



**The Mid-Atlantic Association of
Community Health Centers'**

Delaware Health Center Emergency Preparedness Assessment Report

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Executive Summary

The Mid-Atlantic Association of Community Health Centers (MACHC) conducted a survey on health centers in Delaware to assess their level of emergency preparedness on behalf of the State of Delaware's Department of Public Health. The sites surveyed include Delmarva Rural Ministries Rural Ministries in Kent County, Henrietta Johnson Medical Center and Westside Health in New Castle County, and La Red Health Center in Sussex County. All of the health centers are Federally Qualified Health Centers (FQHCs), with the exception of La Red Health Center, which is a FQHC Look Alike.

Potential roles for FQHCs in responding to emergency events are: surveillance and detection of biological events, assist hospitals with patient surge capacity by treating patients with minor injuries or conditions, mass vaccination center, site of information dissemination to the local community, in particular to the disenfranchised populations. To accomplish this, FQHCs would benefit from: installation of backup power generators to operate during power outages, increased staff training in responding to the various emergency events, additional medical supplies and equipment available in the event of an emergency, and the availability of radios to FQHCs to communicate with other emergency responders.

FQHCs are in a position in their local communities to mobilize quickly and assist in triage and treatment in the event of a natural or man-made incident. Thus, there is an increasing need for FQHCs to be fully integrated into their community's emergency management and disaster response networks. The strong response by FQHCs in the areas affected by the tragic events underscores that they have both the experience and capacity to be effective participants in a disaster response campaign and can play a role in assisting local providers in delivering critical emergency services. Ensuring that individual FQHCs have the resources, training and connectedness to local emergency partners is vital to ensure that they remain operational during times of crisis.

Introduction

In 2003 in Wilmington, Delaware, there was a gas explosion that occurred right outside Westside Health. There were multiple burn victims at the scene and EMS took almost ten minutes to reach the scene. The physicians at Westside Health were able to triage and stabilize the victims till Emergency Medical Services arrived. All of the victims survived the explosion in part to the staff of Westside Health's quick action.

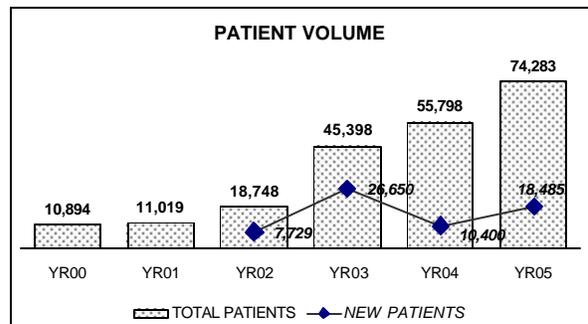
This is just a small scale example of how health centers have helped in larger events. Since the events of September 11th, the Federal government wants increased integration of FQHCs into their local and state emergency preparedness plans. FQHCs have not only helped respond to intentionally caused emergencies, but they have also responded to natural disasters, such as earthquakes in California and floods in Mississippi. Ensuring that FQHCs have the needed supplies, equipment, training, and integration into emergency response plans will meet the state of Delaware's ultimate goal of saving lives.

FQHCs are private, nonprofit corporations that play an integral role in the communities they serve. They provide geographically, culturally, and linguistically accessible services to community members. FQHCs are recognized for their success in expanding access to care through providing affordable health care to communities in need, as well as to the most vulnerable in the population. In addition, they promote health and prevention through innovative programs that coordinate the delivery of primary care services with outreach, education, and social services.

In 2000, Delaware-based FQHCs provided health care services to almost 11,000 individuals out of a state population of 738,600, or 1.5% of the total state population. The Delaware-FQHCs provided health care services to about 4,600 uninsured individuals, or 4.6% of the state's total uninsured population in 2000. Seventy percent (70%) of the patients were below the poverty level and 18% were between 100% and 200% of the poverty level. In 2000, almost 4,000 of the 65,000, or 6% of Delaware's Medicaid recipients, received health care services at the Delaware-based FQHCs. Those 4,000 Medicaid patients represent 36% of the patients seen in Delaware-based FQHCs. Three percent (3%) of the state's African-American population, or 5,000 people, were patients at one of the Delaware-based FQHCs.

