Preparing Your Department For An All-Hazards Response

Mark Montgomery • Chillon Montgomery
All-Hazards Definition

NFPA 1600 An approach for prevention, mitigation, preparedness, response, continuity, and recovery that addresses a full range of threats and hazards, including natural, human-caused, and technology-caused.
• Public Safety
• Emergency Services
• Emergency Management
Business Concerns

- Quality Product
- Sustainability
- Continuity
- Profit - ROI
Fire Suppression
Medical First Response
Rescue
Hazardous Materials Response
Prevention
Hazard Mitigation
Pre-Planning
Extended Response
Wildfire
Flooding
Severe Weather
Specialized Rescue
Mass Casualty Events
Deployments
Steps towards All-Hazards

Emergency Management Integration

IMT Integration

TIFMAS – Wildland & All-Hazards

Regional/State Rescue Teams

Cross-Training with Other Agencies

Continuity of Operations
Patrol
Crime Prevention
Safe Community
Monitoring Activity
Enforcement of Laws/Ordinances
Steps towards All-Hazards

- Emergency Management Integration
- IMT Integration
- Tactical Team Training
- Rescue Task Force
- Regional/State Teams
- Cross-Training with Other Agencies
- Continuity of Operations
Rapid Medical Care
Rescue
Promoting Safety
Encouraging Health Improvement
Teaching Prevention
Steps towards All-Hazards

- Emergency Management Integration
- Texas EMTF/DMAT
- TIFMAS – Wildland & All Hazards
- Rescue Task Force
- Public Health
- Cross-Training with Other Agencies
- Continuity of Operations
Prepare for Extended Responses
Spousal and Family Outreach
Care for Families
Utilize Mutual Aid
All-Hazards Approach

Response to a multitude of hazards and threats known to your area

Utilize HVA Assessments, SWOT Analysis, After Action Reports

Planning/Preparation

Exercise prevention and avoidance to mitigate risk

Continuity of Operations
Train

Equip Department and Personnel

Identify Subject Matter Experts

Create/Leverage Partnerships

Continually Evaluate Responses/Threats

Best Practices

Community Preparedness
Methodist Healthcare System

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Division Director
Trauma and Emergency Management
All Hazard Planning for Hospitals

- CMS/TJC
- Your EOP (Emergency Operations Plan)
- Training
- Tools
- Regional Partners
- Practice
How it Works

State

Region

MHS HCA
San Antonio Division
Regional Emergency Response Activation

Informal Communication

Hospital Command Center

MHS System Command Center
(Area Command)

Regional Medical Operations Center (RMOC) and City Emergency Operations Center

Formal Communication

HCA
The Joint Commission (TJC)

- The Joint Commission (TJC) advises healthcare organizations to take an "All Hazards" approach to emergency management. The approach calls for an organization to work toward hazard prevention while simultaneously preparing for the unexpected emergencies and unforeseen situations that inevitably occur. The All Hazards approach involves taking the actions necessary to prepare for, respond to, and recover from hazards of all types.
Analysis- Conducting a yearly HVA

• A primary tool in the emergency manager’s toolbox is the Hazard Vulnerability Analysis (HVA). The HVA helps emergency management personnel evaluate a variety of potential hazards, identify the likelihood of each hazard occurring in their vicinity, and for any that could occur, determine its impact on the organization.

• Conducting an HVA allows emergency managers to score results in order to focus their planning efforts on the hazards that are most likely to occur and, most importantly, on those that threaten lives and are most likely to disrupt their ability to provide services to patients.
Emergency Operation Plan (EOP)

• Healthcare organizations need to work toward ensuring their emergency plans are flexible enough to address both everyday disruptions and catastrophic incidents.

• While preparing for a natural disaster is practical, other types of situations can threaten operations and personnel.

• Ensure your EOP is scalable. Flexibility is the key to success and the ability to change directions mid incident.

