

VHA Office of Emergency Management 2013 Annual Training Plan

Author: Dr. Robert Smith

Daniel Bochicchio, M.D.
Director, VHA Office of Emergency Management

Final Approval Date:

Guy Chaffee
Acting Deputy Director, VHA Office of Emergency Management

Kevin Thompson
Acting Program Manager, Field Operations, VHA Office of Emergency Management

Robert Smith, EdD, EdS, MCP, MA, BS
Program Manager, Education and Training, VHA Office of Emergency Management

**Veterans Health Administration
Office of Emergency Management
Comprehensive Emergency Management Program
Education, Training, and Exercise (ET&E) Program**

FY 2013

**Submitted by:
Bob Smith, EdD Acting Program Manager for Education, Training, and Exercise
Bobbi Jo Nye, Education Specialist
VHA Office of Emergency Management**

Table of Contents

1. <u>Introduction</u>	3
2. <u>VHA Comprehensive Emergency Management Program</u>	4
3. <u>Budget for OEM ET&E Program</u>	4
4. <u>Top Education, Training, and Exercise Needs</u>	4
5. <u>System-wide Recommendations</u>	5
6. <u>VAMC and VISN Office Recommendations</u>	5
7. <u>Professional Development Program for VHA Office of Emergency Management Staff</u>	5
8. <u>Areas of Emphasis</u>	6
9. <u>Office of Emergency Management Specific Training Initiatives and Significant Activities</u>	7
10. <u>APPENDIX A</u>	9
11. <u>APPENDIX B</u>	11

Introduction

The education, training, and exercise (ET&E) plan for the Veterans Health Administrations (VHA) Office of Emergency Management (OEM) is designed to focus on the shift from a consultant perspective to a program office perspective; one where ET&E opportunities are driven based upon serving our Veterans and the Primary Mission Essential Function (PMEF). The intent is to create an ET&E Program that is dynamic, competency-based, standardized across VHA, and supports the VA PMEF.

Since OEM has assumed responsibility for designing, developing, and implementing the training related to conducting an assessment of VAMCs and VISN offices under the Comprehensive Emergency Management Program (CEMP), it is vital from a relationship standpoint that OEM staff become experts in hospital emergency management and that our ET&E plan reflect this assumption of duties.

As a result of this shift in perspective as well as a focus on the PMEF a comprehensive design, development, and implementation of a competency framework was completed for OEM staff. This competency framework will be the foundation in which all training will be based, as well as the foundation in which to produce an ET&E program that is standardized regardless of an individual's role in OEM. More importantly this competency framework was cross walked to the VAMC/VISN Emergency Managers competency framework so that the OEM ET&E program supports the ET&E efforts that will be designed, developed, and implemented for the Emergency Management professionals who are part of the system of Veterans care.

No ET&E program is successful without the full support of the Subject Matter Experts (SMEs) in the areas the plan addresses. The SMEs in OEM as well as in the VAMCs and VISN offices are a wealth of information related to the emergency management mission and will be the primary source for all course development.

OEM HQ staff have as their primary role of supporting up and down the organization and training for HQ staff will generally be position specific and based upon their Personal Development Plan (PDP).

Each of the courses or events will adhere to strict instructional principles and will to the best of the program manager's abilities use emerging technologies to minimize travel costs, program costs and time away from veterans care.

The intention of the ET&E staff is to use as much as possible a blended approach for learning. Realizing, that the selection of the method of instruction is very important and the length of time that it takes to implement a training event, the OEM Program Manager (PM) for ET&E sought approval and received approval from OEM leadership to work with the National Acquisition Center to request proposals by vendors for an Indefinite Delivery/Indefinite Quality (IDIQ). The IDIQ will allow the OEM PM and the OEM Education Specialist an opportunity to have a course or training event developed

and implemented in a very short period of time instead of having to seek proposals from vendors every time a training event needs to be developed.

VHA Comprehensive Emergency Management Program

The VHA Comprehensive Emergency Management Program (CEMP) is described in VHA Directive 0320 (7/2007), http://www1.va.gov/vhapublications/ViewPublication.asp?pub_ID=1581. The CEMP supports the mission, vision, and strategic goals of the organization to ensure the continuity of patient care, the safety of patients, staff, and resources, and provides for the continuity of hospital operations in the event of a disaster or emergency. The program incorporates all aspects, requirements and standards of The Joint Commission (TJC) and other emergency management standards.

Budget for OEM ET&E Program

The budget for the OEM ET&E Program is annually reviewed and is not presented in this document and any initiative contained within this document has been approved by OEM leadership and is fully funded.