From 2002 to 2005, the site expansion projects would provide services to an additional 55,000 patients and require \$3.3 Million in capital and \$9.6 Million to support the uninsured patients. The total costs are projected to be \$21.8 Million for the Site Expansion projects.

For the past year, the Mid-Atlantic Association of Community Health Centers (MACHC) has been facilitating the integration of FQHCs into the State of Delaware's emergency response plans. The continued utilization of FQHCs during an emergency will greatly improve the capabilities to responding to disasters of natural, unintentional, and intentional origins. For



example, FQHCs in urban areas are ideal in assisting hospitals as overflow centers in accepting non-critical patients so hospitals use their resources on the critical. In rural areas, many communities see FQHCs as their only option for health care and may utilize them before driving further to a hospital center. In addition, health centers are being used for surveillance of suspicious cases that are presented in primary care settings and are a great option for any mass vaccination plans due to health centers already having established vaccination programs for infants and children.

Over the past year, the MACHC has hosted a seminar on bioterrorism preparedness, developed a web page solely for the disseminate information and activities for FQHCs on bioterrorism and emergency preparedness, and has developed an analysis of FQHC readiness on emergency preparedness. The MACHC looks to continue its work with integrating FQHCs into the State of Delaware's emergency response plans and help meet its goals with the Healthcare Research and Services grant.

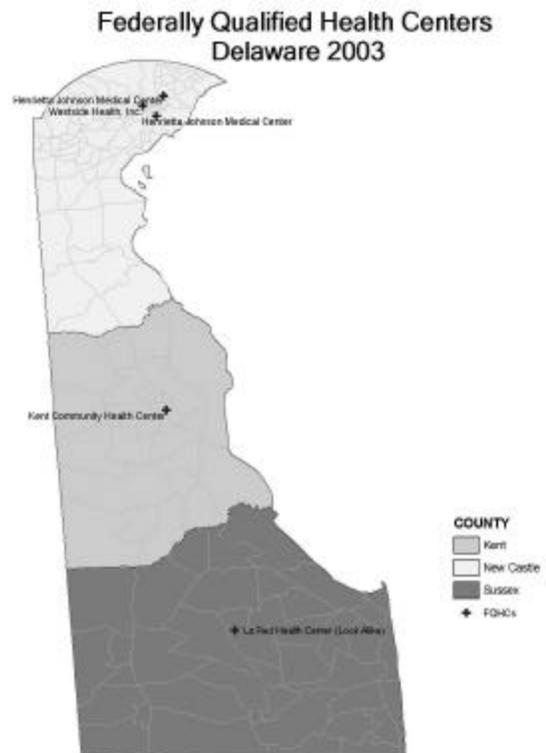
Methodology

The State of Delaware's Division of Public Health, Office of Emergency Health Preparedness & Response contracted with the MACHC to distribute, collect and analyze a FQHC Emergency Preparedness Needs Assessment. The agreement tasked MACHC with developing an emergency preparedness survey instrument based on pre-specified areas of interest of Delaware. After the MACHC developed a draft survey, officials at the Division of Public Health reviewed the survey to determine if the requirements were met. After revisions were made to the survey, it was approved and fielded to the Delaware health centers.

The 11 page tool was distributed by mail to the Chief Executive Officers or other designated staff member of each FQHC and included instructions to assist in the completion of all the survey elements. The health centers that received the survey within Delaware are:

- ◆ Delmarva Rural Ministries, Inc.
(FQHC in Dover)
- ◆ Henrietta Johnson Medical Center, Inc.
(FQHC in Wilmington)
- ◆ La Red Health Center, Inc.
(FQHC Look-Alike in Georgetown)
- ◆ Westside Health, Inc.
(FQHC in Wilmington)

The assessment was performed from March 2004 through April 2004 and one hundred percent (100%) of the surveyed health centers completed and returned the assessment tool. The responses were tabulated in MS Excel spreadsheets, which have been organized to show each health center response. This report was analyzed and produced from April 2004 through May 2004, with the highlights of the survey presented in the following sections summaries.



