

# Crisis Standards of Care Community Engagement

CENTER FOR EMERGENCY PREPAREDNESS & RESPONSE

## What is Crisis Standards of Care?

Catastrophic disasters like Hurricane Maria in 2018 or the Joplin Tornado in 2011 had the power to overwhelm communities regardless of their level of preparedness. Disasters like these can impact day-to-day health care operations and create demand for health care that far exceeds available resources.

Crisis Standards of Care (CSC) is when health systems are so overwhelmed by an event it is impossible for them to provide the normal, or standard, level of care to patients. In these cases, the way we deliver health care may need to be altered to shift focus from individual patients to the good of the whole community. When this occurs, a formal declaration by state government would occur to recognize health care systems are in crisis operations that may last for some time.

## What is the CSC Concept of Operations and Framework?

The Minnesota CSC Concept of Operations (ConOps) and Framework are two different documents. The goal of both documents is to provide ethically sound guidance so health care entities and the state can manage the emergency. This ethical

guidance should reflect the values and priorities of communities around the state.

- **Minnesota CSC Concept of Operations**— defines the role of MDH during a CSC response in accordance to the MDH All Hazards Response and Recovery Plan. Should reflect the values and priorities of communities around the state.
- **Minnesota CSC Framework**—a guidance document for Hospitals and EMS to assist in planning for CSC events, including ethical and legal considerations and community priorities and values.

## Community Engagement

The Minnesota Department of Health, Center for Emergency Preparedness and Response (MDH-CEPR) is conducting community engagement sessions across the state in order to:

- Increase understanding of crisis standards of care,
- Understand the priorities and values of all Minnesotans in relation to this topic, and
- Incorporate gathered data into the CSC ConOps and CSC Framework.

## Why Community Engagement?

Public participation in shaping the CSC ethical guidance ensures that the Framework and all planning reflects community values and priorities from around the state.

Engagement on CSC can also increase public understanding of what CSC is, why or when it might be enacted, and more generally, of the need for disaster preparedness.

## Who will participate?

MDH-CEPR will strive to engage communities that represent the diverse demographics of the state.

In order to ensure equity, efforts will be made to engage groups that have been historically marginalized, including individuals with access and functional needs (such as the disability community) and immigrant and refugee populations.

Engagement sessions with health care professionals are being conducted separately.

## What will sessions include?

Engagement sessions include an educational component and scenario-based discussions. Participants will be asked to consider how to manage health care in situations where a catastrophic disaster overwhelms resources.

## What will be done with the results of the session?

Notes taken during the sessions will be analyzed and incorporated into the MDH CSC Framework and Concept of Operations.

## How can I help?

MDH-CEPR wishes to collaborate with organizations to conduct engagement sessions with their staff. These sessions include a presentation on crisis standards of care, live polling survey questions, and an activity with facilitated discussion.

If you are an organization interested in hosting a 1 hour Lunch & Learn or a 2 hour Full Session, please contact us below.

## Where can I get more information?

For more information on this project, or if you would like to host a community engagement session please contact:

Minnesota Department of Health  
Center for Emergency Preparedness & Response  
651-201-5700

[Health.EPR@state.mn.us](mailto:Health.EPR@state.mn.us)

<https://www.health.state.mn.us/communities/ep/surge/crisis/index.html>

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