



Advanced Healthcare Emergency Management Course

Objectives

Upon lesson completion, you should be able to:

- Identify important roles of an Emergency Coordinator
- Recognize how the emergency coordinator can integrate the Emergency Management Program within the larger community response network
- Be able to name key partners essential to the makeup of the Emergency Management Committee
- Describe the main activities of the committee

A Healthcare Emergency Coordinator is:



- An individual dedicated to leading the organization's response to disasters
- Someone knowledgeable and skilled in emergency management
- A person with enormous responsibility who must work as part of a team

As an Emergency Coordinator,
what are your
Emergency Management
responsibilities...

Daily?

and

During an emergency?

Unit 6 Practical Activity

Critical Tasks of Emergency Coordinators



Advice to Healthcare Emergency Coordinators

Researchers asked experienced
Emergency Program Managers this question:

**“What 2 or 3 most important pieces of advice
would you give?”**

**They provided 12 themes
as food for thought.**

Source: Emergency Management Principles and Practices for Healthcare Systems Unit 1

We Protect Lives.

Advice to Healthcare Emergency Coordinators

- Meet and greet external agency heads
- Meet and greet executive leadership
- Establish personal credibility and commitment
- Use past experience
- Research your community
- Ascertain the mission and the level of commitment to it
- Engage in consensus-building activities



Advice to Healthcare Emergency Coordinators

- Coordinate, do not control
- Increase public awareness and knowledge
- Establish media relationships
- Continue your own professional development
- Establish a professional network
- Be tenacious



Leadership and Influence

The first responsibility of a leader is to define reality. The last is to say thank you. In between, the leader is a servant.

— Max DePree

You don't lead by pointing and telling people some place to go. You lead by going to that place and making a case.

— Ken Kesey

Leadership and Influence

I suppose leadership at one time meant muscles; but today it means getting along with people.

– Mohands K. Gandhi

The key to successful leadership today is influence, not authority.

– Kenneth Blanchard

Kid President: Be More Awesome

Gaining Buy-in and Support

- **Know what you're talking about** – be able to explain why preparedness process is so important and why they're needed
- **Invite key people** – the decision makers
- **Work your network** & the six degrees of separation
- Tap into individuals' **intrinsic motivations**
- **Encourage backup meeting representatives** for your meeting and community partners'
- **Share planning meeting information** internally and externally as appropriate

Emergency Management Committee

- The Emergency Management Committee is a multi-disciplinary team that helps guide the focus of the Emergency Management Program
 - developing processes, policies and procedures, and securing necessary resources to ensure a prompt, coordinated and effective response
- May be Internal and External



Unit 6 Practical Activity

Emergency Management Program (EMP) and Committee



Job Duties and Responsibilities

- Support the implementation of, and training for, the Incident Command System (ICS)
 - ICS is essential for security, safety, and communications during training and disaster response
- Ensure all Emergency Management standards and regulations are communicated and met
- Support project management



Job Duties and Responsibilities

- Assist in the design, coordination, and implementation of emergency preparedness plans, procedures, and training for both internal and external events
- Develop project plans and timelines for accomplishing outstanding tasks
- Lead the emergency management committee and other related sub-committee meetings



Job Duties and Responsibilities

- Depending on the size and resources available at any given facility, the emergency coordinator may have to serve multiple roles and participate with multiple committees
- Work with the Emergency Management Committee in preparing an annual report on the emergency management program
- Present the report and program critiques to the Safety and Executive Committees



Job Duties and Responsibilities

- Develop and maintain the Emergency Operations Plan (EOP)
- Ensure that an updated version of the plan is available and that the plan meets applicable laws, regulations, and standards for your healthcare organization
- Investigate best practices with respect to emergency preparedness and incorporate them into the plan

**EMERGENCY
PLAN**

Job Duties and Responsibilities

- Coordinate and propose all capital and significant operational requests to support emergency preparedness
- Help design, develop, coordinate, and implement organization-wide and site-specific training regarding the various

elements of the emergency management program and the EOP



Job Duties and Responsibilities

- Ensure that the Emergency Management Call Lists are up to date and functional
 - Send out semi-annual reminders to update departments' internal call lists
 - Drill on these call lists and publish updates
- Seek continual self-improvement
 - Attend seminars, obtain resource material for review, and study best practices



Job Duties and Responsibilities

- Coordinate and execute emergency preparedness exercises per year
 - Per Joint Commission standards, hospitals are required two, and one of the exercises must integrate a community response
 - Per HFR, Hospices must “rehearse Disaster Preparedness Plans at least quarterly”
 - For CHCs, the frequency and methods of testing and evaluation (table tops, drills, functional exercises, etc.) should be determined by the organization, but should be at least on an annual basis.