Section I: General Information

In New Castle County, there are two FQHCs: Henrietta Johnson Medical Center, Inc, and Westside Health, Inc. Both main administrative offices are located in the city of Wilmington: Henrietta Johnson Medical Center at 601 New Castle Avenue; and, Westside Health at 1802 W. Fourth Street. Neither FQHC offers 24-hour access to care; however, Henrietta Johnson Medical Center's operating hours are from 9am to 5pm or 7pm during the work week and Westside Health's are 8am to 9pm during the work week; both health centers are open on Saturday from 9am to 1pm. Henrietta Johnson Medical Center's primary 24-hour contact is Frederick Carey, CEO, followed by Dr. Case, Medical Director and Robert Procter, Facility Manager. Westside Health's primary 24-hour contact is the on-call physician, followed by Donna Goodman, Chief Financial Officer, and Chris Fraser, Deputy Director.

Delmarva Rural Ministries is the only FQHC in Kent County and is located in the city of Dover, at 1095 S. Bradford Street. It does not offer 24-hour access however Delmarva Rural Miniserries' general operating hours are from 8:30am to 4:30pm during the workweek and 9am – 12pm on Saturday. Delmarva Rural Miniserries' primary 24-hour contact is Dr. Mhadl Elmedkhar, Chief Medical Officer, followed by Dawn Grandison, Chief Dental Officer, Debra Singletary, Chief Executive Officer, and Lou Ann Vanderwende, Office Manager.

In Sussex County, there is one health center in the process of applying for FQHC status, which is La Red Health Center and is located in the Georgetown at 505-A West Market Street. It does not offer 24-hour access but La Red Health Center's general operating hours are from 8am – 6pm during the work week and 9am – 3pm on Saturday. La Red Health Center's primary 24-hour contact is Brian Olson, Executive Director, followed by Dr. Fabricio Alarcon, Medical Director.

All clinical practice sites are located with their administrative offices.

Table 1: General Preparedness Results

	Delmarva	Henrietta Johnson	La Red	Westside Health
1.) Site Name	Delmarva Rural Ministries	Henrietta Johnson Medical Center, Inc.	La Red Health Center	Westside Health, Inc.
2.) Address	1095 S. Bradford Street	601 New Castle Avenue	505-A West Market Street	1802 W. Fourth Street
3.) City	Dover	Wilmington	Georgetown	Wilmington
4.) State	Delaware	Delaware	Delaware	Delaware
5.) Zip Code	19904	19807	19947	19805
6.) Main Number	(302) 678-2000	(302) 655-6187	(302) 855-1233	(302) 655-5576
7.) Fax Number	(302) 346-0181	(302) 655-6606	(302) 855-1020	(302) 655-5949
8.) 24 hour access	No	No	No	No
9.) Hours of Operation				
Monday	8:30 am - 4:30 pm	9 am - 5 pm	8 am - 6 pm	8 am - 9 pm
Tuesday	8:30 am - 4:30 pm	9 am - 7 pm	8 am - 6 pm	8 am - 9 pm
Wednesday	8:30 am - 7 pm	9 am - 7 pm	8 am - 6 pm	8 am - 9 pm
Thursday	8:30 am - 4:30 pm	9 am - 5 pm	8 am - 6 pm	8 am - 9 pm
Friday	8:30 am - 4:30 pm	9 am - 5 pm	8 am - 5 pm	8 am - 5 pm
Saturday	9 am - 12 pm	9 am - 1 pm	9 am - 3 pm	9 am - 1 pm
Sunday	Closed	Closed	Closed	Closed
10.) 24-hour Emergency Contact #1	Mhadl Elmedkhar	Frederick Carey	Brian Olson	Physician On- Call
Title	Chief Medical Officer	CEO	Executive Director	
Phone Number	(302) 678-2000	(302) 275-7919	(302) 855-1233	(302) 655-5822
Fax Number	(302) 346-0181		(302) 855-1020	
Cell Number	On file	(302) 275-7919	(302) 245-6710	
Pager Number	On file			
Email	melmedkhar@drminc.org	fcarey@hjmc.org	bolson375@aol.com	
11.) 24-hour Emergency Contact #2	Dawn Grandison	C. Case	Fabricio Alarcon	Donna Goodman
Title	Chief Dental Officer	Chief Medical Officer	Medical Director	CFO
Phone Number	(302) 678-2000	302-737-1191	(302) 855-1233	(610) 388-0673
Fax Number	(302) 346-0181		(302) 855-1020	
Cell Number	On file		(302) 236-4133	(484) 459-3601
Pager Number			(302) 236-6163	
Email	dgrandison@drminc.org	ccase@hjmc.org	fabmar@pol.net	
12.) 24-hour Emergency Contact #3	Debra Singletary	Robert Procter		Chris Fraser
Title	CEO	Facility Manager		Deputy Director
Phone Number	(302) 678-3652	302-838-6583		(410) 885-3725
Fax Number	(302) 346-0181			
Cell Number	On file			(302) 584-6290
Pager Number				
Email	dsingletary@drminc.org			
13.) 24-hour Emergency Contact #4	Lou Ann Vanderwende			
Title	Office Manager			
Phone Number	(302) 678-2000			
Fax Number	(302) 346-0181			
Cell Number	On file			
Pager Number				
Email	lwanderwende@drminc.org			
14.) At admin site or satellite	Administration Site	Administration Site	Administration Site	Administration Site

