SCHOOL-BASED HEALTH ALLIANCE
The National Voice for School-Based Health Care

Emergency Preparedness in School-Based Telehealth

June 18, 2024

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SCHOOL-BASED HEALTH ALLIANCE
The National Voice for School-Based Health Care

School-Based Health Alliance
Transforming Health Care for Students

Our **Focus**
The School-Based Health Alliance Works to Support & Grow SBHCs

Policy	Standards	Data	Training
Establishes and advocates for national policy priorities	Promotes high-quality clinical practices and standards, including for telehealth	Supports data collection and reporting, evaluation, and research	Provides training, technical assistance, and consultation

We support the improvement of students' health via school-based health care by supporting and creating community and school partnerships.

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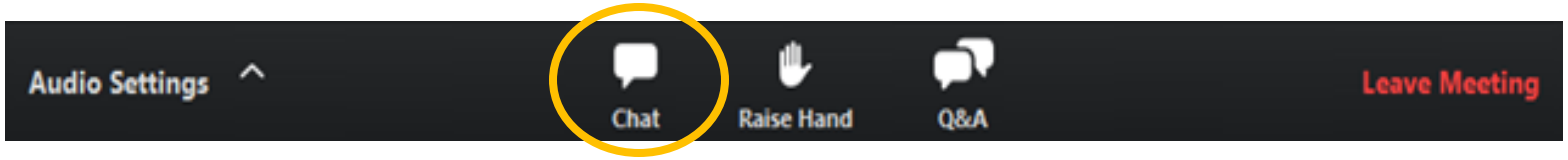
REMINDERS

- All attendees are in listen-only mode.
- To ask a question during the session, use the “Chat” icon that appears at the bottom of your Zoom control panel.



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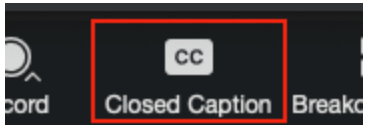

- Please complete evaluation poll questions at the end of the presentation.

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TODAY'S PRESENTER'S

Amanda Martin North, MHA
Executive Director
Center for Rural Health Innovation

Kathy Hsu Wibberly, PhD
Director
Mid-Atlantic Telehealth Resource Center

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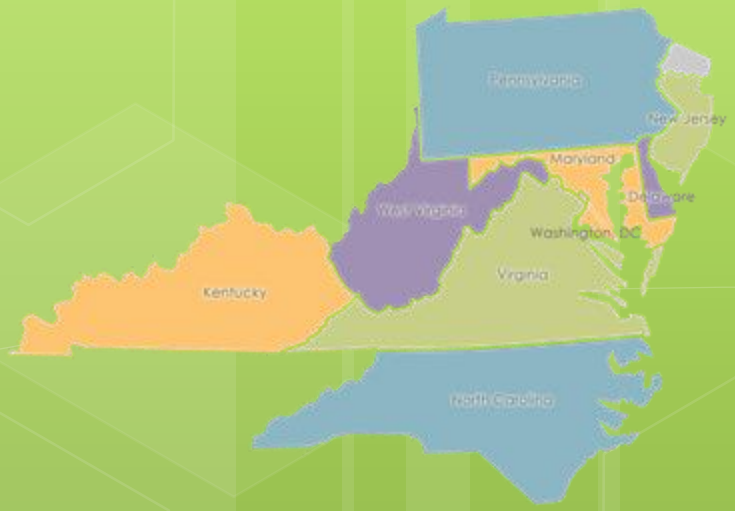
Mid-Atlantic Telehealth Resource Center