• An All Hazards structure provides a firm foundation for response, no matter what the incident might be.
Structure...

- Flexible structure for response to a variety of emergencies
- Clear delineation of staff roles and responsibilities
- Predictable chain of command
- Accountability for staff involved
- Prioritized response checklists
- Use of common terminology to reduce miscommunication
- Ability to be integrated into a community-wide plan
Mitigation:
• Hazardous Availability Analysis
• Emergency Plan (multi disciplinary committee, best practice to HCA enterprise)
• Interoperability – standardized equipment purchase
• Patient Placement Center: Bed management and regional bed availability
• Core Staffing plans in place in preparation for any peak volumes.

Preparedness:
• Emergency Management Plan reviewed and rolled out with physicians and community board stressing out all hazard approach.
• Pre-established positions and staff trained in Hospital Incident Command System (HICS)
• Staff encouraged to use all the tools and plan structure for regular day operations.
• Min 2 functional exercises with community involvement.

Recovery:
• Response evaluation
• After Action Report

Response:
• Activate the tested Emergency Plan
• Cooperate with Region to serve Humanity

Expected Results:
• Calm
• Organized approach
• Clear objectives
• 100% engagement
• Success Story

Emergency Management Measures:
• Ensure continued operational reliability of utility systems and communication
• Reduce the potential risk of hospital-acquired illness through utility systems
• Provides processes to continually assess utility systems capabilities
• The capability and effectiveness of the pre-identified patient care areas are tested and evaluated during planned local and regional exercises.
• Monthly drills

Emergency Management – What we do every day
Hospital incident command system (HICS)

- To effectively manage routine or planned events of any size or type by establishing a clear chain of command
- Common language to allow personnel from different agencies or departments to be integrated through a common structure
- To ensure key functions are covered and eliminates duplication
- Prioritized checklist for response (Job Action Sheets –JAS)
- FEMA IC 100, 200, 700 courses required to be completed within 90 days by all directors and senior leaders.
- FEMA IC 800 required in additional to the above for senior leaders and Command center staff
# Plain Language

## Alert Event

<table>
<thead>
<tr>
<th>Alert Event</th>
<th>RECOMMENDED Plain Language</th>
<th>Current Color Code</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Security Alert</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infant Abduction</td>
<td>&quot;Security Alert + Missing Infant or Missing +sex+age&quot;</td>
<td>Code Pink</td>
</tr>
<tr>
<td>Missing Person</td>
<td>&quot;Security Alert + Missing +sex+age&quot;</td>
<td>Code Silver</td>
</tr>
<tr>
<td>Violent Person with Weapon</td>
<td>&quot;Security Alert + &quot;Violent Person with Weapon + location&quot;</td>
<td>Code All Stop</td>
</tr>
<tr>
<td>Bomb Threat</td>
<td>&quot;Security Alert + &quot;Descriptor (threat/location)&quot;</td>
<td>Code Black</td>
</tr>
<tr>
<td>Combative Patient/Person</td>
<td>&quot;Security Alert + &quot;Security Assistance Requested + (location)&quot;</td>
<td>Code Green</td>
</tr>
<tr>
<td><strong>Facility Alert</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire</td>
<td>&quot;Facility Alert + Fire+ location&quot;</td>
<td>Code Red</td>
</tr>
<tr>
<td>Fire Alarm System Failure</td>
<td>&quot;Facility Alert + Fire Alarm System Failure + Phase + location. Please refer to Emergency Kardex&quot;</td>
<td>Code Yellow</td>
</tr>
<tr>
<td>Emergency Plan Activation</td>
<td>&quot;Facility Alert + Emergency Plan Activation. Report to your Department for further instructions.&quot;</td>
<td>Code Gray</td>
</tr>
<tr>
<td></td>
<td>&quot;Facility Alert + Emergency Plan Activation. Report to your designated area to secure doors.&quot;</td>
<td>Code Gray Secured</td>
</tr>
<tr>
<td><strong>Weather Alert</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Severe Weather</td>
<td>&quot;Weather Alert + *Descriptor(Tornado Warning, Sever Weather warning + Instruction&quot;</td>
<td>None</td>
</tr>
<tr>
<td><strong>Medical Alert</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visitor Injury or Illness</td>
<td>&quot;Medical Alert + *Visitor needs assistance + location&quot;</td>
<td>Code White</td>
</tr>
<tr>
<td>Medical Emergency</td>
<td>&quot;Code Blue + location&quot;</td>
<td>Code Blue***</td>
</tr>
</tbody>
</table>