Section II: Location

As the result of Henrietta Johnson Medical Center and Westside Health's close proximity to each other in New Castle County, they have similar demographics. Both health centers are located in urban neighborhoods that consist of residential and commercial buildings. Their service areas consists of approximately 65% African Americans, 17% Latinos, and 13% Caucasian and the ten-mile radius being similar (55% African Americans, 35% Caucasian, and 10% Latinos). Known community hazards in their service areas are high crime, chemical industry and flood zone. Neither health center identified any facility vulnerabilities. Local health department, fire, police, and hospital are less than 2 miles from each facility. These facilities locations are ideal to increase the response to an emergency in the City of Wilmington. In addition, they have developed relationships with minority and disenfranchised communities that can be used to coordinate an emergency response during an event.

Delmarva Rural Ministries is located in a residential and business area of Dover with a service area consisting of Caucasian, African Americans, Latinos, and Asians. Known community hazards are a nuclear power plant about 35 miles away, hurricane and flood zone. There are no reported facility vulnerabilities. There is a hospital and police department within a mile's distance, the fire department is two miles away, the local health department is less than three miles, however the closest health center is about 35 miles away. With its close proximity to a hospital, fire, police, and health department in Dover, Delmarva Rural Ministries can easily integrate with their local response partners and can be one more facility ready to assist during emergency events.

La Red Health Center is located in a rural area with service area demographics and the ten-mile radius being the same, roughly 80% Caucasian, 15% Latino, 10% African American, and 5% other. Known community hazards are the poultry and cow farms, pesticides, and a flood zone; however, there are no known facility vulnerabilities. La Red Health Center is about 15 miles from the nearest hospital; but the local health department, clinic, police, and fire department are less than 2 miles away. Based on the rural area that La Red Health Center serves and the nearest hospital located ten to twenty minutes away, it may be one of a few options available to respond to local emergency events; however, it can coordinate its response efforts with other local partners such as the health and fire department.

Table 2: Location

	Delmarva	Henrietta Johnson	La Red	Westside Health
1.) Demographics of Neighborhood	Residential and Business City of Dover	Residential and Commercial City of Wilmington	Rural	Urban
Ten Mile Radius			80% Caucasian, 15% Latino, 10% African American, 5% Other	Suburban / Urban 57% African American, 10% Latino, 35% White
Service Area	White, African American, Latino, Asian	Delaware and parts of Maryland, Pennsylvania, and New Jersey	80% Caucasian, 15% Latino, 10% African American, 5% Other	Urban /Suburban 65% African American, 17% Latino, 13% White
2.) What are known community hazards	Nuclear Power Plant within 35 miles, Hurricane Vulnerability, Floods	Flood zone, high crime	Pesticides, Poultry and cow farms, flood zone from coast	Crime, Chemical Industry
3.) What are known facility vulnerabilities	N/A	N/A	N/A	N/A
4.) Distance of facility to nearest:				
Hospital	<1	10.61	15.28	< 1
Health Center/Clinic	35	1.27	<1	2
Local Health Department	<3	1.4	2.14	< 1
Fire Department	<2	0.6	1	< 1
Police Department	<1	0.51	2	< 1
Military Facility	4	5 - 7	0	50 to Dover AFB
Airport	60	5.36	2	< 5
Prisons	13	1.5	2	< 2

Section III: Building Characteristics

All of the health center schematics are attached in the appendix.

