

Healthcare Emergency Management

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Principles of Emergency Management

Mission: Mitigate, prepare, respond, recover

JCAHO: Six categories of evaluation

- ❖ Communications
- ❖ Resources and Assets
- ❖ Safety and Security
- ❖ Staff Responsibilities
- ❖ Utility Management
- ❖ Clinical Activities

Committee Membership

- ❖ Pharmacy
- ❖ Trauma- P
- ❖ Materials
- ❖ Laboratory
- ❖ Human Resources
- ❖ ED- P
- ❖ Respiratory and Home Infusion
- ❖ Public Affairs
- ❖ Environmental Services
- ❖ Nursing
- ❖ Internal Comm
- ❖ Engineering
- ❖ Safety
- ❖ Security
- ❖ Ambulatory
- ❖ Physician Practices

Drills/Exercises/Real Events 2012 to Date

Drills/Exercises

- ❖ Evacuation of:
 - Hospital
 - ED
 - NICU
 - ORs
 - MRI
- ❖ Abduction Drills
 - Infant
 - Pediatric Abduction Drill

- ❖ MDU
- ❖ Active Shooter
- ❖ Ebola

Actual Events

- Severe Weather
- Potential measles cases
- ED barricade
- ED drive by

Personal principles

- ❖ Take care of yourself
- ❖ Take care of others
- ❖ Stabilize the situation

Hospital Preparedness

- ❖ All hazards approach
- ❖ Community responsibility
- ❖ Handling mass casualty incidents is what we are in business to do
- ❖ Regulatory responsibility
 - Joint Commission
 - Department of Public Health
 - Center for Medicare and Medicaid services

Hazard Vulnerability Analysis(HVA)

- ❖ Performed at least annually
- ❖ Basis for specific planning-top 3-5
- ❖ Required by regulatory agencies
- ❖ Must be coordinated with local communities

HVA

HAZARD AND VULNERABILITY ASSESSMENT TOOL								
HUMAN RELATED EVENTS								
EVENT	PROBABILITY	SEVERITY = (MAGNITUDE - MITIGATION)			PREPAREDNESS	INTERNAL RESPONSE	EXTERNAL RESPONSE	RISK
		HUMAN IMPACT	PROPERTY IMPACT	BUSINESS IMPACT				
	Likelihood this will occur	Possibility of death or injury	Physical losses and damages	Interruption of services	Preplanning	Time, effectiveness, resources	Community/ Mutual Aid staff and supplies	Relative threat*
SCORE	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = High 2 = Moderate 3 = Low or none	0 = N/A 1 = High 2 = Moderate 3 = Low or none	0 = N/A 1 = High 2 = Moderate 3 = Low or none	0 - 100%
Mass Casualty Incident (trauma)	2	3	0	3	1	1	2	37%
Mass Casualty Incident (medical/infectious)	2	3	0	3	2	1	2	41%
Terrorism, Biological	1	3	0	3	2	2	2	22%
VIP Situation	2	1	0	1	1	1	1	19%
Infant Abduction	1	2	0	2	1	1	1	13%
Hostage Situation	1	2	0	2	1	1	1	13%
Civil Disturbance	1	2	1	2	1	2	2	19%
Labor Action	2	1	0	2	1	1	1	22%
Forensic Admission	3	1	1	1	1	1	1	33%
Bomb Threat	1	2	1	3	1	1	1	17%
Surge	3	2	1	3	2	2	2	67%
Work Place Violence	2	2	1	1	2	2	2	37%
AVERAGE	1.45	1.82	0.27	2.00	1.09	1.09	1.27	27%
*Threat increases with percentage.								
16	RISK = PROBABILITY * SEVERITY							
83	0.27	0.53	0.51					

Partners

- ❖ Local emergency management directors (EMD) includes hospitals
- ❖ Local first responders (Police , Fire, EMS)
- ❖ Local Public Health
- ❖ Regional, State and Federal responders
- ❖ (DPH, MEMA,VA,FBI,County Sheriff)
- ❖ Metropolitan Medical Response System
- ❖ Western Region Homeland Security Advisory Council

Continuous Improvement

- ❖ Every event has a 'hot wash'
- ❖ Every event develops a list of 'What can we do better'
- ❖ The results of the improvements become objectives for the next Table Top Exercise (TTX), drill or full scale exercise
- ❖ Always move quickly to improve
- ❖ Because.....

Standing Plans

- ❖ Mass Casualty
- ❖ Hazardous Materials
- ❖ Weather Emergency
- ❖ Fire
- ❖ Infant Abduction
- ❖ Biological Event
(Pandemic/ Ebola)
- ❖ Bomb threat
- ❖ Civil disturbance
- ❖ IT Interruption
- ❖ Utility Outage
- ❖ Radiation Event
- ❖ Evacuation
- ❖ Active Shooter

Emergency
Department
Barricade Situation

Baystate Medical
Center

February 18, 2014

7: 50 PM

Challenges

- ❖ Loss of ambulatory entrance
- ❖ Discharged patients can't get to their cars
- ❖ Incoming ambulatory patients have nowhere to park
- ❖ EMS supervisor put us on diversion without telling anyone

Process Improvement

❖ Because.....

April 6, 2014
Emergency Department
2:30am

Lessons Learned from many Events and Exercises

- ❖ Addressing staff concern can = buy in
- ❖ Flexibility- it is a virtual world
- ❖ Mass Notification
- ❖ Build on what you know
- ❖ TTX is where the money is made
- ❖ Partnerships seal the deal
- ❖ The media will get it wrong so your communications have to be good
- ❖ Don't lose control of families

Lessons Learned

- ❖ Drill
- ❖ Drill- Table tops teach more
- ❖ Drill off hours, weekends and holidays
- ❖ Trust in your training- What you learn can be applied to a host of situations

Questions

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