National Special Security Event (NSSE) Planning Considerations

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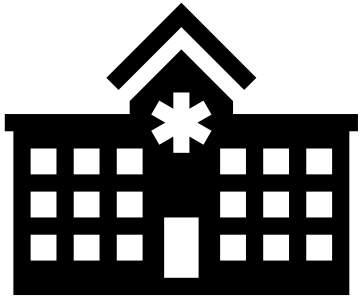
Today's Objectives and Discussion Topics

Learning Objective:

Provide the participant with real world examples and lessons learned from NSSE planning from the perspective of an HCF.



Topics:

NSSE- What is this? Types of events that may be designated

Inclusion in the USSS Planning Team

Selection of the HCF Core Team/Pandemic Considerations

Risk Assessment/DHS Assistance

Annex to existing EOP/Support Cells /Inside the Perimeter-(credentialing)

HCF Protection Plan/Advance Team Tours

Cost and Revenue Interruption

Command Center Coverage and Documentation

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What is a National Special Security Event (NSSE)

Is In May of 1998, President Clinton issued Presidential Decision Directive 62 (PDD-62). In effect, this directive formalized and delineated the roles and responsibilities of federal agencies in the development of security plans for major events. The clarifying of responsibilities serves to focus more clearly the role of each agency and eliminate the duplication of efforts and resources.

In 2000, the Presidential Protection Act of 2000 became public law. Included in the bill, signed on December 19, was an amendment to Title 18, USC § 3056 which codified PDD-62. **Now, with the support of federal law, the Secret Service is authorized to participate "in the planning, coordination and implementation of security operations at special events of national significance."**

Discuss types of "Events" that may meet designation criteria

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What is an National Special Security Event (NSSE)

When an event is designated by the Secretary of Homeland Security as a National Special Security Event (NSSE), the **Secret Service assumes its mandated role as the lead agency** for the design and implementation of the operational security plan. The Secret Service has developed a core strategy to carry out its security operations, which **relies heavily on its established partnerships with law enforcement and public safety officials at the local, state and federal levels**. The goal of the cooperating agencies is to provide a safe and secure environment for Secret Service protectees, other dignitaries, the event participants and the general public.

Superbowl

Major Political Event

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OP-SEC: Keep Information Confidential

This document contains intelligence information, security procedures and security/medical care matters concerning arrangements for a National Special Security Event (NSSE). This document is the property of Novant Health, Inc. and is provided solely to facilitate coordination and planning of security/medical care matters in connection with the NSSE. It may not be disclosed outside of this organization without the expressed authorization of Novant Health, Inc.

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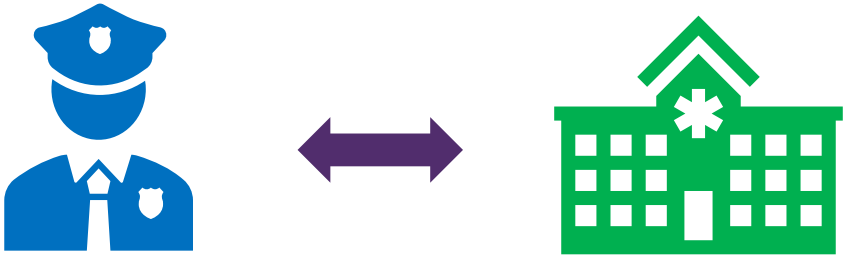
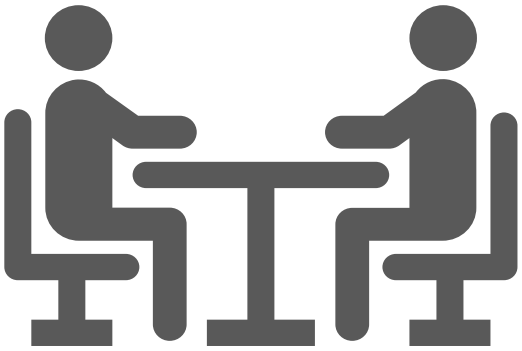
Your Organizations Inclusion in the USSS Planning Team/Committees

The Type of Event and Proximity to your HCF will determine levels of involvement: At a minimum you will want to be engaged with the Public Safety/Security and Health & Medical Teams.





