

Emergency Management/Crisis Management/Business Continuity?



Hazardous Materials

- 244 Registered EPA registered facilities in Joplin.
- Hazardous Materials can be purchased at every retail store in the area.
- In the last 10 years “JOPLIN” has had 45 chemical releases that were reported to the EPA.
- 7 Fatalities and 2 hospitalizations
- 1400 plus accidents in our Region reported to the Highway Patrol last year.
- 500,000 Hazardous Shipment Are Made Each Day

Hazardous Weather

- 1.67 TORNADOS per year average for Jasper/Newton County
- 8 Severe Thunderstorms Annually
- Floods, Ice, Blizzards & Even the occasional earthquake.



Violence

- All of us know about the increased workplace violence and violence the community is on the news every night.
- Civil Disorder, Active Shooters, Gun Violence, long term drug use, politics.
- Everyone and Everything is wound incredibly tight anymore.



Cyber High Risk!!!!



- Cyber attacks are now considered the highest risk level for businesses across the world.
- Utilities, Banking, Healthcare, Transportation, Payroll, Vendors, Municipalities, Governments all at high risk.
- One if not the most important aspects of your business is cyber security.
- Antivirus is not enough anymore.
- Do you know how your critical vendors & suppliers are preparing their organizations?

Emergency Management Planning

- To prepare, respond & recover from an unplanned event that significantly impacts staff, the facility or business operations of an organization.
- Natural Hazards
- Technology Hazards
- Human Hazards



Step 1.

Emergency Management Planning Team

- Leadership
- Human Resources
- Finance
- Maintenance
- Frontline Staff
- Others as Needed



The Four Simple Steps



Analyzing the Risks

HVA Example									
Skips Widget Factory 3/25/24									
Hazard and Vulnerability Assessment Tool									
Skips Widget Factory 3/25/24	PROBABILITY	HISTORICAL		MAGNITUDE / IMPACT			HEALTHCARE SYSTEM CAPABILITIES:		
		ALERTS	RESPONSE	HUMAN	INTERNAL BUSINESS IMPACT	EXTERNAL BUSINESS IMPACT	PREPAREDNESS	RESPONSE	RECOVERY
	Likelihood event will occur	"Number of Near Miss Events in the 12 months"	"Number of Incident Requiring a Response/ Damage in the past 12 months" (Max 5)	Impact on staff, visitors, contractors within the organization	Obstruction to day to day operations of the organization and its ability satisfy our customers	Impact on our vendors, contractors, customers and the community at large.	Integrated plans, policies, procedures, redundancies, memorandums of understanding, built inventory's, exercises, training & education	Overall ability to respond to meet the staff and customer needs during the initial phases of the incident.	Means to support return to normal or near- normal conditions, including the restoration of services with only minimal
	0 = Never 1 = 25 + Years 2 = 10 Years 3 = 5 Years 4 = Annually 5 = Multiple Times Annually			0 = None 1 = Insignificant 2 = Minor 3 = Moderate 4 = Major 5 = Severe	0 = None 1 = Insignificant 2 = Minor 3 = Moderate 4 = Major 5 = Severe	0 = None 1 = Insignificant 2 = Minor 3 = Moderate 4 = Major 5 = Severe	1 = Excellent 2 = Good 3 = Average 4 = Fair 5 = Poor	1 = Excellent 2 = Good 3 = Average 4 = Fair 5 = Poor	1 = Excellent 2 = Good 3 = Average 4 = Fair 5 = Poor
Outage - Electrical Power > 1 Hour	5	0	2	3	4	2	2	1	1
Outage - Internet > 8 Hours	2	1	1	2	4	3	3	2	2
Outage - Natural gas > 8 hours	2	1	0	3	3	3	3	3	3

Natural Risk Examples

Hurricane
Tornado
Severe Thunderstorm
Snow Fall
Blizzard
Ice Storm
Earthquake
Temperature Extremes
Drought
Flood, External
Wildfire
Landslide
Epidemic



Technology Hazards

Electrical Failure
Generator Failure
Transportation Failure
Fuel Shortage
Natural Gas Failure
Water Failure
Sewer Failure
Steam Failure
Fire Alarm Failure
Communications Failure
HVAC Failure
Information Systems Failure
Fire, Internal
Flood, Internal
Hazmat Exposure, Internal
Supply Shortage
Structural Damage



