HHS emPOWER PROGRAM
Translating Research into Practice

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Why HHS Created the emPOWER Program

Identifying and Addressing At-Risk Population Needs

How can we help communities reduce system stress, ensure continuity of care, and better protect their at-risk populations from adverse health outcomes?

In the event of an incident, public health emergency or disaster, at-risk populations often seek immediate care from first responders (e.g., EMS), hospitals, and shelters. This leads to surges in health care demand and stress on the health care system and shelters.

Millions of Americans, including over 3.9 million Medicare beneficiaries, rely on electricity-dependent medical equipment and health care services to live independently in their homes. Can Centers for Medicare and Medicaid Services (CMS) data help communities anticipate, plan for, and address the unique needs of the electricity and health care dependent population?
Evidence for the HHS emPOWER Program

Medicare claims data is a reliable resource for locating at-risk individuals, enabling emergency responders to reach the right people at the right time during an emergency.

The Pilot
ASPR and CMS partnered with the City of New Orleans (NOLA) Health Department to test if Medicare claims data were current enough to locate NOLA residents that use oxygen electricity-dependent medical equipment during emergencies.

Figure 1. Medicare beneficiaries in the City of New Orleans with a claim for ventilator, oxygen concentrator, and/or oxygen tank.

The Results
- **611 individuals** had a claim for oxygen concentrator or ventilator
- Data were **93% accurate** in identifying the medical equipment used by the **191 individuals visited***
- Drill also revealed gaps in emergency preparedness:
  - Only 15 people (2.4%) were enrolled in the city’s special needs registry
  - Only 8 people (1.3%) were enrolled in the electric company’s registry
  - Almost half (41%) did not have an emergency plan
  - Over half (55%) would need assistance in an emergency

*Similar results were observed in an exercise in Broome County, New York.
Characteristics of the HHS emPOWER Population

Medicare Population 53.6 million¹

- 50 states, 5 territories, D.C.
- 65+, blind, or long-term disabled adults/children
- ~90% of dialysis-dependent end-stage renal disease (ESRD) population
- ~20% are also eligible for state Medicaid (dual-eligible)

emPOWER At-Risk Population > 3.9 million²

1 Population for Medicare (Parts A/B) and Medicare Advantage (Part C) as of March 2018.
2 As of March 2018, 27% of the emPOWER population is dual-eligible (beneficiary is enrolled in Medicare and state Medicaid) as compared to the national average of 17.1%.
3 Total counts Medicare beneficiaries only once, even if they have more than one piece of electricity-dependent DME.

As of March 2018, 27% of the emPOWER population is dual-eligible (beneficiary is enrolled in Medicare and state Medicaid) as compared to the national average of 17.1%.
Elements of the HHS emPOWER Program

Innovative Use of CMS Data

ASPR and CMS partnered to create the HHS emPOWER Program, which leverages CMS Medicare beneficiary data to populate innovative program tools, including datasets, Geographic Information Systems (GIS) maps, and GIS Representational State Transfer (REST) Services, to provide communities with the right data in the right tool to the right person at the right time.
The HHS emPOWER Program
emPOWERing Communities, Saving Lives

The HHS emPOWER Program provides dynamic data and mapping tools to help communities protect more than **3.9 million** Medicare beneficiaries who rely on electricity-dependent medical equipment and health care services.

**emPOWER Map and REST Service**

Publicly available at https://empowermap.hhs.gov

**emPOWER Emergency Planning De-identified Dataset**

Restricted to public health authorities and relevant partners

**emPOWER Emergency Response Outreach Individual Dataset**

Secure, restricted to authorized public health authorities

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**Mitigation**

**Preparedness**

**Response**

**Recovery**

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Update repository (and leader??) slides
Rollet, Shelley, 4/4/2018
What are the emPOWER Map and REST Service?

ASPR is helping communities by providing de-identified at-risk Medicare beneficiary data on the interactive HHS emPOWER Map, and through an emPOWER REST service via ASPR’s GeoHEALTH Platform.

Publicly accessible at [https://empowermap.hhs.gov](https://empowermap.hhs.gov)  
Publicly accessible at [https://geohealth.hhs.gov](https://geohealth.hhs.gov)
HHS emPOWER Map and REST Service

How can I use the emPOWER Map and REST Service?

The map and REST Service provide a starting point for estimating the electricity-dependent population in a geographic area prior to, during, or after an emergency.