You will want to "Be at the Table" for planning. Remember: Do Not Be Afraid to ask how your organization can participate and assign appropriate personnel as requested or needed.

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HCF Core Planning Team Selection

In addition to your Public Safety/Emergency Management Team, which should include, site protective services and patient decontamination capabilities. You will need to select a core planning team with all the stakeholders needed for a successful response.

Key Stake Holders for Core Planning Group (Internal)

- **Corporate Communications (Internal/External)**
- **Human Resources**
- **Emergency and Trauma Services**
- **Event Med Team (if applicable)**
- **Acute Care and Surgical Services**
- **Supply Chain/Vendor Relations**
- **Plant Engineering (Plant Operations)**
- **DPS/Cyber Security Team**
- **Ambulatory (for sites affected)**
- **Finance**
- **Medical Specialists**

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Medical Technical Specialists are key stakeholders in your Core Group Planning

- **Keep the Team Members INFORMED!!!!**

Communications Plans to the Organization's Team Members and Physicians cannot be overlooked. It is better to over communicate than under communicate.

Decisions to suspend vacation days, “PTO” should be made early and information distributed by facility leadership.

Don’t forget your own Security Personnel, we sometimes expect them to know, but need to confirm their knowledge of event expectations and impact on them.

Event Risk Assessment for HCF

Utilize your own Proprietary Assessments and HVA's

Partner Agency Resources:

- Department of Homeland Security Resources:

https://www.cisa.gov/infrastructure-security

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Emergency Operations Plan: Consider an NSSE specific annex that addresses specific needs

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Working inside the NSSE Perimeter

If your organization is within the perimeter of an event, or your medical teams are performing tasks inside….credentialing is necessary. Who and How is this done? Discussion

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Facility Protection Planning

NSSE events may include protest/demonstration activities, which may involve exposure to chemical agents

A well resourced and staffed Patient Decontamination team is critical.

Facility Public Safety Staffing & Lockdown Capabilities, consider practicing,

Partnership with local law enforcement is key to this planning component for the NSSE and normal operations.

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Facility Protection Planning

Pre-Plan Positions at your campus for security checkpoints during the event. Proximity of event and critical infrastructure at your facility drive decsions on the number of personell needed.

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Facility Protection Planning

Expect the Un-Expected!!!!!
Plan for all the likely events and issues…….then have 150 year old tree loose a limb and block you hospital driveway.

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Liaison with Advance Teams of Dignitary and Government Official's Protection Details

Just a few of the agencies/groups you may interact with:

- White House Military Office/Medical Support
- US Secret Service
- US Capital Police
- State Police (Governors/Lt. Governors)
- Private firms for VIP's/Celebrities.

Online and Hardcopy Facility Advance Documents may be included with visits.

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Protection Detail Information for Advances.

Executive Protection: Emergency Medical Care

City: _____
Form completed by: _____
Date completed: _____

HOSPITAL
Name: _____
Address: _____
_____
Phone: _____
Web address: _____
Checked Web site for useful information? yes/no

Emergency room contact. Name: _____
Phone: _____

Is facility advanced enough to stabilize any injury or medical condition? yes, no
If not, what level of medical emergency would require evacuation to another hospital? _____
_____

Helicopter and pad available? yes, no

If outside home country, is principal eligible to use this hospital? yes, no
Does hospital have a suitable blood supply (especially relevant for foreign travel)? yes, no
English-speaking doctors or interpreters? yes, no
Arrangements made for emergency medical evacuation to home country or city? yes, no
Is principal's insurance accepted at hospital? yes, no

What types of specialists can hospital call on? _____
_____
_____
How quickly can they reach hospital? _____

Location of emergency room entrance: _____
_____

Location of nearest 24-hour pharmacy? _____
_____

Is the principal's choice of clergy available if needed? yes, no

Will hospital allow EP specialist to remain with the principal at all times? yes, no

DOCTOR'S OFFICE
In case the principal needs to see a doctor but does not need to visit a hospital emergency room, list nearby offices of recommended doctors.

