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NON-COMPETITIVE DIVISION

Running Healthcare Emergency Communications Like a 911 Center: A Model for Communications Resiliency

The Healthcare industry has experienced a dramatic shift over the past several years with the rapid rise of ambulatory care, remote care, and the widespread consolidation of independent community hospitals into larger health systems. Coupled with the now ubiquitous integration of electronic health records into all facets of the patient experience, the cascading impact risk of network outages is greater than ever before. Meanwhile, as the physical footprint of healthcare systems become increasingly spread apart, the need for comprehensive situational awareness and communications for healthcare emergency management has grown substantially. For the modern healthcare system, a wider, sharper, and increasingly omnipresent view of all conditions affecting the organization is necessary to ensure that disruptions are detected early, communicated to the right responders quickly, and coordinated synchronously. Over the past five years, NYU Langone Health Emergency Management + Enterprise Resilience has developed and deployed a new model for healthcare emergency communications that emulates several advancements seen over the last twenty years of growth in public safety communications. This

poster describes the model used to form a dedicated, centralized Watch Center utilizing proactive signals detection, interdepartmental information sharing, and network resiliency. When applied to any health system, this model can reduce blind spots and increase safety for employees and patients.

Presentation Theme: Communication Practices for Healthcare Emergency Management.

Collaborators, Advisor(s) and Department(s) that assisted with this research: Alex Resnick, Associate Director of Emergency Management at NYU Langone Health