Top Education, Training, and Exercise Needs

With any training plan that is developed there exists the need to place into the plan a listing of Critical/Immediate Training Needs. Most if not all of the training needs in the Emergency Management field, especially those that pertain to caring for Veterans medical needs are critical and immediate. As such, a Needs Assessment was conducted in 2009 and provided a comprehensive list of critical and immediate needs in which ET&E efforts should be directed. These areas are critical to the mission of continuing Veterans care, they are:

- **Emergency Management Program Level Capabilities**
- **Incident Management Capabilities**
- **Occupant Safety Capabilities**
- **Resiliency/Continuity of Operations**
- **Medical Surge**
- **Support to External Requirements**

Examination of the top ET&E needs and cross walking them with the JCS, CEMP capabilities, and the Emergency Manager competencies yielded a need to design, develop, and implement ET&E initiatives that support the requirements, provide standardization, as well as legacy value from year to year; only changing the ET&E effort based upon a change in standard, policy, law, or After Action Reviews. Diminishing program and travel budgets necessitate the requirement to present these ET&E initiatives using emerging technologies such as virtual meeting space, Live Meetings, or 3D virtual learning environments.

System-wide Recommendations

There were originally 6 System-wide recommendation were provided and as of 1 October 2012 one (Establish mandatory education and training requirements for certain positions within VHA) was not approved by the National Leadership Council (NLC).

Two recommendations (Deliver information, education and training resources through a variety of educational methods, including innovative technology, to employees and Veterans and; Establish the VA Learning Management System (LMS) as the central clearinghouse of education and training resources and central tracking system) are now a standard practice within OEM.

Two recommendations (Link individual and organizational learning to program and performance evaluation activities; and create modules of instruction for all emergency management professionals and support staff based upon their respective competency framework. This is an on-going initiative and will be evaluated on an annual basis and updated as needed.

The last recommendation; (Share learning resources with other Federal, State, and local agencies.) will require an evaluation for each resource that is to be shared.

VAMC and VISN Office Recommendations

As a result of the survey and through efforts by OEM in collaboration with their VAMC and VISN partners, the Employee Education System, and Talent Management System administrators all future ET&E initiatives will be aligned with the Emergency Managers competency framework. Using TJC standards, CEMP Capability Assessment results aligned with the competencies will also allow a more robust, standardized, and legacy-based ET&E program in support of the VA's PMEF. One recommendation from the survey was the use of Performance Improvements funds to provide a training event for VAMC and VISN staff. This practice will be reviewed each year and must receive a "recommended approval" from the OEM Program Manager for each ET&E initiative to ensure that the funds are not being spent on a service that OEM can provide using the OEM staff.

Professional Development Program for VHA Office of Emergency Management Staff

Policy

This document is in support of OEM's Professional Development Policy, see: https://vaww.visn5.portal.va.gov/sites/RO/EMSHG/A-F/OEM%20Policies/10NA1-13_OEM_Policy_Professional_Development.pdf

Areas of Emphasis

For FY2013, OEM mandatory training will consist of the following areas and will be aligned specifically related to the Department of Veterans Affairs primary mission. The areas of interest are listed below:

- Professional Development - This category of ET&E provides the knowledge and skills to understand the emergency management and administrative subject matter necessary to be effective as an OEM HQ Staff member, VHA IOC Watch Officer, Management Analyst, Emergency Management Analyst, Area Emergency Manager, and Regional Emergency Manager. **Courses that are MANDATORY for OEM Staff include (certificate required if course is complete):**
 - VAVHA Mandatory training (Appendix B)
 - IS-100 (All OEM Staff)
 - IS-200 (All OEM Staff)
 - IS-450 (All OEM Staff)
 - IS-700 (All OEM Staff)
 - IS-800 (All OEM Staff)
 - Basic Life Support (BLS-Healthcare providers course or Heartsaver)
 - EM-101 (formally EPM-101, once complete) (AEM/REM)
 - EM-202 (once complete) (AEM/REM)
 - Emergency Management Capabilities Assessor Program (EMCAP) Training Curriculum (AEMs, REMs and HQ GS-14s only)
 - Courses, modules, and future learning initiatives related to each position in the organization that are based upon OEM Director approved position related competencies and Core Competencies (All OEM Staff).
 - Performance Improvement Management System (PIMS) (once released) (All OEM Staff)
- Support to VAMCs and VISNs - This category of ET&E provides the knowledge and skills to understand the requirements and support improvement of the Comprehensive Emergency Management Program requirements of VA Medical Centers and VISN Offices. Courses related to this area for FY13 will be developed based upon the EM competency framework that was evaluated by VAMC, VISN, and OEM staff
- Emergency Operations - This category of ET&E provides the knowledge and skills to be an effective incident management team member or leader in emergency operations centers.
- Deployment - This category of ET&E provides the knowledge and skills to perform safely and effectively in austere environments.