General practitioner. Name: _____
Address: _____
_____
Phone: _____

Other specialty that principal might need (based on his or her medical history): _____
Specialist's name: _____
Address: _____
_____
Phone: _____

Another specialty that principal might need (based on his or her medical history): _____
Specialist's name: _____
Address: _____
_____
Phone: _____

AMBULANCE
Closest ambulance service. Name: _____
Phone: _____
Estimated response time: _____

NOTES:
_____
_____
_____
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_____

EXAMPLE

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Cost Analysis and Revenue Interruption

NSSE Impact to Facility Budget				
Request for Additional Staff and Equipment				
Dept #	Dept Name			
Dept #	Dept Name	Item	Reason for Need	Useful after event? Explain if Yes or No
	TOTALS			

Performing a Cost Analysis is key in understanding the financial impact. Finance professionals from both acute and ambulatory side are important partners.

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Cost Analysis and Revenue Interruption - Equipment Needs and Checks

Officers Prepare Yourself

- Clear your calendar for the dates just before and during the NSSE
- All employees and vendors **MUST** have their Novant ID badge
- Provide your supervisor with both your landline and cell numbers
- Listen to appropriate sources to determine whether alternate routes to campus are necessary.
- Have backup plans for daycare, pet, and elderly care needs
- Keep a couple days' worth of clothes/uniforms, personal hygiene items, and a couple days of medication in your vehicle/locker in case you get caught in an emergency situation and cannot get home
- We will have a designated sleeping area available.
- Be on high alert for all suspicious activity and or behavior
- All employees are expected to have parking permits displayed on their vehicles parked in designated employee parking areas
- Make sure you have a cell phone and charger available

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Cost Analysis and Revenue Interruption

Keep senior leadership informed as to street closures, security perimeters, media reporting that may affect your organization's ability to provide services.

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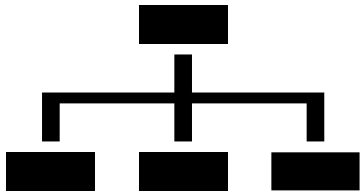
Command Center Operations

Command Center Operations

Scale of Event, along with Duration are 2 major factors in how many and who will operate "Command Center"

Let's discuss one Scenario

MACC → Local EOC → Your HICC → Partner's



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Hospital Command Center and Local EOC Consideration

Hospital Incident Command Center Saturday 8/22/20 0700-1900								LOCAL EOC
IC	OPS	LOG	PLNG	SAF	FIN	PIO	Scribe	
Leader Name	Leader Name							
		On-Call Leader Name	On-Call Leader Name	On-Call Leader Name	On-Call Leader Name	On-Call Leader Name	On-Call Admin/ Exe. Asst.	

Hospital Incident Command Center Saturday 8/22/20 1900-0700								Local EOC
IC	OPS	LOG	PLNG	SAF	FIN	PIO	Scribe	
Hospital Incident Command Center Sunday 8/23/20 0700-1900								**Local EOC**
IC	OPS	LOG	PLNG	SAF	FIN	PIO	Scribe	

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Discussion

Let’s Talk…….

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Thank You.

Questions?

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COVID-19 and Healthcare Security Response

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Novant Health Public Safety/EM Operations Director

THE END……It's All Over…..

- **Now let's go out to dinner without anxiety and a mask**
- **Stop Using Hand Sanitizer that smells like Cheap Tequila**
- **Stop having to fill out exposure forms, or perform contact tracing on team members**
- **Have an actual meeting and shake someone's hand.**
- **Stop getting strange looks from friends or family…who don't work in healthcare……**

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SORRY….It's Not Over Yet!

