

Kidney Community Emergency Response (KCER) Program Deliverable 48: Annual Summary

November 13, 2020





KCER 2020 Annual Summary

2020 Overview

HSAG was awarded the KCER Program contract in March 2016 and has now completed Option Year Four (OY4) of the contract. The vision for KCER is to build on its current foundation while continuing to follow the concepts, principles, and best practices of an all-hazards comprehensive emergency management program to support the ESRD community during major crisis or disaster.

KCER plays a leadership and coordinating role at the national level for the Centers for Medicare & Medicaid Services (CMS), and the End Stage Renal Disease (ESRD) Network Program, related to emergency and disaster situations. Specifically, KCER is charged with the centralized coordination of efforts to ensure the safety of ESRD patients, through the development and maintenance of an emergency management infrastructure, whose primary mission is to coordinate access to, and continuity of, care and services. The KCER Program collaboratively develops, disseminates, implements, and maintains a coordinated emergency/disaster preparedness and response program and functions as a leading nationwide authority on emergency preparedness, by providing organization and guidance that seamlessly bridges emergency management stakeholders and the ESRD community.

National KCER Patient and Family Engagement Learning and Action Network (N-KPFE-LAN)

The involvement of the patient subject matter experts (SMEs) in the N-KPFE-LAN ensures that the patient voice is incorporated into all KCER activities and encourages a patient perspective for emergency and disaster preparation. During 2020, the N-KPFE-LAN had 29 members consisting of patients, family members, and caregivers, drawn from across the ESRD community.

The N-KPFE-LAN Kickoff Meeting took place in February 2020, with subsequent bi-monthly meetings. Patients were able to join the meetings by teleconference or WebEx, and KCER maintained a 65 percent or higher attendance rate for all of the 2020 meetings.

The N-KPFE-LAN members worked together to create a patient centered Quality Improvement Activity (QIA), a resource called *Are You Prepared? Get Your Go-bag Ready Now!* The resource was created to assist dialysis and kidney transplant patients with creating an emergency go-bag that includes key life-saving items needed during an emergency or disaster.

Are You Prepared? Get Your Go-Bag Ready Now!

Dialysis Emergency Diet Plan

In the event of an emergency, you may not be able to get dialysis treatment. This will cause extra water and waste in your body to build up and cause health problems. You need to follow a special diet to limit the buildup of water, wastes, and potassium when you can't get your treatments.

If you are on home hemodialysis or peritoneal dialysis—and can't do your treatments, this sample diet may apply to you, too.

Breakfast | Cereal and fruit

- 1/2 cup milk OR mix 1/2 cup evaporated milk with 1/2 cup distilled water, from sealed container
- 1 serving of cereal (No bran. No granola. No cereal with dried fruits and nuts.)
- 1 tbsp. sugar, optional
- 1/2 can (2 ounces) fruit, drained

Lunch | Peanut or almond butter and jelly sandwich

- 2 slices of white bread
- 2 tbsp. unsalted peanut or almond butter
- 2 tbsp. jelly or sugar-free jelly
- 1/2 cup canned fruit, drained
- 1/2 cup (4 ounces) juice

Dinner | Chicken sandwich

- 2 slices of white bread
- 1/2 can (2 ounces) chicken with 2 tbsp. mayonnaise (Note: These items may spoil without refrigeration.)
- 1/2 cup vegetables, drained
- 1/2 cup cranberry juice

Morning Snack

- 5 vanilla wafers or 1 1/2 squares graham crackers
- 10 hard candy or sourballs (include sugar-free options if diabetic)

Afternoon Snack

- 1/2 cup applesauce
- 10 jelly beans (include sugar-free options if diabetic)

In an emergency or disaster situation, you should do everything you can to get your regular dialysis treatment. Following a 3-Day Emergency Diet Plan until you can get treatment could prevent illness or even death.

For a complete 3-Day Emergency Diet Plan, visit www.kcercoalition.com/3daykidneydiet.