The majority of the health center's building material is brick with a mix of glass, metal, and wood. Westside Health is three floors tall and a basement, Henrietta Johnson Medical Center has two floors, Delmarva Rural Ministries has one floor with a basement and La Red Health Center has just one floor. Henrietta Johnson Medical Center is the only health center with a backup power generator and it is 180 kilowatts and will power the entire facility. To ensure operation availability during an emergency event, all the health centers would need backup power generators.

Delmarva Rural Ministries has about 5,000 square feet of secure storage space in its basement that is not being utilized at this time. Henrietta Johnson Medical Center has approximately 900 square feet of secure storage space in its attached gym and Westside Health has about 500 square feet of secure storage space. La Red Health Center does not have any storage space at this time. The basement at Delmarva Rural Ministries does not have elevator access but their administration is exploring the possibility to install one. The gym at Henrietta Johnson Medical Center has a few entrances that would be ideal for use in an emergency.

All the health centers have an office phone network, computer network, Internet access, and public address system with the exception of La Red Health Center. Delmarva Rural Ministries and Henrietta Johnson Medical Center both have on-site security, Westside Health has contracted security in the evening, and La Red Health Center does not have any security in place. They are all part of the public water and sewer system.

Table 3: Building Characteristics

	Delmarva	Henrietta Johnson	La Red	Westside Health
1.) Submit building schematics	Attached	Attached	Attached	Attached
2.) Construction materials of the building	Partial Brick, 20% Glass	Brick/Stone 75%, Metal 12%, Wood 13%	Brick 95%, 5% Glass	Steel Frame/Brick
3.) Number of floors	2	2	1	4
4.) Is there a basement	Yes	No	No	Yes
5.) Is there back-up power	No	Yes	No	No
If yes, does it include the phone system		Yes		
If yes, does it include the lighting system		Yes		
If yes, does it include the electrical outlets		Yes		
If yes, what other equipment does it include		Yes		
What is the kilowatt size of the backup generator		180 kilowatt		
6.) Is there storage space available	Yes	Yes	No	Yes
If yes, approximate square footage	5000 square feet	900 square feet		500 square feet
If yes, can it be secured	Yes	Yes		Yes
7.) Does the facility have an office telephone network	Yes	Yes	Yes	Yes
8.) Does the facility have a public address system	Yes	Yes	No	Yes
9.) Does the facility have a computer network	Yes	Yes	Yes	Yes
10.) Does the facility have internet access	Yes	Yes	Yes	Yes
11.) Is the facility the only occupant of the building	Yes	Yes	No	No
If no, who are the other tenants			Private Physicians	Bank

Table 3: Building Characteristics (cont.)

	Delmarva	Henrietta Johnson	La Red	Westside Health
12.) What kind of security personal is at the facility	Employee	Employee	None	Contractor (in evening)
Is there a security office	No	No		No
Are there access control devices	No	Yes		No
Is there a single point lock-down system	No	No		No
13.) What kind, how many, and locations of appliances are at the facility	3 Refrigerator with freezers	2 refrigerators, microwave, water cooler in lunch room	2 small refrigerator/freezer, water cooler, microwave, and toaster oven	5 refrigerators in kitchens, 3 microwaves in kitchens, 3 water coolers in work areas
14.) Is there access for the handicapped	Yes	Yes	Yes	Yes
15.) How many parking spaces are there available at the facility	36	50	35	18 patient, 45 staff
Locations of parking areas	Adjacent and flush with building	In front and on side of building	Adjacent to building	around building
Accommodate oversized vehicles	Yes	Yes	Yes	Yes
16.) How many loading docks / garages are at the facility	0	1	0	0
17.) Are there elevators at the facility	No	Yes	No	Yes
18.) What is the water supply source of the facility	Public Water System	Public Water System	Public Water System	Public Water System
19.) How does this facility remove wastewater	Sewer System	Sewer System	Sewer System	Sewer System
20.) Contractor to remove medical waste and frequency	Culver Enterprises - 2/month	Stericycle - 2/week	Cluver Enterprises - intermittent based on need	Stericycle - 2/weeks
21.) What type of janitorial services are at the facility	Contracted	Contracted	Contracted	Contracted

Section IV: Resources

Henrietta Johnson Medical Center has 12 exam rooms, along with an automatic external defibrillator (AED), electrocardiogram, incubator, and a pair of oxygen tanks and autoclaves. There is variety of vaccines and antibiotics on-site; moreover albuterol sulfate breathing treatments can be administered. With these capabilities, Henrietta Johnson Medical Center can respond to basic life support emergencies, treatment of minor injuries, and administer a variety of vaccines and antibiotics if there is a biological event.