Technological Disasters

KNOW THE HAZARDS

Human Hazards

Medical Incident

Active Shooter

Theft

Vendor Loss

Supply Interruption

Labor Shortage

Civil Disturbance

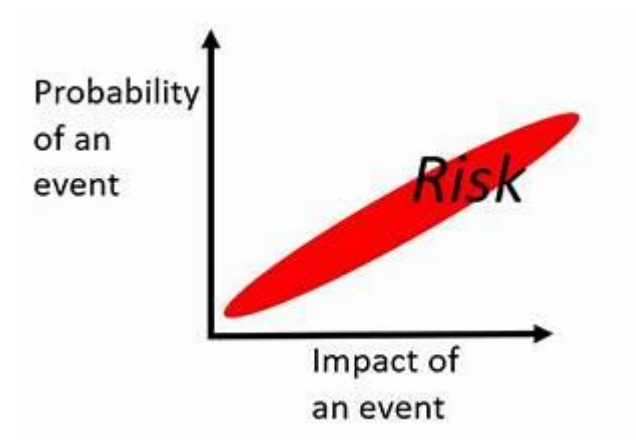
Labor Action

Fire/Evacuation



Probability and Historical Data

- Probability- How often something has happened with defined timelines.
- Historical – Number of near misses and incidents where actual loss occurred.



Establish a Probability

	PROBABILITY	ALERT
	Likelihood event will occur	"Number Near M Events the 12 months
lements	0 = Never 1 = 25 + Years 2 = 10 Years 3 = 5 Years 4 = Annually 5 = Multiple Times Annually	
	4	

Utilize community information to get a good estimate on how many occurrences there have been for each hazard.

Historical Alerts/Response

HISTORICAL		
TY	ALERTS	RESPONSE
event ur	"Number of Near Miss Events in the 12 months"	"Number of Incident Requiring a Response/ Damage in the past 12 months" (Max 5)

- Use the Alerts tab as "Dang We Were Lucky) data.
- The response tab goes into play with the probabilities but use this for extra weight for incidents that caused significant loss.

Magnitude & Impact

MAGNITUDE / IMPACT		
HUMAN	INTERNAL BUSINESS IMPACT	EXTERNAL BUSINESS IMPACT
Impact on staff, visitors, contractors within the organization	Obstruction to day to day operations of the organization and its ability satisfy our customers.	Impact on our vendors, contractors, customers and the community at large.
0 = None 1 = Insignificant 2 = Minor 3 = Moderate 4 = Major 5 = Severe	0 = None 1 = Insignificant 2 = Minor 3 = Moderate 4 = Major 5 = Severe	0 = None 1 = Insignificant 2 = Minor 3 = Moderate 4 = Major 5 = Severe

- Every loss typically has many downstream impacts.
- No real science here, Its an educated guess and for this assessment you just want to look at the totality of the situation and not specific impacts.

Internal Capabilities

PREPAREDNESS	RESPONSE	RECOVERY
Integrated plans, policies, procedures, redundancies, memorandums of understanding, built inventory's, exercises, training & education	Overall ability to respond to meet the staff and customer needs during the initial phases of the incident.	Means to support return to normal or near-normal conditions, including the restoration of services with only minimal
1 = Excellent 2 = Good 3 = Average 4 = Fair 5 = Poor	1 = Excellent 2 = Good 3 = Average 4 = Fair 5 = Poor	1 = Excellent 2 = Good 3 = Average 4 = Fair 5 = Poor

- Now we look at your Planning, Ability to Response and How Prepared You Are to Recover.

Risk Rankings

- When using the spreadsheet it will calculate a risk ranking.
- This allows you to prioritize your efforts to improve upon your emergency plans.



Policies and Plans

- Policies & plans have different purposes and roles.
- Policies establish a framework of management philosophies, aims and objectives.
- Policy can be driven by business philosophy, competition, marketplace pressure, law or regulation and in many cases all of these.



Plans

- Plans have a narrow focus; they describe, step by step, what actions to take in specific instances.
- Use only enough written information to complete the task. (One Page or Less)



Example Plans

- Plans are often modified to fit the area or department.
- I always encourage departmental plans that are specific to the area but stay within the framework of the policy.

Area Specific Plan Examples

MATERNAL CHILD TORNADO PREPAREDNESS

PROCEDURE:

Employees will be informed of a Tornado Watch or Tornado Warning via the overhead paging system, local tornado sirens and local media alerts. Announcements will be made by the switchboard operator.

A Tornado Warning will also be announced when a Severe Thunderstorm Warning is issued by the National Weather Service with potential winds in excess of 75 mph. The West operator will contact the Night/Weekend Administrator or the Administrator on Call for authorization to initiate this announcement.

MATERNAL CHILD SPECIFIC PLAN

1. Weather Status Announcement; **Tornado Watch**

*"Attention Please, "Weather Alert"-Tornado Watch" - Location will be announced three times in succession via the overhead paging systems.

- Employees shall review Tornado Plans and be prepared to take immediate action.
- Inform patient and visitors of where they will be relocated if the watch becomes a tornado warning.
- Verify that disaster supplies are available and ready for use. Locate the Star on the map for the locations of supplies.
- Print a current roster of staff and patients.

* Listen for Tornado Sirens and local media alerts should a Tornado Warning be issued.

