Essentials of an Emergency Management Program

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Objectives

• Describe the components of an emergency management program (EMP)
• Utilization of tool to evaluate facilities emergency management program/emergency operations plan (EOP) for completeness
• Strategies for preparing for a Joint Commission Survey
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 examples presented
• Your program should reflect Hazard Vulnerability Analysis (HVA) findings and regulatory agency needs
• Acknowledge that there are more accreditation bodies than Joint Commission

Emergency Management Program

Emergency management program:
A. Program description
B. Mitigation
C. Preparedness
D. Emergency operations plan
   1. Response
   2. Recovery
Program Description

A. Policy and purpose
B. Approval signatures
   - CEO and Chief of Medical Staff
C. Scope and applicability

Program Description (cont.)

D. Planning assumptions
E. Authority and responsibility
   - Safety committee/program organization chart
   - Program responsibilities
F. Program evaluation
   - Goals and objectives
   - Annual review
Mitigation

Actions considered long before an emergency occurs and includes any activity aimed at reducing the probability of damage from a disaster.

A. Mitigation program overview
B. Background and community description/demographics

Mitigation (cont.)

C. Hazard Vulnerability Analysis (HVA)
   - Top 3-5 vulnerabilities clearly identified
   - Integration with community-wide HVAs
   - Annual review of HVA
D. Summary of mitigation activities to address top 3-5 risks
Preparedness

Actions taken to save lives before and during a natural disaster. It ensures people are ready for a disaster and respond to it effectively.

A. Preparedness program overview

B. Adoption of National Incident Management System (NIMS) health care objectives

C. Adoption of an incident command system, such as HICS

D. Integration of hospital plans with community-wide plans

E. Minutes from meetings attended

F. Memoranda of understanding (MOUs) and other agreements

G. Training programs (NIMS, HICS, Decon)
Preparedness (cont.)

H. Documentation of drills/exercises
   - Summaries
   - Incident action plans
   - Evaluation (After Action reports)
   - Improvement plans (corrective action plans)

Preparedness (cont.)

I. Business continuity/continuity of operations plan (COOP)
   - Identify essential functions, systems, skill sets and response assignments
   - Back up plans for essential functions and systems
   (The hospital COOP does not have to be incorporated into the EMP, but should be referenced)
Response: Emergency Operations Plan

Occurs after the onset of a disaster.
A. Response program overview
B. Initiation and termination of the EOP
C. Activation of the Hospital Command Center (HCC)
D. HICS reference materials
E. Hospital emergency codes
F. Specific response plans including top 3-5 HVA vulnerabilities (can be incorporated into EOP).

Response (cont.)

G. Hospital surge/expansion plans
H. Describe plans/agreements to deploy clinical resources outside the hospital
I. 96-Hour capability (can be incorporated into the 6 critical areas sections)
Response (cont.)

J. Communications systems
K. Emergency communications strategies
L. Management of resources and assets
M. Management of safety and security
N. Management of workforce roles and responsibilities
O. Management of utilities
P. Management of clinical and support activities

Recovery

The purpose of recovery activities is to return all systems and services back to normal.
A. Initiation of recovery activities
B. Return to normal operations
C. Event evaluation
   - Multidisciplinary incident debriefing
   - Evaluation of response plans (After Action reports)
   - Improvement plans/EOP update (corrective action plans)
Annexes

- Response annexes
- Functional annexes

Utilization of the CHA Checklist

- How to use the checklist
- Example of a table of contents based on checklist
Joint Commission Survey

- Routine conduct of the emergency management portion of a survey
  - part of environment of care
  - tabletop
  - regional, corporate partners
- Every survey is different
- Every surveyor is different
- Talk to corporate partners
- Keep answers simple, don’t expand

Extras: IAP Quick Start

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IAP Quick Start (cont.)

Extras: Example of After Action Report
After Action Report (cont.)

Resources and Assets: (Joint Commission EM 01.02.03 & HSEP Medical Surge)
1. Met □ Not Met □ Goal: Resources and Assets inventory is current or updated
Explanation: [brief explanation of how it was met or not met]

Safety and Security: (Joint Commission EM 02.02.05 & HSEP Medical Surge)
1. Met □ Not Met □ Goal: Adequate security personnel were available during the incident
Explanation: [brief explanation of how it was met or not met]

Staff Responsibilities: (Joint Commission EM 02.02.06 & HSEP Medical Surge)
1. Met □ Not Met □ Goal: Staff responded to pre-assigned positions
Explanation: [brief explanation of how it was met or not met]

Utility Management: (Joint Commission EM 02.02.09 & HSEP Medical Surge)
1. Met □ Not Met □ Goal: Management of loss of power was adequate
Explanation: [brief explanation of how it was met or not met]

Patient and Clinical Support Activities: (Joint Commission EM 02.02.11 & HSEP Medical Surge)
1. Met □ Not Met □ Goal: Assessing for discharge and/or transfer
Explanation: [brief explanation of how it was met or not met]

Hospital Command Center Management: (Joint Commission EM 01.01.01 & HSEP Emergency Operations Center Management)
1. Met □ Not Met □ Goal: Activation of the Hospital Incident Command System
Explanation: [brief explanation of how it was met or not met]

After Action Report (cont.)

General Staff / Exercise Contact:
1. Met □ Not Met □ Goal: People was maintained and provided for during the exercise
Explanation: [brief explanation of how it was met or not met]

Post Exercise: [brief explanation of how it was met or not met]
1. Met □ Not Met □ Goal: People's comments and expectations were communicated to the public
Explanation: [brief explanation of how it was met or not met]

Events Synopsis:
This can be the initial sequence of events list (ISEL) for an exercise, or a summary of an actual event.

IV. After Action Meeting and Closures
Method of After Action Analysis:
☐ Evaluation ☐ Written departmental critique ☐ Observer evaluation
Other:
Date/Time of Exercise:
Attendance:

V. Conclusions: Summary of Response:
[brief summary]
- Participants demonstrated capabilities
- Lessons learned for improvement and future recommendations
- A summary of what steps should be taken to ensure that the exercising results will help to further refine plans, procedures, training, and incident management.

See Corrective Action Plan
## Extras: Example of Corrective Action Plan

### COMMUNICATIONS

#### Corrective Action Plan

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<th>Improvement Issue</th>
<th>Action</th>
<th>Responsibility</th>
<th>Status</th>
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### RESOURCES AND ASSETS

#### Corrective Action Plan

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### Disaster Planning for California Hospitals

Planning for today, tomorrow and beyond

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**Questions?**
Thank you

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