* EOC will determine the level of description they wish to include for each event.
*** Deemed so common and institutionalized that plain language became the alternate code
Emergency Plan Activation

**Initial Response**

Employees **ON duty** follow department plan and remain in your unit unless directed otherwise by supervisor.

Employees **OFF duty** DO NOT call hospital. Bring your ID badge and report to Labor Pool if requested to assist.

**Secondary Response**

Report bed availability, identify potential discharges or transfers. Identify available staff for labor pool.

Direct media inquiries to Public Relations

**Follow up**

Continue communication to and from Hospital Command Center for critical needs.
Department Specific Disaster Plan

- Know where to find a copy of your Emergency Management Plan and Department specific plan
- Department plan template
- Encourage staff to use plain language.
  - Code Gray = Emergency Plan Activation
  - Codes are not taught in the new employee orientation
- People to Know posters are available for order from Print shop or for printing from Emergency Management SharePoint
- Update and print a hard copy of your department call back roster at least quarterly. Staff should know where to find a hard copy.
- Insert copy of your Department Specific Emergency plan under the “Department Specific Disaster Plan” Tab (CMS requires to review annually)
- Know evacuation route, safe zones, areas to evacuate to.
Department Specific Disaster Plan

• Ensure your patients and their family/visitors are safe. This includes checking equipment in use with the patient, especially if it is critical to the well-being of your patient (i.e. ventilator plugged into red plug).

• Report to the Charge Nurse/director for directions.

• Directors will report to Command Center for briefing.

• You may receive job duties outside of day-to-day job duties. These tasks will be considered vital to the effective operation of the hospital.

• Make sure someone in your department makes a copy and I fills out the Resource Availability Form located in Emergency Kardex.

• Notify patients and family of the situation and reassure them as needed.

• Know where your department Recall Roster is. Always have a hard copy of the document readily available.
Your Tool Box
Communications

- 800MHZ Radio
- Satellite Radio
- HAM Radio – only used by licensed operator

Web based tool:
- WebEOC – Communicate with City and RMOC
- HALO – Internal facility communication
- Code Ready – Division communication with HCA
- Everbridge – MHS Mass notification
- EM System – Medcom to ED notification system about MCI
- EM sharepoint – resources to weather, traffic, road closures, river levels/flooding, CPS/power outage maps, etc
MHS Partnership with STRAC and HCA

22 Counties
Atascosa  Gonzales  Maverick
Bandera  Guadalupe  Medina
Bexar  Karnes  Real
Comal  Kendall  Uvalde
Dimmit  Kerr  Val Verde
Edwards  Kinney  Wilson
Frio  LaSalle  Zavala

277 Miles

STRAC
Southwest Texas Regional Advisory Council
Know Your Partners

Public Health System
- Non-profit Organizations
- Local public health departments
- Community Based Organizations
- Regional public health departments
- Faith Based Organizations

Health System
- RACS
- Nurses
- Doctors
- Hospitals
- Clinics
- Health care providers
- Dialysis Centers
- Academic Health Centers
- LMHA
- Emergency Management Systems
- Law Enforcement
- Emergency Management
- Police
- Fire

EMTF
Exercise and Drill

- TJC and CMS requirements
- Use your HVA
- Practice Like you Play
- AAR
Questions???
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