

# Annual Associate Safety Modules

**Emergency Management**  
Being Prepared if Disaster Strikes



# Emergency Management

- Associates and healthcare workers must be prepared at all times in the event of a significant emergency or major disaster. Due to recent events, regulatory agencies require healthcare facilities to increase their efforts in preparing to respond to emergencies, disasters and acts of terrorism.
- Emergency management occurs in four phases: Mitigation, Preparedness, Response, and Recovery.
- MLH, as a regulatory requirement, participates in at least 2 exercises annually to prepare for emergency events.

# Emergency Management

- Methodist's Emergency Operations Plan outlines the response and procedures to follow for identified events that have the potential to disrupt normal operations
- The Emergency Operations Plan can be found on MOLLI under the Emergency Management/Disaster Preparedness page and in Clinical and System Policies.

# Types of Emergencies/Disasters

- Internal

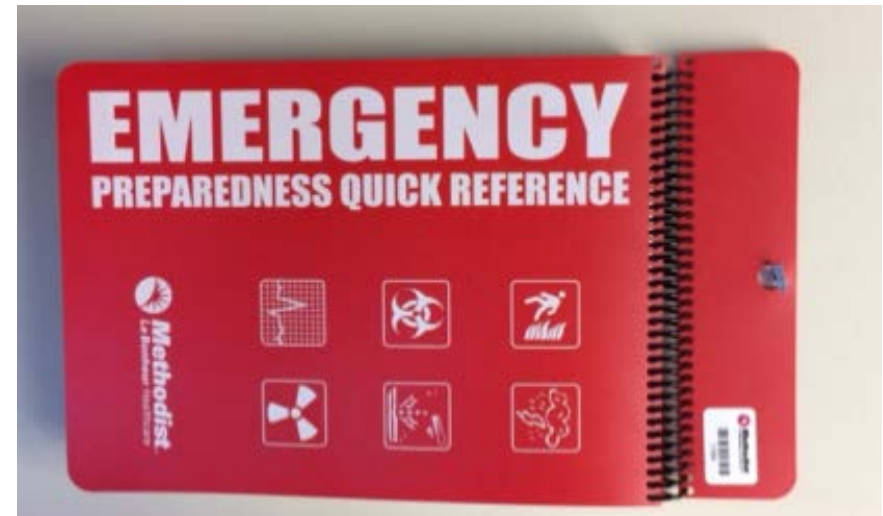
- An internal disaster is any event that occurs within the facility that may compromise its structural integrity, result in injury to patients, Associates, or visitors, or threaten the institutions ability to care for patients.
  - Examples: Vacuum (suction), telephone interruption, chemical spill, bomb threat, active shooter, water interruption, internet/Cerner downtime

- External

- An external disaster is an event within the community resulting in mass/multiple casualties like tornado, fire, explosion, transportation accident, or civil disorder.

# Where to Find Information

- MLH has several codes you may hear at the time of an emergency or disaster situation.
- A full list of codes and responses can be found in the Emergency Preparedness Quick Reference Guide located in hospital departments.
- Non-hospital facilities may have different responses. Refer to your location's plan/quick reference poster for details.



# Disaster Codes

- **Dr. Child-** Infant, Child, Adolescent abduction
- **Dr. Roam-** Missing Person
- **Dr. Strong-** Violent Person/Hostage Situation
- **Dr. Emory House-** Cardiac Emergency
- **Dr. Harvey Team-** Pediatric Cardiac Emergency
- **Dr. Power-** Utility Failure
- **Dr. Red-** Fire
- **Dr. Spill-** Hazmat event (internal)

# Disaster Codes

- **Dr. Shaker-** Earthquake
- **Dr. Storm-** Severe Weather
- **Active Shooter-** Active Shooter
- **Dr. Able 1,2,or 3-** Mass Casualty Event
- **Dr. Arms-** Terrorism Event/Decon Team Activation
- **Code Orange/Code Red-** National Terror Alert

# Disaster Codes

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Codes with no overhead announcement

- **Facility lockdown**
- **Bomb threat**
- **Infectious spill or leak**
- **Civil unrest**



# Mobile Guides

- Quick reference guides are also available via mobile application for IOS or Android.
- All Associates are encouraged to download this app by using the instructions to the right.



