



Emergency Management Fundamentals

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Objectives

- Describe the role of an Emergency Management Coordinator
- List the primary responsibilities of an Emergency Management Coordinator
- Describe the components of an Emergency Management Program (EMP)
- Evaluate an Emergency Operations Plan utilizing the CHA EMP Checklist tool



Disclaimers

- There is no one standard format for an Emergency Management Program
- It is NOT the intent of this session to state that your program must look like the examples presented
- Your program should reflect your Hazard Vulnerability Analysis (HVA) findings and regulatory agency(s) needs



Who are You

Emergency Management/Preparedness Coord:

- How did you get where you are
- What is your background
- How long have you been doing it



Who are You

Your Facility:

- How big
- What is your scope
 - hospital
 - clinics
 - SNF on campus
- Part of a corporation



Who are You

What was your Training:

- On the job
- Corporate guidance
- Community Peers

Who is on the Committee

- Shared with the Safety (EOC) Committee
- Multi-disciplinary representation
- MD
- Transplant Program



What do you Do

Write Policies / Plans / Procedures:

- Emergency Management Plan
- Emergency Operations Plan

Tool

- CHA Hospital Emergency Mgmt Program Checklist



CHA EMP Checklist

Program Description:

- Policy and Purpose
- Approval Signatures
- Scope and Applicability
- Delegations of Authority
 - Succession Plan (new CMS)
- Program Evaluation



CHA EMP Checklist

Mitigation:

- Mitigation program overview
- Background and community description/
demographics
- Hazard Vulnerability Analysis (HVA)
 - Annual review
 - HVA integrated with community



CHA EMP Checklist (cont.)

Preparedness:

- Preparedness program overview
- Adoption of National Incident Management System (NIMS) healthcare objectives
- Adoption of Incident Command System (ICS) (HICS)
- Integration of hospital plans with community plans
- Meeting minutes
- MOUs



CHA EMP Checklist (cont.)

Preparedness: cont.

- Training programs
 - annual training (CMS)
 - contracted personnel (CMS)
- Documentation of drills/exercises
- Business Continuity (BCP)/
Continuity of Operations Plan (COOP)



CHA EMP Checklist (cont.)

Response:

- Response program overview
- Initiation and termination of the EOP
- Activation of the hospital command center
- HICS reference materials
- Hospital emergency codes



CHA EMP Checklist (cont.)

Response: cont.

- Specific response plans
- Hospital surge/expansion plans
- Plans/agreements to deploy clinical resources
- 96-hour capability



CHA EMP Checklist (cont.)

Response: cont.

- Communications systems
 - hardware
- Emergency communications strategies
 - Communication plan
 - Contact list



CHA EMP Checklist (cont.)

Response: cont.

- Management of resources and assets
- Management of safety and security
- Management of workforce roles and responsibilities
- Management of utilities
- Management of clinical and support activities



CHA EMP Checklist (cont.)

Recovery:

- Initiation of demobilization/recovery activities
- Return to normal operations
- Event documentation / evaluation



What do you Do

Write Resource Material:

- EP flip charts
- Department specific binders
- Intranet information



What do you Do

Educate to the Plan:

- Classes
- In-services
- Flyers



What do you Do

Drills/Exercises:

- Types
- Documentation
- After action plan/corrective action plans



Types of Exercises

- Drills
- Table top
- Functional
- Full scale



Exercise Documentation

- Objectives
- MSEL – Master Sequence of Events List
- Other exercise information/communications
- Incident action plan
- Supporting documentation



Incident Action Plan

Made up of the:

- HICS 200 IAP Cover Sheet
- HICS 201 – Incident Briefing
- HICS 202 – Incident Objectives
- HICS 203 – Organization Assignment List
- HICS 204 – Assignment List
- HICS 215A – IAP Safety Analysis

IAP – Quick Start

HICS INCIDENT ACTION PLAN (IAP) QUICK START COMBINED HICS 201—202—203—204—215A

1. Incident Name		2. Operational Period (#)	
		DATE FROM: _____ TO: _____	
		TIME FROM: _____ TO: _____	
3. Situation Summary — HICS 201 —			
4. Current Hospital Incident Management Team (fill in additional positions as appropriate) — HICS 201, 203 —			
<pre> graph TD IC[Incident Commander] --- PIO[Public Information Officer] IC --- LO[Liaison Officer] IC --- SO[Safety Officer] IC --- MTS[Medical-Technical Specialists] IC --- OSC[Operations Section Chief] IC --- PSC[Planning Section Chief] IC --- LSC[Logistics Section Chief] IC --- FASC[Finance / Administration Section Chief] </pre>			

HICS INCIDENT ACTION PLAN (IAP) QUICK START COMBINED HICS 201—202—203—204—215A

5. Health and Safety Briefing Identify potential incident health and safety hazards and develop necessary measures (remove hazard, provide personal protective equipment, warn people of the hazard) to protect responders from those hazards. — HICS 202, 215A —			
6. Incident Objectives — HICS 202, 204 —			
6a. OBJECTIVES	6b. STRATEGIES / TACTICS	6c. RESOURCES REQUIRED	6d. ASSIGNED TO
7. Prepared by		PRINT NAME: _____	SIGNATURE: _____
		DATE/TIME: _____	FACILITY: _____

