

Risk Management & Disaster Preparedness in Nursing Homes

Bridging The Gap

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OHCA Disaster Summit - 2025



DOCUMENTED RECOVERY SERVICES

- Mitigation
- Water Extraction & Moisture Control
- Fire & Smoke Restoration
- Odor Control
- Mold/Microbial Remediation
- Bio Cleaning & Disinfecting
- Documents, Books, Vital Records Recovery
- Machinery, Electronics Restoration and Rebuild
- Reconstruction
- HVAC/Cleaning/Remediation

True Full-Service Partner

- ✓ Asbestos Abatement
- ✓ Indoor Air Quality Testing
- ✓ Debris Removal
- ✓ Security Services
- ✓ Fuel
- ✓ Climate Control
- ✓ Temporary Board-Up & Roofing
- ✓ Emergency Power/Lighting
- ✓ Equipment Stabilization
- ✓ Temporary Facilities



Bridge The Gap with Preparedness

- Planning and Testing your Preparedness Plan WILL “Bridge the Gap” of Risk to Recovery
- Make sure Disaster Preparedness is on your “Agenda” always.



Understanding Risks in Nursing Providers

- Confidentiality
- Resident Elopement
- HIPPA & Compliance of Local and State Law
- Caregiver & Family Communication
- Medication & Treatment during Disaster & Recovery
- Clinical Nursing Preparation
- Disaster Kits & Further Resource Prep
- Evacuation & Transport
- Temp Housing & Facilities
- Incident Command During Disaster Recovery
- Reviewing & Testing Recovery Plans





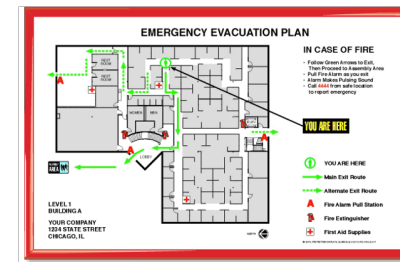
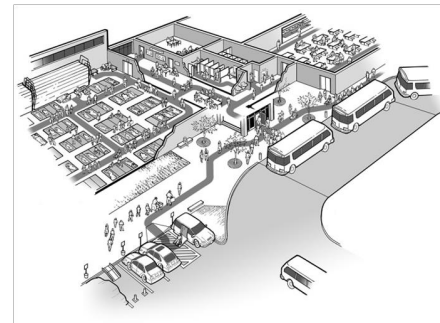
Evacuation & Transportation

Focus & Deep Dive



Transportation Preparedness

- Under Regional Duress, Transportation is in High Demand!
- Contracts not honored.
- Government and City, Municipalities dry up resources
- Fully Understand your transportation partners capabilities
- Must be part of your “Roster” meetings
- Provide resources, medical kits in each bus/vehicle
- Assure cleanliness and thorough cleaning
- Make and relocation or transportation call early as possible.



Mobility & Accesibility

- Checklists in this plan are key!

Plan for Mobility

Issues: Identify accessible routes and transportation options. Ensure you have assistive devices like wheelchairs, walkers, or canes.

Identify Accessible

Shelters: Know the locations of shelters that accommodate individuals with mobility issues.

Evacuation Statistics – Case Studies

- Evacuation Stats Under Disaster Recovery – 2005 to 2018

	Katrina N=20 (n,%)	Gustav N=16 (n,%)
When did you evacuate?		
Before the Storm	9, 45%	16, 100%
After the Storm	6, 30%	0, 0%
Sheltered in Place	5, 25%	0, 0%
Who made the ultimate decision to evacuate or stay?		
The company/NH owner	7, 35%	4, 25%
NH administrative director	11, 55%	6, 38%
Local or state officials/parish	2, 10%	3, 19%
Collaborative decision	0, 0%	3, 19%
Did not know	1, 5%	0, 0%
When did you decide to evacuate?		
After the storm	6, 40%*	0, 0%
One day prior to the storm	2, 13%*	0, 0%
Two days before the storm	7, 47%*	3, 19%
Three days before the storm	0, 0%*	10, 63%
Four or more days before the storm	0, 0%*	3, 19%
What type of building did you evacuate to?		
Nursing home(s)	6, 40%*	9, 56%
Church	3, 20%*	3, 19%
Hospital	3, 20%*	0, 0%
School gym	3, 20%*	2, 13%
State-run facility	0, 0%*	1, 6%

Did you encounter any specific logistical problems during the evacuation?		
Yes	10, 67%*	7, 44%
Transportation issues	5, 33%*	3, 19%
Sheltering problems	3, 20%*	4, 25%
Other	2, 13%	0, 0%
No	5, 31%*	9, 56%
Was anyone injured during the evacuation?		
Yes	6, 40%*	4, 25%
Hip fracture following traumatic fall	N/A*	2, 13%
Cerebrovascular accident	N/A*	1, 6%
Traumatic fall requiring hospitalization	N/A*	1, 6%
No	9, 60%*	12, 75%



Sheltering In Place – Accepting New Residents

- High Level Assessment and Planning Needed! Let's Look at Challenges....

