

PREPARE - Partners in Pediatric Readiness, Emergency Preparedness, and Response Education
...for Children with Complex Needs

**PREPARE: Partners in Pediatric Readiness, Emergency
Preparedness, and Response Education**

...for Children with Complex Needs



Welcome!

BU School of Social Work
Center for Innovation in Social Work & Health

 **St. Christopher's
Hospital for Children** 

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**PREPARE Co-Training and
Partnership Implementation Guide**

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PREPaRE Co-Training and Partnership Implementation Guide

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If you have any questions, please reach out to Renee Turchi, MD, MPH via email at renee.turchi@towerhealth.org or rmt28@drexel.edu, or via phone at 215-740-2658.

NOTE: The training and toolkit will be revised in August each year to stay relevant, ahead of a September social media push.
We welcome your feedback emailed to info@pealcenter.org. Please put “PREPaRE” in the Subject line.

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Introduction & Training Package Links

Thank you so much for your interest in the PREPaRE co-training and partnership program!

What can the PREPaRE program and training package do for you?

- PREPaRE offers a unique training package **co-developed by families and first responders for families and first responders** in the emergency care of children with complex needs.
- Participants who tested the training told us it is **widely applicable to other emergency personnel**, and most elements are directly relevant for adults with complex needs as well.
- While some of the resources are specific to Pennsylvania, **most resources are applicable nationwide**, or have a comparable statewide service (e.g., the Red Cross).
- The **PREPaRE Program Toolbox** gives more tools for live skill-building co-training and building strategic partnerships **with family colleagues**.

PREPaRE Training Package – Ready to Use!

➤ [Online video compilation \(with ASL interpreter\)](https://www.pealcenter.org/emergency-preparedness/)
<https://www.pealcenter.org/emergency-preparedness/>

- Clips by module and subtopic to mix and match
- Simulation videos
- Real family stories

➤ [Companion toolkit - Key resources](https://www.pealcenter.org/wp-content/uploads/2022/09/PREPaRE-Toolkit-FINAL-v2-9.9.221.pdf)

En Español

<https://www.pealcenter.org/wp-content/uploads/2022/09/PREPaRE-Toolkit-FINAL-v2-9.9.221.pdf>

➤ [HUNE Quick Tip videos](https://www.huneinc.org/herramientas-en-prepararse-para-una-emer)

En Español

[Herramientas en Prepararse para una Emergencia](https://www.huneinc.org/herramientas-en-prepararse-para-una-emer)

<https://www.huneinc.org/herramientas-en-prepararse-para-una-emer>

- For parents' emergency planning (2 total):
1) when at home
2) when in schools with educators

How can you use this guide?

- ✓ **Just looking for effective and meaningful resources you can pick up and use?** The **PREPaRE Training Package** is for you!
- ✓ **Looking for powerful skill-building exercises?** The **PREPaRE Program Co-Training and Partnership Toolbox** gives flexible options to apply elements for your own program purposes with strategic partners. You'll find lessons learned, tips, and templates to make it easy for you.
- ✓ **Bottom line: No need to reinvent any part of the wheel.** We describe below exactly what makes PREPaRE so unique and effective driven by lived experience, and low-effort ways you can quickly incorporate the existing training and tools within your communities.

Impact of the PREPaRE Training

From your perspective, what were the most effective aspects of today's training session?

Responses from Participants:

- ❖ *"Importance of **planning and connecting all appropriate parties ahead of time.**"*
- ❖ *"The EMT staff made **clearer what is needed in these circumstances.**"*
- ❖ *"The **resource toolbox and interacting with families as well as responders.**"*
- ❖ *"This was very helpful to know how we, **within case management**, can direct families to prepare for unforeseen emergency situations."*
- ❖ *"The **role playing and small group discussions, to help build relationships.**"*
- ❖ *"Loved the **collaboration between different roles and perspectives.**"*

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Why is the PREPaRE Training So Valuable for Meeting Complex Needs of Children in Emergencies?