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Objectives and Discussion Topics

Learning Objective:

Provide real life examples of one Public Safety/EM Department's response to COVID-19. Discuss the did wells, and opportunities.

Topics:

Where were you when?

Initial Thoughts and actions, Was the EOP sufficient for this event?

Building the Preparation, and Response Models

Facility Lockdowns and Visitor Control

Onsite and work from home for a Public Safety/Security/EM Dept. How some service's business model changed.

Staffing external EOC, External Screening Site Security/External Supply Storage Protection

Policy and Procedure Reviews/Ammendments for COVID-19. Taking care of the Team.

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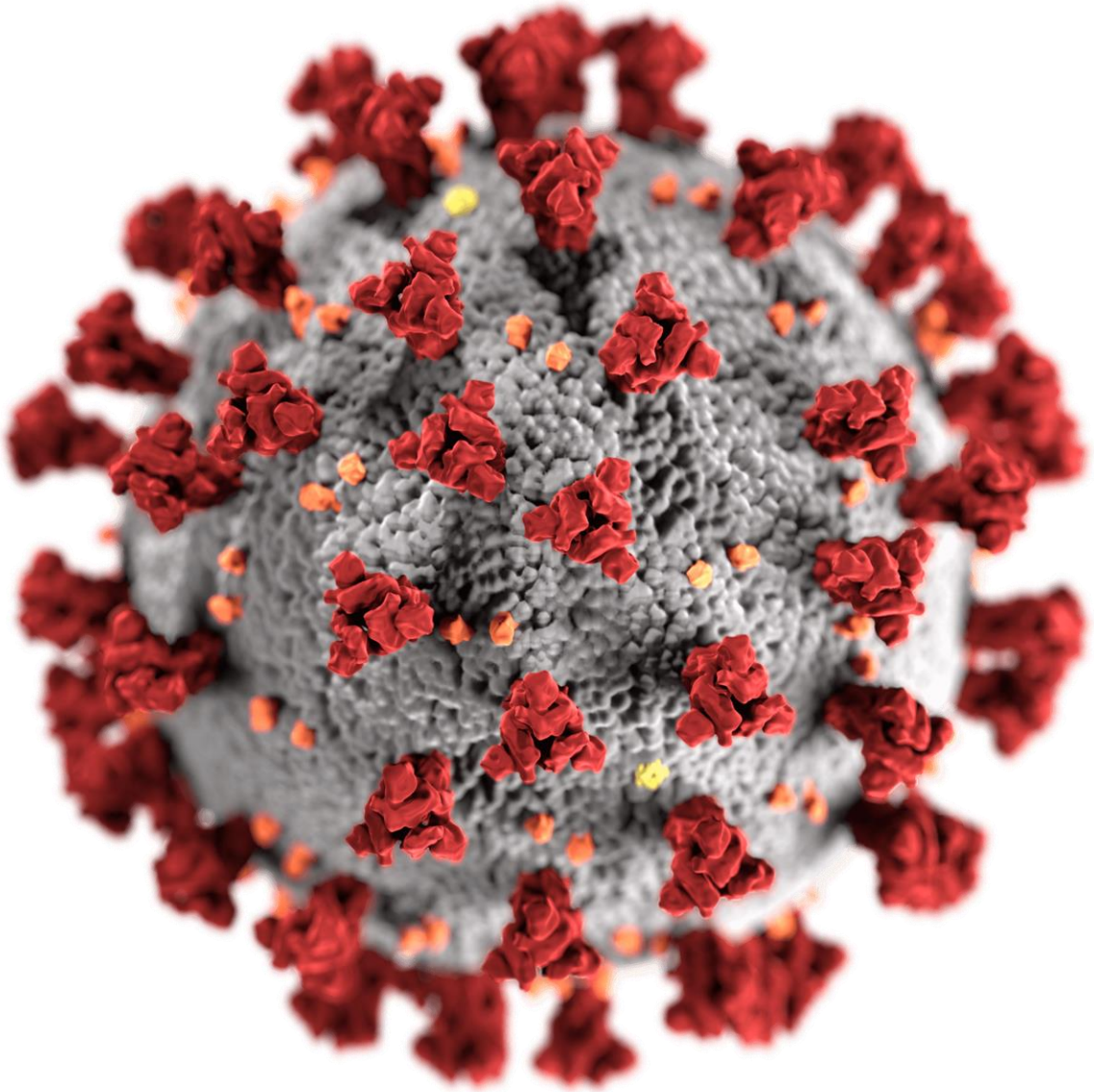
Where Were You?...When it Started