After Action Plan

Sacramento Region Hospital Template After Action Report

I. Event Overview

Date of Activity: _____ Time: _____ Name of Event: _____
 Exercise Actual Incident: Internal Event External Event

Summary of the Event:

Your Facilities involved:

<input type="checkbox"/> Facility 1 -	<input type="checkbox"/> Full Scale	<input type="checkbox"/> Functional	<input type="checkbox"/> Tabletop
<input type="checkbox"/> Facility 2 -	<input type="checkbox"/> Full Scale	<input type="checkbox"/> Functional	<input type="checkbox"/> Tabletop
<input type="checkbox"/> Facility 3 -	<input type="checkbox"/> Full Scale	<input type="checkbox"/> Functional	<input type="checkbox"/> Tabletop
<input type="checkbox"/> Facility 4 -	<input type="checkbox"/> Full Scale	<input type="checkbox"/> Functional	<input type="checkbox"/> Tabletop
<input type="checkbox"/> Other -	<input type="checkbox"/> Full Scale	<input type="checkbox"/> Functional	<input type="checkbox"/> Tabletop

Other Agencies/Hospitals involved:

<input type="checkbox"/> MHOAC	<input type="checkbox"/> Kaiser, Morse	<input type="checkbox"/> Sutter Med Ctr, Sac
<input type="checkbox"/> County EOC	<input type="checkbox"/> Kaiser, South	
<input type="checkbox"/> Public Health Dept.	<input type="checkbox"/> Mercy Folsom	<input type="checkbox"/> UCDMC
<input type="checkbox"/> Fire / EMS	<input type="checkbox"/> Mercy General	<input type="checkbox"/> Shriners
<input type="checkbox"/> Law	<input type="checkbox"/> Mercy San Juan	<input type="checkbox"/> Mather VA
<input type="checkbox"/> Other:	<input type="checkbox"/> Methodist	<input type="checkbox"/> Other System facility
	<input type="checkbox"/> Sutter Roseville	<input type="checkbox"/> Kaiser Roseville
	<input type="checkbox"/> Sutter Auburn Faith	<input type="checkbox"/> Sutter Davis
	<input type="checkbox"/> Woodland Memorial	

Funding Source: Hospital HPP/ASPR Grant Other:

Observer(s):

II. Goals and Objectives

These can be the goals/objectives set prior to an exercise or the ones developed during an actual incident.

Communications: (Joint Commission EM.02.02.01 & HSEEP Communications, Intelligence and Sharing)

- Met Not Met Goal: Able to use call phones to reach internal / external partners
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: Able to use HAM radio to reach external partners
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: Able to use 800 MHz radio to reach external partners
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: Able to relay messages via email / fax
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: Able to receive information via EMSsystem
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: 2 way radios functioning and staff knew how to use them
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: Able to send message to internal staff via overhead page, email, CAHAN, etc
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: Able to notify off duty staff of incident, ____% notified
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: Leadership / Management was notified in a timely manner
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: Messages to on duty staff were clear and understood Current and updated
Explanation: [brief explanation of how it was met or why not]

- Met Not Met Goal: Complete an Incident Action Plan for each Operational Period
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: Demobilize Hospital Command Center management
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: Other – Describe:
Explanation: [brief explanation of how it was met or why not]

General Drill / Exercise Conduct: (Joint Commission EM.03.01.03)

- Met Not Met Goal: Safety was monitored and provided for during the exercise
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: Explanations of exercise perimeters and expectations were clear
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: Explanations of exercise perimeters and expectations were communicated to appropriate personnel.
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: Exercise conduct was announced to the public
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: Unintended consequences were managed during the exercise
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: Unintended consequences were reviewed after the exercise for future prevention
Explanation: [brief explanation of how it was met or why not]
- Met Not Met Goal: Other – Describe:
Explanation: [brief explanation of how it was met or why not]

III. Event Synopsis

This can be the Master Sequence of Events List (MSEL) for an exercise, or a summary of an actual event.

IV. After Action Meeting and Critique

Method of After Action Analysis:

Debriefing Written departmental critiques Observer evaluation
 Other:

Date/Time of Debriefing:
Attendance –

V. Conclusions / Summary of Response:

[Brief narrative –

- Participants demonstrated capabilities
- Lessons learned for improvement and major recommendations
- A summary of what steps should be taken to ensure that the concluding results will help to further refine plans, procedures, training for this type of incident]

See Corrective Action Plan

Abbreviated After Action Report

Sutter Medical Center, Sacramento
Emergency Preparedness
Abbreviated After Action Report

I. Event Overview (what happened):

Date of Activity: _____ Time: _____

Name of Event: _____

Exercise Actual Incident: Internal Event External Event

Summary of the Event:

II. Goals and Objectives

Communications: (Joint Commission EM.02.02.01 & HSEEP Communications, Intelligence and Sharing)