## Instructions to download the My-EOP™ mobile application:

1. Search for My-EOP (or myeop) in the “App Store” (Apple iOS) or the “Play Store” (Android devices).

Note for iPad users: Select “iPhone Only” as a search limit in the App Store.



2. Install My-EOP on your device.
  - Accept app permissions.
3. Open My-EOP.
  - Accept the terms and conditions.
4. Enter your code “Methodist Le Bonheur” in the search box.
5. Once your plan is displayed, click on the plan to download.
6. To gain access to the download, you’ll be asked for your password. Your password is MLH2017



Once the file is downloaded, you may enter the plan. From that point forward, when you open My-EOP, you will see that plan on your available plan list.

# EM MOLLI Web Page

- The Emergency Management Web Page, located on MOLLI, provides a variety of resources for our Associates.
- It can be found on the homepage of MOLLI under Response & Preparedness-Disaster & Emergency Preparedness.



# EM Web Page

Event Management

Event Management [EDIT LINKS](#)

SN > Event Management

Search this site

## Announcements

Calendar EM Training & Exercise

DDC Supply Inventory

Decon

Disaster kits

Ebola/Pandemic

Educational Resources

EOP & HICS Resources

Facility Specific Information

Forms

HICS Communications

HICS Forms

HICS Guides

HICS Job Action Sheets

Home

HVA

Patient Tracking Resources

Recent

Site Contents

[EDIT LINKS](#)

Home

Event Management center

## Event Communication



Welcome to the Methodist Le Bonheur Healthcare event management communication page. This page will provide reference information to assist Associates in being prepared for an event as well tools for responding to an event. The Emergency Management corner will highlight emergency management and safety pearl of wisdom monthly. In the event of an emergency, this page will provide Associates with key information on our facilities and directives necessary to ensure our mission of providing excellent care to our patients and support to their families.

## Emergency Management Corner

### Disaster Assistance Response Teams

If you are interested in becoming a part of your hospital's Disaster Team please contact Charles Lane, Emergency Management Program Manager or your hospital's Emergency Management representative for more information!

## Announcements

[HC Standard replacing Kardia-First Trak for patient tracking @](#)  
by  Charles Lane - Corporate

7/14/2017 2:15 PM

MLH is moving to a new patient tracking system, HC standard, effectively immediately. HC Standard is a web based program funded by the state of TN. All MLH hospitals will now utilize this program for tracking of patients during an event. Instructions...

[QuikClot Bleeding Control Kits now deployed at all MLH hospitals.](#)

by  Charles Lane - Corporate

4/22/2017 9:37 AM

Follow this link to get an important update on a new product being deployed in case of an emergency event!

<https://vimeo.com/lebonheur/disaster/video/198367405>

## Logins

[Command Center Login](#)

[Add new link](#)

## Related Links

[Training Videos](#)

[Red Cross](#)

[HRTS](#)

[THAN](#)

[FEMA](#)

[Tennessee Emergency Medical, Awareness, Response and Resources](#)

[HC Standard Patient Tracking](#)

[Add new link](#)

## Contacts

Title	E-Mail
<a href="#">Internal Communication and Media</a>	<a href="mailto:lee.meyers@mlh.org">lee.meyers@mlh.org</a>
<a href="#">Emergency Management Information</a>	<a href="mailto:Charles.Lane@mlh.org">Charles.Lane@mlh.org</a>
<a href="#">Environmental Health and Safety</a>	<a href="mailto:Dana.Dodson@MLH.org">Dana.Dodson@MLH.org</a>

[Add new item](#)

# EM Web Page

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- The EM Web Page includes links and information such as:
  - Training Videos on equipment and systems
  - Disaster Kit items
  - Hospital Incident Command System
  - Manuals and Plans
  - Emergency Resource Inventories

# What is an Emergency Operations Plan (EOP)?

- An established plan of action for responding to and meeting the medical needs associated with any disaster. It can be found on the MOLLI Emergency Management page under Emergency Ops Plans.
- The Emergency Preparedness Quick Reference Guide is the EOP in guided, incident specific format. It can be found hanging in each MLH department.
- Department specific duties are outlined in the EOP Annex. Individual responsibilities will be assigned by your leader.

