



KCER: Kidney Community Emergency Response Coalition

DISASTER / EMERGENCY RESOURCE LIST

Kidney Community Emergency Listserv:

ER@listserv.kidney.org

Kidney Community Toll Free Emergency Hotline:

888-33KIDNEY or 888-335-4363

Kidney Community Emergency Response / Preparedness Web Site:

www.kidney.org

Kidney Community Emergency Response Coalition (KCER):

- Website www.KCERCoalition.com
- Toll-Free Line 866-901-ESRD (3773)

Coordination of Staff / Volunteers: www.annanurse.org

Facility Tracking (open / closed status): <http://www.dialysisunits.com>

Kidney Community Conference Calls During an Emergency

Notices and dial-in phone numbers will be posted on the...

- KCER Web site
- KCER Toll-Free Line 866-901-ESRD (3773)



Kidney Community Emergency Response (KCER) Coalition

KEY INFORMATION TO HAVE ON HAND TO HELP INDIVIDUALS WITH KIDNEY FAILURE DURING AN EMERGENCY OR DISASTER

AAKP My Health™ is a location on www.aakp.org for patients to keep and retrieve information at any location and is invaluable in a disaster.

Preparing for Emergencies: A Guide for People on Dialysis (CMS) is available for download in English and Spanish at www.medicare.gov/dialysis.

End Stage Renal Disease (ESRD) Networks are under contract with Centers for Medicare & Medicaid Services (CMS) to provide assistance locating a dialysis facility, transplant assistance, or needed supplies and services. The ESRD Networks are also responsible for assisting federal, state, and local emergency personnel and coordinating national response efforts when needed. While any ESRD Network can assist you, the ESRD Network that provides services in your state is most familiar with the services available and facility locations. For a listing of all 18 ESRD Networks, the states where they provide services, and their toll free number, visit www.esrdnetworks.org.

Dialysis Services

If you are trying to locate a facility to obtain dialysis services and the regular treating facility does not have back-up arrangements in place, in addition to the ESRD Networks, you can call any of the following provider organizations for help. If you previously received care in a facility that is part of a particular organization, it is best to call that organization's number, as they can more easily get information from your electronic medical record. However, any of these organizations will help you, even if your facility was not part of one of the corporations listed.

Davita	1.800.400.8331
Fresenius Medical Care	1.800.626.1297
DCI	1.866.424.1990

Status of Impacted Facilities

For an on-line listing of the "open" and "closed" status of facilities in an impacted area, the services they provide, and a map to assist in locating the nearest facility, visit www.dialysisunits.com.

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In the event of a disaster, call **1-888-33KIDNEY (1-888-335-4363)** or log on to www.kidney.org for information on how to obtain the service or assistance you need.

Transplant Assistance

For assistance related to a transplant kidney, contact the United Network of Organ Sharing (UNOS) (patient services) at **1.888.600.2662**.

Patient Assistance

Individuals or social workers (on behalf of an individual) can find information on available supplies, equipment, food, funding, etc. at www.kidneyfund.org or **1.800.638.8299**.

GOALS & ACTIVITIES

- Continuously improving plans by learning from past responses;
- Building lasting partnerships to advance national goals;
- Keeping up with changing national procedures; and
- Urging policymakers to integrate the special needs of the kidney community into disaster planning.

Additionally, the KCER Coalition conducts mock disaster drills and exercises that serve as training tools and opportunities for continuous quality improvement.

Information on the KCER's current activities can be found on the website, www.KCERcoalition.com

MEMBERSHIP

The KCER Coalition membership is open to anyone. The Coalition currently has eight Response Teams to work on individual parts of the overall plan and a Strategic Planning Committee to develop a comprehensive framework for kidney community emergency planning and response.

To join the Coalition, visit our website, www.KCERcoalition.com, and download a contact card. Or email kcer@nw7.esrd.net.

Patients in need of assistance should first contact their dialysis or transplant provider, their local emergency management office, or their local ESRD Network.

In the event that a crisis requires assistance outside of an ESRD Network's capability, KCER resources are available, including: a toll-free information line for key responders; kidney community conference calls during an emergency; an emergency listserv; a system for communicating facility open/closed status; and coordination of staff/volunteers. KCER hosts a kidney community toll-free emergency hotline for patients/providers at 888-33KIDNEY.

For more information
or to get involved with the KCER Coalition, visit:

www.KCERcoalition.com

Under contract with CMS, FMQAI: The Florida ESRD Network (Network 7) serves as the lead for administrative support of the Coalition.