Transportation took 10 hours to get to community- no rest stops due to closed roads traffic

Many residents were not able to independently load on or off bus

Many residents were not able to independently load on or off bus

Lack of mattresses, beds, rooms, linens, supplies

Transferring community sent more residents than plan

Food supplies were not adequate for increased census

Documentation in Recovery

- ORGANIZED FULL DOCUMENTATION – “BRIDGES THE GAP”





JOB REPORTING – First Phases of Documentation

- Date of Loss
- What Occurred (Event)
- Assets Affected – State of Assets
- Employee, Tennant, Resident Injuries
- Elopement Reporting
- First Recovery Partner and Internal KPI's Measured
- Photos of Damaged Assets – (Most Important Photo Documentation)
- Initial Estimates/ROM's for Recovery (Pricing)
- Time-Tables to Full Recovery (Business Interruption Measured)
- Relocation Plans – Chain of Custody, Transportation, Etc.

Initial Loss Reporting (ILR/FNOL)



JOB REPORTING: First Phases of Documentation

The image displays three overlapping documents from SRM (ServiceMaster Recovery Management):

- Project Manager Report:** A form with sections for Project Name, Date of report, Author of report, Day Shift, Night Shift, Missing Notice, Comments or Request, Description of work completed by Day Shift, Checklist, Damage/Restoration, Outdoor Power Equipment, Lumber/Flashing Materials, Building Materials & Millwork, and Miscellaneous & Building.
- SRM Moisture Inspection Log:** A large grid form for recording moisture inspection data across various areas of a building.
- Wet Flooring:** A form for documenting wet flooring issues, including a legend for different types of flooring and a section for notes.

- Provides Clear Communication
- Sent Daily to “Roster”
- Xactimate
- Time & Material
- Symbility
- Top ROM Technology
- COW Files (Records)
- Photos





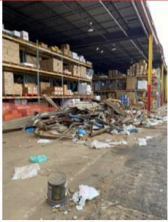
KNOW YOUR “ROSTER”

- Insurance Carrier Adjuster
- Consultants
- Independent 3rd Party Adjusters
- Industrial Hygienist & Abatement
- Subcontractors
- Risk & Insurance Personnel (Internal)
- Facilities & Maintenance (Internal)
- Property Management (Internal & 3rd Party)
- Board of Directors & Ownership
- General Contractor (Internal & 3rd Party)

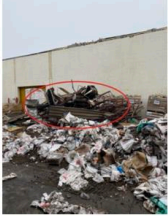
Daily communication is key!



DOCUMENTATION TOOLS & ORGANIZED RECOVERY



OVERVIEW
Separating the metals



OVERVIEW
Separating the metals



PROJECT MANAGER REPORT
SRMcat.com

Project Name: [REDACTED]

Date of report: 09-13-23

Author of report: Clint Graves

Day Shift: Yes

Night Shift: No

<https://app.holobuilder.com/app/?p=3723fb42-a574-4318-a1c2-ba5c1a19e63c>

Description of tasks completed by Day Shift:

- ServiceMaster continued developing Nucleate scope for mitigation and repairs.
- ServiceMaster continued inventory and discarding non-salvageable content.

Task planned for next Day Shift:

- Continue inventory and discarding of non-salvageable content.
- Continue developing Nucleate scope.

Meeting Notes: N/A

Comments or Request:

- ServiceMaster is actively developing scope of work. The intention is to have a preliminary scope written and submitted for review early next week.
- The environmental company was onsite today to gather a variety of samples of the different building materials to produce an ACM report.
- Sleeve and Nick with FBC were onsite this morning.

Contractors:
N/A



Name: TEAM Associates - Hillbourn TN
Level: 05W146
Client: 86-0586

Psychrometric Readings (Outside - Daily Humidity Reset)

Timestamp	Temp	Wb	DBP
04/07/2024 08:56 AM	74	76	328
04/08/2024 02:46 PM	74	83	325
04/09/2024 12:16 AM	86	42	76
04/09/2024 10:56 AM	81	49	78
04/10/2024 02:47 PM	83	42	99
04/10/2024 04:43 PM	78	60	86
04/10/2024 06:46 PM	74	70	327
04/10/2024 10:57 AM	83	56	89

Psychrometric Readings (Unaffected - Daily Humidity Reset)