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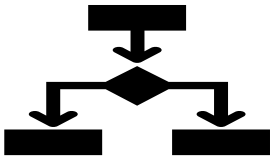
Emergency Operations Plan/Pandemic Response.

- Traditional EOP's typically may not include a significant enough section on pandemic response.
- Healthcare Leadership teams may not have experience and "comfort" with the NIMS system, can be a contributing factor for traditional ways of response not being utilized. This can give way to current business models used for event planning & Issue resolution.



Embrace the process, If effective.

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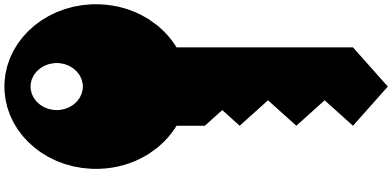
Facility Lockdowns & Visitor Controls

- **Utilizing Access Control System to enhance your HCF's Lockdown Systems**



- **Visitor Controls vs. Visitor Restrictions….understanding the optics to those we serve, the need for patient support persons.**

- **Establish a Visitor Control Task Force: Admin/Patient Services/Nursing Leadership/Surgical Leadership/Public Safety-Security**

Discuss Proposed Legislation…….

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Internal Screening Stations

Staffing and creating certain guidelines are key to these positions. Understand Role

Clarity of each position and be flexible to the public who may be anxious.

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“Working From Home” Your team and other Organization Personnel

Can your team work from home?

- Administrative Services
-ID Services
-Technical Support
-Uniform Protective Services
-Dispatch/Communications Center
-Parking Services (valet, curbside, cashiers)
-Switchboard Services

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External EOC Staffing/Liaison for governmental news/directives

Be a source of good information for you teams

NC Governor Roy Cooper providing an EM briefing

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External Screening Site Security & Supply Storage Security Considerations

Owned, Leased, Common Areas used for screening sites.

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External Screening Site Security & Supply Storage Security Considerations

Owned, Leased, Common Areas used for screening sites. Using mobile units as a base of operations.

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Policy Amendments / Normal Process Changes

What normal policies had to be reviewed and overhauled for COVID-19

Morgue Procedures (internal and external changes)

External ED screening/Treatment Stations 1135 Waiver for Capacity

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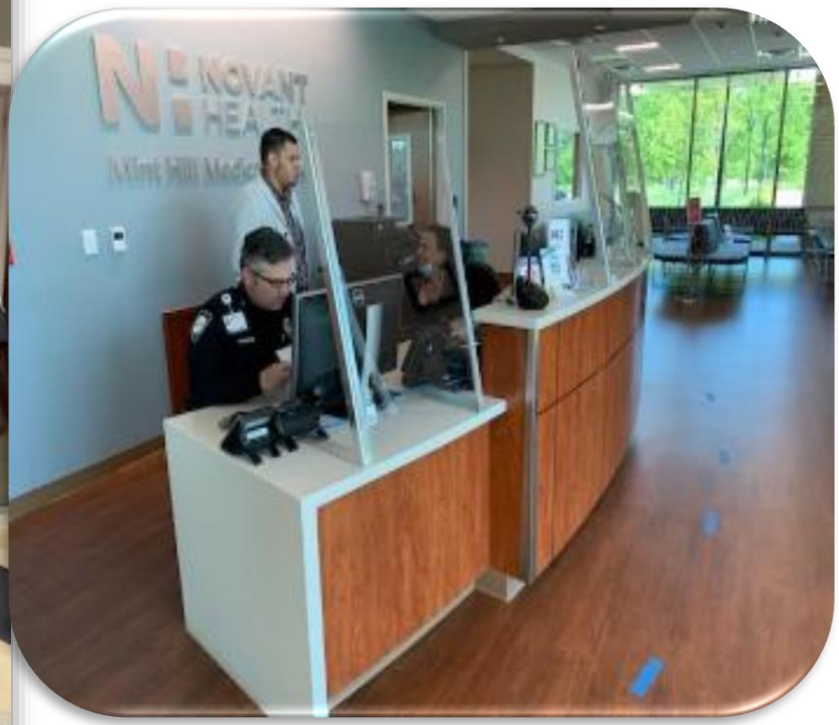
Taking Care of the Team