FMQAI: The Florida ESRD Network (Network 7)
KCER Coalition
5201 West Kennedy Blvd., Suite 900
Tampa, FL 33609

Phone (813) 383-1530
Fax (813) 354-1514
KCER@nw7.esrd.net



Kidney Community Emergency Response (KCER) Coalition



KCER COALITION

An emergency or disaster is an event that can result in significant harm to lives and/or property, as well as disruption in normal patterns of living. Emergency management officials create response mechanisms and guidelines to manage such events. But for the kidney community, emergencies and disasters can be the difference between life and death. Dialysis and kidney transplant patients must take special preparedness measures to ensure their own health and safety during and after disasters.

Over the past twenty years, on average, a federal disaster has been declared every week. These disasters vary from ice storms, flooding, earthquakes, and hurricanes to hazardous materials accidents and terrorist attacks. Life can be disrupted for one small community or an entire nation can be impacted.

MISSION

Collaboratively develop, disseminate, implement and maintain a coordinated preparedness and response framework for the kidney community in the event of any type of emergency or disaster.

HISTORY

The first National Disaster Summit for the kidney community was held in Washington, D.C. in January 2006. During the Summit, the Kidney Community Emergency Response (KCER) Coalition was formed in an effort to minimize disruption to life-sustaining dialysis and transplant services. The KCER is comprised of partners from the entire kidney community, representing: patient and professional organizations; practitioners serving the patient with kidney failure, such as nurses, technicians, dietitians, social workers, and physicians; providers, including independent dialysis facilities, large dialysis organizations and transplant facilities; hospitals; suppliers; ESRD Networks; state emergency and survey representatives; and federal agencies, including the FDA, CDC, NIH as well as CMS. The 2007 Summit was held on March 1 in Baltimore, Maryland. The KCER continues to hold annual Summit meetings to promote emergency preparedness in the kidney community.

VISION

KCER is the leading authority on emergency preparedness and response for the kidney community by providing organization and guidance that seamlessly bridges emergency management stakeholders and the ESRD community nationwide.

RESPONSE TEAMS

- **Patient Assistance:** *Educate patients on preparedness, resources and financial aid*
- **Communication:** *During emergencies: toll-free helpline / email listserv / conference calls*
- **Facility and Patient Tracking:** *Track displaced patients and report on facility open / closed status*
- **Federal Response:** *Educate federal agencies and state partners / direct federal resources during a disaster response*
- **Facility Operations:** *Assist facilities with preparedness / response*
- **Sub-Team, Supplies and Services:** *Assist with plan for emergency distribution of supplies for dialysis / transplant care*
- **Coordination of Staff and Volunteers:** *Maintain database of emergency / disaster volunteers and educate on deployment*
- **Physician Placement and Assistance:** *Nephrology expertise for management of dialysis / transplant patients during a large-scale crisis and the exploration of tools needed to assist physicians whose practices have been disrupted by a disaster*
- **Pandemic Preparedness:** *Collaborate with federal / state agencies to continue services in the event of a major pandemic*



KCER: KIDNEY COMMUNITY EMERGENCY RESPONSE COALITION

PATIENT DISASTER DRILL QUESTIONNAIRE	PATIENT 1 ANSWERS/COMMENTS		PATIENT 2 ANSWERS/COMMENTS							
On a scale of 1 to 5 (1= not ready, 5= very ready) do you think you are ready for a disaster?	1	2	3	4	5	1	2	3	4	5
Has anyone from your clinic given you information about (insert disaster such as hurricane, tornado, flood, or earthquake)? What have you received? What have you been told?	Yes	No				Yes	No			
Have the nurses talked to you about possible pre storm schedule changes?	Yes	No				Yes	No			
Do you have an emergency/disaster kit at home? What is in the kit?	Yes	No				Yes	No			
Do you have a two week supply of medications to use in emergencies?	Yes	No				Yes	No			
Do you know about the "disaster diet?" What are the things you aren't supposed to have?	Yes	No				Yes	No			
Do you know how to hand crank your machine? In an emergency could you take yourself off the machine? Describe the process.	Yes	No				Yes	No			
If you had to evacuate, do you know where you would you go?	Yes	No				Yes	No			
Do you need transportation assistance to evacuate?										
Do you know if there is a shelter that is special for dialysis patients? Are you registered?	Yes	No				Yes	No			
Have you thought about leaving the area? If so, where are you going?	Yes	No				Yes	No			
Do you have pets? If you do, what are you going to do with them?	Yes	No				Yes	No			
Do you have a way to get to treatment if the transportation you use isn't available?	Yes	No				Yes	No			
Has your clinic given you phone numbers so that you can contact someone to set-up treatment after a disaster? How would you schedule treatment?	Yes	No				Yes	No			
Do you know how to find a dialysis facility if yours is closed? How?	Yes	No				Yes	No			

