

Lessons Learned while Planning for Service Provision during Large Events

Long-Term Services and Supports (LTSS) Subcommittee Meeting
July 1, 2026

Presented by:
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Why We Plan for Service Provision During Large Events

- When planning for large events, our goal is to be proactive.
- Our goal is to make sure our Participants' needs are met and their health and safety is safeguarded.
- Our Participants rely on waiver services to maintain their independence in the community, and a disruption in those services could negatively impact their health and safety.
- A recent example from which we learned valuable lessons is the FIFA World Cup. This event which, commenced in mid-June, continues to be a large-scale event impacting the city of Philadelphia.

Lesson Learned #1

Develop a Comprehensive, Collaborative Plan

- Begin planning early and develop a comprehensive plan that clearly defines the scope, timeline, roles, and responsibilities. For the recent large events impacting the Philadelphia area, we developed a Contingency Plan to mitigate any potential issues related to the provision of waiver services.
- Include all key departments in the planning process.
 - For the FIFA World Cup, the planning process included the key departments of Service Coordination, Provider Network Management, Transportation, and Communications.
- Take time to fully understand the scope of the event by researching available information, expected attendance, impacted geographic areas, transportation limitations, public safety concerns, road closures, and other relevant details.
- Use a collaborative, cross-departmental approach to identify potential barriers to services and develop coordinated solutions. Each department will contribute insight from its area of expertise to help address Participant's needs, reduce service disruptions, and support timely access to care and services.
- Make sure the Contingency Plan is flexible enough to adjust as new information becomes available before and during the event.

Lesson Learned #2

Prioritize Strong Internal and External Communication



- Communication was essential to providing continuity of services and minimizing disruptions in the community, and this was a significant cornerstone of our Contingency Plan.
- Internal communication consisted of weekly meetings held with representatives from each department to review updates, share any concerns, and discuss next steps.
- External communication with Participants was equally as important and included the following:
 - Service Coordinators conducted monthly outreach to all Participants leading up to the FIFA World Cup and played a key role in sharing updates and identifying any concerns.
 - Text messaging was utilized to alert Participants of the upcoming World Cup events.
 - Email/fax communication was sent to all providers to make sure each had a plan in place to mitigate any risk of service disruptions.

Lesson Learned #3

Conduct Ongoing Review of the Plan and Communication

- Planning for large events should include ongoing review of identified barriers and/or obstacles, action items, and next steps before, during, and after the event.
- Stay connected to sources of external information and resources via social media and text message alerts. The city of Philadelphia provided communication on updates via their website and text alerts which provided beneficial information to the managed care organization's (MCO's) Contingency Plan.
- During the most recent FIFA event, additional information related to an area of Philadelphia that was to be particularly impacted was identified by the Service Coordination team, which reinforced the need and benefit of continued communication across the departments.
 - This new information allowed us to tailor communication as needed to Participants who may have been impacted.
 - Additionally, the information allowed Service Coordinators to assess impact to scheduling visits and outreach, and to proactively address traffic and parking issues.

Questions

Thank you



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Presenter: Taylor Dowden, Senior Manager Care Management - LTSS

Lessons Learned: Service Provision During Large Events

- **Proactive > Reactive:** Early identification of high-risk participants is critical to maintaining continuity of care
- **Back-Up Plans Matter:** Participant-specific contingency plans must be current, actionable, and understood across all stakeholders
- **Communication is a Risk Area:** Clear escalation pathways and defined roles across Service Coordinators (SCs), providers, and partners prevent service gaps
- **Provider Readiness is Key:** Staffing, transportation, and access challenges must be assessed and addressed in advance
- **Coordination Drives Outcomes:** Strong collaboration across SC teams, providers, and community partners ensures service continuity
- **Documentation is Essential:** Real-time tracking of outreach, disruptions, and resolutions supports regulatory compliance and quality improvement

Practical Improvements Moving Forward

- **Standardize pre-event risk review** for participants dependent on critical services, transportation, Durable Medical Equipment, medication access, or limited informal support.
- **Validate participant back-up plans** during routine contacts and before known large events.
- **Confirm provider readiness** for staffing, access barriers, transportation issues, and alternate service arrangements.
- **Use a centralized tracking mechanism** for outreach, service gaps, escalations, and resolutions.
- **Conduct post-event review** to identify trends, strengthen provider coordination, and update workflows.

Questions





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Presenter: David Gingerich, Associate Vice President of Managed Long-Term
Services and Support Home and Community Clinical Operations, UPMC
Community HealthChoices

Goals

- Minimize participant and programmatic impact
- Address issues that arise during the event
- Maintain continuity of operations

Prior to the Event

- Communicate to participants, staff and providers
- When possible, order meals, medications, supplies and schedule appointments to avoid peak impacts
- Discuss back up and emergency plans with participants and providers
- Identify points of contact for staff, participants and providers

During the Event

- Continue communication to participants, staff and providers in impacted areas
- Respond to issues that arise during the event prioritizing health and safety

Questions?