Job Duties and Responsibilities

- Convene a planning group for each drill
- Assist in the design of exercises and selection of a scenario
- Develop After Actions Reports (AARs) and review lessons learned
- Develop and oversee Improvement Plans (IP) based on AARs

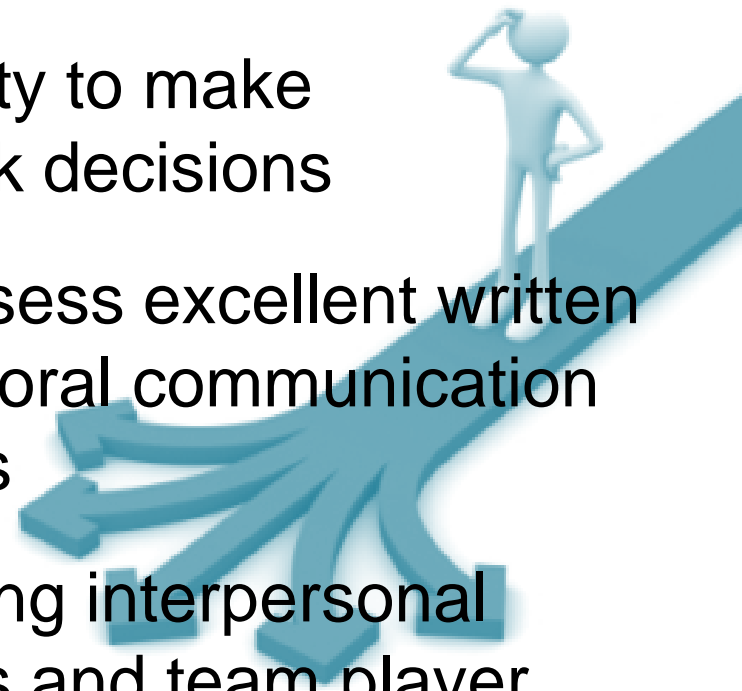
Group Discussion

- Have you ever prepared an AAR?
- Does your organization use a template?
- What items are included?
- How are AARs acted upon?
- How are improvement plans developed and implemented ?

Successful Coordinator Skills

- Relevant education, certifications, or courses
- Leadership skills and ability to work under pressure
- Knowledge of and job history involving emergency management

- Ability to make quick decisions
- Possess excellent written and oral communication skills
- Strong interpersonal skills and team player capabilities
- Computer skills
- Knowledge of facilities



Integration with Community Partners

- The emergency coordinator must share the plan with the local emergency management agency per Georgia HFR regulations
- He or she must work with local experts to ensure that emergency preparedness equipment and supplies are available and functional
- Attend emergency preparedness meetings with external agencies at the local, regional and state levels



Integration with Community Partners

- Participate in local exercises
- Develop hazard vulnerability analyses in consultation with community planning experts



Emergency Management Committee Getting Started

- Define your team...
- Partners...
 - Internal...
 - External...



**Leading and relying on others:
It's not a paradox!**

Emergency Management Committee Roles and Responsibilities

- Conduct an annual Hazard Vulnerability Analysis (HVA)
- Develop an “all-hazard” EOP and standard operating procedures for particular identified hazards
- Develop and update annually a comprehensive “All-Hazards” emergency management program

Emergency Management Committee

Roles and Responsibilities

- Develop continuity of operations plans
- Ensure training of all employees and medical staff in their roles and responsibilities during emergency response and recovery
- Attend to the mental health needs of responders and victims
- Collaborate and coordinate planning and preparedness with community response partners

Emergency Management Committee Roles and Responsibilities

- Educate administration and employees on the emergency management program and EOP
- Develop and carry out training and exercises
 - Internal drills, tabletops, and seminars for all employees
 - External exercises with community response partners



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Emergency Management Committee Roles and Responsibilities