Water and Food

- Emergency 3-Day Diet (See recipe)
- Bottled water, cranberry, or apple juice
- Non-perishable foods, canned:
 - Carrots, green beans, peas, corn, yellow squash
 - Unsalted peanut butter
 - Vanilla wafers
 - Applesauce
 - Fruit cup, drained
 - Low-sodium or no-salt added tuna, crab, chicken, salmon, or turkey

Health Documents

- Picture ID
- List of medications
- Treatment prescription details
- Insurance/Medicare card
- Copy of monthly lab results
- Contact list of healthcare members/facility staff
- Personal emergency contacts

Emer

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The best time to prepare for a disaster or emergency is now. Make a plan with this situation. One way that kidney patients can prepare is to create some key life-saving items. This handout can help you get started on it going to strike!

Patient Assistance 1
KCER 866.901.37
ARA: 888.880.6867 DaVita: 800.400.8331 DCI: 866.424.1990 Fre

For patient information on COVID-19, visit [www.kcercoalition.com/3daykidneydiet](#).

For a complete 3-Day Emergency Diet Plan, visit www.kcercoalition.com/3daykidneydiet.

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Additionally, between scheduled meetings, the N-KPFE-LAN utilized the online platform Basecamp to encourage SMEs to remain engaged in sharing ideas and resources. The Basecamp platform allowed the KCER team to pose questions and discussion topics to the N-KPFE-LAN members on issues impacting the ESRD community to help ensure that the patient voice was incorporated into all KCER activities. Utilizing Basecamp, N-KPFE-LAN members also shared stories on how they educated patients, providers and caregivers on preparing for an emergency or disaster, including hosting a lobby day at their facility, posting resources on a facility bulletin board, and sharing printed resources at the facility during National Preparedness Month.

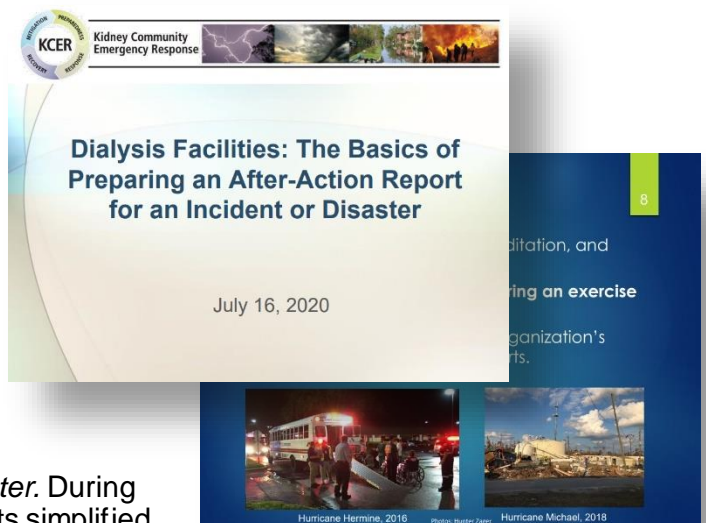


Education and Technical Assistance

KCER works directly with the ESRD Networks, dialysis facilities, and patients to improve the care and services provided to during disasters and emergencies through the provision of educational webinars, educational tools and resources, and technical assistance. KCER developed an Educational Plan that was approved by CMS in January 2020. The Education Plan serves as a guide for conducting and providing education at the Network, provider, and patient levels, and will continually incorporate feedback from stakeholders.

As part of the Educational Plan, KCER conducted a needs assessment to learn more about the educational needs, and overall emergency preparedness knowledge, of ESRD patients and providers, and to assess preferred methods for receiving emergency preparedness education. The results will be used to guide the provision of targeted resources for the renal community. For 2020, KCER augmented the results by collecting ongoing information in a variety of methods, including the KCER Helpline and email communications; After Action Reports (AARs); feedback obtained during KCER Status calls during an emergency; collaboration opportunities; and through activities conducted with volunteers, including the N-KPFE-LAN and the KCER Leadership Committee and Subject SMEs.