School-Based Health Alliance Webinar

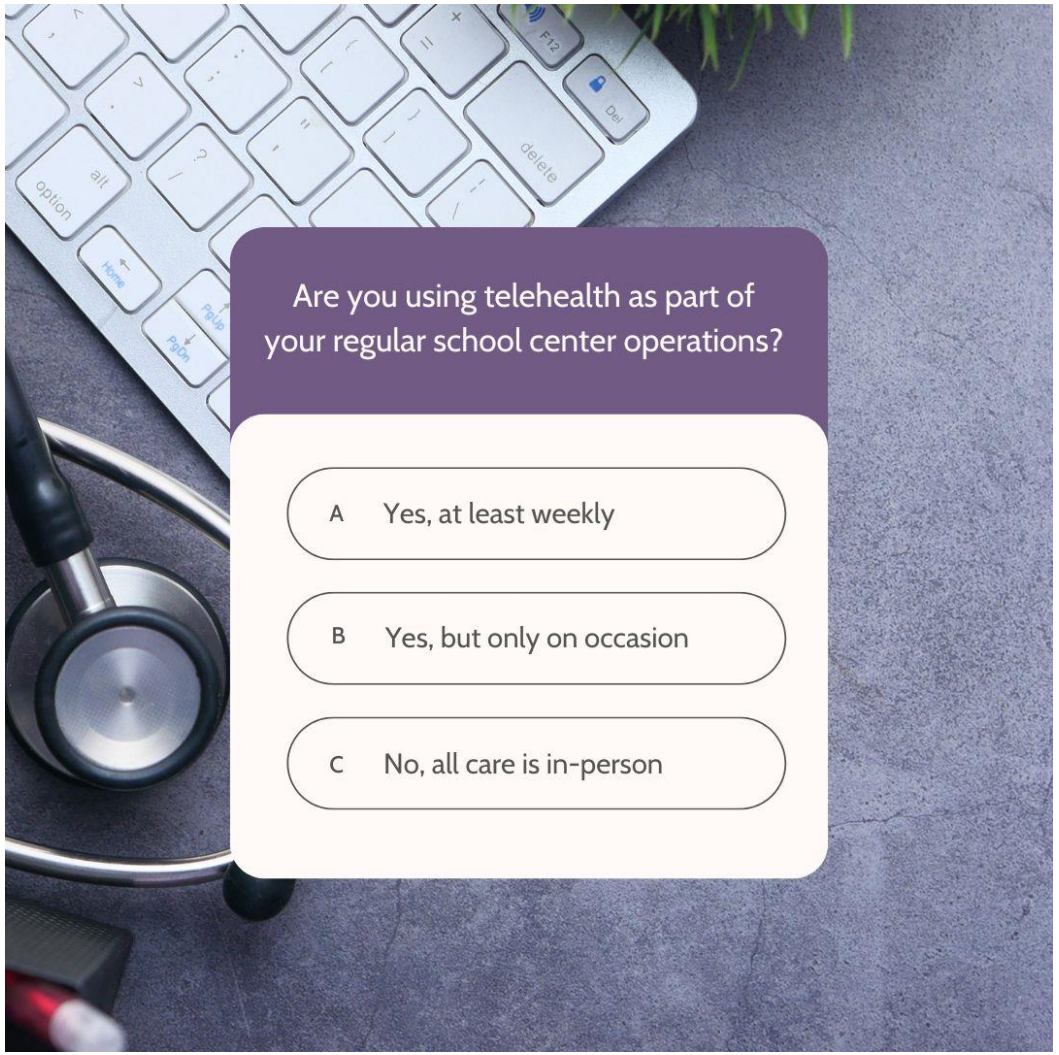
June 18, 2024

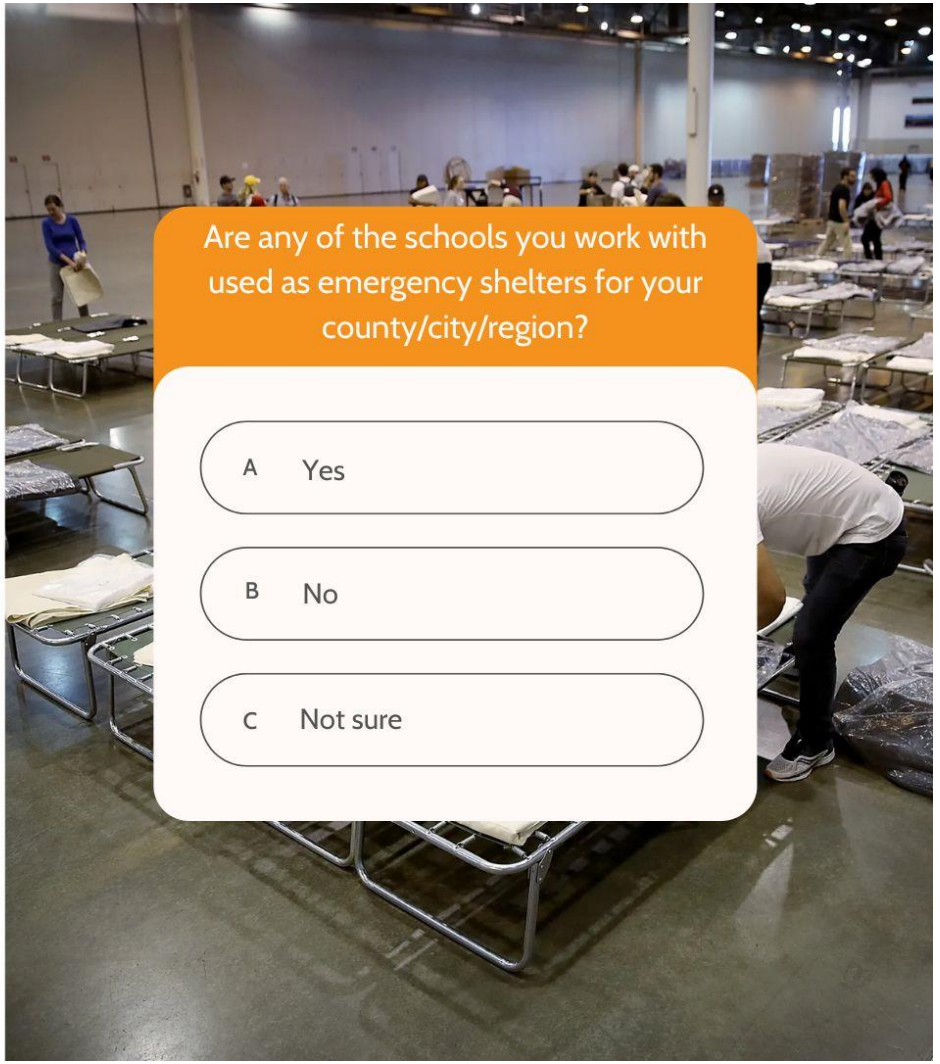


Serving Delaware, Kentucky, Maryland, New