- Gain population-based situational awareness
- Identify health care resource needs and potential areas of hospital/EMS surge
- Determine potential shelter locations and shelter resource needs
- Plan for evacuations and identify evacuation routes
- Inform public communications and foster community engagement and assistance
Bringing It All Together: The HHS emPOWNER Program in Practice
HHS emPOWER Program in Action

Examples of Where the Program has been Used

- Chemical Spill
- Earthquake
- Flood
- Hurricane/Tropical Storm
- Infrastructure Failure
- Severe Power Outage
- Tornado
- Wildfire
- Winter Storm
- Water Emergency

**Nevada**
Informing life-saving outreach during severe flooding

**California**
Addressing gaps and providing life-saving resources for 600 wildfire evacuees

**IL, IN, MI, MN, OH, WI**
Coordinating within the region for local-level power outage planning

**New York**
Informing power restoration decisions during a severe wind storm

**Florida**
Conducting outreach to over 40,000 at-risk residents during a hurricane
The HHS emPOWER Program helped Florida quickly identify and provide outreach to tens of thousands of at-risk individuals, setting the stage for life-saving emergency response.

Planning and Preparedness
In anticipation of Hurricane Matthew, Florida Health used the emPOWER Emergency Response Outreach Individual Dataset to identify at-risk individuals in seven counties and perform a reverse lookup of phone numbers.

Response
A life safety call was made to over 40,000 residents by the Florida Division of Emergency Management using the Statewide Alerting and Notification System.

Impact
Staff contacted the 169 individuals who indicated they might have a health or medical need during and shortly after the hurricane.

Supporting partners:
- Florida Division of Emergency Management
- Local Emergency Managers and Emergency Operations Centers

44,500 at-risk residents identified and called
17,000 residents responded to calls
169 individuals requested assistance
HHS emPOWER Program Use Case
Severe Flooding in Nevada

HHS emPOWER Program tools helped Carson City Health and Human Services (CCHHS) and Washoe County Health District (WCHD) assess its capacity to assist the at-risk population and engage partners to ensure coordinated outreach.

Planning and Preparedness
In 2017, CCHHS used both emPOWER datasets to identify and address gaps in resources (e.g. oxygen tanks) for the at-risk population and map evacuation routes for beneficiaries in flood-prone areas.

Outreach
CCHHS and WCHD used the emPOWER Emergency Response Outreach Individual Dataset to identify at-risk individuals living in flood-prone, avalanche-prone, and remote areas, and coordinated with Medical Reserve Corps volunteers to provide outreach.

Impact
CCHHS is expanding use of the emPOWER Individual dataset to help set up mass care operations and inform umbrella contracts with DME companies. WCHD and Washoe County GIS developed an effective way to process emPOWER data within 30 minutes.

Supporting partners:
- NV Division of Public and Behavioral Health
- NV Aging and Disability Services
- NV Division of Emergency Management
- NV National Guard
- Tribe Emergency Manager

4 counties in Nevada benefitted from emPOWER Program data
300 homes in flood-prone areas contacted by CCHHS
Use Case: Severe Wildfires in Los Angeles, California

HHS emPOWER Program tools helped Los Angeles (LA) identify the needs of its at-risk population and connect with health care partners to improve continuity of care.

**Emergency Preparedness Planning**
In December 2017, LA County Department of Public Health requested emPOWER data on behalf of the City of LA to support first responder efforts to identify and locate at-risk individuals in areas that had been evacuated due to wildfires.

**Recovery**
Following the wildfires, LA County identified and engaged durable medical equipment (DME) and oxygen suppliers in the area, serving approximately 600 at-risk individuals. This effort helped ensure continuity of care for many wildfire evacuees.

**Impact**
The City of LA is incorporating emPOWER data into emergency response protocols and plans. LA County and LA City are developing mapping applications for the data to provide first responders with current, actionable information on the at-risk population.

Supporting partners:
- LA Emergency Management Department
- LA Police Department
- DME and Oxygen Suppliers

~600 at-risk individuals impacted by wildfires

38 DME providers contacted, and 22 surveyed
emPOWERing Partners - New Tech, Training and Tools in 2018
HHS emPOWER Program Communications

Training and New Resources on the emPOWER Portal

In fall 2018, new trainings and communications materials will be available for stakeholders interested in strengthening emergency preparedness and response in their state, territory, county, or major metropolitan area.

An emPOWER training will be available on TRAIN, and an emPOWER 101 presentation will be accessible on the forthcoming emPOWER Portal.

New grab-and-go materials, including fact sheets, job aids, journey maps, and guides for the emPOWER Program tools will be available on the emPOWER Portal.
HHS emPOWER Program

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