



Emergency Management for Healthcare Executives

“The Healthcare Organization...A Pillar of our
Communities”

Recent Disasters Overview

- September 11th 2001 Attacks on America
- 2005 Hurricane Katrina
- 2008 Hurricane Ike

Future Disasters

- Federal Government not prepared
 - NDMS not up to speed
 - Medical Reserve Corps-volunteer dependent
 - HHS Emergency Support Function (ESF-8) poorly understood or poorly interpreted
- Supply and Services Chains
 - Lean Inventories-great in normal times
 - Supply Chain collapses under weight of catastrophe
 - Service providers are staffed for normal times

New Approach to Emergency Management

- Hospitals are Community's Steward of Healthcare Services
 - Board of Directors & Chief Executive Leadership
 - Citizens can't live where no health services exist
- New Emergency Management Paradigm=Resiliency
- Systems Approach to "The Resilient Organization"
 - Realistic Planning-Based on Internal and External Hazards
 - Communications-Redundancy & More Redundancy
 - Staffing-"Outside the Campus"
 - Resources-Supplies, Equipment, Money, Fuel, Water, Food, Housing for families
 - Real Exercises with Hard to Face Realities-Revise Plan-Test

The Joint Commission

- Total System Resiliency is the Message
- Leadership is the Key
- Facility-Fortify it for operations during disasters
- Staff-Not just Hospital Employees Anymore
 - Pre-Disaster Credentialing
 - Pre-Disaster Privileging
 - Pre-Disaster Credentialing
 - Pre-Disaster Privileging
- Communications-Redundancy is key
- Resources-Medical Materials, Food, Linens, Medicinal Gasses, Generator fuel
- Realistic Exercises and retest deficiencies

Responsibilities

- Not Just Disaster Preparedness Coordinator
- CEO-Sets the tone and Leads the way
- Medical Director-Enhance the Provider Staff
- Chief Nursing Officer-Enhance the nursing staff
- COO Mission-Prepare to Maintain Operations during disasters
 - Director, Materials Management-Keep Supplies Coming
 - Director Plant Operations, Utilities, Generator
 - Director of Environmental Services-a clean & Habitable Environment of care

What Can Executives Do?

- Make all leaders accountable
 - “We must survive any disaster for the sake of the Community”
- COO-“Keep the organization functional”
- Chief Medical Officer-Expand Physician Staff
- Chief Nurse-Maintain and Expand Nursing Staff
- Director of Human Resources-control staff access
- Materials Manager-Supplies, equipment and services contracting must include emergency provisioning
- Director, Environmental Services
- Director, Plant Operations
- Director of Nutritional Services

What Else Can Executives Do?

- Stress Resiliency
- Check All Insurance Coverage
- Ask the tough questions
 - Can Community Care Providers fortify the staff ?
 - Can Vulnerabilities in the physical plant be mitigated ?
 - Can our physical plant survive a disaster ?
 - Can we bolster the Supply Chain ?
 - Can we automate water and fuel deliveries ?
 - Can our Environmental Services cope ?
 - Can we care for our Staff and their Families ?
 - Can we feed patients and staff
 - Can we assure staff is credentialed and granted privileges?

Questions ?