

2013-2014 CDPHE Healthcare Coalition Activities Guidance Document

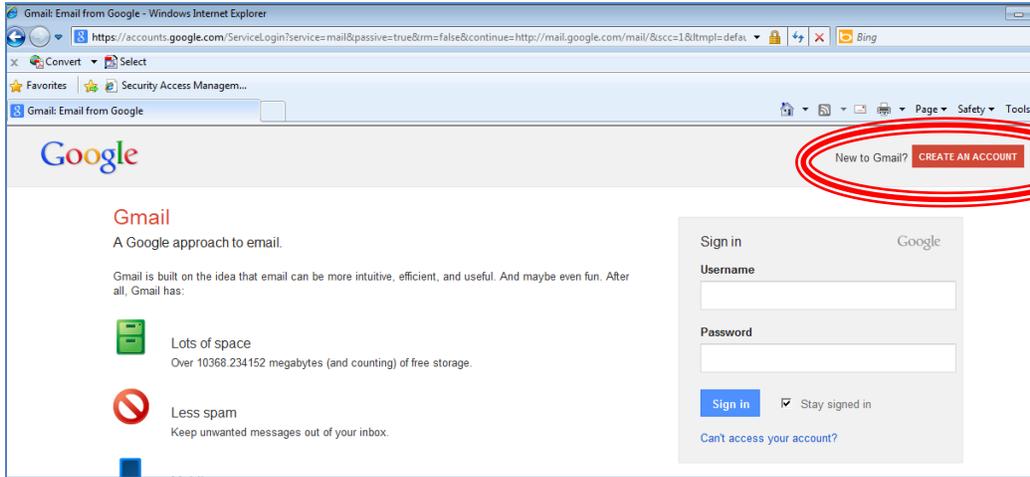
Table of Contents

How to establish an Gmail email account	3
How to create and send emails in Gmail.....	4
How to include an Attachment on your email.....	6
How to navigate to GoogleDocs from Gmail.....	7
How to upload information into GoogleDocs.....	7
Gmail Assistance Link from Google.....	9
Collaboration: definition and potential barriers.....	10
Promotion of your HCC within your community.....	13

Google “Gmail” and Google Information

How to Establish a “Gmail” Account for your Healthcare Coalition

Step 1. Go to www.gmail.com – once at this site, click on the red upper right hand button that says “Create an Account”. When you click on this button it will take you to a new page to begin establishing your account:



Name
First Last

Choose your username
| @gmail.com
You can use letters, numbers, and periods.

Create a password

Confirm your password

Birthday
Month Day Year

Gender
I am...

Mobile phone

Your current email address

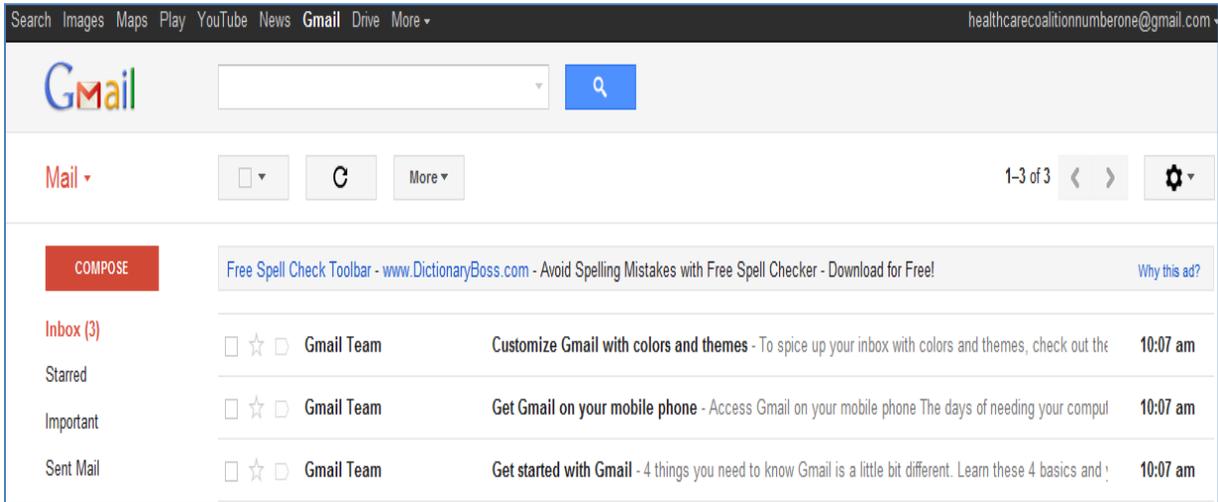
Default homepage
 Set Google as my default homepage.
Your default homepage in your browser is the first page that appears when you open your browser.