# How will I know when the Emergency Operations Plan has been activated?

- It will be announced over the intercom using the hospital's emergency response codes. The emergency notification system, Send Word Now (SWN), will also be activated. An automated message will be sent to each department's primary phone, to alert the area of the emergency event. SWN will also notify leaders and associates by cell phone and e-mail.

# Send Word Now

- Associates are required to update their contact information into Send Word Now on MOLLI using the following process:
- From the home page of MOLLI- Click System Services, Associate Services, myContact Data, myContact Info.
- Update your information and set your communication preferences.

# Your Role

## You must:

- Read, understand, and follow the Emergency Quick Reference Guide located in your department.
- Know how to recognize and initiate emergency alarms.
- Know what to do in an emergency.
- Know where to report if you are called in to the hospital or your work location. Report to the nearest facility if you are unable to get to your assigned facility due to weather/road conditions.



# Your Role

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## You must not:

- Call the operator to ask what happened.
- Go to the Emergency Department or any other area as a sightseer.
- Report to the hospital because you heard a news report.
- Report to the scene in the community to help.

# Response-Organization and Communication

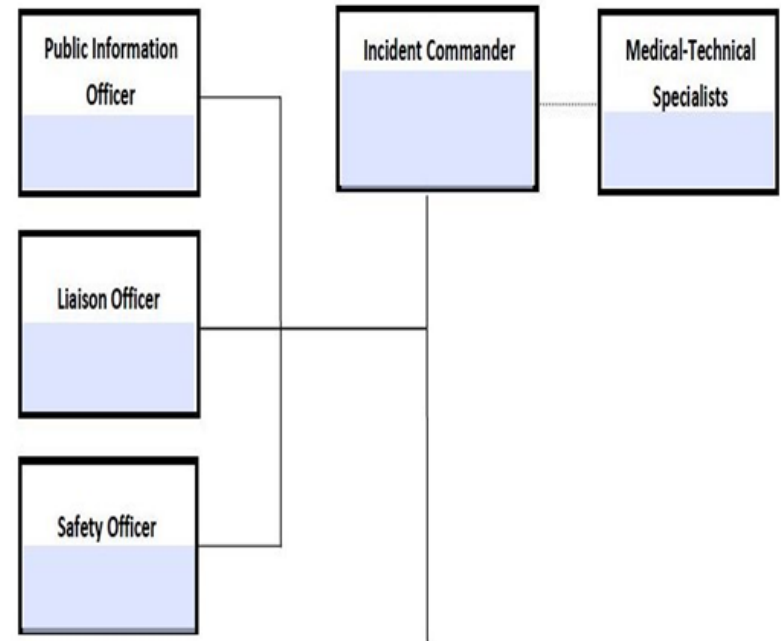
The Hospital Incident Command System (HICS) is a standardized, on scene, all-hazard event management concept.

- **HICS**

- Has a top-down organizational structure
- Establishes Management Functions
- Ensures Unity of Command (*Everyone reports to 1 supervisor*)
- Maintains a clear Chain of Command (*Don't go outside your team*)
- Creates a Flexible Organizational Structure
- Manages the Span of Control (*Supervising no more than 7 people, optimally 3-5*)
- Consists of 5 main teams-
  - Command Team (Black)
  - Operations Section (Red)
  - Planning Section (Blue)
  - Logistics Section (Yellow)
  - Finance Section (Green)