This training’s innovative co-design and co-development process allows it to meaningfully meet the most salient needs expressed by **EMS responders and family caregivers** of Children with Complex Needs (CCN), **two key frontline workforces in an emergency who must partner effectively in the moment to protect the health and safety of CCN in the home/community.**

PREPaRE gives emergency response workforces critical information in an easily accessible format, to quickly and effectively cross-share. It also **builds targeted, reciprocal, and practical communication skills** to assess and problem-solve quickly under the highly stressful circumstance inherent to any emergency situation.

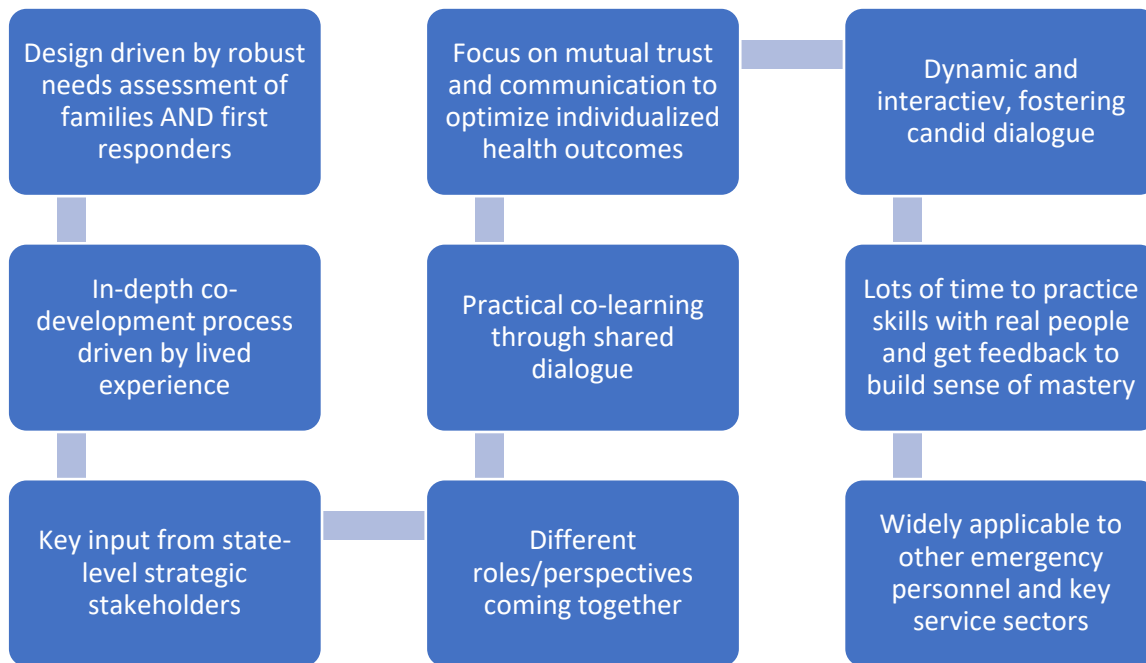
Broader Audiences for PREPaRE

From your perspective, who are the critical key players needed to effectively implement and sustain today’s key learnings?

Responses from Pilot Participants:

- ❖ *“Paramedics, care managers and parents”*
- ❖ *“Doctors or EMT[s]”*
- ❖ *“Director and training officer”*
- ❖ *“All members of the care team, EMS, as well as families/caregivers”*
- ❖ *“I think involving the schools is important”*
- ❖ *“Health providers, community members, social service members, educators”*
- ❖ *“Everyone!”*
- ❖ *“We are by sharing this information with others”*
- ❖ *“Leaders, caregivers and family members”*

EFFECTIVE FEATURES OF PREPaRE



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PREPaRE PROJECT CO-TRAINING & PARTNERSHIP TOOLBOX

The toolbox puts **each building block of the design, implementation, dissemination, and sustainability** of PREPaRE into your hands. This includes tools for building **collective state-level strategic partnerships for cross-sector solutions** in emergency preparedness and response for children with complex needs.

Hover over the boxes below and press “Ctrl + Click” at the same time to go to that section of this guide, where you will find direct links to the tools themselves and practical, field-tested tips for success.

