

Florida Hospital Association Local / State / Federal Resource Request Process

Overview

During a disaster or emergency event, hospitals need to be aware of how to correctly request for assistance or resources through Florida's emergency management structure. The process described below must be used by hospitals and other health care providers to request resources (e.g., personal protective equipment, ventilators, transportation assistance, medical assistance teams, etc.). Resource requests are managed by the Florida Division of Emergency Management (FDEM) in coordination with county emergency management. Health and medical resource requests must be initiated through the county Emergency Support Function- 8 (ESF-8) representative(s) for health and medical services for processing. Requests must be based on a defined need that represents an urgent shortage.

Key Points

1. For this procedure to be implemented, a hospital, health system or health care provider must demonstrate that they have exhausted all normal supply chain sources and are anticipating that normal patient care may need to be altered to contingency levels.
2. State government supports local municipalities and counties after their resources are exhausted by providing additional sources for supplies.
3. Federal government supports the state as needed
4. A mission, or a request for state assistance from local government, originates at the County emergency operations center (EOC) through ESF-8 using the WebEOC system. WebEOC is the statewide emergency management platform used to track mission requests.
5. There are no guarantees the full amount of a request will be received from either county, state or federal agencies.

Mission Request Process

1. Document the need. Exhaust all normal methods for obtaining the needed resource. Resources can be equipment or personnel. Please refer to the "COVID-19 Emergency Requisition Request Form" available at: http://www.fha.org/files/JohnW/EM/COVID-19_Emergency-Requisition-Request-Form.pdf
2. If you are unsuccessful in acquiring resource through private contracts and agreements, submit the request through your County EOC ESF-8 desk.
3. Each request needs to include as many details as possible so the unmet need can be best addressed appropriately.
4. Provide a contact person and contact information for follow-up questions about the request.
5. County emergency management contacts are available at: <https://www.floridadisaster.org/counties/>
6. If county emergency management cannot fill the request locally, they will submit the request to the SEOC.
7. At the SEOC, requests are assigned to the ESF lead most capable of filling the request.

8. If the SEOC cannot fill the request with state resources they will submit the request to Florida's federal agency partners (e.g., Federal Emergency Management Agency, Centers for Disease Control and Prevention, etc.) for fulfillment.
9. Some requests may take 12-72 hours to fill.
10. A health care provider should never assume that provided resources are free. There are various ways Emergency Declarations help recoup some costs for some eligible entities; however, a good rule of thumb is to expect the resource being requested may come with a cost due payable by the requestor.

Note: In some domestic security regions, a health care coalition may assist county emergency management with the allocation of local resources. For example, in Region 5 the Central Florida Health Care Coalition monitors all resource requests and will notify the state and the local entities involved if the resource(s) requested can be filled within the region. These activities are done behind the scenes and no additional notifications are necessary. Hospitals and other health care providers are encouraged to reach out to their health care coalition to determine how they may assist in this process. A complete listing of health care coalitions and their primary contacts are available at: <http://www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/healthcare-system-preparedness/documents/hcctf-map.pdf>.

Mission Details

The following information will need to be provided as part of a mission request:

- Incident name
- Requesting agency / position
- Primary contact with contact information
- Secondary contact with contact information
- On-scene contact and contact information
- Purpose of request
- Location details and delivery instructions
- Type of entity (e.g., hospital, skilled nursing facility, etc.)
- Date request is needed by
- Full description of request

NOTE: Once a mission is accepted it will be assigned a mission number. Maintain a record of the mission number to track the fulfillment of a resource request.