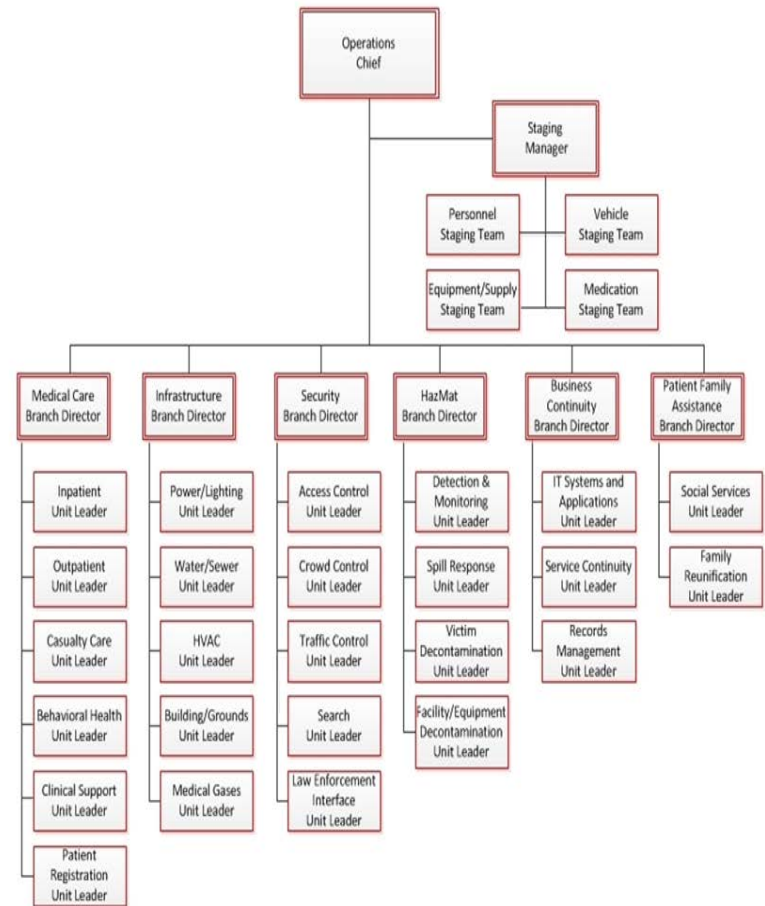
# HICS Sections-Command Team

- **Incident Commander-** Overall event leader
- **Public Information Officer-** Prepares internal and external communications
- **Liaison Officer-** Communicates with other hospitals and external agencies
- **Safety Officer-** Ensures event related activities are conducted safely
- **Med/Tech Specialists-** Subject matter experts who assist with event response



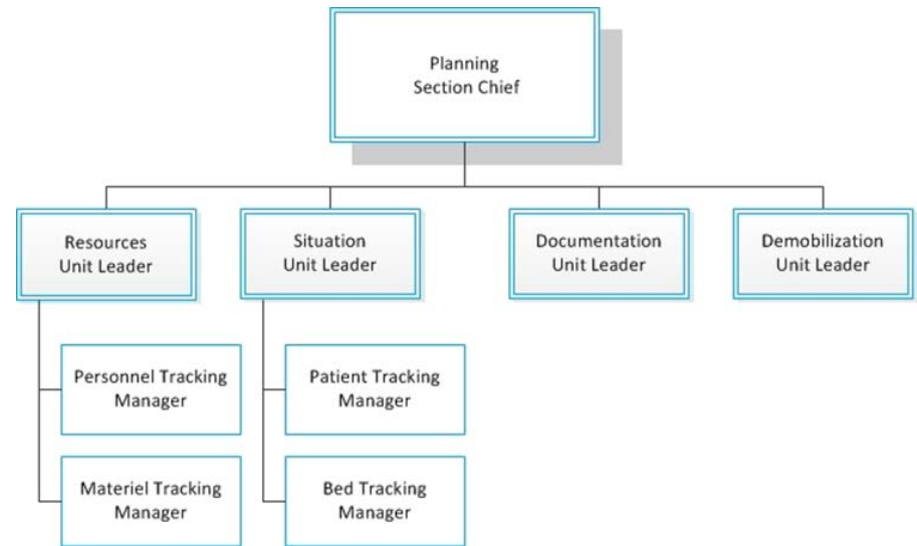
# HICS Sections-Operations

- **Operations Chief**- Manages the “boots on the ground” response to the event
- **Staging Team**- Manages deployment of resources
- **Medical Care Branch**- Patient Care team and patient tracking
- **Infrastructure Branch**- Facility utilities team
- **Security Branch**- Facility security team
- **Hazmat Branch**- Patient Decontamination Team
- **Business Continuity Branch**- Ensures normal operations of the hospital as much as possible
- **Patient Family Assistance Branch**- Social work and family reunification team



