Emergency Management for Ambulatory Surgical Centers

Preparing to Exercise
Agenda

• EM concepts
• Emulating the concepts in an ASC
• Exercise design, conduct, and evaluation
• Preview upcoming CASCA exercises
Desired Outcome

• Needs
• Questions
• Concerns
• Resources
Objectives

• Review emergency management and incident management concepts and the relationship to healthcare providers;
• Provide best practices for healthcare providers developing or enhancing an emergency management program;
Objectives

• Review exercise and evaluation concepts related to emergency management programs in a non-hospital healthcare provider setting;

• Provide examples of TTX components to prepare participants for the upcoming ASC exercises and for session participants to incorporate into their facility's preparedness program.
Emergency Management Concepts

An Overview
CRISIS

Pre-crisis
Crisis
Stabilization
Return/Recovery (Post-crisis)

Time

Response
Preparedness
Mitigation
Recovery

Diagram of the crisis management cycle.
Agency and Community

- Assess, Plan and Equip, Train, Exercise
- Agency specific
- Integration with community
  - Request assets
  - Support response
Interoperability

- Process Interoperability
- Semantic Interoperability
- Technical Interoperability
Processes Utilized

- HVA, THIRA, Gap Analysis
- National Incident Management System (NIMS)
- Incident Command System (ICS)
Where Do ICS Responders Operate?

- Staging Area
- Event Scene
- Incident Command Post
- Base
Additional Support

- Staging Area
- EOC
- Incident Command Post
- Event Scene
- Base
Neighboring County West
Neighboring County East
Neighboring State West
Neighboring State East
County EOC
SEOC
FEMA
Process to Emulate the Concepts

Practical Application
Types of Plans

- Emergency Response Plan (ERP)
- Emergency Operations Plan (EOP)
- Continuity of Operations Plan (COOP)
  – a.k.a. Business Continuity Plan (BCP)
Planning Process

- Hazard Assessment
- Plan Development
- Education and Review
- Revision
- Education
- Exercise
- Revision
<table>
<thead>
<tr>
<th>EVENT</th>
<th>PROBABILITY</th>
<th>SEVERITY = (MAGNITUDE - MITIGATION)</th>
<th>RISK</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Likelihood this will occur</td>
<td>Possibility of death or injury</td>
<td>Physical losses and damages</td>
</tr>
<tr>
<td>Tornado</td>
<td>0 = N/A</td>
<td>0 = N/A</td>
<td>0 = N/A</td>
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<tr>
<td>Severe Snow Storm</td>
<td>0 = N/A</td>
<td>0 = N/A</td>
<td>0 = N/A</td>
</tr>
<tr>
<td>Structure Fire</td>
<td>0 = N/A</td>
<td>0 = N/A</td>
<td>0 = N/A</td>
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<tr>
<td>Wild Fire</td>
<td>0 = N/A</td>
<td>0 = N/A</td>
<td>0 = N/A</td>
</tr>
<tr>
<td>Violence in the facility</td>
<td>0 = N/A</td>
<td>0 = N/A</td>
<td>0 = N/A</td>
</tr>
<tr>
<td>Violence in the community</td>
<td>0 = N/A</td>
<td>0 = N/A</td>
<td>0 = N/A</td>
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<tr>
<td>Hurricane</td>
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<td>0 = N/A</td>
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<tr>
<td>Pandemic Influenza</td>
<td>0 = N/A</td>
<td>0 = N/A</td>
<td>0 = N/A</td>
</tr>
<tr>
<td>Snow Storm/Blizzard</td>
<td>0 = N/A</td>
<td>0 = N/A</td>
<td>0 = N/A</td>
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</table>

AVERAGE 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0%

*Threat increases with percentage
Table adapted from Kaiser Permanente.
Practical Plan Development

• Gather information
  – Scenario based discussion
  – Questionnaire

• Formulate a plan
  – Content vs Format

• Test the plan

• Revise the plan
Community Integration

• Emergency Management meetings
  – ESF-8
  – Healthcare Coalition
• Exercise participation
• Share plans
• Integrate HVA
Exercise Design, Conduct, and Evaluation
Exercise Design Process

• Each exercise is based on needs assessment
• The scope must be specific
• The purpose is to be clearly stated
• The objectives are to be SMART
  – Specific, Measureable, Achievable, Realistic, Time-Oriented
Exercise Design Process

• Provide a written narrative
• Identify major and detailed events
• Identify players’ actions based on objectives
• Write messages to move scenario along based on events
Exercise Best Practices

- Purpose and objectives
- Evaluation
- Improvement planning
- Community involvement
- Regular discussion
- Primary and secondary personnel
## Improvement Plan

<table>
<thead>
<tr>
<th>Capability/Critical Area</th>
<th>Recommendation</th>
<th>Corrective Action Description</th>
<th>Primary Responsible</th>
<th>Completion Date</th>
<th>Retest Date</th>
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</thead>
<tbody>
<tr>
<td>Resource Mobilization</td>
<td>There is a need to ensure that all new hires are trained in emergency preparedness plans</td>
<td>All new hires complete all training within 30 days of hire</td>
<td>HR Manager</td>
<td>9/15</td>
<td>12/15</td>
</tr>
<tr>
<td></td>
<td>Plan for shelter-in-place needs to be reviewed.</td>
<td>Identify hazards that would not permit shelter-in-place</td>
<td>Safety Officer; Emergency Management Director</td>
<td>9/15</td>
<td>12/15</td>
</tr>
<tr>
<td></td>
<td>Teachers need to be made aware that their lounge may not be available for several hours.</td>
<td>Place signage in Teacher’s Lounge to indicate the potential for its use as a SAFE ZONE for the facility</td>
<td>Safety Officer</td>
<td>9/15</td>
<td>12/15</td>
</tr>
<tr>
<td></td>
<td>Telephone lines in Teacher’s Lounge are limited to two lines.</td>
<td>Staff to bring personal cell phones with them to SAFETY ZONE and agree to allow them to be used for facility business purposes</td>
<td>Safety Officer</td>
<td>9/15</td>
<td>12/15</td>
</tr>
</tbody>
</table>
Upcoming Exercises

June 8, 4:00 to 5:30 PM
Webinar

June 23, 5:15 to 8:00 PM
Surgery Center at Lutheran
Contact

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