



KING COUNTY  
Healthcare  
Coalition

Prepare. Respond. Recover.

# Assessing Partnerships

---

## King County Healthcare Coalition

Cynthia Dold, MPP, MPH

Healthcare Coalition Program Manager  
Public Health – Seattle & King County

Andy Stergachis, PhD

Professor, Epidemiology and Global Health  
Northwest Center for Public Health Practice  
University of Washington

# King County (Seattle), WA

- 1.8 million people
- 13<sup>th</sup> most populous county in the nation
- 39 cities, 120 special purpose districts
- 2 Tribal Nations
- 17 hospitals with EDs
- 5 Specialty Hospitals
- 30 Community Health Clinics
- 1,100 Long Term Care Facilities
- 7,000 home care/ home health patients

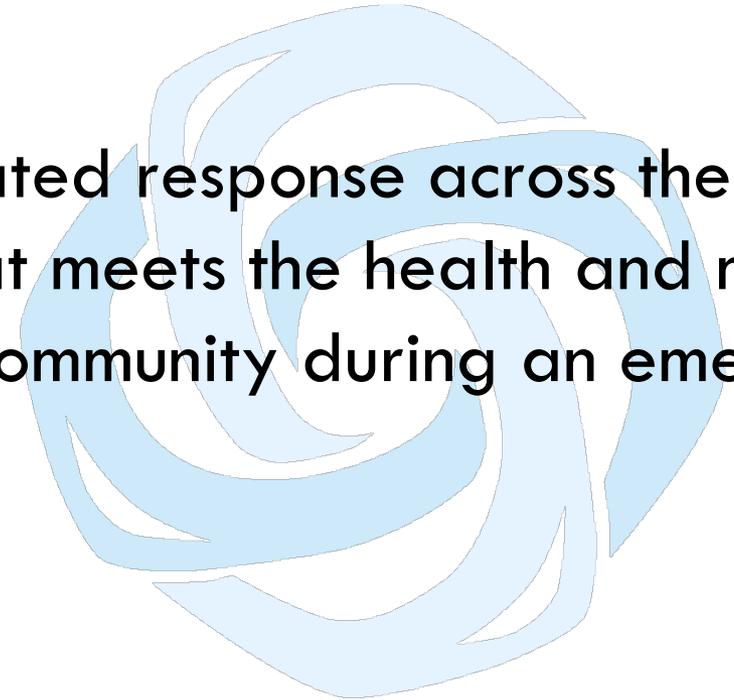


# What is the King County Healthcare Coalition?

A network of healthcare organizations and providers that are committed to coordinating their emergency preparedness and response activities

- Behavioral Health
- Home Health/Home Care
- Hospitals
- Long Term Care
- Medical Groups
- Pediatrics
- Safety Net Providers
- Specialty Providers
- Tribal Clinics

*Vision...*



A coordinated response across the continuum of healthcare that meets the health and medical needs of the community during an emergency

# Coalition Services



Prepare. Respond. Recover.

- Training & Exercise Coordination
- Resource & Information Management
- Planning & Technical Expertise
- WATrac Support
- Critical Infrastructure Mitigation
- Administrative Support & Planning

# Active Committees

- Alternate Care Facilities
- Hospital
- Home Health/Home Care
- Infectious Disease
- Legal
- Medical Directors
- Mental Health/Methadone
- Palliative Care/Hospice
- Pediatric

# Regional Projects

- Alternate Care Facilities
- Volunteer Management System
- Evacuation Planning
- Call Center Coordination
- Business Resiliency Workshops
- Healthcare Worker Survey
- Mass Fatality Management
- Family Assistance Center Development

# Competitive Grant

- \$1,877,564
- Objectives:
  - ▣ Develop a Backup Health and Medical Command Center
  - ▣ Develop a Volunteer Management System
  - ▣ Provide Business Resiliency Workshops & Grants
  - ▣ Build Resiliency with Palliative Care Providers
  - ▣ Integrate Obstetrics & Pediatrics Planning Regionally
  - ▣ Develop a Regional Medical Evacuation Plan
  - ▣ Implement a Regional Healthcare Staff Survey
  - ▣ Perform Healthcare Coalition Evaluation

# Evaluation Questions

- What were the major accomplishments of the individual projects and what outcomes were achieved?
- To what extent have the Coalition and the funded projects contributed to *building the infrastructure to support a coordinated response across the continuum of healthcare?*
- To what extent have the Coalition and the funded projects contributed to *strengthening health care organizations' capacity related to continuity of operations around emergency preparedness?*
- To what extent have the exercises and technical support built the capacity of health care organizations to respond to emergencies?
- What has been learned from the King County experience that might be of value to others engaged in this work?

# Evaluation Framework-Logic Model



Prepare. Respond. Recover.



# Evaluation Framework-Logic Model



- Funding
- Coalition staff
- Coalition partners & members
- Consultants' expertise
- Equipment & software
- Meeting & work space

# Evaluation Framework-Logic Model



- Workgroup & Executive Council meetings
- Technical assistance
- Curricula & material developed
- Training exercises & tabletops
- Construction of command space
- MOUs developed
- Volunteer recruitment & training
- Awards distributed to grantees
- Acquisition of medications, supplies for palliative care
- Regional evacuation plan
- Assessment of health care workers' willingness & ability to work

# Evaluation Framework-Logic Model



- Workgroup meetings
- Partnering providers & agencies
- Workshop attendees
- Curricula & training materials
- MOU signatories
- Regional MAP signatories
- Surveys/Needs Assessment conducted
- Comfort Care Kits purchased
- Respondents to health care worker survey
- Reports produced
- Training & exercises

# Evaluation Framework-Logic Model



Prepare. Respond. Recover.