Tools for Adapting the PREPaRE Co-Training Program:

<p>Workforce Needs Assessments: 1) Family interviews 2) First responder online surveys</p>	<p>Training Package: Videos, Toolkit, Spanish Quick Tips (p. 1)</p>	<p>Facilitator Detailed Agenda</p>
<p>PowerPoint Slide Deck w/ presenter notes & fully accessible version</p>	<p>Recruitment Flyer</p>	<p>Preparation & Practice Run</p>
<p>Trainee and Trainer Evaluation</p>	<p>Social Media Toolkit (September = Emergency Preparedness Month!)</p>	<p>Program Sustainability Plan</p>

Tools for Developing Partnerships:

<p>Project Operational Chart</p>	<p>Sample Partners Meeting Agenda</p>	<p>Ecosystem Mapping</p>
<p>Family Engagement in Systems Assessment Tool (FESAT®)</p>	<p>Partnership Sustainability Plan</p>	

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Simple Ways to Apply the Tools

So, what can you do when you have (very) limited bandwidth but want to do *something*?

The “Reality Check!” boxes in this guide describe the simplest and most effective ways to use PREPaRE program elements.

Reality
Check!

Biggest lesson learned by co-trainers

A **hybrid approach** offers the **most flexibility and efficiency** and optimizes use of live training time to focus on skill-building elements that cannot be done asynchronously.

Most notably, **live skill-building elements** of PREPaRE are:

- 1) Facilitated full group dialogue after watching the simulation videos together
- 2) Paired role play breakouts in small groups and full group discussion afterwards

Participants Agree!

The majority mentioned role plays as one of the most effective aspects:

“The role playing and small group discussions, to help build relationships.”

Several wanted more practice time in future trainings:

*“More exercises”
“More breakout sessions”*

Easiest Ways to Use PREPaRE	Building Blocks You’ll Need
Use and share training package as-is	<ul style="list-style-type: none"> ▪ PREPaRE Training Package (p. 1) ▪ NOTE the caveat that while some resources are specific to Pennsylvania, most are applicable nationwide, or have a comparable statewide service (e.g., the Red Cross) ▪ OPTIONAL: Social Media Toolkit to optimize dissemination and reach to families and/or first responders
Hybrid approach using: A) PREPaRE online training videos AND B) Live training for skill-building (virtual or in-person)	<ul style="list-style-type: none"> ▪ PREPaRE Training Package w/ online videos (p. 1) ▪ Key live skill-building tools: <ul style="list-style-type: none"> ○ Facilitator Detailed Agenda for live training w/ simulation discussion and role play facilitator instructions ○ Corresponding slides from the PowerPoint Slide Deck (slides #s are specified in the agenda) ○ Simulation videos!!: Slides 35&37 or YouTube videos 1&2 or online (ASL/captions) → “Build Trust in Emergencies” ▪ Any other Co-Training Program Tools you find useful 😊
Check out the Strategic Partnership Tools if you are building community and statewide partnerships (including family colleagues) in any part of your EPR work	

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Co-Training Program Tools

Workforce Needs Assessment

Determine the most salient focus areas for your workforces (including families!). Especially key when building your own training, this ensures family voice is infused, and that the most important family needs are centered throughout, aligned to emergency responders' priorities. We paid families for their time.



- ✓ Our family-led organizations led 1:1 family interviews (**English & Spanish**) **En Español** as the most effective approach. They recruited generally and also reached out to individuals already engaged with their services who may not otherwise respond.
- ✓ An **online survey** was effective for Pediatric Emergency Care Coordinators, distributed through Emergency Medical Services for Children.
- ✓ This project was predicated on **robust data** from a prior online survey that went out to ALL emergency responders statewide via Emergency Medical Services.



Short on time and money? PREPaRE's focus on real-time communication and trust between families and emergency personnel apply universal principles and skill-building, regardless of your local/state ecosystem. Our **needs assessment results** clearly reflect this vital priority. If **PREPaRE's focus** resonates with your community-based partners, **you may not need to conduct your own needs assessment.**

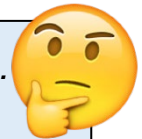
Facilitator Detailed Agenda - KEY tool for any live training!