Date _____

Name of person filling out this form _____

Notes _____



KCER: KIDNEY COMMUNITY EMERGENCY RESPONSE COALITION

FACILITY STAFF DISASTER DRILL QUESTIONNAIRE	STAFF ANSWERS/COMMENTS	
On a scale of 1 to 5 (1= not prepared, 5=very prepared), how prepared do you feel your facility and patients are for a disaster?	1	2 3 4 5
How prepared do you think you are, personally, at home?	Yes	No
Is any of the facility staff planning to evacuate? Ask them about their plan and the location they will be evacuating to.	Yes	No
Does your facility have a disaster manual? If yes, ask to see it.	Yes	No
Do you know the personal plan of each patient? Will they evacuate to a shelter, leave the area or remain in their home?	Yes	No
Do you know if there is a designated shelter in your area for dialysis patients? Are your patients registered?	Yes	No
Have the patients been given instructions regarding the "disaster diet?" Were the instructions given verbally or in writing? When?	Yes	No
Is there a plan in place to provide patients with a copy of their most recent treatment orders, medication lists and care plans before a disaster?	Yes	No
Have you updated patient contact, allergy and medication lists? When was the last time you did so?	Yes	No
Does the facility have a plan for contacting patients both before and after a disaster? How will that be done?	Yes	No
Is there a designated person in the facility responsible for contacting patients? Who? Is there a back-up person for this role, too?	Yes	No
Does your facility have a designated "backup facility"? If so, do both patients and staff know the name of the facility and where it is located?	Yes	No
Do the patients know how to contact the facility/backup facility after a disaster?	Yes	No
Are there plans in place for protection of both medical records and equipment/building before a disaster?	Yes	No
Are you aware that you should contact your local ESRD Network after a disaster if you are impacted (damaged or without utilities) and unable to provide patient care?	Yes	No
Have there been any arrangements made for providing or assisting with staff housing, fuel or food after a disaster?	Yes	No
Is there a designated staff person to assess any disaster damage? Who is notified of the assessment?	Yes	No

Does the facility have a "disaster phone tree"? Who can the medical director contact in the event he cannot contact the facility via telephone? Does the Network have your emergency contact numbers?	Yes	No
Assuming the facility is operable after a disaster, do you have the capacity and would you take additional patients?	Yes	No
Are arrangements in place to obtain additional supplies? What are they?	Yes	No
Do you have written "disaster standing orders" for each patient? If not, what are your plans for treatment? How is the Medical Director involved?	Yes	No
Do you have a non-electric phone available in the facility?	Yes	No
Does your facility have a generator? If so, when was the last time it was serviced? Ask for the monthly maintenance log and check fuel.	Yes	No
Do you have an agreement to obtain a generator? When could it arrive?	Yes	No
Do you have an agreement with a company to ensure fuel delivery for the generator?	Yes	No
In the event that your generator is not operable, are the staff and patients familiar with the hand-cranking procedure? How often are the patients trained/reminded of this activity?	Yes	No
Does your facility have the appropriate and up-to-date water testing materials?	Yes	No
Are there staff at the facility who know how to do the water testing? How many? Who are they?	Yes	No
In the event there is no water, does the facility have the means to hook up a water tanker?	Yes	No
Do you have an agreement in place to have potable water delivered post event?	Yes	No
Do you have a plan for how refrigerated meds will be secured? What is it?	Yes	No
Have provisions been made for infectious waste? What are they?	Yes	No

Date _____

Name of person filling out this form _____

Notes _____



You can access information on
**ESRD Networks, Coalition activities, and
 available tools and resources**
www.KCERCoalition.com

In the event of a disaster, call
1-888-33KIDNEY (1-888-335-4363)
 for information on how to
obtain assistance or services.