- New partnerships
- Increased capacity for serving vulnerable populations
- Emergency chain of command communication channels established & tested
- Regional evacuation plan developed
- Volunteer management system
- Region-wide integrated & coordinated health & emergency medical response

# Evaluation Framework-Logic Model



Prepare. Respond. Recover.



- Enhanced emergency preparedness & response readiness of local health care system

# Evaluation Methods

- Key indicators and data sources identified for each project, and for the work of HCC
- Multiple data sources used:
  - ▣ Minutes and other documents
  - ▣ Evaluation of trainings and exercises
  - ▣ Surveys, structured interviews, and key informant interviews with HCC members, staff, and partners
- Mid-point and end-point assessments for each project plus overall assessments with Coalition and partner organizations

# Example: Self-Assessment Survey



Prepare. Respond. Recover.

- Adapted from the Partnership Self-Assessment Tool
- Designed to help understand how well the collaborative process is working in HCC and identify specific areas of improvement
- Response rate of 52% (70/135)
- High level of satisfaction with Coalition decision-making process, roles and outcomes

# Evaluation - Conclusions

## King County Healthcare Coalition:

- Met its grant deliverables
- Had a positive impact on regional community and healthcare preparedness for public health emergencies
- Is considered a valuable organization by its' members

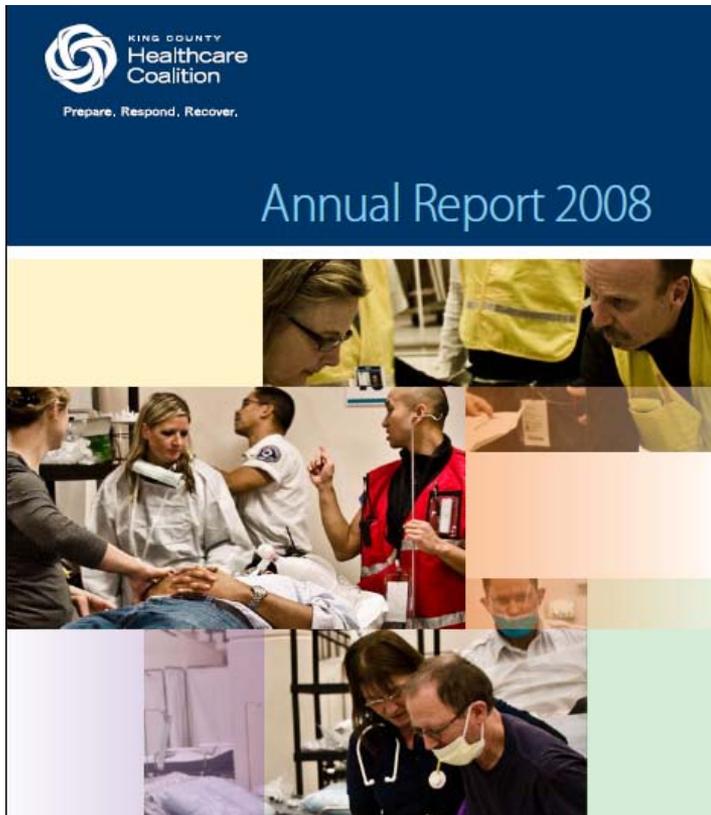
# Evaluation - Recommendations



Prepare. Respond. Recover.

- Program assessment and evaluation should be integrated from the onset and continuous
- Program assessment, planning and evaluation should extend beyond a one year timeframe
- Best practices should be shared among emergency preparedness programs across the country

# More Information...



Through collaboration and partnerships, we build the relationships and systems needed to support an effective health and medical response during an emergency.

- Monthly Newsletter
- Monthly Calendar of Events
- Annual Report
- Website

<http://www.kingcounty.gov/healthservices/health/preparedness/hccoalition.aspx>

# Healthcare Coalition Team



Prepare. Respond. Recover.

## □ Staff

- ▣ Cynthia Dold, Healthcare Coalition Program Manager
- ▣ Onora Lien, Family Assistance Center & Fatality Manager
- ▣ Danica Mann, Training & Exercise Coordinator
- ▣ Allison Schletzbaum, Resource and Information Management
- ▣ Michelle McDaniel, Behavioral Health & Home Health Planner
- ▣ Sarah Magill, Ambulatory Care & Long Term Care Planner
- ▣ Kay Koelemay, MD, Pediatric & Palliative Care Planner
- ▣ Lydia Ortega, Contracting and Grant Support
- ▣ Alison Alcoba, Coalition Administrative Specialist
- ▣ Bryan Heartsfield, Field Operations Manager (ACF & VMS)
- ▣ Joe Cropley, Puget Sound Call Center Coordination Manager
- ▣ Amy Eiden, JD, Legal Work Group

# Evaluation Team

- Northwest Center for Public Health Practice, University of Washington
  - Andy Stergachis, PhD, RPh
  - Jack Thompson, MSW
  - Luann D'Ambrosio, MEd
  - Lisa A. Garberson, PhD
  - Amy Knopf, RN, MPH
- Center for Community Health and Evaluation, Group Health Cooperative
  - Sandra Senter, MN, MPH

# Contact Information



Prepare. Respond. Recover.

## **Cynthia Dold, MPP, MPH**

Public Health Seattle King County  
Healthcare Coalition Program Manager  
cynthia.dold@kingcounty.gov  
206.263.8715

## **Andy Stergachis, PhD**

Professor of Epidemiology and Global Health  
Northwest Center for Public Health Practice  
University of Washington  
stergach@u.washington.edu