Jersey, North Carolina, Pennsylvania, Virginia, Washington DC and West Virginia

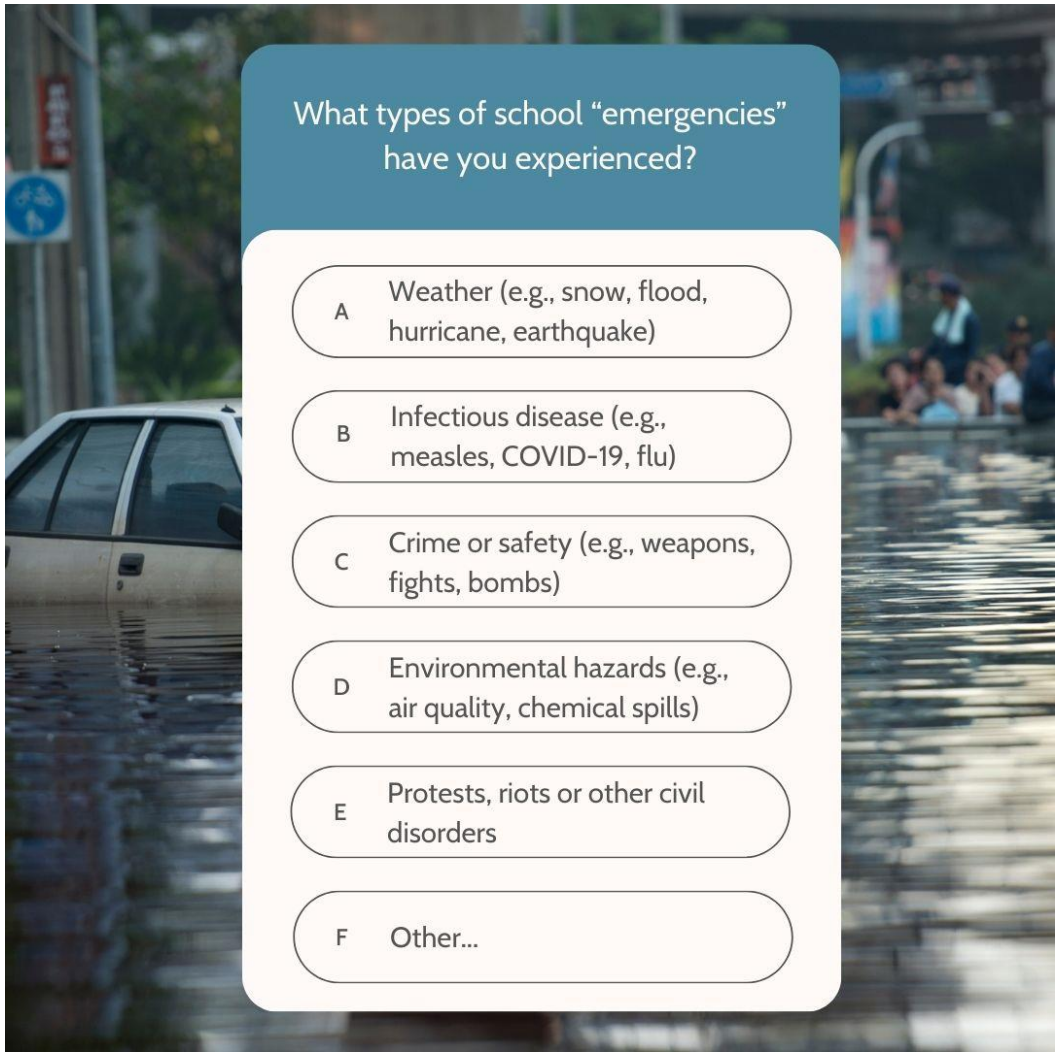
Emergency Preparedness in School-Based Telehealth

