers. It was agreed that a second series should be conducted, focusing again on all-hazards, and more specifically including topics on the Conditions for Coverage and H1N1 flu. The group agreed that the series should be conducted during the beginning of 2010, as the upcoming holiday season may be a difficult time to conduct the series.</p> <p>4. Finally, the group discussed the need for translated disaster education, specifically in Florida for French and Creole. During the last conference call, it was noted by the</p> | <p>Send out Twitter instructions via email</p> <p>Sign up for Twitter to receive FKDC (Florida_ESRD) alerts by cell phone (standard messaging rates apply)</p> <p>Develop and disseminate a new All-Hazards Educational Series</p> <p>Share translation resources with the Department of Health</p> | <p>Sally Gore</p> <p>All members</p> <p>Sherilyn Burris/Sally Gore</p> <p>Sally Gore</p> |
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|  | <p>Department of Health that during the April swine flu outbreak, there was an unmet need for hotline callers and educational information in French and Creole. Ms. Kreuter noted that she worked with the Medical Education Institute (MEI) to translate the KDQOL into Haitian Creole. A translator worked directly with Creole patients to get feedback as to the appropriate wording to use. One concern, though, is that many Creole speakers do not read Creole and those that are more educated actually speak French.</p> <p>Ms. Burris conducted research on the internet prior to the meeting and found the following website offering disaster preparedness information in multiple languages <a href="http://www.diversitypreparedness.org/Language/34/">http://www.diversitypreparedness.org/Language/34/</a>, additionally, flu.gov offers information in many different languages.</p> <p>Ms. Burris also found a website that will post translated disaster preparedness information for you. Please note, in the meeting this website was discussed as a site that would translate documents for you, in fact, it will only post documents that have already been translated: <a href="http://www.diversitypreparedness.org/Submit-a-Resource/67/">http://www.diversitypreparedness.org/Submit-a-Resource/67/</a>. The group discussed the following patient education documents to submit for translation:</p> <ul style="list-style-type: none"> <li>• What to take to a shelter</li> <li>• The new patient education handouts (referenced above)</li> <li>• Who to Call handout (with provider 800 numbers)</li> <li>• Basic prevention of H1N1 documents</li> </ul> <p>The group decided to translate the materials and then post on the website, along with links to the websites referenced above. A fax blast will also be sent out informing providers of the new translated materials.</p> <p>Finally, the group discussed pediatric resources. Ms. Burris</p> | <p>Post translated materials and web links to translated material to the FKDC website</p> <p>Work to translate specific FKDC materials into other languages</p> | <p>Sally Gore</p> <p>Sherilyn Burris/Sally Gore</p> |
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|                           | <p>provided an update on KCER activities related to this effort, including pilot testing materials with local pediatric patients. She asked members if they came across any resources with pictures or made for lower reading levels to please pass them on. She also noted that the Starlight Children's Foundation (<a href="http://www.starglight.org">www.starglight.org</a>) has interactive children's resources.</p> | <p>Share pediatric disaster preparedness information with Sherilyn Burris</p> | <p>All members</p> |
| <p><b>Adjournment</b></p> | <p>The group discussed timing for the next meeting, which will be in conference call. The first 2 weeks in December is preferred.</p>   | <p>Send minutes and date of next meeting</p>                                  | <p>Sally Gore</p>  |