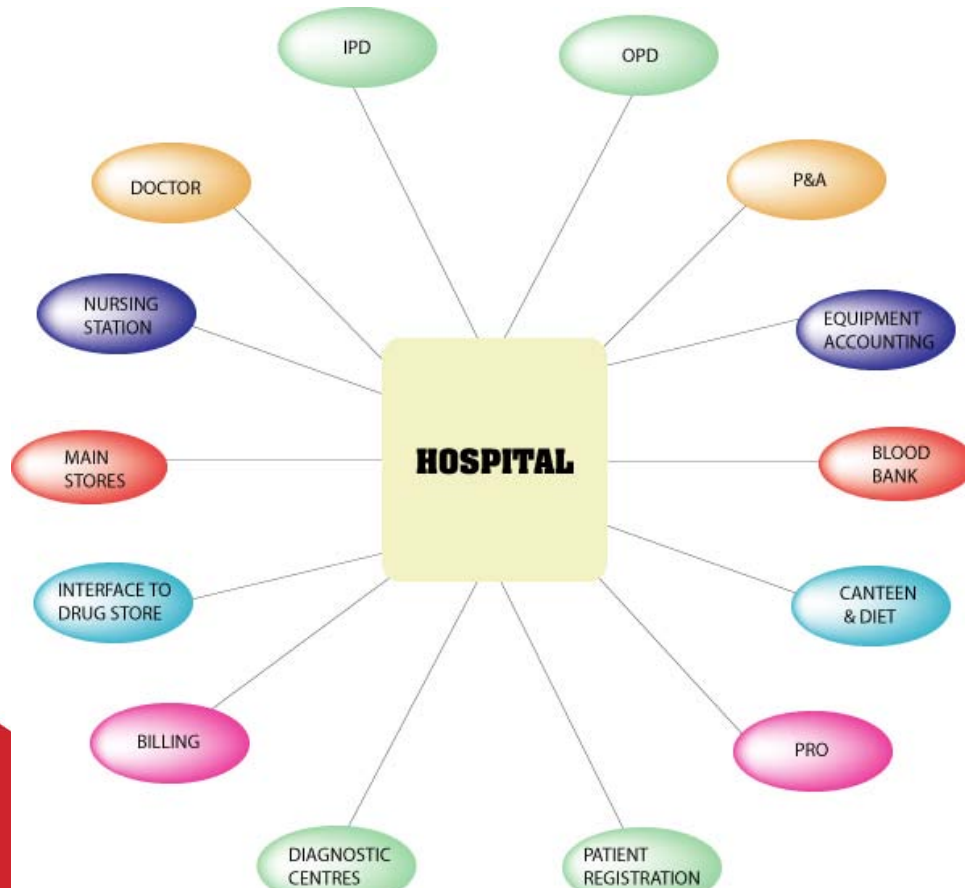
- Report committee progress, challenges and successes to:
 - Employees and medical staff
 - Chief Executive Officer
 - Senior administrators
 - Healthcare corporation officials



Emergency Management Committee

Constituents: Internal

- All healthcare organizational departments should be represented



- Inclusion of key leaders, unit managers, and a balanced representation of operational and supporting units in the Healthcare Organization (HCO) is essential

Emergency Management Committee

Constituents: External

- Emergency management committee should also include **external** response partners:
 - Law enforcement
 - Fire and Emergency Medical Services
 - Emergency management
 - Public Health
 - Other key community response partners



Emergency Management Committee

Main Goals: HVA Review

- Committee is responsible for conducting an annual Hazard Vulnerability Analysis (HVA)
 - HVA is a key element of the EOP
- A major planning tool for incident-specific planning, the HVA:
 - Identifies, prioritizes and defines threats that may impact business and patient care operations
 - Offers specific steps to reduce the impact of an untoward event
 - Ensures continuity of business functions

Emergency Coordinator & Committee: Bottom Line in the 4 Phases of EM

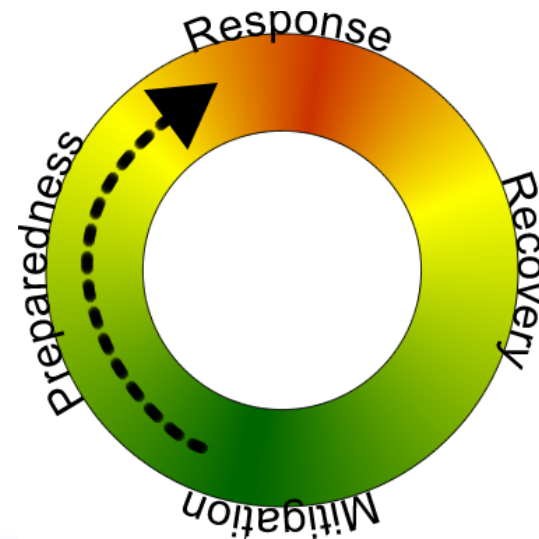
Support the healthcare organization's business continuity plans in the following ways:

Mitigation..... Prevention Strategies

Preparedness..... Individual, Departmental, and Organizational

Response..... Internal and External Response

Recovery..... Plan for it in detail





Georgia Department of Public Health

Advanced Healthcare Emergency Management Course

A white silhouette of a diverse group of people, including a child, a woman, a man, and an elderly person with a cane, standing on a red curved background.

Questions?

We Protect Lives.