Westside Health has 20 exam rooms, as well as an AED, a pair of oxygen tanks with bag valve mask, a pair of electrocardiograms, an autoclave, and an incubator. Westside Health keeps a variety of childhood immunizations, antibiotics, and albuterol sulfate breathing treatments. This site can respond to basic life support emergencies, treatment of minor injuries, and administer vaccines and antibiotics during a biological event.

Delmarva Rural Ministries does not list any beds available; but, it does have 13 exam rooms, in addition to a pair of AEDs, three oxygen tanks and bag valve mask, an electrocardiogram, two autoclaves and an incubator. Vaccines for children and some vaccines for adults are available on site, including some antibiotic stock and albuterol sulfate breathing treatments. Delmarva Rural Ministries can respond with basic life support, treatment of minor injuries, and can administer vaccines and antibiotics during a biological event.

La Red Health Center does not have any beds but does list three exam rooms. There is an AED, electrocardiogram, and autoclave available. There are some vaccines available but no antibiotics are kept on hand. La Red Health Center could offer basic life support, but would need an oxygen tank with bag valve mask to be more effective. It can treat minor injuries; but, can only administer vaccines and not antibiotics during a biological event.

Table 4: Resources

	Delmarva	Henrietta Johnson	La Red	Westside Health
1.) Number of beds	0	0	0	0
2.) Number of exam rooms	13	12	3	20
3.) Number of Wheelchairs	2	1	0	1
4.) Other supplies				
Number of Automatic External Defibrillator	2	1	1	1
Number of Oxygen Tanks with Regulator	3	2	0	2
Number of bag valve masks	3	0	0	1
Number of electrocardiograms	1	1	1	2
Number of autoclave	2	2	1	1
Number of Incubators	1	1	0	1
Normal Vaccine Stock	Vaccine for children, some adult TD available, pneumococcol vaccine, influenza vaccine, hepatitis B	DTaP, DT, Td, DTP/HIB, DTaP/HiB/ IPV, MMR, Hep B, Hep B/HiB, Varicella, Influenza, Pneuimococcal polysaccharide, pneumococcol conjugate	dtap, mmr, hep B, Hib, IPV, Prevnar	Childhood immunizations
Available breathing treatments	Albuterol and Atrovent	Albuteral Sulfate, Xopenex	Albuterol, Atravan, (Nebulizers), Inhalants	Albuterol and Atrovent
Normal Antibiotic Stock	Amoxicillin, Penvk, Erythromycin, Sulfa, Doncyclene, Cephalexin, Metronidazole	Doxycycline, Rocephin, Penicillin	None	Rocephin, trimox, keflex, biclin, amoxicillin, doxy

Section V: Staff

In New Castle County, Henrietta Johnson Medical Center has 4 physicians with 2 Nurse Practitioner/Physician Assistants (NP/PA) and Westside Health has 12 physicians with 4 NP/PA. In Kent County, Delmarva Rural Ministries has 2 physicians and 2 NP/PA and La Red Health Center in Sussex County has 2 physicians. None of the health center staffs are unionized; although some staff is part of the National Health Service Corps and Delaware Health Alert Network.

All the health centers, except La Red Health Center, provide education and training in emergency response to their staff, but none of staff have roles outside of their health centers. Delmarva Rural Ministries and La Red Health Center both have staff that can report 24 hours a day.

Additionally, all the health centers have Spanish-speaking staff. They are in contact with their local police and fire department. The major funding sources for the health centers are Federal and State grants, third payer parties, and private donations.