Cleaning Protocols and Squad Room Infection Prevention measures must remain top of mind. Note the Sneeze Guards



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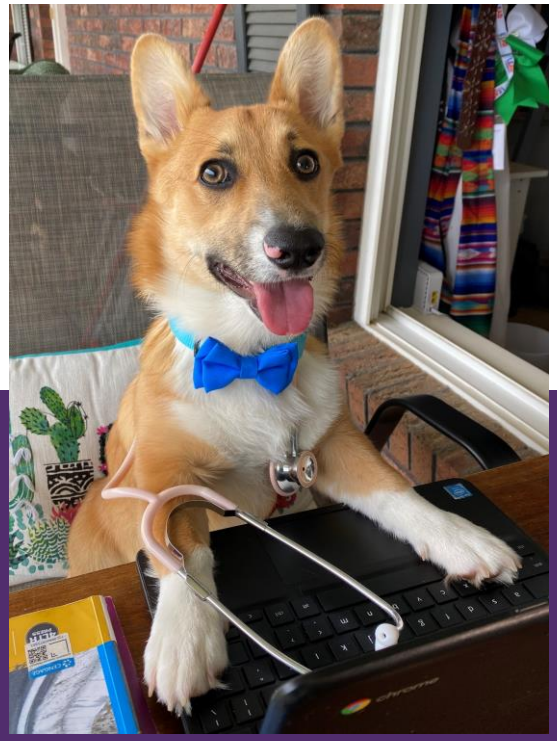
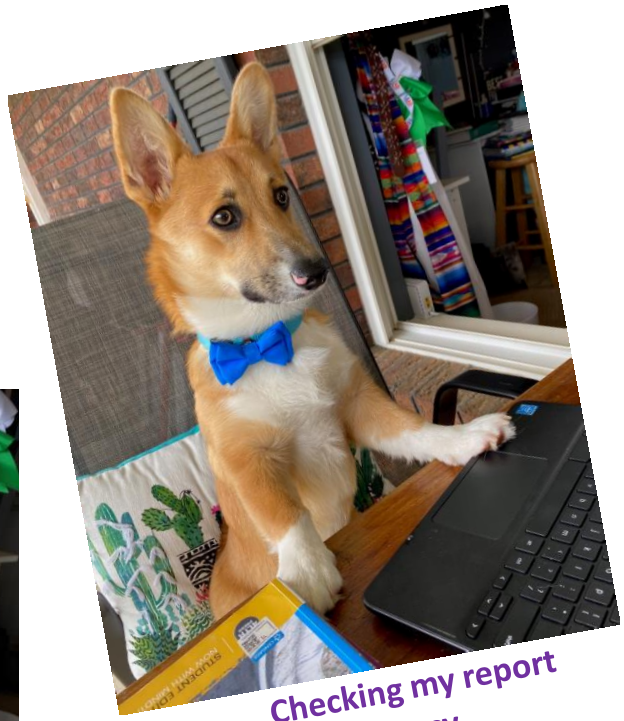
Funny K-9 Pet Therapy





Checking my report for Accuracy

NAP TIME…Don't Judge

This CHARTING is **killing** ME!!!!

Making healthcare remarkable

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