Prove you're not a robot
 Skip this verification (phone verification may be required)

Step 2: Fill out all of the required fields in order to establish a “Gmail” account for your Healthcare Coalition. *Please note:* you may want to have to have a few “choices” of email names for your group *in case* your first choice is already taken (the system will prompt you and let you know if you need to establish a different name).

Also – there will be some fields (e.g. *Birthday or Gender*) that require an “answer” but can be totally bogus for the purpose of this Gmail address for the Healthcare Coalition. Make sure the birthday you enter in reflects an individual that is at least 21 years old or else Google will not allow you create the account.

Step 3: Congratulations – you have established a Gmail email address for your Healthcare Coalition. Upon accessing your Healthcare Coalition’s new Gmail account for the first time, you will find some orientation emails from Google on how to utilize the Gmail system:

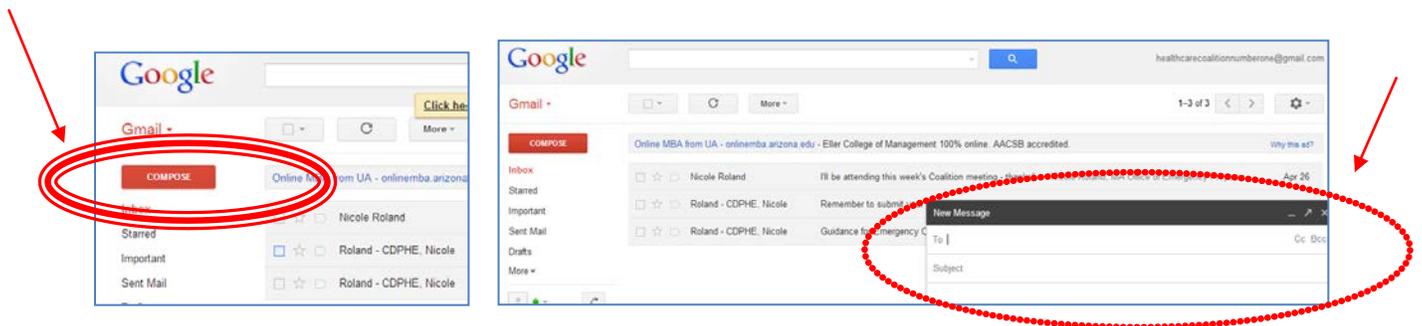


Recommendation to the Healthcare Coalitions upon establishment of Gmail email account:

Determine who from the Healthcare Coalition will have access to the Healthcare Coalition Gmail account.
Be sure to share the important password and login credentials with those chosen individuals on the Healthcare Coalition.