Based on the feedback obtained through the ongoing collection of information, KCER is continually evaluating current educational needs for patients, providers, and other stakeholders. During response activities related to COVID-19, it was identified that dialysis facility staff needed additional training on how to complete an After-Action Report and Improvement Plan following response to an emergency or disaster. Based on this feedback, KCER partnered with the Tampa Bay Health and Medical Preparedness Coalition (TBHMPC) on a Webinar titled, *Dialysis Facilities: The Basics of Preparing an After-Action Report (AAR) for an Incident or Disaster*. During this event, the TBHMPC provided an overview of its simplified AAR template and gave tips for preparing a complete and useful AAR and Improvement Plan (IP). Coronavirus 2019





(COVID-19)-specific topics were also discussed, to assist providers in evaluating their response to the pandemic.

Additionally, providers and patients expressed a need for education on preparing for hurricane season during the COVID-19 pandemic. To address this need, KCER partnered with the ESRD National Coordinating Center (NCC) to provide two Webinars as part of the NCC weekly COVID-19 Quickinar series. The first event was a patient focused Webinar, titled *Preparing for Hurricane Season During the COVID-19 Pandemic*, which took place on June 2, 2020. During this event, KCER offered tips for preparing for the 2020 hurricane season, shared how COVID-19 may impact patient planning this year, and offered KCER resources for additional support. The second event was a provider focused Webinar, titled *Provider Preparation for Hurricane Season During the COVID-19 Pandemic*, which took place on June 3, 2020. During this event, KCER: offered tips for providers to prepare for the 2020 hurricane season, shared how COVID-19 may impact facility planning this year, and offered KCER resources for additional facility planning support.

KCER partnered with Healthcare Ready on the development of a dialysis patient focused video titled, [Dialysis Treatment During Coronavirus: Stigma](#). The educational video aimed to address the fears that dialysis patients expressed about venturing outside of their home for dialysis treatment during the pandemic.



Response to COVID-19 Pandemic

The Centers for Disease Control and Prevention (CDC) confirmed the first COVID-19 case in the United States on January 20, 2020, and the spread of this infectious respiratory disease caused by the SARS-CoV-2 virus was characterized as a pandemic by the World Health Organization (WHO) on March 11, 2020. This disease outbreak has accordingly impacted society at large and has been considered a particular threat to outpatient care settings in the US, such as dialysis clinics. According to the CDC, the ESRD status of dialysis patients is a top vulnerability indicative of [increased risk for severe illness from COVID-19](#). The dialysis providers, ESRD National Coordinating Center (NCC) and the ESRD Networks, federal public health agencies, professional associations, and the KCER program, responsible for managing dialysis care during disasters, faced a unique call to action and stepped up to respond.

KCER was activated on March 2, 2020, when response activities related to COVID-19 began. The team remained continually activated through the remainder of the OY4 contract period in response to the COVID-19 pandemic. Throughout that time, KCER coordinated national-level preparedness and response activities, including leading emergency status calls, reporting on COVID-19 patient and staff data, and collaborating with CMS, Networks, dialysis organizations, and other stakeholders to identify and address issues related COVID-19.

From March 2—November 12, 2020, the KCER team coordinated over 50 national COVID-19 KCER Status calls with the ESRD Community. The calls were used as a platform for providers to discuss gaps and unmet needs with KCER, the ESRD Networks, CMS, CDC, and Health and Human Services (HHS) Assistant Secretary for Preparedness and Response (ASPR). In



In addition to facilitating the calls, the KCER team tracked action items and provided detailed meeting minutes following each call. During this same time period, KCER submitted a total of 96 incident reports to CMS related to COVID-19.

KCER began collecting data to monitor the impact of COVID-19 on the outpatient dialysis population on March 10, 2020 and reporting was required daily until June 5, 2020. In order to address the burden of daily reporting by the Networks and providers, reporting was moved to once weekly beginning the week of June 8, 2020. The 18 ESRD Networks and seven of the larger dialysis providers utilized a KCER COVID-19 Emergency Situational Status Report (ESSR) template, which is an Excel spreadsheet, to report all COVID-19 data to KCER. As of October 4, 2020, over 7,500 outpatient dialysis facilities were reporting COVID-19 data to KCER. Additionally, the KCER team has assisted the CDC with the development of a new National Healthcare Safety Network (NHSN) Outpatient Dialysis COVID-19 Module, which will serve as a new reporting tool for the dialysis community. Beginning in mid-November 2020, this tool will replace the reporting that KCER began collecting in March 2020 and will enhance reporting on in-center dialysis, home dialysis, and peritoneal dialysis patients and staff.

