Ten Steps for Success in Emergency Management

Claudia Marroquin-Frometa
Emergency Management Coordinator & Prime Emergency Management Committee Chair, Centinela Hospital Medical Center

Kurt Kainsinger, MPH
Director, Office of Emergency Preparedness, UCLA Health

Ryan Tuchmayer, MPH, EMT, CEM
Disaster Resource Center Manager, Cedars-Sinai Medical Center
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Objectives

- Identify the important roles of an Emergency Management Coordinator
- Provide practical and foundational knowledge to new emergency management coordinators
- Understand the bigger picture of the job, beyond HICS
- Share best practices from the field
An Emergency Management Coordinator is:

- Someone with great responsibility who must work as part of a team
- An individual with many priorities and tasked with leading his/her organization in disaster response
- Someone who must be a skilled communicator, tenacious, who can influence, reach out, establish & strengthen partnerships to create change

An Emergency Management Coordinator LEADS

- Is someone who has strong Leadership skills and the ability to work under pressure
- Has relevant Education and background on the four phases of emergency management
- Seeks ongoing professional Educational development
- Has the Ability to make quick decisions
- Focuses on Driving collaboration
- Supports others
Confidence is contagious, so is lack of confidence.

VINCE LOMBARDO

You’re the new Emergency Management Coordinator … now what?

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► First: Become familiar with the licensing, accreditation and regulatory agencies of your organization, such as The Joint Commission, CMS (Centers for Medicare/Medicaid) and DNV (Det Norske Veritas)

► Second: Review your hospital’s current Emergency Management Program (EMP) and its Emergency Operations Plan (EOP), as well as related policies and procedures

► Getting familiarized with EOP & EMP will guide your priorities
You’re the new Emergency Management Coordinator … now what? (cont.)

- Third: According to the EOP, what is the organization’s expectation regarding the notifications system and the procedures?

- Fourth: Know when the EOP and Command Center must be activated. Does the plan match the policy? Does the action match the plan/policy?
Fifth: Review your facility’s Hazard Vulnerability Analysis (HVA) and analyze past exercises, trainings, and after-action reports (AARs) for compliance, trends, pending items, and red flags.

Sixth: Review past safety/emergency management committee agendas & minutes.

Seventh: Become familiar with disaster-related acronyms. Pursue professional educational development courses related to your job, HICS, NIMS. Remember LEADS?

Eighth: Attend local and regional meetings & trainings on disaster preparedness and recovery strategies. Get involved in regional exercises.

Ninth: Develop relationships within your organization. Identify champion heads. Seek out other disaster experts and hospital disaster coordinators in your region to learn best practices.

Integrating Partners
Last, but Not Least... Develop, Nurture & Drill!

- Tenth: Develop and nurture relationships with your community partners, i.e. police and fire, city emergency coordinators, EMS, public health and involve them in your exercises. Start a quarterly meeting with your community partners and maintain communications. Remember LEADS?

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

Mahatma Gandhi
Drill & don’t forget the night shift!

Drill, Drill & Drill Until You Fail
If you’re not making mistakes, then you’re not doing anything. I’m positive that a doer makes mistakes.

JOHN WOODEN

“Leadership & learning are indispensable of each other.”

JOHN F. KENNEDY
Drills & MACS (Multi-Agency Coordination System)

“By Failing to Prepare, We Prepare to Fail.” — Ben Franklin
Drills augment collaboration & inter-agency partnerships

“Preparation through education is less costly than learning from tragedy.” Max Mayfield
Questions?

Thank You!

Claudia Marroquin-Frometa
cmarroquin@primehealthcare.com

Kurt Kainsinger, MPH
KKainsinger@mednet.ucla.edu

Ryan Tuchmayer, MPH, EMT, CEM
Ryan.Tuchmayer@cshs.org