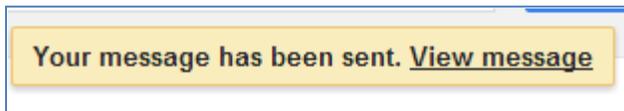
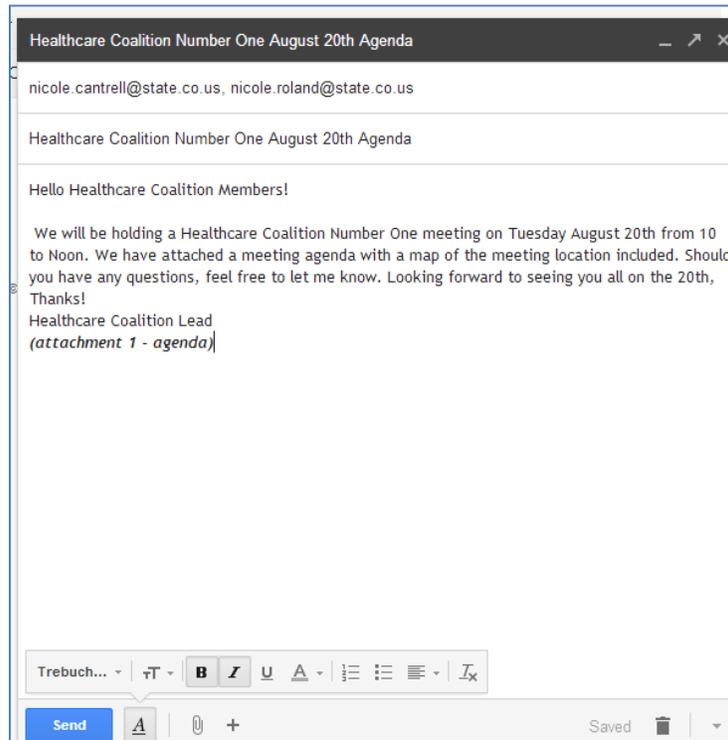
How to Create and Send an Email in Gmail

Step 1: Click on the “compose” button which is located in the top left hand corner of your Gmail home screen. Once you click on “compose”, a new window will pop up which is where you’ll compose your email.



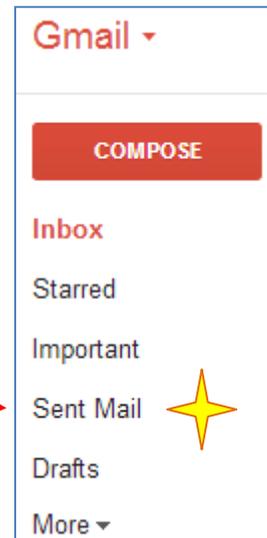
Step 2: Go ahead and write your email. Enter in appropriate information into the appropriate fields, e.g. enter an email address into the “to” spot, if you need to CC anyone you have that option as well, and write

your email message. Once the email is ready to send, go the lower left hand corner and hit the blue button entitled “send”.



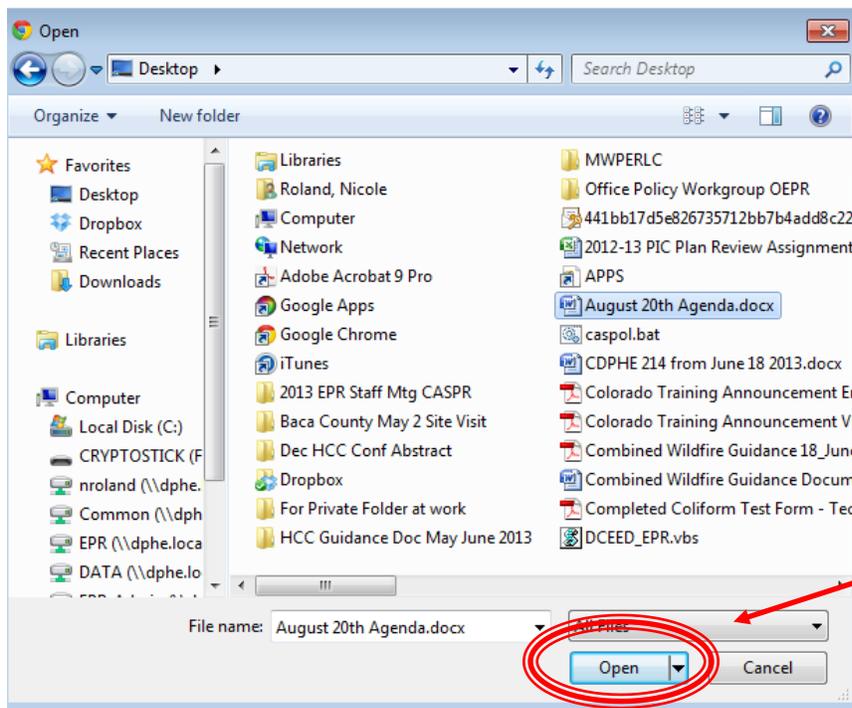
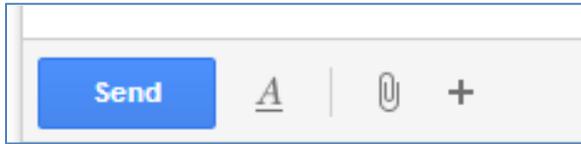
When the email is successfully sent, a pop up box may briefly appear at the top of your screen indicating success.