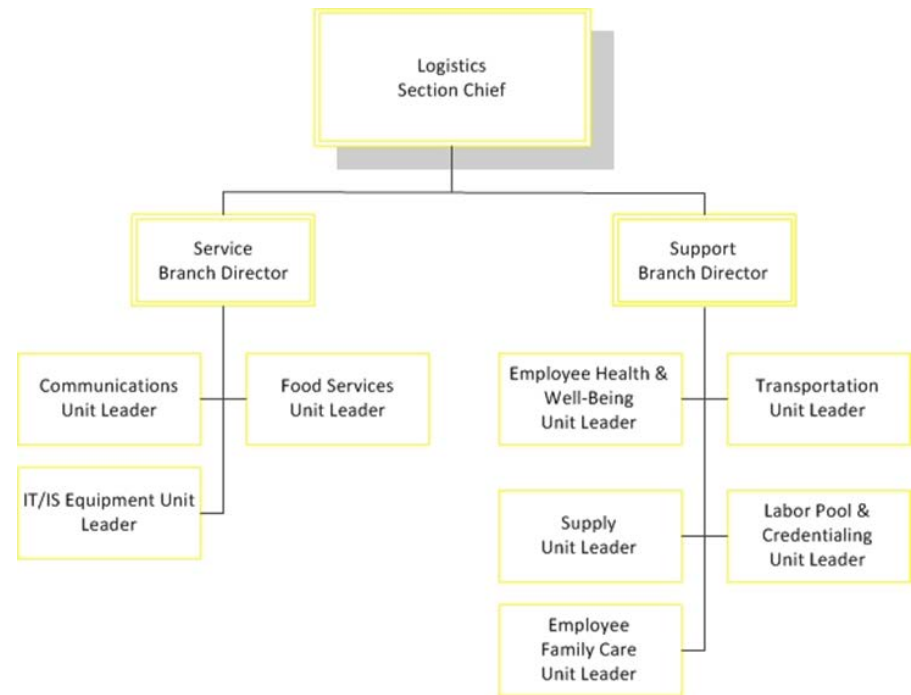
# HICS Sections- Planning

- **Planning Chief-** Creates and reviews plans related to event response
- **Resources Unit-** Documents and tracks available resources for the event
- **Situation Unit-** Documents and tracks event patients and available beds
- **Documentation Unit-** Collects and archives event related documentation
- **Demobilization Unit-** Recovery team that coordinates resource and equipment demobilization



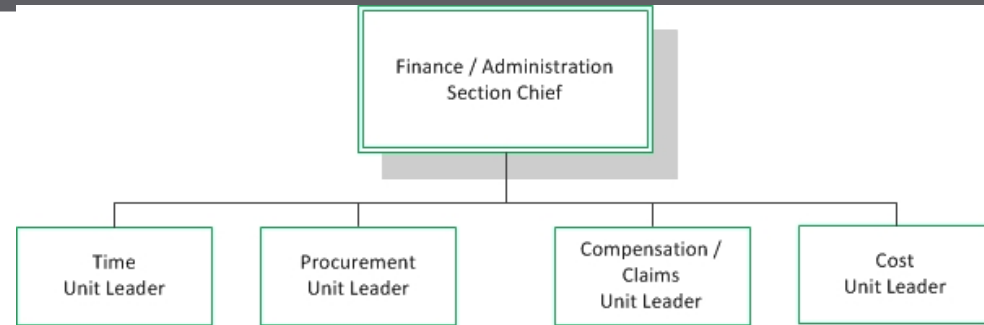
# HICS Section- Logistics

- **Logistics Chief-** Manages resource gathering for event response
- **Service Branch-** Gathers specific equipment needed for the response
- **Support Branch-** Employee support and specific resource gathering



# HICS Section- Finance

- **Finance Chief-** Oversees financial tracking related to the event.
- **Unit Leaders-** Track specific documentation related to employee time worked, purchases made, claims entered, and overall event cost.



# Equipment

- MLH hospitals have a variety of equipment that can be used in a disaster response.
- Each Associate should be familiar with the equipment available on their unit and that may be needed in a disaster.
- Quick training videos for most items can be found on the Disaster webpage.