KCER, in coordination with Healthcare Ready, partnered with ESRD Networks, dialysis providers, and other stakeholders to complete an in-process after-action review of the ESRD community's response to COVID-19. The final report was distributed to the ESRD community and posted to the KCER website on November 4, 2020. The purpose of the project was to drive system-wide improvements for the KCER and the ESRD Network Program and increase ESRD community resilience against pandemics and other disasters. The project also aimed to collect best practices and opportunities for improvement that could be spread across the ESRD community to help prepare for a second wave of the virus.

Coordination of Response Efforts

KCER provides support and guidance to ESRD Networks, providers, and other members of the ESRD community during actual emergencies and disasters. All response efforts are tracked by the KCER team, using the KCER Incident Report Tracking Tool, to ensure that all appropriate response actions are carried out. The tool tracks each incident response from the date that the initial request for assistance is received, until the event is over, and the last incident report is distributed. During 2020, KCER responded to a total of 23 events that resulted in changes in facility status, including closures and altered schedules, and the team sent out over 150 incident reports related to the events.

Incident Reports		
December	1	1%
January	9	6%
February	1	1%
March	24	16%
April	29	19%
May	21	14%
June	10	7%
July	14	9%
August	19	13%
September	14	9%
October	6	4%
November	2	1%
	150	100%

Incident Type		
Tropical System	11	48%
Hurricane	0	0%
Earthquake	1	4%
Flood	0	0%
Flood Event	1	4%
Monsoon	0	0%
Gas Leak	0	0%
Winter Storm	1	4%
Power Outage	0	0%
Severe Weather	5	22%
Tornado	1	4%
E-coli	0	0%
Chemical Spill	0	0%
Water Outage	0	0%
Wildfire	2	9%
Pandemic	1	4%
Other	0	0%
	23	100%

During 2020, KCER responded for two additional major events during the COVID-19 pandemic. KCER was activated from August 27—September 2, 2020 in response to Hurricane Laura, and again from September 16—September 21, 2020 in response to Hurricane Sally. During this



time, KCER coordinated national-level preparedness and response activities, including leading daily emergency status calls, reporting on facility operational status and needs, and collaborating with CMS, ESRD Networks, dialysis organizations, and other stakeholders to identify and address patient access to care issues.

On August 26, 2020, CMS formally requested assistance from KCER in preparation for Hurricane Laura, which was projected to make landfall on August 27, 2020, as a major hurricane along the United States (U.S.) Gulf Coast. Laura strengthened to an extremely dangerous Category Four Hurricane before making landfall in the early morning hours of August 27, 2020 near Cameron, Louisiana.



Hurricane Laura impacted Network 8 (Alabama, Mississippi, Tennessee), Network 13 (Louisiana, Arkansas, Oklahoma) and Network 14 (Texas), with close to 150 facilities treating roughly 12,000 patients, with reported changes in their operations status due to the storm. One facility in Louisiana sustained major structural damaging resulting in the facility being closed long-term. All additional facilities in the impacted areas were back to normal operational status by September 16, 2020. The event also caused widespread disruptions to all major infrastructures (e.g. power, water, roads, transportation, and 911 systems) within the impacted areas.

On September 11, 2020, CMS formally requested assistance from KCER in preparation for Hurricane Sally, which was projected to make landfall on September 16, 2020, along the north central Gulf Coast. Sally strengthened to a Category One Hurricane before making landfall in the early morning hours of Wednesday, September 16, 2020 near Gulf Shores, Alabama.

