

Our Mission

To serve through healing,
education and discovery

Emergency Management

Annual Training 2023

Environment, Health, Safety & Emergency Management (EHSEM)



Wisdom for Your Life.



Emergency Management

- An incident that occurs in the Medical Center or the community that could significantly impact the need for hospital services and our ability to provide such services.
- The Emergency Operations Plan (EOP) identifies specific procedures that ensure patient care can be continued effectively in event of an incident.
- Your primary responsibility during an incident is to protect patients, visitors and team members.

Emergency Management

- Learning Objectives:
 - Upon completion, you should be able to:
 - Recognize what makes an incident/emergency
 - Be familiar with the top 5 hazards identified for 2023
 - Be familiar with the response plan setup
 - Be familiar with response duties

Emergency Management

- What characterizes an incident/emergency?
 - An unforeseen situation that suddenly or significantly
 - Disrupts the environment of care
 - Disrupts care and treatment
 - Increases demand for services

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- Disrupts the environment of care by causing physical or environmental damage to the buildings or grounds. Examples:
 - Tornadoes
 - Severe thunderstorms
 - Earthquakes
 - Explosions
 - Fire
 - Flood



St John's Regional Medical Center, Joplin, Missouri

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- Disrupts care and treatment by impacting operations. Examples:
 - Loss of utilities: power, water, phone, computer
 - Civil disturbances
 - Accidents
 - Interruption in supply distribution
 - Internal incidents
 - Community-wide incidents

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- Increases demand for services by creating an influx of patients. Examples:
 - Building collapse
 - Transportation incidents
 - Airplane crash
 - Influenza or other disease outbreak, e.g. Covid
 - Attack at large-scale events

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Emergency Operations Plan (EOP)

- The Emergency Operations Plan (EOP) describes processes for readiness and emergency management and identifies specific measures that ensure patient care can be effectively continued during an incident. It is integrated with the community's Emergency Management Program.
- The EOP provides the details of how the Medical Center meets the Joint Commission requirements as defined in the Emergency Management standards.

Emergency Management

Supporting Documents

- Incident Management Plan
 - Describes how the response is initiated
 - Notification procedures
 - General response protocols
- Policies and Procedures
 - Specific to individual incident types, e.g., tornado, active shooter, surge, etc.
- The Incident Management Plan and all EM policies and procedures are available under EHSEM Policies & Procedures on Insite.

Emergency Management

Emergency Identification

- It is essential that you recognize emergency situations and evaluate possible incidents within the facility.
- Early and accurate identification of emergencies is key to responding properly and taking appropriate action.
 - Security must know how to respond to workplace violence incidents, an active shooter, etc.
 - Clinical staff should recognize symptoms of chemical or biological agent exposure or novel disease symptoms.
 - Department-specific response should be discussed during your orientation and reviewed in team meetings, huddles, etc.

Emergency Management

Emergency Identification

Think **STOP** after recognizing an incident and before running into a situation.

S – Stop before entering.

What am I about to do?

T – Think. What equipment, tools, procedures will I be using?

O – Observe the environment.

How could I get hurt?

P – Proceed with the intention to prevent injury to yourself or others.



Emergency Management

The Emergency Management Committee conducts a hazard vulnerability analysis (HVA) bi-annually to identify potential emergencies that could affect the need for services and/or the ability to provide services at the Medical Center. Offsite facilities also conduct an HVA.

The HVA:

- Identifies potential hazards
- Rates the probability of occurrence
- Evaluates our preparation for dealing with each occurrence
- Is the basis for drills and exercises

Emergency Management

- The top 5 hazards identified by the 2022 HVA review for the Medical Center are:
 1. Workplace Violence/Threat
 2. Supply Chain Shortage/Failure
 3. Pandemic
 4. Internal Flood
 5. Infectious Disease Outbreak

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#1 Workplace Violence/Threat

Complete the Workplace Violence Prevention Training in TMS for additional information on how to handle workplace violence/threats.

Emergency Management

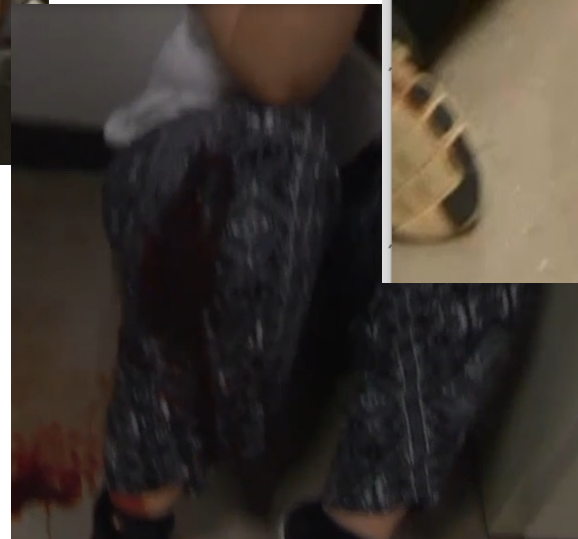
Code Purple (EM-70)



What do you do if there is an active shooter in your area or in the facility?