Use anything from **this template agenda** helpful to you; relevant slides are specified for each portion. To focus your live training **only on skill-building elements**, see facilitator instructions for co-learning around **simulation videos, and for breakout role plays.**



- ✓ **Your one-stop reference** – Put all logistical details in this agenda to ensure your team follows along with the same information in one place in real time throughout the training.
- ✓ **See document's comment bubbles for field-tested tips and lessons learned from our pilot training.**
- ✓ **Structure of training sessions** We conducted the live training all at once, as a longer learning block optimally supports participants' iterative skill development and mastery. It also requires only one free timeframe of participants, which could lead to more reliable participation.

Feedback to Ponder...



*Evaluation feedback from both trainers and trainees suggests **breaking the training into smaller segments, for example, a series of one- or two-hour training sessions spread out over multiple weeks.** For parents, when school is in session, commensurate daytime hours may work, though this varies considerably. Notably, some first responders may have variable shift times, making it difficult to attend a training in the traditional 9-to-5 timeframe.*

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PowerPoint Slide Deck

Use slides as-is, adapt them “buffet style” for your needs, or use as reference to co-develop your own training. See speaker notes if useful. NOTE [online PREPaRE videos](#) already have ASL interpreter/captions.

- Two versions to choose from: 1) [Optimal engaging design](#); 2) [Optimal accessible format](#)

Recruitment Flyer

Guiding principles for the [PREPaRE flyer](#) design (and [Spanish audio](#) [En Español](#)):

- Content is branded, visually engaging and fully accessible (e.g., [audio recording/transcript](#)).
- Describes clearly and concisely what each workforce will get out of the training, including focus on cross-learning, tangible skill-building, and practical tools.
- Ease of registration; we **used a QR Code** to accomplish this – QR codes are available for free from some sites but do expire after a month or so.

Quick Tips

- ✓ To be most effective key partners recruit their workforces via their standard outlets: listservs, social media, targeted individual outreach
- ✓ Recruitment begins one month beforehand
- ✓ Require registration where participants self-identify by workforce, so you can target recruitment efforts based on gaps in recruitment

Preparation & Practice Run

Reality
Check!

One thing absolutely worth putting time into is the practice run! Before conducting our pilot training program, we conducted **two prep sessions**:

- 1) How to use the Zoom platform and review of the mechanics of the training
- 2) Practice run of the training content following the facilitator agenda directly step-by-step to work out any last-minute kinks in the material

- **Focus on practicing content, defining roles, and presentation flow** – In order to stay on time within the training with diverse presenters, ensuring they have practiced their section is crucial. While this can be done independently, it is very helpful for all presenters to coordinate. Review the flow of the content, each person’s unique role in the training (logistical and content roles), and the instructions for any breakout rooms or activities. This will ensure that any remaining questions are answered, and all team members are on the same page going into the training.
- **Lived experience real-time feedback** – Invite someone from your target audience to attend the practice run and compensate them for their time and expertise! We received real-time valuable feedback for improvements from an attending parent of a child with complex needs who was also formerly a first responder.

Quick Tips

- ✓ [Template agenda](#) – Feel free to adapt our practice run to meet your needs! Note that we did a fully live virtual training; your practice would look different if you took a hybrid approach.

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- ✓ **Follow the facilitator agenda** – This is the centerpiece of the practice run to keep all contributors literally on the same page in practice and during the training itself.
- ✓ **Timing and practice length** – Choose a date close enough to the training so presenters have the practice fresh in mind, while also leaving enough time to make adjustments based on the practice run. We hosted the PREPaRE practice run about a week before the training date.

Training Evaluation

Get feedback from participants AND trainers - Our participant evaluation uses a pre/post design. It includes questions about confidence and knowledge, the best and least helpful elements of training, and what they'd like to see next. For key partners as trainers, we ask about the co-development process, conducting the training, and sustainability moving forward. We **built this into the training time**, so participants had a real-time opportunity to give feedback, to increase our response rate.

