

ENHANCING EMERGENCY PREPAREDNESS: Communication & Coordination Strategies for NYC Home Care and Hospice Providers



TWO-PART SERIES | APRIL 10 & 17 | 1PM-2PM

Enhancing Emergency Preparedness: Communication & Coordination Strategies for NYC Home Care and Hospice Providers

**April 10 & April 17, 2025
1:00 - 2:00 PM**

Gain practical insights and tools to adapt to evolving communication needs and ensure continuity of care in any emergency on this two-part webinar series.

Effective communication is critical during emergencies, especially for home care and hospice providers who must coordinate with staff, patients, caregivers, and emergency officials. This program will guide providers in developing and maintaining a comprehensive emergency preparedness communication plan, including accurate contact information and effective communication methods.

Attendees will explore how leveraging technology, and innovative solutions can enhance communication, coordination, and responsiveness during crises. The sessions will also highlight the importance of building staff capacity and optimizing systems to strengthen emergency preparedness and ensure seamless care delivery.

[Register here.](#)



About the speaker: Barbara B. Citarella RN, BSN, MS, CHCE, NHCP-BC President/CEO RBC Limited Barbara Citarella is the only internationally recognized expert in disaster preparedness for the home care and hospice industry. In addition to consulting in all areas of health care, Barbara has worked extensively with local, state, and federal government agencies with regard to business recovery planning, protection of personnel assets, infection prevention, infrastructure protection, all hazards planning and the Incident Command System. For much of 2019-2022, she worked extensively with government agencies for COVID-19 response. During 2023, she edited and revised multiple response guidance

documents for U.S. Administration for Strategic Preparedness and Response. Barbara has also served as an expert panel member for the Centers for Disease Control and Prevention, American Medical Association and Agency for Healthcare Research and Quality. She currently serves as a Subject Matter Expert for the United States Assistant Secretary of Preparedness and Response.

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