- Administrative - This category of ET&E provides the knowledge and skills to be effective in all administrative activities required for the position.

Office of Emergency Management Specific Training Initiatives and Significant Activities

Proposed training goals for VHA OEM in alignment with the VHA CEMP 2013-2016 Strategic Plan outlined under Strategic Goal 2: World-Class Experts--VHA will achieve recognition as the “world class” leader in health care emergency management expertise and business processes. In efforts to successfully fulfill the objectives under Strategic Goal 2, VHA OEM ET&E has proposed a training plan beginning FY 2013 to build to our goal (Appendix A).

Office of Emergency Management, VAMC and VISN EPCs Education, Training, and Exercise Initiatives and Significant Activities

Webinars - The first major initiative for the OEM Field Staff, VAMC EPCs, and VISN EPCs is a series of webinars using Live Meeting on topics that are generic to the target audience. There may at times be subjects that are of interest to the Emergency Management field that would warrant a webinar. Once identified, the webinar will be announced. The scheduled FY13 webinars are:

VAMC & VISN EPCs, VHA OEM Staff Training	
Month	Course
October 12	CEMP
November 12	COOP
December 12	Decon
January 13	DEMPS/NEMRT
February 13	EM Technology
March 13	FCC/PRA
April 13	HICS/ICS/NIMS
May 13	HVA
June 13	PIMS
July 13	VA Assets
August 13	All-Hazards Cache
September 13	TJC
EMA/MA Training	
Month	Course
October 12	Timekeeper Program
November 12	Business Writing: Getting your point across with power and influence
December 12	Travel Program
January 13	Effective use of Outlook for time management
February 13	Purchase Card Program
March 13	Federal Acquisition Regulation (procurement)

April 13	SharePoint Administration
May 13	Data gathering (asking the right questions)
June 13	Charting and Graphing
July 13	Data Analysis
August 13	Time Management Fundamentals
September 13	Getting results without direct authority

EM-101 and 202 - Realizing there exists a need for an EM (formally EPM) 101 course, the OEM PM for ET&E in October of 2012 will begin the planning and analysis phases to make this happen in the third quarter of FY13.

FY13 Full-Scale Exercise - OEM leadership has requested that the OEM PM for ET&E working with OEM and VAMC/VISN-based SMEs, and the Center for Domestic Preparedness staff design and develop a curriculum to assess the full-scale capabilities of VHA EM mission. This exercise which is to take place in May or June 2013 will have representation from all VHA EM organizations and include mobile assets.

Quarterly Cyber-Exercise for VHA Senior Leadership - As a result of a request from the Assistant Deputy Under Secretary for Health Operations and Management (ADUSHOM), the OEM ET&E PM working with a Master Exercise Program Planner (MEPP) will develop a quarterly HSEEP conformant exercise program culminating in a full-sale exercise for VHACO leadership.

Emergency Management Capabilities Assessment Program (EMCAP) Course - The OEM ET&E PM and OEM Education Specialist in collaboration with the with the OEM EMCAP PM will design and develop a training program for the Phase Three EMCAP assessments using the data from the Phase 1 and Phase 2 assessments. The OEM ET&E PM and OEM Education Specialist in collaboration with the EMCAP Assessment area SMEs will design the training program to teach the assessment teams the proper way to conduct an assessment.

Hospital-Based Professionals Emergency Management Training Initiatives

The first two major initiatives for FY13 will be the development of web-based courses for 1) nursing and 2) chaplains in relationship to their role in emergency management in their facility or while deployed as part of the DEMPS and NEMRT Programs.