PREPaRE Evaluation Tools & Results:

- 1) Semi-structured online survey: **Pre- and post-training participant survey tools w/ results**
- 2) **Plus/Delta right after training**; Focus group with key partners: **Focus group questions; Results**

Social Media Toolkit

To share out the PREPaRE Training Package (or anything else!), feel free to use the **extremely successful social media toolkit** put together for The Parent Education and Leadership (PEAL) Center by Blender advertising, **specifically launched for September National Emergency Preparedness Month**, from 9/19/22 to 10/14/22.

The toolkit included two plans: **1) plan targeting families** and **2) plan targeting first responders**

Training Sustainability Plan

Accessing the training across organizations – Our key partner co-developers adopted a “no wrong door” approach; regardless of which organization a family or first responder approaches, each partner is housing the PREPaRE training package to share. We suggest this strategy, including encouraging all training participants to reach out to any contact listed in training materials. **See plan here.**



- ✓ Leverage September as National Emergency Preparedness Month
- ✓ Key partners will get together each July to revise the toolkit, sync across websites, and then re-launch the successful campaign developed by Blender.

Drum Roll, Please...

Overall, in 1 month the campaign generated:

210,238 impressions

12,841 video views

1,155 clicks to

www.pealcenter.org/emergency-preparedness

First responders' engagement rivaled that of families!

Check out the **full report**

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Strategic Partnership Tools

Looking to really, truly partner with family colleagues? Want to engage the many key stakeholders across sectors for lasting systems change? Below, you'll find practical tools and quick tips to balance their many very busy schedules with best practices for **meaningfully and effectively engaging strategic partners**.

Project Operational Chart

Use to spark ideas to **identify training partners and broader strategic partners!** **This chart** displays the operating structure and all the stakeholders and their roles on the project.



- ✓ **Build off existing relationships** – PREPaRE’s Medical Director, Renee Turchi, had prior connections both with community partners and state-level advisors. These partners are critical to drive what must be pragmatic, relevant cross-sector solutions.
- ✓ **Who needs to be at the table to truly move the needle?** The figure below details some salient strategic considerations from the PREPaRE key partner focus group.

Can the PREPaRE’s Program Objectives Impact Emergency Care for Children with Complex Needs Nationally?



PREPaRE Community Key Partners – Focus Group Responses:

- ❖ *“Yes, but we don’t have the right partners right now.”*
- ❖ *“An increase in manmade and natural disasters/emergencies increases the sense of urgency – we can’t wait for something bad to happen more locally before we take action (e.g., Hurricane Katrina).”*
- ❖ *“Family-to-family groups have a broad mission, but they aren’t the key groups to get it going. Emergency responders are the key groups - In PA, Emergency Medical Services for Children aligns directly with this mission. What about the American Academy of Pediatrics [national and state chapters] or the Pediatric Pandemic Network?”*
- ❖ *“Politics will probably prevent this from happening unless it’s a mandate from the government (e.g., FEMA) AND funded (or there’s a shift in funding/scope)”*
- ❖ *“Cross-sector collaboration required – it will be a barrier if specific people/agencies only get the authority/financial resources”*
- ❖ *“Need a multi-state industry or group to endorse, such as the American College of Emergency”*

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Sample Partners Meeting Agenda

Hold effective meetings with broad strategic partners – Because emergency situations are multi-faceted, it's necessary to build cross-sector collaboration for true progress to occur. To guide meetings and connections, **ask strategic partners upfront** what they **hope to get out of their participation**. See an **example agenda** from PREPaRE. Develop and share **guiding principles**.