Hurricane Sally impacted Network 7 (Florida), Network 8 (Alabama, Mississippi, Tennessee), and Network 13 (Louisiana, Arkansas, Oklahoma) with over 100 facilities treating close to 10,000 patients, with reported changes in their operations status due to the storm. All facilities in the impacted areas were back to normal operational status by September 21, 2020. The event also caused widespread disruptions to all major infrastructures (e.g. power, water, roads, transportation, and 911 systems) within the impacted areas.

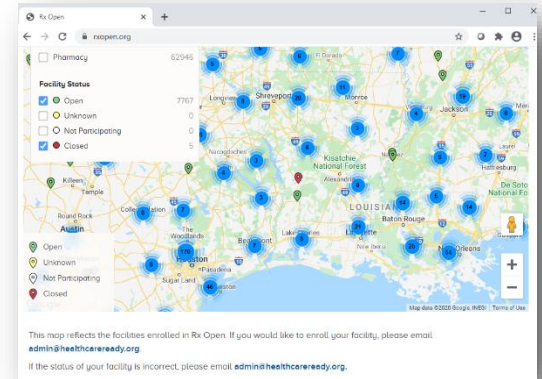
Stakeholder Collaboration

KCER improved ESRD community stakeholder relationships by continually striving to enhance collaboration opportunities within these groups. Building and sustaining positive relationships among partners is imperative to ensure continuity of care and services for ESRD patients during emergencies or disasters.

During the response and recovery efforts for Hurricanes Laura and Sally, KCER worked directly with many new and existing stakeholders to improve the overall outcome and recovery for the



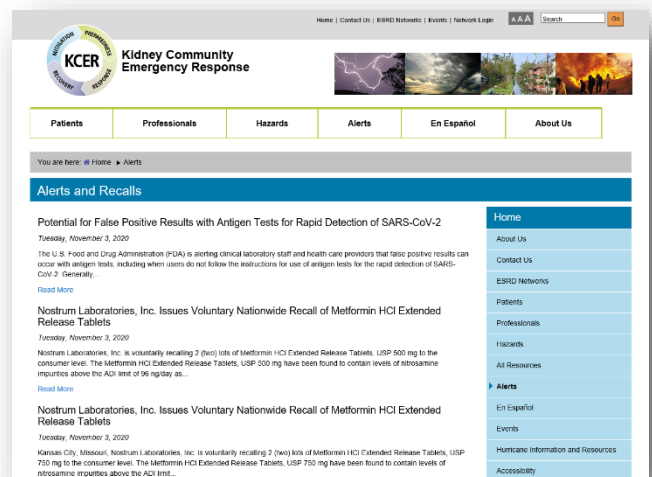
ESRD patient population. KCER also provided daily reports outlining the current status of the incident response, and the operational status and needs of dialysis providers. KCER collaborated with an existing partner, Healthcare Ready, to post dialysis facility status information on the RxOpen online platform during the response to Hurricanes Laura and Sally. The information was updated daily during the response to Hurricanes Laura and Sally, utilizing the dialysis facility operational status information tracked by KCER.



KCER participates as an SME on monthly ASPR Critical Infrastructure Protection Program (CIP) Healthcare Sector Coordinating Council (HSCC) calls. The HSCC is a diverse organization that engages all areas of the healthcare sector. Members gain up-to-the-minute access to critical information about threats, protection issues, and security resources. The HSCC also effectively voices member opinions and needs, acting as a major advocate, and resource for, government involvement in the healthcare sector. KCER also participated in emergency calls with the CIP HSCC during the response to COVID-19 and Hurricanes Laura and Sally. Attendance of these calls served to elevate the profile of KCER and brought the current status and unmet needs of the ESRD community to the group.