Polls – Getting Started





Polls – Getting Started



From the Federal Emergency Management Agency (FEMA)'s Comprehensive Preparedness Guide

Figure 6: Steps in the Planning Process

Strategic Questions

How connected are you [your Federally Qualified Health Center (FQHC)/School Based Health Center (SBHC)] to your community/regional emergency preparedness/ planning efforts?

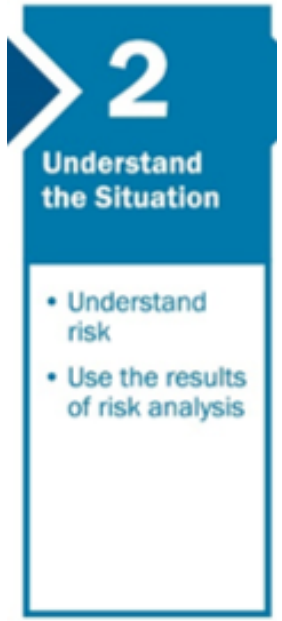
- Do you know which state entity is responsible for emergency management?
- Do you know how emergency management is organized in your state (regional offices/local offices)?
- Does your state have an emergency management program specific to healthcare?
- Do you know how to access your state's medical reserve corp?

Key Takeaways

Don't try to plan this alone – your Federally Qualified Health Center (FQHC)/School Based Health Center (SBHC) are part of a community.

But don't let the other planners leave you out or make assumptions!

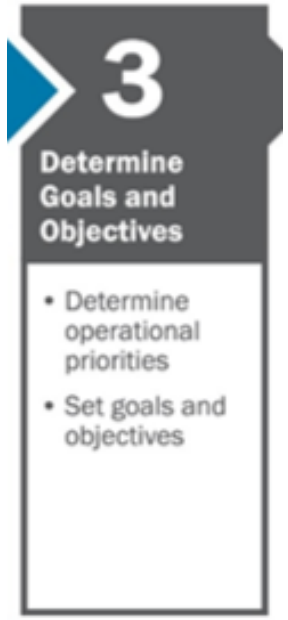
Strategic Questions



If an emergency impacting the schools occurs, how will services at your School Based Health Center (SBHC) be impacted?

- What gaps in service will exist and who would be impacted? Students, family members, teachers/staff, volunteers, community members?
- At what point will those gaps begin to pose an unacceptable risk? A one-day snow day vs. three-week quarantine vs. multi-month pandemic?

Strategic Questions



What are your operational priorities and how can telehealth be used to facilitate those? How would you define success?

- Type of care?
  - Is it crisis management?
  - Is it not having any disruptions in care?
  - Is it access to care for all?

- Target population?
  - For existing patients? Their immediate/extended family members?
  - For all school students, faculty and staff?
  - For anyone in the community?