A copy of your “sent” email will be stored in your “sent” files folder for your Gmail account.



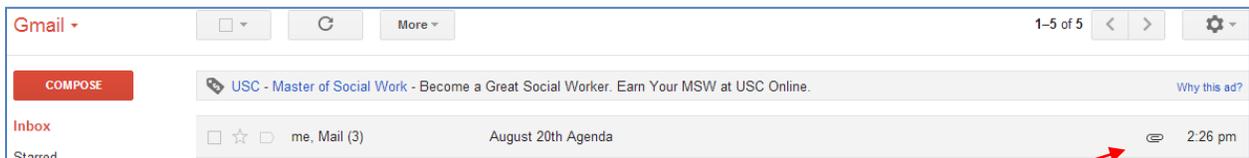
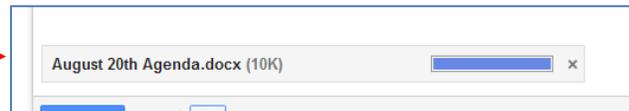
How to include an Attachment with your Email

Step 1: create an email. Once you're ready to attach an associated document, click on the paper-clip icon which is a button on the lower section of your email screen:



Find the document / File you want to Attach. Once you find it, click on it and then click "open" to attach it.

The bottom of your email box *should* show a newly attached document:

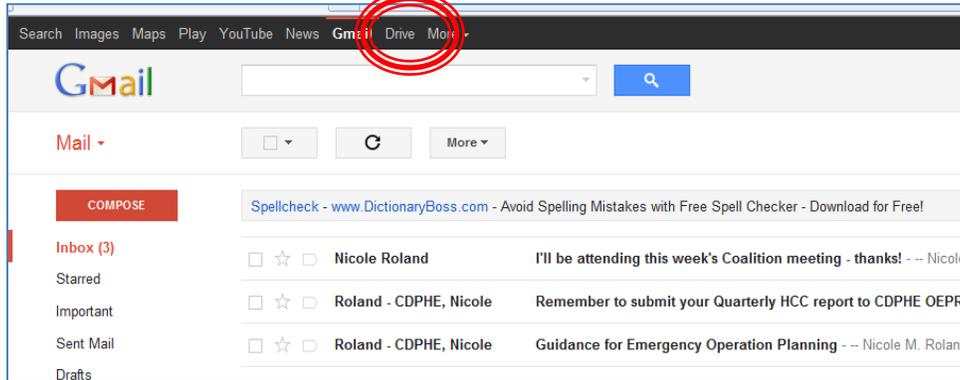


When you receive or send emails with attachments, a paperclip shows up in your inbox

to indicate document(s) have been included with this email... 

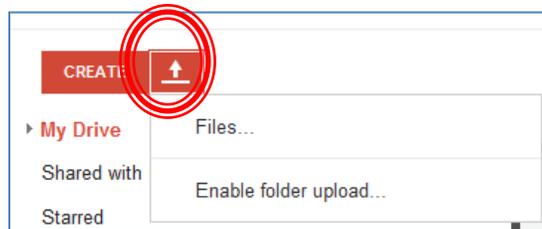
How to navigate to “GoogleDocs” / “GoogleDrive” from your Healthcare Coalition’s Gmail Account:

Step 1: once logged into your Healthcare Coalition’s Gmail Account, scroll your mouse over the black banner at the top of your screen and click on “Drive”. This will take you to another page - your “Google Documents/Google Drive” site.

