

All-Hazards in the Time of COVID

Fostering a Culture of Preparedness Amidst a Pandemic



Competition Division - Practitioner

BACKGROUND

- Recognized need to establish a dedicated Department for Emergency Management
- The purpose in this restructure was to meet immediate needs of the organization for coordination of response to COVID and establish a program of excellence for healthcare emergency management.

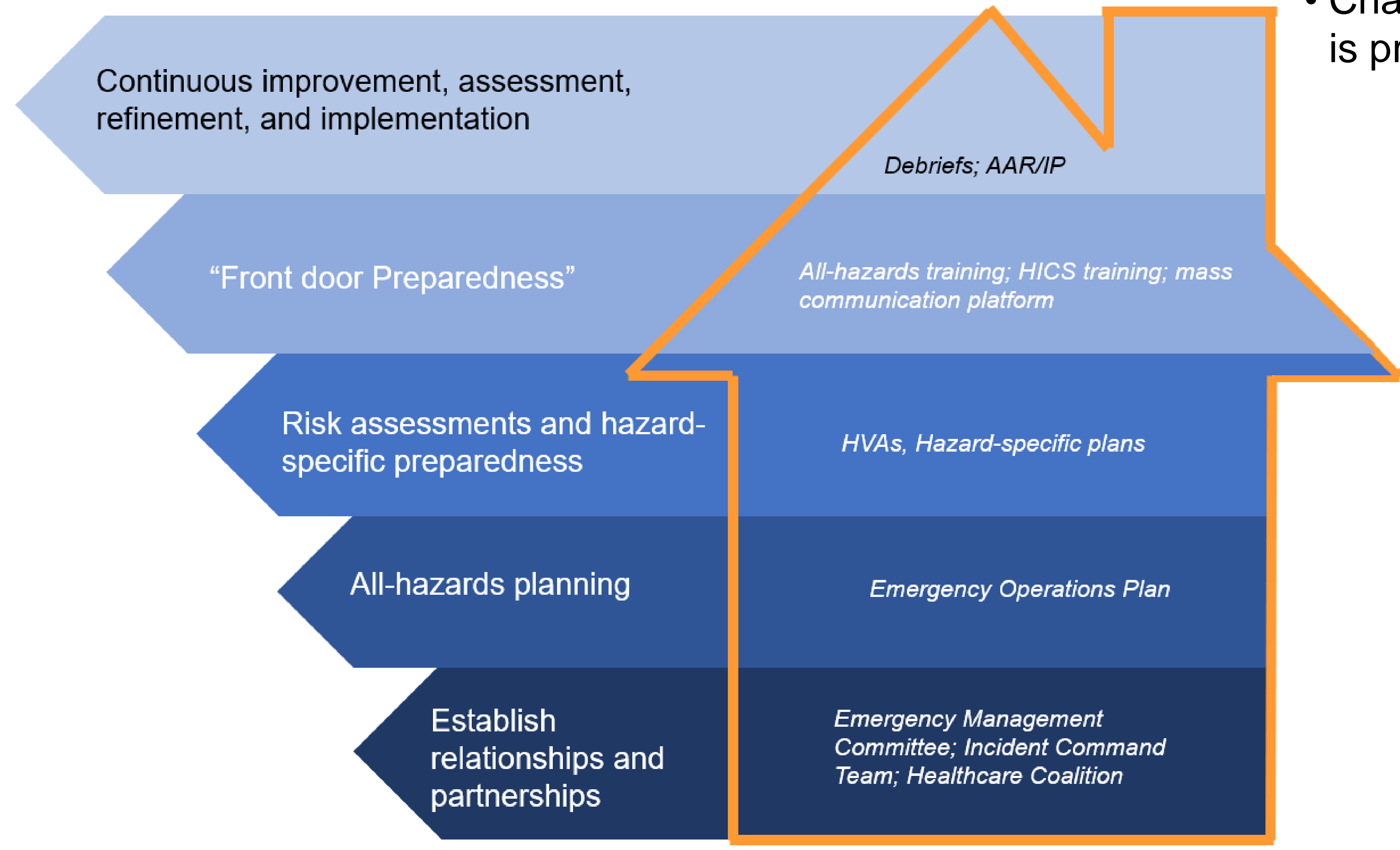


METHODS

- Build a strong foundation and begin initiatives for enterprise-level preparedness that focuses on all-hazards
- Start with the basics and fundamentals
- Take advantage of COVID Pandemic and other emergencies to build upon and reinforce principles of emergency management