Key tactics for agendas and all communications:



- ✓ Keep it short and sweet
- ✓ Focus on less talking at and more talking with – where can you use advisors' input and expertise the most right now to help shape key aspects of the project?
- ✓ Be very clear and focused beforehand with what you need them to provide input into and how to prepare – integrate into the agenda
- ✓ Also include broader, pointed strategic discussions to foster cross-partnership
- ✓ Invite stakeholders to share news of interest with the group each time
- ✓ Point out resources/work of cross-interest; make connections within the discussion for partners (requires knowledge of the stakeholders' initiatives and goals)
- ✓ Send meeting information both via the calendar invite and email (to satisfy diverse preferences)
- ✓ Shared drive with materials and attachments (to meet diverse work needs)
- ✓ Share in follow up recording of each meeting, notes, agenda, slides and any related materials or resources.

Eco-System Mapping

Engage advisors early on in larger strategic conversation for shared understanding of what contributes to the problem using this meaningful tool. The resulting map provides context to then scope your training intervention with very concrete and specific parameters.

Check it out!

- **Eco-System Mapping [Description and Process](#)**
- **[PREPaRE Eco-System Map](#)**

Family Engagement in Systems Assessment Tool (FESAT)

The **Family Engagement in Systems Assessment Tool (FESAT)** provides a robust but simple consensus-driven assessment and action step process for teams of all types to actually implement authentic family partnerships over time. The Family Voices' website also features some **great infographics** to help you and your colleagues better understand the applied value of the FESAT® in your spheres of work.

Partnership Sustainability Plan

A champion to make it happen – Many times, strategic partners convene and build relationships through particular time-limited project or initiative. **PREPaRE's post-grant strategic partnership sustainability plan** was shaped by a **field expert's tips** and **strategic partner focus group**, to ensure a feasible plan.

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Strategic leaders are inherently very busy! While coalitions are an excellent structure for change, they require a lot of time and energy so may not be feasible. A champion is often needed who has existing relationships, resources, expertise, and vested interest to keep things going even at a basic level. Something to consider: Dr. Renee Turchi is hosting “The PREPaRE Collective” virtual meetings semi-annually for 1.5 hours; **The term “collective” reflects the low-key nature of the group’s participation, yet their ongoing keen interest to continue collaborating for change in this area.**

Reality
Check!

Best Practices & Tips from the Field

For live training, even if you simply replicate PREPaRE’s skill-building exercises, one of the most powerful elements of the training is **shared workforce co-learning in mutual dialogue. This requires unique community partnerships with family-leds and emergency response services (e.g., EMS and EMSC).**

Below are **best practices for co-design and development with community partners**, as well as **lessons learned and further ideas for training topics and design elements** from the evaluation of the PREPaRE pilot with training participants and with the key partners who co-developed the curriculum.

Co-Development by Community Partners with Expert Advisors

This training program was funded by HRSA, *Building Capacity in Emergency Preparedness and Response with Family Partners of Children with Complex Needs in Pennsylvania*, **conducted by five key partners**, with strategic guidance and **contributions from a state-level advisory board**. See **Figure on next page**.

Tips for adjusting the training content

- ✓ **Define emergency preparedness and response** – There are many different dimensions to EPR given the field’s vast scope. Define where you would like to focus content and ensure that all partners and training participants are aware of the definition and scope. For example, we focused on pre-hospital emergency response rather than emergency departments.
- ✓ **Adjust content for your audience(s)** – The content is readily adaptable for and relevant to other target audience(s). Trainer/trainee evaluation feedback resoundingly endorsed the content as universally applicable to a wide range of audiences within the field of emergency preparedness and response, and to other patients with special needs.

PREPaRE best practices for co-training and co-development:

- **Community-driven** – Developing your training with an interdisciplinary, community-based team is critical to modeling the collaborative communication represented in the training. Further, including grassroots organizations that represent people’s lived experiences ensures your content resonates with your audience(s) and success in recruiting relevant trainees.
- **Create ample space for co-development and adaptation** – Allot about twice as much time as you originally anticipate for authentic collaboration. We met biweekly with all key partners, and