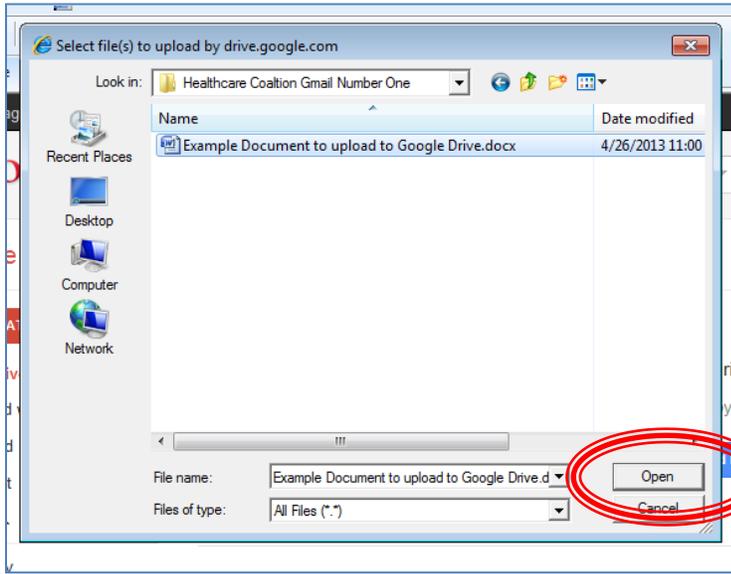


How to Upload an existing Document from a computer into GoogleDrive:

Step 1: To upload an existing document onto the “GoogleDrive” / “GoogleDoc” site, click on the arrow pointing “up” on the top left-hand side of your screen. When you hover over the “up” arrow you’ll see the word “upload” appear in a black box. You may also see a drop down menu that states “files...” and “Enable folder upload”. Click on “Files” to choose a document to upload.

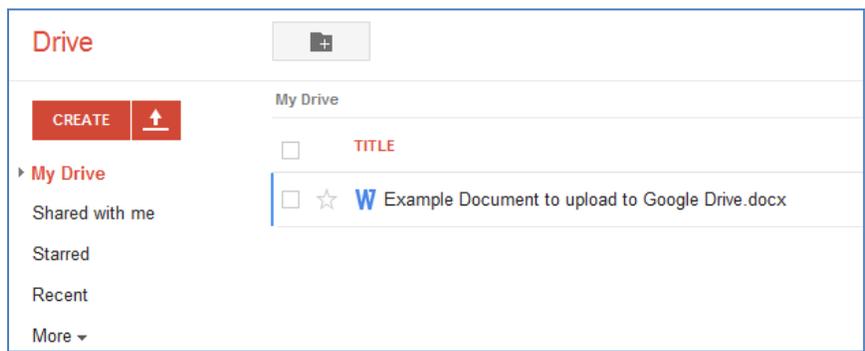
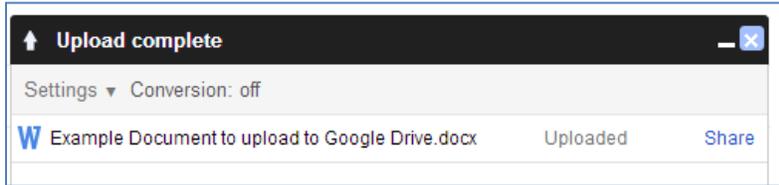


Step 2: Once you click “Files” a new window will open on your screen – find the document you want to upload onto “GoogleDrive”/ “GoogleDocs”, click on the file and then click “open”. When you click “open” you may see a small box appear in the lower right hand corner which simply displays your documents progress on being “uploaded”. Once it’s finished uploading, you should see your uploaded document appear on your “GoogleDrive” / “GoogleDocs”.



Find the document / File you want to upload. Once you find it, click on it and then click “open” to upload it.

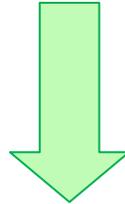
This Dialogue Box may open in the lower right hand corner of your screen while you’re uploading existing documents from your computer. Once documents are finished uploading, simply click the “x” to make this dialogue box disappear.