- Run
- Hide
- Fight

Review Run, Hide, Fight training in TMS



Emergency Management

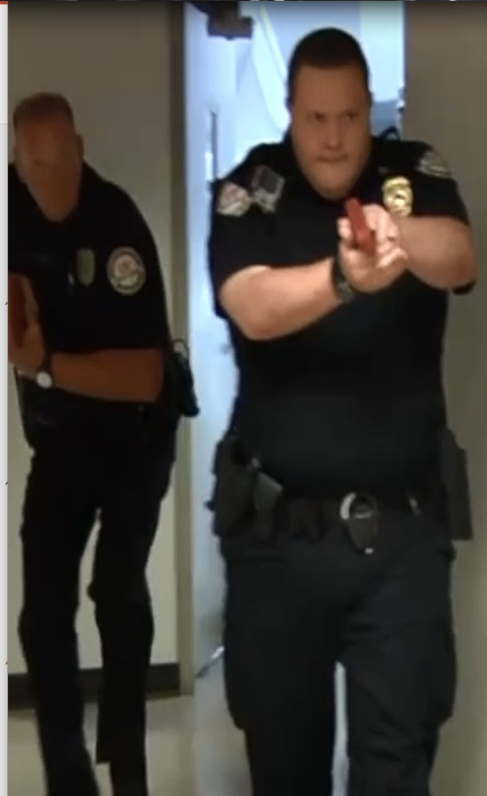
Joint Commission Shooting Data

- During the 2010-2020 timeframe, The Joint Commission received reports from its accredited organizations of 39 shootings that resulted in 39 deaths:
 - 21 were staff members (10 shot by a patient, five shot by a visitor, four shot by a family member, and two shot by a current or former staff member);
 - 18 were patients (15 shot by a family member; two shot by a visitor; and one shot by another patient).
 - Of the 39 shootings, 12 were murder/suicides, mostly mercy killings that resulted in the deaths of the patient and the shooter, who was usually the patient's spouse or significant other; other "suicide" deaths resulted from provocation with security ("suicide by cop")

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Active Shooter Response:

- Law Enforcement will respond to apprehend the shooter.
- They will not tend to the injured.
- Rescue Task Force (RTF) personnel will follow to respond to the injured.



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#2 Supply Chain Shortage/Failure

- When a shortage/failure is identified
 - Evaluate impact (may be interdisciplinary team)
 - Increase inventory if possible
 - Identify other potential suppliers
 - Identify high usage areas
 - Identify possible substitutes
 - Evaluate process changes
 - Extended use or re-use if safely possible
 - Communication to the areas of change and education on new products as needed

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#3 Pandemic and #5 Infectious Disease Outbreak

- Implement Surge Plan (EM-03) and Pandemic Novel Infectious Disease Plan (EM-09) *if applicable*
 - Identify surge areas
 - Determine testing and treatment protocols
 - Identify cohorting areas, if needed
 - Ensure team member safety (PPE, training, screening, etc.)
 - Develop/implement team member exposure protocols
 - Ensure facility safety (Lockdown, checkpoints, infrastructure changes, screening, etc.)

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#4 Internal Flood

- Remove patients or visitors from the affected area
- Notify Maintenance at 305-2580, opt.1
- Unplug or remove any equipment if safe to do so
- Attempt to stop the flow of water if safe to do so
- Prevent water flow into other areas if possible (close doors, use towels/blankets, etc.)
- Notify any occupied areas below affected areas of potential hazard if possible