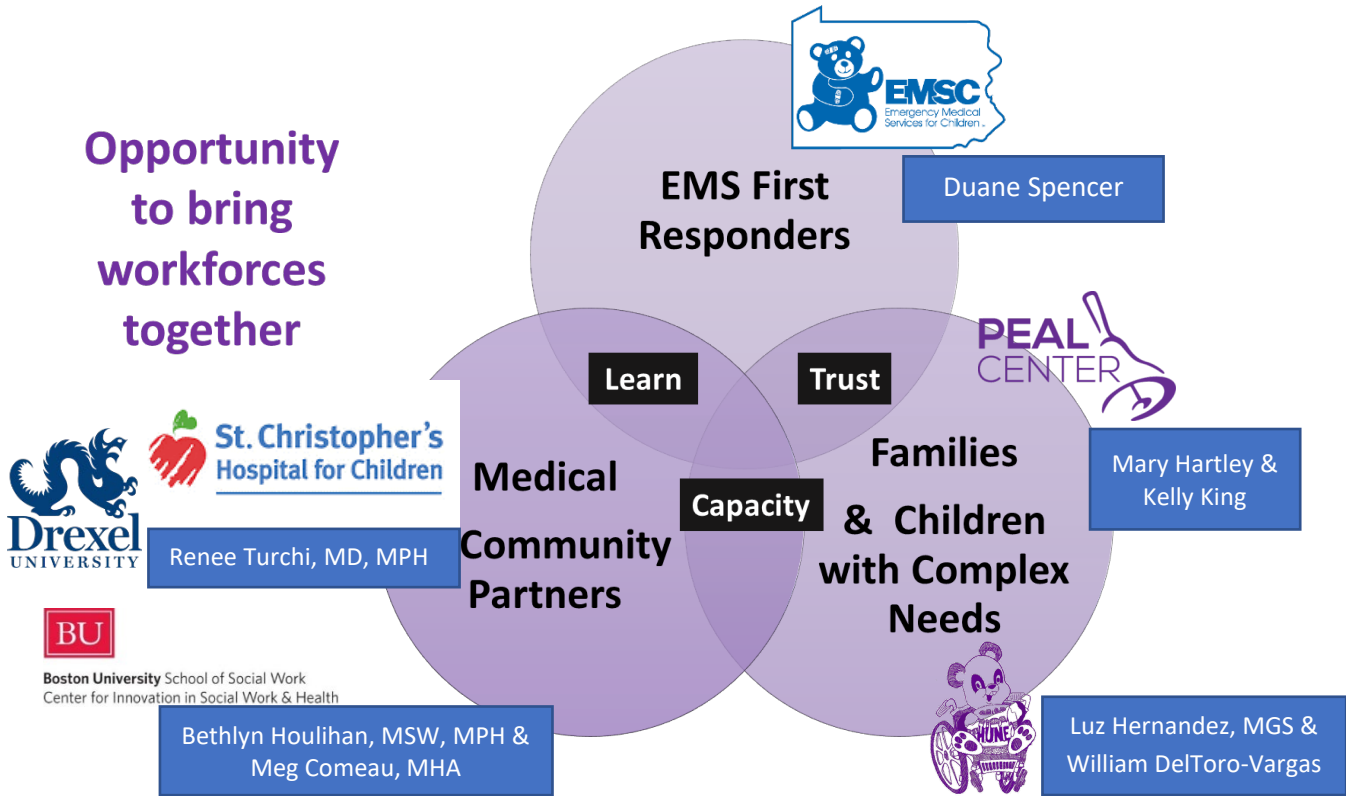
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weekly with leads for task execution. It takes time to discover in mutual, candid dialogue with your partners your shared essential objectives, and to meaningfully tailor format and content to your audience(s) and ecosystem.

- **Seek team feedback at regular, structured intervals** to accommodate unanticipated but important shifts in content or delivery and avoid disconnects for any key partners that then require major changes against critical deadlines.
- **Share preparation duties** –Make sure to spread the work of content development and revision across the inter-disciplinary team not only to synthesize different perspectives, but also, practically speaking, to avoid putting a lot of work on one or just a few people.
- **Scheduling** – Be as flexible and proactive as possible in setting meetings with busy, disparate community partners to plan your training. Find ways to update people who inevitably cannot attend a particular meeting through a 1:1 update, and/or by taking really good meeting notes!

**Opportunity
to bring
workforces
together**



... & advisors...