Treatment and Medicine Recall Notifications

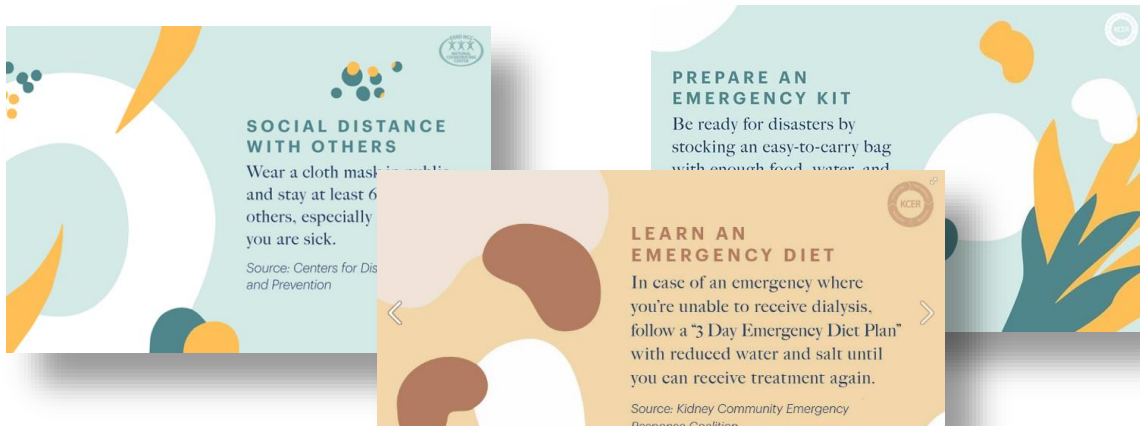
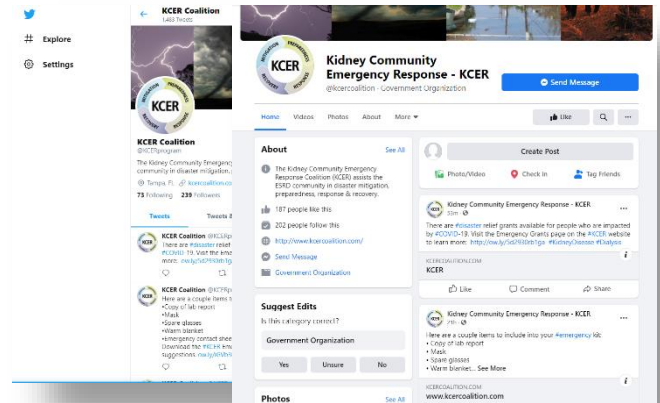
KCER has developed a process to monitor medical updates for treatment and medication recall notices related to ESRD services. All KCER staff members are registered for the Food & Drug Administration (FDA) MedWatch program to receive e-mails regarding medication and recall alerts. Each alert is reviewed by a nephrology nurse, and if it is determined to be relevant to the ESRD community, it is sent via email to the KCER Safety Alert Distribution List, as well as posted on the KCER website and shared via social media. From December 1, 2019 to November 15, 2020, KCER issued 71 treatment and medication recall notifications to the ESRD community.





Social Media Outreach

KCER utilizes two social media accounts, Twitter (@KCERProgram) and Facebook (KCERCoalition), as additional outreach for communicating important preparedness information, along with resources and education pertaining to emergency management topics, and events for members of the ESRD community. Account postings are also made daily with topics ranging from disaster preparedness to current infectious disease statuses. The social media accounts also play a major role during response and recovery. KCER uses social media during emergencies or disasters as a tool to provide situational updates, current information and relevant messaging to the ESRD community in a timely and effective manner. KCER partnered with the ESRD NCC to create and disseminate a series of social media cards related to COVID-19 and disaster preparedness. The social media cards have been shared extensively across the two KCER social media accounts as well as the ESRD NCC social media accounts.



Summary

KCER will continue to build on its current foundation and follow the concepts, principles, and best practices of an all-hazards comprehensive emergency management program to support the nation's ESRD organizations and patients during emergencies or disasters. KCER will focus on continually enhancing engagement with the N-KPFE-LAN to ensure that the patient voice is incorporated into all KCER activities. Technology continues to play a major role in disaster response and recovery, and KCER utilizes these technologies to continually evolve and improve situational awareness through continued integration of social media platforms during all phases of an emergency or disaster. Additionally, KCER will continue to facilitate enhanced Network and stakeholder relationships by offering additional collaboration opportunities among these groups. Building and sustaining positive relationships among partners is imperative to ensure continuity of care and services for dialysis patients.

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