INTERVENTIONS

- Build the **Emergency Management house**

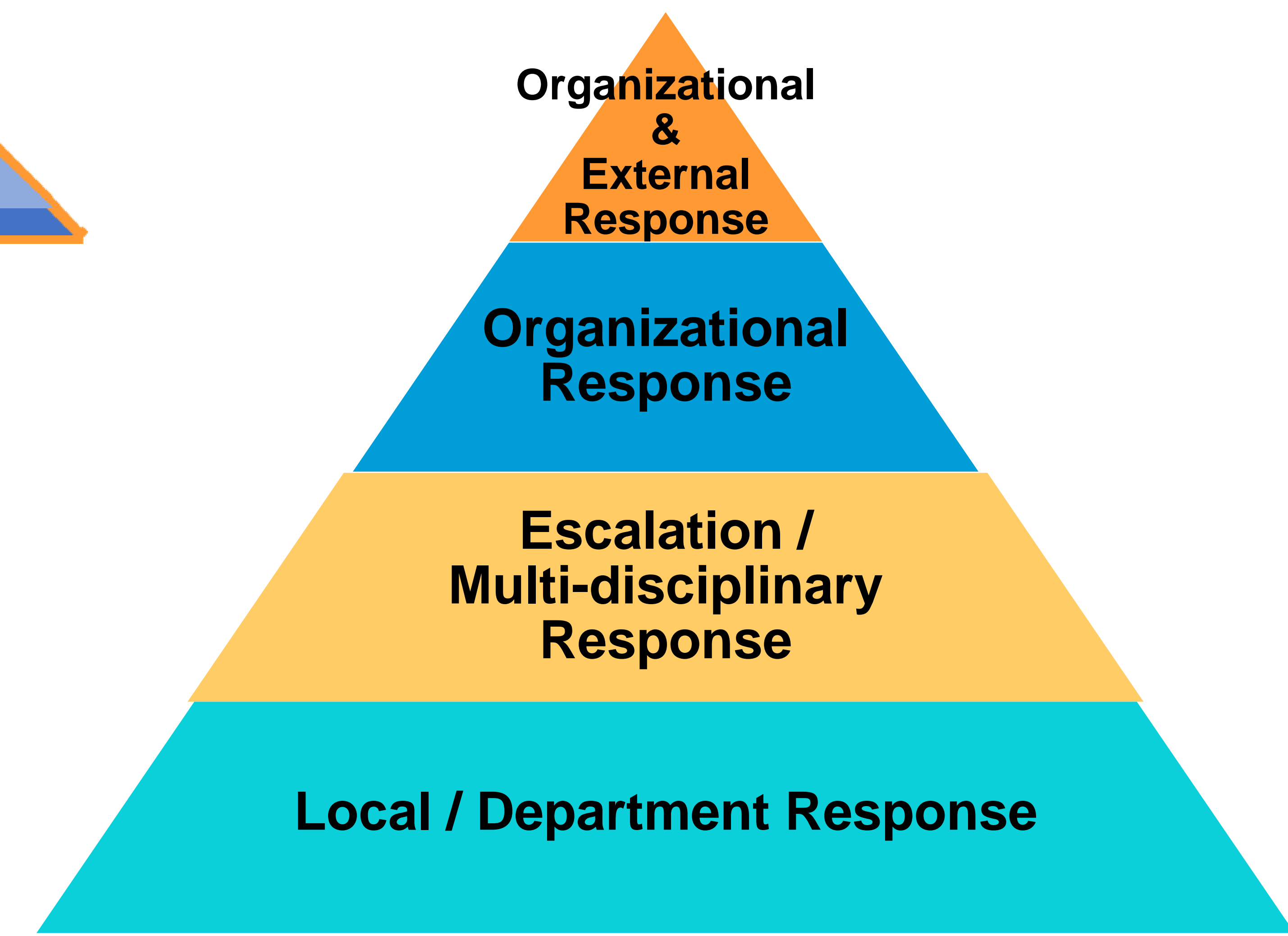


OUTCOMES

- Establish relationships across the organization and with external partners
 - Augmented participation on the Emergency Management Committee
 - Participate in mitigation & preparedness groups such as MOP Committee and IT Change Advisory Board
 - Healthcare representative on NCR HCC Governance Board
- Fostering a culture of preparedness
 - Proactive versus reactive!
- Take a tiered approach to response

LESSONS LEARNED

- Find your hazard champions and leverage enthusiasm
- Leadership buy-in and support is crucial
- Never let a good crisis go to waste
- Changing a culture from one that is reactive to one that is proactive takes time. Be in it for the long-haul.



Local / Departmental	Escalation and Above
Key actions all staff should take to initiate response <ul style="list-style-type: none"> • Focus on patient and employee safety • Mitigating secondary impacts • Communicating and escalating, as appropriate • Example: R.A.C.E. 	Six Critical Areas of Joint Commission <ul style="list-style-type: none"> • Communications • Resources & Assets • Utilities & Facilities • Safety & Security • Staff Roles & Responsibilities • Patient Clinical and Support Services