Table 5: Staff

	Delmarva	Henrietta Johnson	La Red	Westside Health
1.) Full Time Staff				
# of Physicians	0	3	1	12
# of PA/NP	1	0	0	4
# of RNs	2	3	0	4
# of LPNs	2	1	1	0
# of Pharmacists	0	0	0	0
# of Health Ed.	0	0	0	0
# of Social Worker	0	1	3	0
# of Admin Support	4	9	3	5
# of	Dentists = 2	Faculty Manager = 1		Dentist = 2
# of	Dental Assistant = 2	Medical Assist = 6		Dental Hygienist = 1
# of		Dental Assist = 3		
# of		Patient Coord. = 4		
2.) Part Time Staff				
# of Physicians	2	1	1	3
# of PA/NP	1	2	0	1
# of RNs	1	0	0	0
# of LPNs	0	0	0	0
# of Pharmacists	0	0	0	0
# of Health Ed.	0	2	0	0
# of Social Worker	0	0	0	0
# of Admin Support	0	0	0	1
# of		Security = 1	Contractual OB = 2	
# of				
# of				
# of				
3.) Is the staff unionized?	No	No	No	No
4.) Number of staff in the NHSC	0	1	0	8
5.) Number of staff in the Delaware Health Alert Network	3	0	0	10
6.) Staff receiving education/training in emergency response	Yes	35	0	Yes
7.) Do staff members have emergency response roles outside of the facility	No	No	No	No
If so, how many				

Table 5: Staff (cont.)

	Delmarva	Henrietta Johnson	La Red	Westside Health
8.) Number of staff inoculated for smallpox	0	10	0	0
9.) Number of staff willing to be inoculated for smallpox	1 out of 5	5	2	Unknown
10.) Is there staff available to report 24 hours a day	Yes	No	Yes	Doctor On-Call
If yes, how many are available to report?	3		3	
If yes, what is the expected response time?	Unknown		15-30 minutes	Unknown
11.) Additional languages spoken by staff				
Language	5 Spanish Speakers	9 Spanish Speakers	5 Spanish Speakers	90% of Staff Spanish Speakers
Language		1 Korean Speaker	1 French Speaker	1 Chinese Speaker
Language		1 Jamaican Speaker		
12.) Laboratory Capabilities		Microscope, Hemoglobin, Blood Sugar, Hemo A1C, Urine Preg Test, Urine Dips, Rapid Strep	Yes	Waived Testing
13.) Phlebotomy Capabilities	Onsite Microscopic - Clia Waived with Provider Microscopy	None	Yes	Area Designated for Phlebotomy
14.) Lab Vendor Name	Bay Health, Kent General, Lab Corps, DE lab, Quest	Wilmington Medical Center, Lab Corp	Nanticoke Health Services	Lab Corp
15.) Other Vendor / Contractor Agreements	None	None	State Contacts	None
16.) Local Police Department	Dover Police Department - Lt. Counselman (302) 736-7111	Wilmington Police Department	2 miles away - intermediary contact	Wilmington Police Department
17.) Local Fire Department	Dover Fire Department - Jason Osika (302) 736-7168	Wilmington Fire Department	1 mile away	Wilmington Fire Department
18.) Major Funding Sources of Facility	Federal, State, Foundations, and Private Contributions	Medicaid, Medicare, Federal Grants, and other third party payers	State Contracts, Private Foundations, Third Party and Patient Revenue	Federal Grant, Patient Income, State, Contributions

Section VI: Current Operations

Henrietta Johnson Medical Center provides comprehensive primary health and dental care to their community that consists of pediatric, adult, seniors, and prenatal patients of all income levels. They are Primary Care Effectiveness Review (PCER) certified but do not have a current role in emergency response. Henrietta Johnson Medical Center would be ideal for roles in biological surveillance/detection, vaccination center, and treatment of minor injuries due to hospital overflow.

Westside Health provides comprehensive primary health and dental care, mental health management, and podiatry to their 9,044 users. They are Joint Commission on Accreditation of Healthcare Organizations (JCAHO) certified and currently do not have a role in emergency response. Westside health would be ideal for roles in biological surveillance/detection, vaccination center, and treatment of minor injuries due to hospital overflow.

Delmarva Rural Ministries offers comprehensive primary health and dental care and also on-site primary care for farm workers. They are PCER certified but do not have a role in emergency response. Delmarva Rural Ministries would be ideal for roles in biological surveillance/detection, vaccination center, and treatment of minor injuries due to hospital overflow.