Once the upload is complete you should see your newly uploaded document reflected in your “GoogleDrive” / “GoogleDocs” list

Google offers tutorials and guidance documents on how to utilize "Gmail". The link to that information is:

<http://learn.googleapps.com/gmail>



The screenshot shows the Google Apps Documentation & Support website. The main heading is "Using Gmail at work or school". The page is organized into several sections:

- Get started**
 - What's new?
 - New Gmail compose experience
 - Overview
 - Gmail overview 1:45 video
 - Gmail interactive tour
 - Gmail for Blind and Low-Vision users
 - Quickstarts
 - Sending, replying, and other Gmail basics
 - Create your signature, labels, and filters
 - Create groups and mailing lists
 - Switching from another mail system
 - Life After Microsoft Outlook®
 - Life After Lotus Notes®
- Become an expert**
 - Videos
 - Training videos 1-5 minutes
 - Self-paced Gmail training 30-60 minutes
 - Tips & tricks
 - Gmail tips & tricks
 - Search and keyboard shortcuts
 - Recommended Gmail labs
 - Administrative assistants
 - Gmail for administrative assistants
 - Set up Gmail delegation 2:00 video
 - Can't find something?

Collaboration: Definition and Potential Barriers

Definition of Collaboration:

In order to begin a collaborative network we must first have a shared understanding of what is meant by Collaboration. There are many definitions of collaboration, but for the purpose of this guidance document we will use this definition: *Collaboration* is a process where people or organizations of different perspectives come together to solve a shared problem with a common goal.

So what are the benefits of collaborating? Most benefits of collaborating begin at a local level and provide the foundation for mutual respect for jurisdictional/agency authority and control of resources, there is a unity of effort and command, mutual support is available through shared resources. There are shared interests which provide mutually beneficial outcomes, and collaboration builds a solid basis for collaboration that goes beyond immediate localities to expand to Federal, Regional and State levels.

Guidelines for Collaboration:

One of the most important ideas regarding collaboration, whether it is local or regional, is that it is not a one-size fits all concept. There is no real map or stringent rules to follow when collaborating at any level. However, there are some guidelines or smart practices that enable and facilitate the establishment of collaborative networks. The following list is neither definitive nor comprehensive, but should prove useful to the process of collaboration.

- Recognize the need for collaboration. Emergency response entities share a common goal of public safety and mitigating emergency incidents that often necessitate interdependence. Recognizing that fact is the first step and hopefully one that is apparent to all emergency response cultures. Such recognition can also be encouraged by using collaboration as a prerequisite for funding or resources.
- Establish strong and committed leadership that fosters a collaborative culture. This included focusing on not only what one can get, but also what one can provide as well as learning and adopting collaboration practices and tools. This also emphasizes teamwork and collaboration within the entity.
- Appoint liaisons, representatives, or a collaboration coordinator who attend cross-disciplinary events and has the authority to make decisions. Have the commitment and support of your agency's leader. Also, build a group of collaboration supporters within your organization/agency to develop a culture of collaboration where it is appreciated and rewarded.

The agency representative is a person assigned by a primary, assisting or cooperating federal, state, tribal, or local government agency or private organization that has been delegated authority to make decisions affecting that agency's organization's participation in incident management activities following appropriate consultation with the leadership of that agency.

- Become familiar with each other's work, culture, response approaches, and ways of communicating so that mutual respect is established. Since collaboration relies on personal interactions, public safety managers must also be aware of changes in the personnel, policies, and cultures of partner organizations and agencies.
- Make sure there is multi-disciplinary membership, including the private sector, in the collaboration network.
- Develop clear communication with partners such as the movement away from codes or medical terminology to using common language or reducing agency jargon. Be prepared to define acronyms used in your agency or jurisdiction to your collaborating partners.
- Establish a process for accomplishing tasks within your Healthcare Coalition:
 - ✓ Define roles and responsibilities of each partner.
 - ✓ Establish clear goals and objectives for the Healthcare Coalition that all partners and collaborators know, understand, and accept.
 - ✓ Ensure transparency in the decision-making process.
 - ✓ Share Resources. This refers to not just equipment and physical resources, but to knowledge, experience, and expertise of people as well.
 - ✓ Use networking technologies such as email, teleconferences, electronic document sharing programs, resource centers, guidance documents, and other tools to develop and maintain collaborative relationships and share knowledge amongst Healthcare Coalition members.
 - ✓ Establish regular meetings to build trust and knowledge. These can be formal meetings, or informal quarterly coffee shop meetings. The use of networking technologies and other media resources (HSIN, GotoMeeting) can help in this endeavor and save some time and cost in travel. Be resourceful in the way you meet and communicate.
 - ✓ Provide opportunities to practice and gain experience. This can include joint exercises where there is an opportunity to share lessons learned for those who participate in the exercise. Make sure to hold an after action or hot wash to discuss what went wrong and what went right. Capture this data and use it in correct action planning as a coalition.
 - ✓ Expect and provide for long-term participation by giving it funding and providing for institutional change. Try to incorporate it into succession planning and recognize or reward collaborative behavior in your agency's people, and amongst participants in your healthcare coalition.