# Equipment

## Communication Equipment



DISASTER CELL PHONES



MOBILE HOTSPOTS



SATELLITE PHONE



800MHZ RADIO

## Evacuation Equipment



MED SLED (STANDARD AND BARIATRIC)



STRYKER STAIR CHAIR

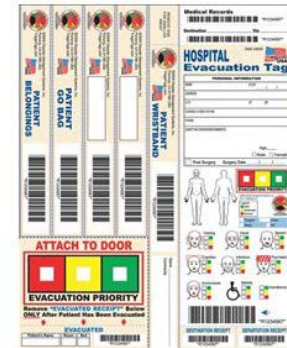


UNIT EVACUATION KITS



**PACKAGE**

PEDIATRIC EVAC BASKET AND STAND



EVACUATION TAGS

# Equipment

## Decontamination Equipment



3 LINE DE CON TENT (INCLUDES HOSES, BLADDER, PUMP, AND GRATES)



PATIENT BELONGING BAGS



SOFT BRUSH FOR PATIENT DE CON



BABY SHAMPOO FOR PATIENT DE CON



TRASH CANS FOR DISCARDED ITEMS (LINE WITH RED BAGS)



SCRUB BRUSH FOR TECHNICAL DE CON

## Decontamination PPE



PAPR, HOOD, FR-57 CARTRIDGES, BATTERY 1



NON-RECHARGEABLE PAPR BATTERY



COOLING VEST



TYCHEM 6000 PROTECTIVE SUIT



NITRILE GLOVE (1<sup>ST</sup> LAYER)



GLOVE LINER (2<sup>ND</sup> LAYER)



CHEMICAL RESISTANT GLOVE (OUTER LAYER)



RUBBER BOOTS

# Equipment

## Mass Casualty Equipment



SOFT-TW TOURNIQUET



CAT TOURNIQUET



IT CLAMP



BIO-SEAL BODY BAG SYSTEM



COLOR CODED TRIAGE TARPS FOR PATIENT SORTING



COLOR CODED TRIAGE FLAGS FOR PATIENT SORTING



COLOR CODED TRIAGE TAPE SYSTEM FOR TRIAGE IDENTIFICATION



SURGE RESPONSE GO-KIT FOR TRIAGE TEAM



PELICAN REMOTE AREA LIGHTING SYSTEM (RECHARGEABLE)



QUIKCLOT BLEEDING CONTROL BAG



QUIKCLOT BLEEDING CONTROL KIT



WOBBLE LIGHT  
(REQUIRES EXTENSION CORD)



HEAVY DUTY COT WITH PAD (NOT PICTURED) FOR SLEEPING ASSOCIATES OR ALTERNATE CARE AREA



PORTABLE SECURITY BARRICADE SYSTEM

# Training

- The MLH Office of Emergency Management offers a variety of online training videos and modules, as well as classroom based training.
- Classroom based courses include:
  - **Basic Hospital Disaster Response-** This voluntary course is offered once a quarter to all MLH employees. The course consists primarily of hands-on training involving emergency response equipment at MLH hospitals. Equipment training includes materials for: Evacuation, Patient Tracking, Triage, Patient Decontamination, and Bleeding Control.
  - **Hospital Decontamination Team Training Initial Course-** This course is mandatory for all associates who are expected to perform patient decontamination and wear Level C PPE. The course consists of lecture and hands-on training including: CBRNE Overview, Hospital Incident Command, First receiver Protection, PPE Donning and Doffing, Disaster Triage, and Skills stations.
  - **Hospital Incident Command System Refresher-** This course is designed for leaders who have already completed FEMA Independent Study courses 100, 200, and 700, but would like more hands-on experience. During the course, students will work through a tabletop exercise using HICS forms and assuming various positions.

# Disaster Assistance Response Teams

- Each MLH hospital has a volunteer group of Associates that comprise the DART program.
- Selected Associates train quarterly to lead the response in certain emergencies.
- DART members are considered subject matter experts in MLH disaster response and may be deployed by the Incident Command team as needed.
- If you are interested in applying for the team please contact your hospital emergency management liaison.