La Red Health Center offers comprehensive primary health and mental care to its ~4,200 users. They are not currently rated nor do they have a role in emergency response. La Red Health Center would be ideal for biological surveillance/detection, vaccination center, and limited treatment of minor injuries.

Table 6: Current Operations

	Delmarva	Henrietta Johnson	La Red	Westside Health
1.) Current services offered:	Primary Care including Dental, On-site Primary Care on Mat chuan for Farm Workers	Provide comprehensive primary health care needs to the community, including dental services	Primary care including prenatal services, psychiatry, social services, an outreach educational services	Family Medical, Women's Health including prenatal care and delivery, disease management and prevention, adolescent health, dental care, mental health medical management, podiatry, low-cost meds, immunization
2.) Current client base:	~2000 Users	~4000 Users	~4200 Users	~9,000 Users
3.) Normal communication methods with client base:	Through On site patients/client visits, outreach on mat chuan for screenings in Kent and Sussex counties, farm workers health from southern New Castle , Kent, and Sussex county	Face to face, telephone	Face to face, phone, flyers, newspapers, mailings	Face to face, phone, mail
4.) Current roles in emergency response:	None	None	None	None
5.) Is this facility rated?	PCER	PCER	None	JCAHO

Section VII: Potential

All the health centers surveyed said their emergency preparedness goals are currently under development but want to be involved in developing some kind of response. The overall goal of the health centers is to expand service to their communities. Delmarva Rural Ministries, La Red Health Center, and Westside Health can accommodate between ten to twenty beds, while Henrietta Johnson Medical Center with its attached gym can accommodate 60 to 70 beds. Delmarva Rural Ministries says it has one exam room that can support negative pressure HEPA filters; Henrietta Johnson Medical Center says it can but does not have the equipment; Westside Health is not sure if it can support it; and, La Red Health Center says it cannot support it.

Table 7: Potential

	Delmarva	Henrietta Johnson	La Red	Westside Health
1.) Long Range goals in Emergency Preparedness of this facility	To provide services as capable as local, stat, and federal agencies	CQI Committee is revising the organizations emergency preparedness policy and procedure	Participation based on capacity	To be determined
2.) Overall long range goals of this facility	To provide services as capable as local, stat, and federal agencies	To coordinate and collaborate with local county and state agencies	Expand facility via capital fundraising, receive FQHC designation, recruit additional personal to build capacity	To be determined
3.) If necessary, how many beds can the facility accommodate?	10 to 20	60 to 70	20 beds	~15
4.) Can the facility convert rooms for isolation purposes utilizing portable or fixed negative pressure, HEPA filtering units?	Yes, one exam room	Yes	No	Unsure

Recommendations

FQHCs are interested in assisting their communities during emergency events and can do this by:

- Increased surveillance and detection of biological events
- Assist hospitals with patient surge capacity by treating patients with minor injuries or conditions
- Mass vaccination center
- Site of information dissemination to the local community, in particular to the disenfranchised populations.

To accomplish this, FQHCs would benefit from:

- Installation of backup power generators to operate during power outages
- Increased staff training in responding to the various emergency events
- Additional medical supplies and equipment available in the event of an emergency
- Availability of radios to FQHCs to communicate with other emergency responders

Conclusion

Community health centers are on the front line of health care delivery, serving both urban and rural populations, often in areas where no other health facilities exist. They have the skills, staff and community access to detect, and respond quickly to, emergencies, having the ability to mobilize quickly to assist in triage and treatment in the event of a natural or man-made disaster. Thus, there is an increasing need for FQHCs to be fully integrated into their community's emergency management and disaster response networks. The strong response by health centers in the areas affected by the tragic events underscores that health centers have both the experience and capacity to be effective participants in a disaster response campaign and can play a role in assisting local providers in delivering critical emergency services. Ensuring that individual health centers have the resources, training and connectedness to local emergency partners is vital to ensure that FQHCs remain operational during times of crisis.

Appendix

Delmarva Rural Ministries Building Schematics

Henrietta Johnson Medical Center Building Schematics

La Red Health Center Building Schematics

Westside Health Building Schematics