Barriers to Collaboration:

Collaboration, whether at a local or regional level, is not an easy task. There are many reasons why organizations and agencies fail to collaborate effectively or not at all. The following is a list of possible barriers that might deter your healthcare coalition or you agencies from collaborating. It is important to know and understand these barriers so that you can avoid or overcome them in your coalition or organization. Some of these possible barriers are:

- *Lack of personal relationships:* When a person has a friendly relationship with a colleague from a different locality or response discipline, it is much easier to ask them for help in an emergency or discuss difficult issues in a helpful and productive manner. It is much easier to distrust, dismiss, and disrespect people one does not know. Such behavior can become a vicious cycle that serves no one.
- *No history of multi-disciplinary planning or response:* It is difficult to collaborate when you do not know how to work together during a multi-disciplinary response. The same can be said about training. If you have never identified the needs of each entity for planning purposes, then successful collaboration will be almost impossible.
- *Infrequency of multi-disciplinary responses:* Although the purpose of Healthcare Coalitions is planning, effective collaboration becomes effective through practice. The more opportunities to work together, the stronger the collaborative bonds and experience. It may be necessary to provide practice emergency drills if you are in an area where there have been few multi-disciplinary responses to real world events.
- *Lack of knowledge of laws, protocols, capabilities, and risks:* When you do not know, you cannot do. Lack of information about what you can or cannot do in terms of collaboration can paralyze some agencies, so it becomes important to be well informed and ask questions.
- *Leadership:* If there is no desire to collaborate from the top, then collaboration will be difficult at the bottom.
- *Neutral or non-supportive political environment:* Similar to non-committed leadership, if there is not a supportive environment generated by political leaders (and funding that goes along with that support), then there will be little incentive for the directors of emergency services and support disciplines to collaborate.
- *Distrust or misunderstanding of other organizational cultures:* Distrust and misunderstanding of other organizational cultures causes collaborative paralysis, destroying the desire on everyone's part to work together.

Promotion: Why Healthcare Coalitions are an asset to your community

- **Benefits of Coalition participation:**
 - The Healthcare Coalition can effectively connect with an organization and facilitate resource support if there is an established relationship with that organization.
 - Coordinated regional trainings and exercises that test organizational and regional capabilities and lead to better outcomes for staff and patients.
 - Regional planning and agreements the lead to improved coordination and access to resources.
 - Bridging gaps between public and private providers
 - Convening appropriate stakeholders, bringing diverse partners to the table.
 - Advocacy for mental and behavioral health needs throughout continuum of preparedness and response.

- **Successful Coalition Examples**
 - **Funded**
 - [Northwest Healthcare Response Network \(NWHRN\)](#) is the new unified coalition of the former [King County Healthcare Coalition](#) and Pierce County Coalition for Healthcare in Emergencies. Participants include over 300 healthcare organizations in King and Pierce Counties, community health centers, clinics, behavioral health, in-home services, long-term care, safety net and specialty care providers. In 2010, the coalition established a sustainable structure with funding goals which allowed for support from healthcare organization participating in the Coalition in the form of sponsorship. Also included are non-medical organizations and corporations that want to sponsor the work that the Coalition does for disaster preparedness. Participating organizations are encouraged to financially support the Coalition as Federal grant funds and other funding opportunities are at risk of reduction. <http://www.kingcountyhealthcarecoalition.org/media/Emergency-Management-7-24-12-Article.pdf>
 - [Northern Virginia Hospital Alliance \(NVHA\)](#) is a not-for-profit membership organization formed in 2002 to organize a regional hospital preparedness program that would enable the hospitals of Northern Virginia to collectively respond to and recover from major emergencies. The membership of the NVHA includes all 14 acute care hospitals that operate within the Virginia portion of the National Capital Region. Since that time NVHA has been governed by a Board of Directors comprised of senior executive leadership from each NVHA member hospital. The NVHA Board meets at least six

times per year to provide oversight and strategic direction to the NVHA Emergency Preparedness, Response & Recovery Program.