Key Takeaways

Telehealth Solutions can mean many things:

Phone or basic video calls for:

- behavioral healthcare,
- symptom re-checks,
- medication refills.

Enhanced video calls with exam (performed by the patient, lay person or nurse)

- New complaints,
- Injuries,
- Diagnosis & treatment of contagious illnesses without exposure

Key Takeaways

Each desired scenario has different technology needs for equipment and connectivity.

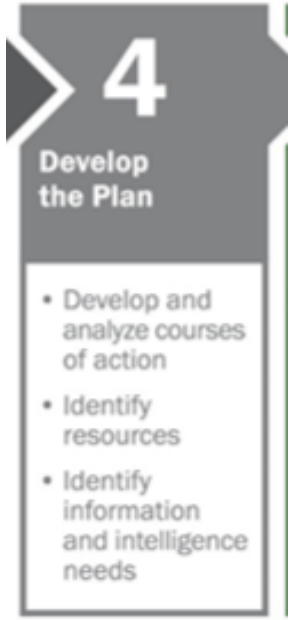
Key Takeaways

Telehealth may be a viable solution to fill certain gaps:

Providers working remotely (home or alternate location) with care delivered to:
- Shelter - School-based Health Center - Access Points
- Home via school-owned device, via personal device
- School building, but not the School-based Health Center (SBHC)

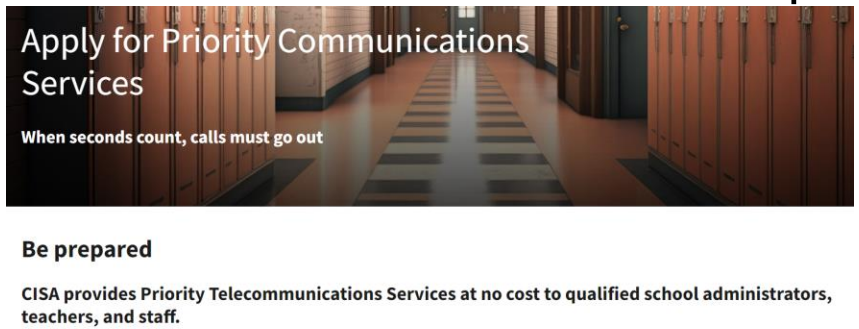
Providers working in their usual place, but patients are in alternate places.

Strategic Questions



Do you have an up-to-date written plan?

- Does your plan have a section on how you will communicate or access information if broadband or cellular service is interrupted?



- Does your plan also include how you will address your own facility being impacted and providers needing to work from alternate locations (like home)?
- Do you have defined roles and responsibilities for staff and providers?

Strategic Questions

If not, who will be in charge of developing the plan and what needs to be included?

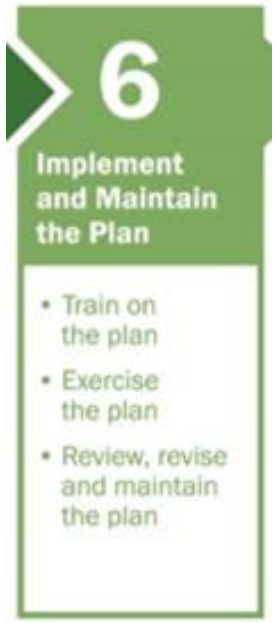
- What types of school emergencies are high-probability ones around which you should have detailed planning?
- How will you access student/patient records if the school building is closed or not accessible or if/when internet access is interrupted?
- What equipment (hardware and software) is needed and how will these be kept up to date and tested?
- Should software be pre-installed on student laptops? Who will do this and how will this be tested and kept up to date?

Strategic Questions

If not, who will be in charge of developing the plan and what needs to be included (continued)?

- How will students who don't have internet access your services?
- Will your school IT security policies allow students or family members access to the school wifi network from outside the building in the event of an emergency?
- What privacy and data security considerations are needed?
- What types of technical support might be needed?
- What types of specialty care might be needed for different types of emergencies? Do you have provider networks and contacts set up for this?