- Met Not Met N/A **Goal:** P&C was notified appropriately to activate incident.
Explanation:
- Met Not Met N/A **Goal:** Able to send message to internal staff via overhead page, phone, etc.
Explanation:
- Met Not Met N/A **Goal:** Leadership / Management was notified in a timely manner
Explanation:
- Met Not Met N/A **Goal:** Other – Describe:
Explanation:

Resources and Assets: (Joint Commission EM.02.02.03 & HSEEP Medical Surge)

- Met Not Met N/A **Goal:** Needed resources were available and utilized appropriately.
Explanation:
- Met Not Met N/A **Goal:** Other: Describe
Explanation:

Safety and Security: (Joint Commission EM.02.02.05 & HSEEP Medical Surge)

- Met Not Met N/A **Goal:** Adequate security personnel were available during the incident
Explanation:
- Met Not Met N/A **Goal:** Appropriate level of Access Control was established and maintained
Explanation:
- Met Not Met N/A **Goal:** Appropriate isolation of infectious or contaminated persons was established in a timely manner
Explanation:
- Met Not Met N/A **Goal:** Other – Describe:
Explanation:

Staff Responsibilities: (Joint Commission EM.02.02.07 & HSEEP Medical Surge)

- Met Not Met N/A **Goal:** Staff responded to pre-assigned positions
Explanation:
- Met Not Met N/A **Goal:** Staff were able to perform responsibilities
Explanation:
- Met Not Met N/A **Goal:** Adequate staffing for essential functions was made
Explanation:
- Met Not Met N/A **Goal:** Other – Describe:
Explanation:

Utility Management: (Joint Commission EM.02.02.09 & HSEEP Medical Surge)

- Met Not Met N/A **Goal:** Management of Loss of IT or EHR was adequate
Explanation:
- Met Not Met N/A **Goal:** Management of Loss of Power was adequate
Explanation:
- Met Not Met N/A **Goal:** Management of Loss of Water was adequate
Explanation:
- Met Not Met N/A **Goal:** Management of Loss of Sewer was adequate
Explanation:
- Met Not Met N/A **Goal:** Management of Loss of Medical Gas / Vacuum was adequate
Explanation:
- Met Not Met N/A **Goal:** Management of Loss of HVAC was adequate
Explanation:
- Met Not Met N/A **Goal:** Management of Loss of Other Utilities (elevators, Steam, etc) was adequate
Explanation:
- Met Not Met N/A **Goal:** Other – Describe:
Explanation:

Patient and Clinical Support Activities: (Joint Commission EM.02.02.11 & HSEEP Medical Surge)

- Met Not Met N/A **Goal:** Ability to provide for patient basic care
Explanation:
- Met Not Met N/A **Goal:** Ability to continue patient care documentation
Explanation:
- Met Not Met N/A **Goal:** Other – Describe:
Explanation:

Hospital Command Center Management: (Joint Commission EM.01.01.01 & HSEEP Emergency Operations Center Management)

- Met Not Met N/A **Goal:** Activation of the Hospital Incident Command System
Explanation:
- Met Not Met N/A **Goal:** Activation and set up of the Hospital Command Center
Explanation:

- Met Not Met N/A **Goal:** Gather and provide information
Explanation:
- Met Not Met N/A **Goal:** Identify and address issues
Explanation:
- Met Not Met N/A **Goal:** Prioritize and provide resources
Explanation:
- Met Not Met N/A **Goal:** Support and coordinate the response
Explanation:
- Met Not Met N/A **Goal:** Document Activities
Explanation:
- Met Not Met N/A **Goal:** Other – Describe:
Explanation:

V. Conclusions / Summary of Response:

What went well:

Areas of improvement needed:

Name of person completing form: _____

Print: _____

Signature: _____

Corrective Action Plan

Exercise / Event Objective Tracking - **COMMUNICATIONS** Corrective Action Plan

Event Date	Improvement Issue	Action	Responsibility	Status
Objective/Activity: 1. Able to use cell phones to reach internal / external partners				
1/2/11		•	•	✓
1/2/11		•	•	✓
2/3/11		•	•	✓
3/4/11		•	•	✓
Objective/Activity: 2. Able to use HAM radio to reach external partners				
1/2/11		•	•	✓
1/2/11		•	•	✓
2/3/11		•	•	✓
3/4/11		•	•	✓
Objective/Activity:				
1/2/11		•	•	✓
2/3/11		•	•	✓
3/4/11		•	•	✓
Objective/Activity:				
1/2/11		•	•	✓
2/3/11		•	•	✓
3/4/11		•	•	✓
Objective/Activity:				
1/2/11		•	•	✓
2/3/11		•	•	✓
3/4/11		•	•	✓
		•	•	✓



What do you Do

Incidents:

- Manage the incident
 - Role in the hospital command center
- Documentation
- After action plan/corrective action plan



What do you Do (cont.)

Command Center:

- Location
- Supplies
- Forms
- Incident response guides
- Communication



What do you Do (cont.)

Other:

- Reports
- Tracking
- Facility planning/input



Community Collaboration-

- Community planning groups
- Corporate groups
- Health care coalition
- Exercises



Other

- What else do you do?



Questions?

Thank you

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Thank You

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