- [MESH, Inc.](#) is a non-profit, public-private coalition located in Marion County, Indiana (Indianapolis) that enables healthcare providers to respond effectively to emergency events, and remain viable through recovery. MESH is one of only a handful of privately managed emergency preparedness healthcare coalitions in the United States. MESH is sustained by subscribing healthcare organizations and grant funding agencies who are committed to working together to build effective response capabilities in our community.

Collectively, the MESH, NVHA and NWHRN fully operate and fund the [National Healthcare Coalition Resource Center](#).

Unfunded

- [The Boulder County Health and Medical Response Partnership](#) is the healthcare coalition for the community of Boulder Colorado. It encompasses the hospitals, public health, the Office of Emergency Management, Medical Reserve Corps of Boulder County, Boulder County Amateur Radio Emergency Services, non-acute care organizations, the University of Colorado – Boulder and Emergency Medical Services of Boulder County. This partnership was established in 2001. To provide the community with coordinated response activities during a large scale event, naturally occurring or man-made.

HAMR Objectives:

- Coordinate an all hazards approach to the healthcare needs of Boulder County to support the needs of the community during times of need
 - Promote preparedness for healthcare agencies in Boulder County, acute care and non-acute care organizations
 - Facilitate compliance with regulatory standards by sharing best practices, guideline development, access to regional resources, and support
 - Promote education of the emergency preparedness professionals with in the region
 - Promote communication tools and processes to assist with event notification and response
 - Promote partnerships with healthcare organizations acute and non-acute, Public Health, Office of Emergency Management, Boulder County Amateur Radio Emergency Service, Medical Reserve Corps of Boulder County, Coroner’s Office, the University of Colorado - Boulder and Emergency Medical Services.
- [The Denver Healthcare Coalition](#) The Denver Healthcare Coalition is comprised of emergency/safety/planning representatives from all of the following agencies/organizations:

- Hospitals located in the City and County of Denver
- Denver Mayor’s Office of Emergency Management and Homeland Security
- Denver Environmental Health
- Denver Public Health
- Colorado Department of Public Health and Environment
- Colorado Mental Health Institute at Fort Logan
- Denver Health Paramedic Division
- The Veterans Administration
- American Red Cross
- Other non-profit / for profit clinics and organizations

Denver Healthcare Coalition meets on a monthly basis to update partners on events, emergencies and exercises occurring in the community. They strengthen relationships and increase the level of preparedness in the healthcare environment in the City and County of Denver. Meetings are designed to share best practices, lessons learned and network with other professionals. In an emergency all of these agencies and organizations will need to work together and communicate effectively to protect the health of the residents, workforce and visitors in the City and County of Denver.

○ **Success Stories:**

Northern Virginia Hospital Alliance - [Hospitals plan for emergencies continually](#)

○ **Ideas for “tasks” a Coalition could possibly engage in**

▪ **Make Visibility a Goal**

• **Why**

- It’s a good story!
- Motivates existing and potential participants and sponsors
- Educate on the importance and progress of healthcare preparedness.

• **How**

- Awards (internal and external)
- Presentations
- Advertisements
- Facebook, Twitter, Instagram etc.
- Develop a Website
- Develop a Newsletter/Bulletin
- FAQ Sheet
- 1-page accomplishments sheet
- 1-page participant benefits sheet

▪ **Engaging Regional Facilities**

- Make sure dates and times of meetings are posted and reminders are sent
- Move meetings to various sites within the region
- Invite CEO of Facility to open the meeting
- Provide education opportunities