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DEDICATED TO THE HEALTH OF ALL CHILDREN

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Design Driven by Community Needs

Key partners first and foremost conducted community needs assessments. The **table below** shows how results demonstrated overlapping needs between family and first responder workforces, and how this drove the fundamental design of the PREPaRE Training.

Click links to see all summary results for:

- 1) **[Pediatric Emergency Care Coordinators \(PECCs\) via an online survey \(by EMSC\)](#)**
 - a. **Also forthcoming are prior statewide first responders survey results**
- 2) **[Families of CCN via individual interviews \(by PEAL in English & HUNE in Spanish\)](#)** En Español

TABLE: Overlapping Workforce Needs & Responsive Training Elements

This table summarizes aligned needs assessment results from both workforces and how that directly influenced design of the PREPaRE training

<i>Identified Family Needs</i>	<i>Identified EMS Provider Needs</i>	<i>Responsive Training Elements</i>
First responders don't always listen to families; families and first responders need better ways to respectfully listen to each other	Lack of training on how to interact with children and families, lack of opportunities to develop relationships/ communication outside of emergency situations	Focused on interprofessional communication between families and first responders throughout Module 1, using videos, slides, and role plays to develop communication skills
Need better communication tools for children with verbal limitations to communicate with first responders, especially if parents aren't present	Need more training around communicating with children who have intellectual or development disabilities	Reviewed numerous alternative forms of communication, such as communication board with icons/images or body language, for first responders and families to have available
Challenges arise when situations get stressful or heated during an emergency	Want to learn more about how to ease anxiety for child with complex needs during an emergency	Provided de-escalation tips for both first responders and families to improve communication, reduce stress
Care plans need to include emergency planning	Want families to proactively reach out to their EMS agencies to make them aware of their child's special health need so they can do prior research	Devoted much of Module 2 to care planning and considering all areas of a child's life when doing emergency planning
Needed more resources around: go bags (prepared equipment bags), fire preparedness, and evacuation plans	Education on medications, equipment, and special needs based on widely variable diagnoses across kids with complex needs (EMS providers lack specialized awareness of all different types of special needs)	Included resources around all these areas in Module 3 and the accompanying toolkit, educating through slides, videos, discussions, role plays, and handouts

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Closing Suggestions for Next Steps and Expansion of the PREPaRE Training

Looking for **what else is needed to move the needle?** In closing, we leave you with this feedback. Key partner trainers told us in focus groups they'd like to focus further on **collaborative skill-building** through simulations and role plays, **home health worker training**, and **school settings**.

And here's what pilot training participants had to say:

Post-Training Participant Survey Feedback	
What do you still want to learn or hear more about when understanding how to partner in the care of CCN during emergency situations?	What are the next steps needed to effectively implement and sustain today's key learnings?
<ul style="list-style-type: none"> ❖ <i>"Tailored considerations for specific regions of an area or state"</i> ❖ <i>"Challenges around geography" {Urban, suburban, and rural considerations}</i> ❖ <i>"What important key messages to relay to emergency providers during an emergency"</i> ❖ <i>"How to communicate differences among individual children during an emergency (i.e., a cheat sheet to hand to first responders about individual children with complex needs)."</i> ❖ <i>"Equality and inclusion"</i> ❖ <i>"Learn more about the first responders" {types, degree of relevant training, patient information they can/cannot access}</i> ❖ <i>"Evacuation and drills in school settings for complex kids"</i> 	<ul style="list-style-type: none"> ❖ <i>"I would like to continue working and building more tools and resources that would be universal"</i> ❖ <i>"Best practices for communicating the training information directly to individual families"</i> ❖ <i>"Training kit for distribution to my families with special needs kids"</i> ❖ <i>"Connecting families with all parties"</i> ❖ <i>"Updates and refresher courses"</i> ❖ <i>"Repetition and more training"</i> ❖ <i>"Follow-up forum with regional groups"</i> ❖ <i>"Get out into the communities and inform them of this information"</i> ❖ <i>"Integrate into all levels of EMS training"</i>

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