FMQAI: The Florida ESRD Network (Network 7) / KCER Coalition
 5201 West Kennedy Blvd., Suite 900, Tampa, FL 33609
 Phone (813) 383-1530—Fax (813) 354-1514
KCER@nw7.esrd.net

This brochure was developed by FMQAI: The Florida ESRD Network while under contract with the Centers for Medicare & Medicaid Services, Baltimore, Maryland. Contract #HHSM-500-2006-NW007C. The contents presented do not necessarily reflect CMS policy.



Save a Life

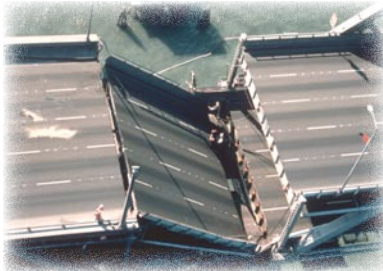
What You Need to Know About Emergency Preparedness for Individuals with Kidney Disease

BASIC REQUIREMENTS FOR DIALYSIS...

- ✓ **Space** to do the treatment
- ✓ **Dialysis machines**
- ✓ **Electricity** to run the equipment. If electricity is not available, one dialysis machine would require a 1.65KW size generator. An average facility has 16-20 dialysis machines and a water treatment system requiring at least a 50KW generator.
- ✓ **Potable water** for use in the treatment. Each treatment requires a minimum of ~100 gallons of treated, pressurized water.
- ✓ **Water treatment equipment** using carbon filtration and either reverse osmosis or deionization.
- ✓ **Supplies** (dialyzers, blood lines, saline, medications, etc.)
- ✓ **Personnel** qualified to perform dialysis
- ✓ **A physician's prescription** for dialysis and medical records to support the treatment
- ✓ **A hospital** or other similarly equipped system and a means to transport a patient if complications occur while providing dialysis.

INDIVIDUALS WITH KIDNEY FAILURE SHOULD...

- ✓ Make an emergency supply kit.
- ✓ Make an emergency plan to include:
 - * List of medicines and allergies
 - * Evacuation plan
 - * Dialysis facility's name, address, physician name, phone numbers
 - * Other dialysis facilities in the area
 - * Backup transportation
- ✓ Talk to the health care team about the facility emergency care plan, including how to contact facility staff in the event of an emergency or disaster, where back-up care can be obtained, and how to get copies of vital medical records. Many facilities have toll-free numbers to call for assistance.
- ✓ Share an out-of-state emergency contact with the kidney care team.
- ✓ Follow the physician's advice regarding diet and fluid intake during a disaster. Obtain a description of the "disaster diet" and keep supplies onhand.
- ✓ Follow the same frequency for dialysis services when possible.



DIALYSIS PROVIDERS SHOULD...

- ✓ Identify a leader and an alternate who can lead the facility's emergency preparation and response activities.
- ✓ Make a plan to secure and protect equipment, supplies, and records.
- ✓ Develop and maintain a list of emergency phone numbers for staff and patients.
- ✓ Have an emergency plan for patients.
- ✓ In the event of a disaster, report the facility's status to the ESRD Network: if the facility is "open" (e.g., able to provide dialysis in a safe environment) or "closed."
- ✓ If a provider is unable to reach their ESRD Network, call 866-901-ESRD (3773) for information on who to call and what help is available.



EMERGENCY MANAGEMENT SHOULD...

Planning & Logistics

- ✓ Include individuals with kidney failure in emergency management plans and involve ESRD Networks and dialysis facilities in all planning efforts.
- ✓ Assist in locating or providing alternate sites for treatment if dialysis clinic operations are impacted by the disaster.



Utilities and Services

- ✓ List dialysis facilities as priority locations for restoration of services such as power, water, phone, generators, fuel, and tanker water.
- ✓ Assist dialysis personnel in locating/obtaining limited resources/supplies such as gasoline and temporary housing.

Evacuation and Transportation

- ✓ Encourage early evacuation of individuals with kidney failure if they are on dialysis, with caretakers and/or family members. Since services are needed on a frequent basis, the individual should be triaged, provided urgent care, and evacuated to a location where services can be provided repeatedly in a safe environment.



Sheltering:

- ✓ At emergency shelters, have the shelter intake managers ask if the person requires dialysis or has a transplanted organ.
- ✓ If the area has a large population of dialysis patients, consider designating certain shelters as the "go to" locations for dialysis patients.
- ✓ Recognize that individuals with kidney failure have unique medical needs and will need to limit fluid intake and use caution in consuming foods high in salt and potassium (such as many prepackaged meals) during periods of limited access to dialysis.