APPENDIX A

Proposed Training	Target Audience	Link to VHA CEMP Strategic Plan	Expected Outcome	Time Line	Resource Planning In-house, Other Source	Budget & Notes
VHA OEM core competency training course opportunities for soft skill development	VHA OEM All Staff	Strategic Goal 2.0 Objective 2.1	Provide one webinar course per quarter, in alignment with VHA ALL OEM Core Competencies. GOAL: 75 % of Staff Participation per Qtr	1 st Qtr (Dec) 2 nd Qtr (Mar) 3 rd Qtr (Jun) 4 th Qtr (Sept)	In-house – VALU (ADVANCE)	None Projected
VHA OEM Core competency training required Independent Study/Web Based courses	VHA OEM All Staff	Strategic Goal 2.0 Objective 2.2	GOAL: 100% completion of required training courses identified in Professional Development Guide	Oct12-Dec12	TMS Courses-Link to FEMA and other required training	None Projected
Attend Basic Life Support Course	VHA OEM All Staff	Strategic Goal 2.0 Objective 2.2	GOAL: 100% successful completion	Oct 12-Mar13	VISN/VAMC Education Office	None Projected
Supervisor, Program/Project Management training opportunities	HQ PM /REM	Strategic Goal 2.0 Objective 2.1	Identify quarterly Supervisor course opportunities, in alignment with REM Competencies for Supervision oversight GOAL: 75 % Staff Participation Per qtr	1 st Qtr (Dec) 2 nd Qtr (Mar) 3 rd Qtr (Jun) 4 th Qtr (Sept)	In-house – VALU (ADVANCE)	None Projected
Contracting Officer Representative Course (COR)	Identified VHA OEM staff (HQ PM, REM, Identified AEMs, and other staff)	Strategic Goal 2.0 Objective 2.2	GOAL: 100% successful completion of required COR training	Oct12-Sept13	In house Inst-Led-Web Based Training (VA Acquisition Academy)	None Projected
VHA OEM Supervisory Staff Attend the VHA Coaching and Mentoring Certification Course	HQ PM/REM Supervisors	Strategic Goal 2.0 Objective 2.1	GOAL: 100% successful completion of REM/HQ Program Management Staff attend VHA Coach/Mentor Certification course	Oct12-Sept13	VISN/VAMC Education Office	None Projected
Develop a VHA OEM mobile training team to attend T-t-T Courses (This team will provide these courses to other VHA OEM staff and our internal stakeholders as needed)	REM/AEM	Strategic Goal 2.0 Objective 2.2	GOAL: 100% Successful completion of Required Training (ICS T-t-T)	Oct12-Sept13	EMI	TBD

FY 13 OEM Education, Training, and Exercise Program

Proposed Training	Target Audience	Link to VHA CEMP Strategic Plan	Expected Outcome	Time Line	Resource Planning In-house, Other Source	Budget & Notes
VHA OEM identified staff complete HSEEP course	AEM	Strategic Goal 2.0 Objective 2.2	GOAL: 100% Successful completion of HSEEP Course for identified staff	Oct12-Sept13	State Sponsored	TBD
VHA OEM Staff Development provide the opportunity to complete MEPP course	AEM	Strategic Goal 2.0 Objective 2.2	GOAL: 10% of Staff FY 13 30% of Staff FY 14 30% of Staff FY 15 30% of Staff FY 16	FY 2013-2016	EMI/State Sponsored	Estimated Travel/Perdiem FY 13 (\$7,500) FY14-16 (24K each year)
Provide EMA specific training opportunities to develop analyst skill sets	EMA/MA	Strategic Goal 2.0 Objective 2.2	GOAL:100% EMA/MA staff successful completion of identified courses	Oct12-Sept13	TBD	TBD

**APPENDIX B
VA/VHA MANDATORY TRAINING**

Mandatory TMS Learning for all VA/VHA Employees

***NEW for FY 2013- WILL BE ADDED TO LEARNING PLAN FOR VHA OEM STAFF**

NOTE: If you are a Supervisor, Contracting Officer Representative, Approving Official or Purchase Card holder; additional courses apply and will be assigned to your TMS profile.

Mandatory Class	Mandatory Class ID	Requirement for Completion
<i>ALL EMPLOYEE TRAINING</i>		
VA Privacy and Information Security Awareness and Rules of Behavior	VA 10176	Annual
Prevention of Workplace Harassment/No FEAR	VA 8872	Every 2 years
<i>SITE/ORGANIZATION SPECIFIC TRAINING</i>		
* Environment of Care Hazardous Material & Waste Management	VA 8576	One-time
Elevated Rights for VA Laptop (System Admin training)	VA 1357076	One-time
Fire Safety and Prevention	NFED 1278256	Annual
VHA CO Compliance and Business Integrity (CBI) Awareness Training	VA 7318	Annual
Infection Control: The Basics	VA 8589	Annual
MOC-DO-Green Environmental Management System (GEMS) Awareness Training	VA 1371413	Annual
*VA Telework Policy Training Employees	VA 1367006	One-time
*VA Telework Policy Training Supervisors	VA 1366994	One-time
*Ethics Most Wanted (Procurement)	VA 37126	One-time
<i>Travel Card Owner Training</i>		
VA Online Travel Card Training	VA 5508	Every 3 years