All-Hazards in the Time of COVID
Fostering a Culture of Preparedness Amidst a Pandemic

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.

INTERVENTIONS
- Build the Emergency Management house
- Continuous improvement, assessment, refinement, and implementation
- "Front door Preparedness"
- Risk assessments and hazard-specific preparedness
- All-hazards planning
- Establish relationships and partnerships
- Debriefs: AAR/IP
- All-hazards training: HICS training: mass communication platform
- HVAs, Hazard-specific plans
- Emergency Operations Plan
- Emergency Management Committee, Incident Command Team, Healthcare Coalition

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

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

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 / Department Response
Key actions all staff should take to initiate response
- Focus on patient and employee safety
- Mitigating secondary impacts
- Communicating and escalating, as appropriate
- Example: R.A.C.E.

Escalation and Above
Six Critical Areas of Joint Commission
- Communications
- Resources & Assets
- Utilities & Facilities
- Safety & Security
- Staff Roles & Responsibilities
- Patient Clinical and Support Services