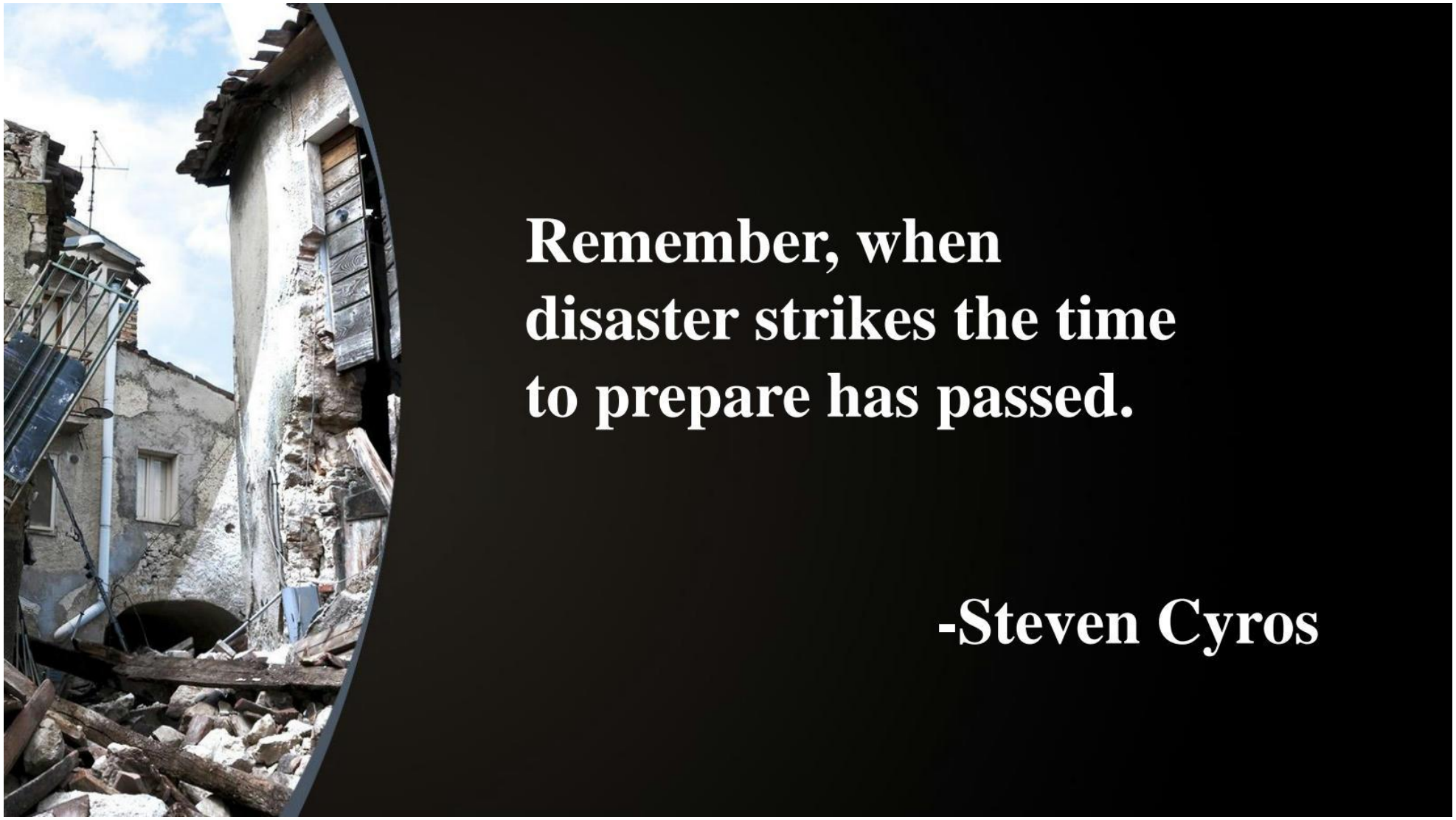
Strategic Questions



How will you make sure people know about the plan and that it will actually work when there is an emergency?

- Is your emergency plan part of your onboarding documents and training for new staff?
- Is your emergency plan part of annual staff training/retraining?
- Do you have regular (monthly, quarterly or bi-annual) exercises to test your plan?
- Is there a process for getting input and updating your plan after each regular exercise?
- Is there a need to communicate this to others in the school/community?

Key Takeaway



Contact

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Questions?

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Additional Questions? Contact us at: info@sbh4all.org

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