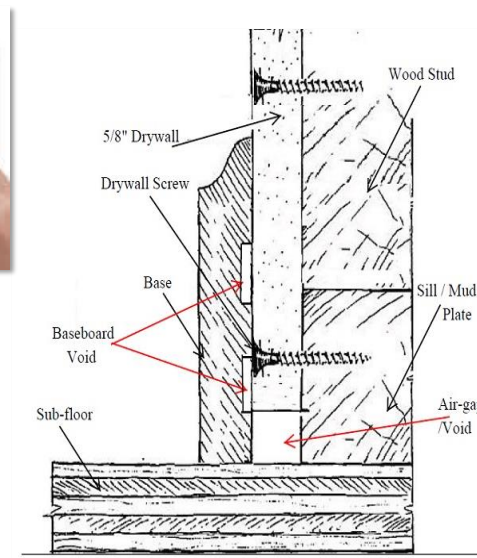
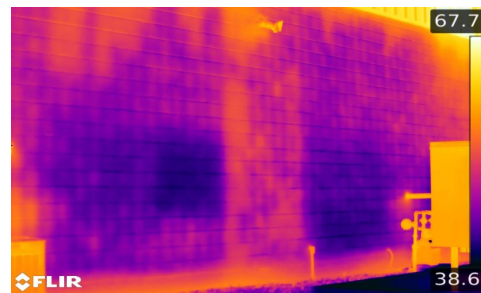
Timestamp	Temp	Wb	DBP
04/07/2024 08:56 AM	69	35	36
04/08/2024 02:46 PM	70	35	38
04/09/2024 12:16 AM	70	35	38
04/09/2024 10:56 AM	69	40	42
04/10/2024 02:47 PM	70	35	38
04/10/2024 04:43 PM	68	35	36
04/10/2024 06:46 PM	72	35	41
04/10/2024 10:57 AM	68	35	36

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MOISTURE READING & IICRC STANDARDS



DRYING LOGS – EQUIPMENT MONITORING – MOISTURE MAPS

SERVICEMASTER
Restoration

Job#: 1888 Associates - HSB Home 12
Lead: 89801-101
Client: HSB HOMES

00/1/2024 12:01 PM

Spoke with Matt again and he stated that he would meet around at 1:00PM Monday, 5/13 to perform the inspection. Jack has been updated on the item.

00/1/2024 12:03 PM

I sent the Environmental Consultant site for testing and performed his based significant issues with grass and built-in terraces, and exposure of the foundation that needed the French drain to be installed, because it is off and built-in. I suggested a new series of things there. They directed an architect to complete this in the front side of the building, and after the scope being set in place. Then instead of the old ones, along with the new ones, the foundation. All deficiencies are off timing and in accordance with the 100% NCR. We will update architect when we receive it. Please upload info NCR to correct

00/1/2024 12:02 PM

Master complete. Matt has off showed behind the cover line and the NCR said that the isolation cover had water cause to the last time it closed. All NCR are off timing and in accordance with the 100% NCR. We will update architect when we receive it. Master complete. Most of all cover are not affected. They have the water under them pattern in place. Matt has off showed again deficiencies and in accordance with the 100% NCR. We will update architect when we receive it.

External photo(s)

Front of house [Internal: 204627138564.jpg]

External - Front of house

Front of house [Internal: 204627138564.jpg]

External - Source of loss

Front of house [Internal: 204627138564.jpg]

External - Source of loss

Source of loss [Internal: 204627138564.jpg]

External - Source of loss

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External - Source of loss

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SeppieMASTER
Weather

Room: **1800 Academics - 1800Basis TR**
 Level: **1800S L40**
 Channel: **1800-00000**

Psychrometric Readings (Outside - Daily Humidity Record)

Timestamp	Temp	Hum	LEW
5/27/2024 08:00 AM	76	76	143
5/27/2024 09:00 PM	76	83	105
5/27/2024 11:35 AM	80	41	76
5/27/2024 12:00 PM	81	49	79
5/27/2024 02:47 PM	81	42	78
5/27/2024 04:41 PM	79	49	86
5/27/2024 06:38 PM	76	79	107
5/27/2024 10:57 AM	81	56	89
5/27/2024 02:00 PM	86	46	124
5/27/2024 10:00 AM	79	100	113
5/27/2024 11:15 AM	79	56	83
5/27/2024 08:32 PM	78	70	105
5/27/2024 10:00 AM	83	65	115

Psychrometric chart showing temperature, humidity, and LEW over time. The chart includes three data series: Temp (blue line), Hum (orange line), and LEW (green line). The x-axis represents time from 08:00 AM to 02:47 PM. The y-axis represents temperature and humidity values. The LEW values are plotted on a secondary scale on the right.