Emergency Management

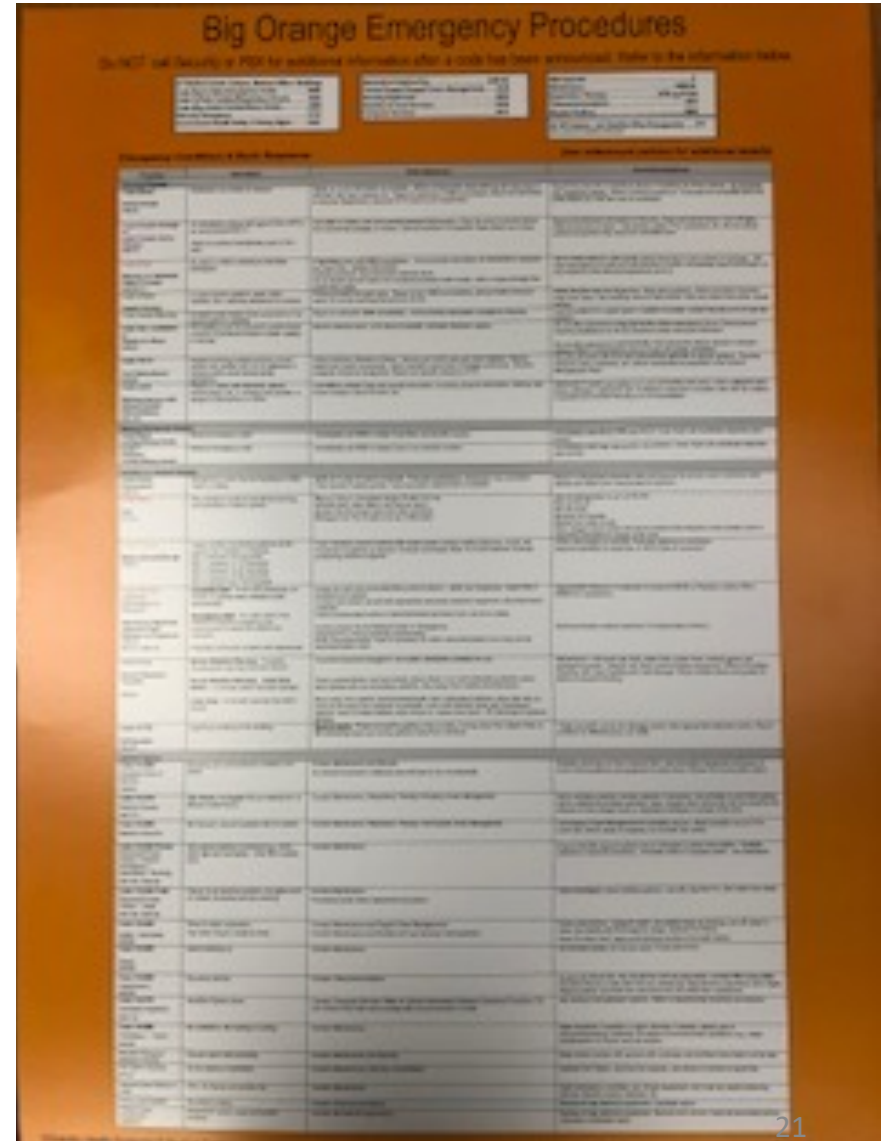
Announcements

During certain incidents, codes will be announced overhead and sent using the VOLO Notification System. These codes with specific response actions and related policy number are detailed on the Big Orange Emergency Procedures poster.

Know where your poster(s) are located in your department/area.

*4 digit phone numbers poster Dec 2018

5 digit phone numbers poster April 2021



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Color and other codes are listed on the back of your ID badge for quick reference.

- **Code Black**
 - Bomb Threat
- **Code Blue**
 - Cardiac / Resp. Arrest
- **Code Echo**
 - Evacuation
- **Code Gray**
 - Tornado/Severe Weather
- **Code Green**
 - Violent Person
- **Code Key**
 - Lockdown / Shelter in place
- **Code Lost**
 - Missing Altered Mental Status/Elderly Person
- **Code Orange**
 - Haz-Mat Incident (chemical, radiological, biological)
- **Code Pink**
 - Missing or Abducted Infant / Child
- **Code Purple**
 - Active Shooter and / or Hostage
- **Code Red**
 - Fire
- **Code Yellow**
 - Mass Casualty / Surge Event
- **Code 5**
 - Peds Cardiac / Resp. Arrest

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10 codes are only listed on the poster

- 10-72
- 10-79
- 10-230
- 10-210
- 10-220
- 10-250
- 10-260
- 10-240
- 10-270
- Civil Disturbance
- Earthquake
- Electrical Power Failure
- Medical Gas Outage
- Medical Vacuum Failure
- Sewer Stoppage
- Telephone Outage
- Domestic Water Outage / Contamination
- Computer Outage

Activation and Response

Initiate the Incident Management Plan.

If an incident occurs within the building or grounds, the first people to respond should notify the operator (305-4999) of the incident.

For example, in the event of a fire, follow RACE as specified in the Fire Plan.

The Incident Management Plan is activated by the Administrator On-Call, Nursing Supervisor, or Incident Commander depending on the level of the incident.

Emergency Management

Activation and Response

Communications for an incident are via the overhead paging system and the VOLO notification system.

PerfectServe may also be utilized. For a prolonged incident, information may be posted on a designated Insite page.

Updates may be provided by e-mail.

Personnel in the Hospital Incident Command System (HICS) will be activated as needed for the response.

An overhead announcement will be made that the Incident Command System has been activated as well as the appropriate code, if applicable.

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Activate Resources

Resources and supplies during an incident will be requested using the normal supply channels or via HICS.

In the event of limited resources, a team will be activated to review available resources and options for care.

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Your responsibilities:

- Ensure you know your role and responsibility during an incident. Know how to protect yourself, your patients, and others.
- Continue performing your regular duties unless notified otherwise or activated in a response position.
- Ensure your information is up-to-date in the VOLO Notification System (check with your departmental administrator, update information in Lawson).
- Ensure you have a personal emergency plan in place to facilitate your availability to respond.