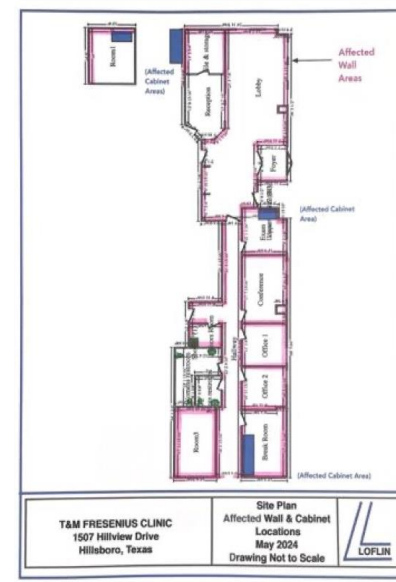
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5/27/2024 09:00 PM	70	36	38
5/27/2024 11:35 AM	70	36	38
5/27/2024 12:00 PM	69	40	41
5/27/2024 02:47 PM	70	36	38
5/27/2024 04:41 PM	68	36	38
5/27/2024 06:38 PM	72	36	41
5/27/2024 10:57 AM	68	36	36
5/27/2024 02:00 PM	70	34	37
5/27/2024 10:00 AM	70	36	39
5/27/2024 11:15 AM	72	36	41
5/27/2024 08:32 PM	72	36	41
5/27/2024 10:00 AM	72	36	41

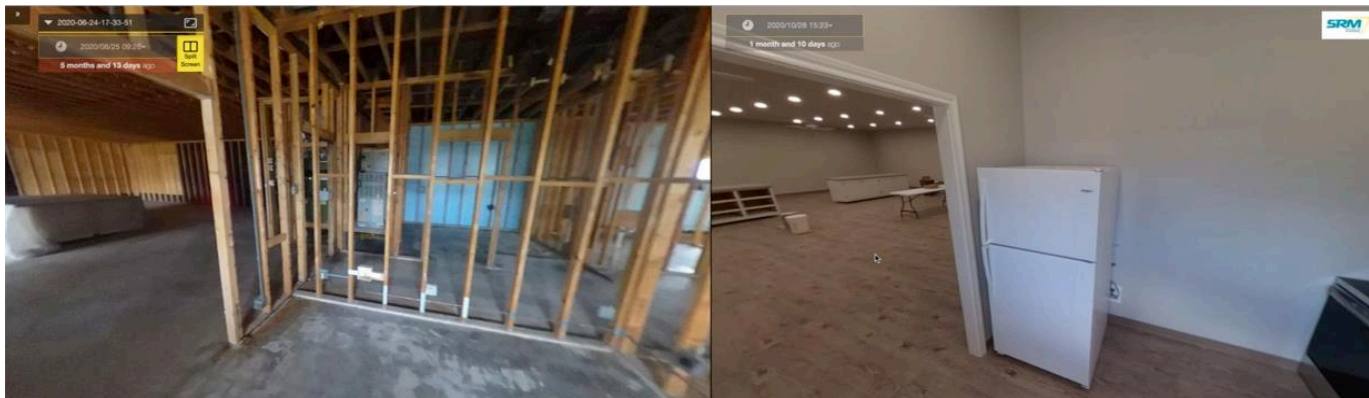
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3D PHOTO DOCUMENTATION



DRONE CAPABILITIES IN DOCUMENTATION

Solar Roof Paneling



Missing Roof Shingles (Closeup)



Equipment & Tarp Documentation



Post Tornado Damage



PROPER DOCUMENTATION AND OVERALL IMPACT

- Business Interruption & Downtime!
- Cost of Recovery – Better Pace, Better Cost
- Insurance Premiums & Renewals/Carrier Coverage
- Incident Command Performance
- Employee & Resident Feedback
- Response Plan Test & Build
- Creates Present Time Communication
- Streamlined "Start to Finish" Recovery




Why We Prepare! What Does It Look Like?

- LET'S WALK THROUGH SOME REAL TIME RECOVERIES.....



CASE STUDY: Nursing Home Hurricane Recovery

Spider Box Placement



Generator & Tarp Placement



Down Trees On Property



Heavy EQ. Debris Removal



CASE STUDY

SRM
SERVICES RECOVERY MANAGEMENT

Arkansas Tornado (2025) Nursing Facility

- Early 2025 Arkansas Tornado – Nursing Facility with 150+ Beds & Residences



CASE STUDY



Hurricane Damage – Florida Nursing Center

- Resident Nursing, Skilled Nursing Living Center – Hurricane Ian



CASE STUDY





- Skilled Nursing Center Flooding
- 300 Room Nursing Center
- Originally Sheltered in Place
- June of 2023
- Dallas, TX. USA

All In Post Flood Evacuation Effort



CASE STUDY



QUESTIONS?