2. Weather Status Announcement; **Tornado Warning**

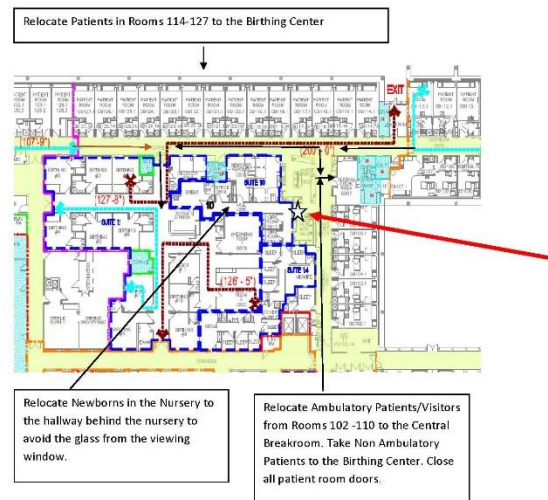
*"Attention Please, "Weather Alert" - Tornado Warning" - Location will be announced three times in succession via the overhead paging systems. The operator will repeat the warning announcement every 15 minutes until the warning has expired and an all clear announcement is made.

- Follow department specific plans if available.
- Close all interior doors, windows and drapes in your area.
- Ambulatory Patients in Rooms 102 -110 should be moved to the central breakroom.
- Patients should be moved to the Birthing Center hallways or delivery rooms.
- Newborns from the nursery should be moved to the hallway behind the nursery away from the viewing glass. Parents may stay with their child or may take the child to the birthing center with them.
- * If there is no time or patients cannot be moved then the patient or family member can take shelter in the patients restroom.
- Hearing impaired patients and visitors shall be informed of weather conditions by means of written notes.
- Listen and wait for the switchboard operator to announce "All clear, Tornado

warning", signaling it is safe to return to normal activity.

* If immediate evacuation of the Maternal Child area is required the primary evacuation area will be the Tower Conference Rooms until a medical area or evacuation to another facility can be completed.

The Switchboard will initiate the Emergency/Disaster notification process according to the procedure outlined in the Telecommunications Emergency/Disaster Plan of a Tornado Warning.



Card 12 A & B

Access & Awareness To Plans

- During disasters ease of access to disaster plans is essential.
- Having an electronic version is great but having something that staff can physically hold and absorb during a crisis is extremely valuable.



Exercises and Education

- Policies, Procedures and Plans are worthless without repeated training and education.
- Not every risk requires a full-scale disaster exercise but those with the greatest impacts should be exercised often.



Table Drills and Exercises

- A tabletop exercise is an informal, discussion-based session in which a team discusses their roles and responses during an emergency, walking through one or more scenarios.
- If the organization discovers a weakness or problem in the course of the exercise, this is a good thing—better to figure that out during an exercise than a real crisis.



Functional Exercises

- Functional exercises allow personnel to validate plans by performing their duties in a simulated operational environment.
- Its basically a controlled walkthrough of different scenarios and introducing a little stress.



Business Continuity

- A business continuity plan (BCP) is a system of prevention and recovery from potential threats to a company.
- The plan ensures that personnel and assets are protected and are able to recover quickly following a disaster.



Critical Equipment Lists

Critical Equipment or Resources									
What is required for objective performance?									
Consumables/Disposables		RTO							
Equipment	Normal Level	Tier 1 0-2 Hrs	Tier 2 2-12 Hrs	Tier 3 12-24 Hrs	Tier 4 1-3 Days	Tier 5 4-7 Days	Tier 6 8-14 Days	Tier 7 15-30 Days	Tier 8 31+ Days
1 Crash Carts w/ Defibrillator	1	1	1	1	1	1	1	1	1
2 Echo Machine	2	1	1	2	2	2	2	2	2
3 EEG	1	1	1	1	1	1	1	1	1
4 EKG	5	2	4	4	5	5	5	5	5
5 Nuclear Scanner	11								
6 Stress Monitoring Equipment	1	1	1	1	1	1	1	1	1
7 Treadmills	1	1	1	1	1	1	1	1	1
8 Wheelchairs	2	2	2	2	2	2	2	2	2
9 PC/Monitors	6	2	3	4	5	6	6	6	6
10									

- There should be a critical equipment list for all departments.
- The Tier levels give a timeline that is realistic.

Technology and Equipment

- Think about the essential services that you will need to provide.
- Is it for convenience or is it critical.

Technology & Equipment Critical Processes						
	IS Resources	Work Around	RTO Tier #	RTA		
1	MS4	Yes	0-2 Hours			
2	Doctors Portal	No	0-2 Hours			
3	EE Timcard:					
4	• Kronos	Yes	2-12 Hours			
5	Internet Connectivity	Yes	1-3 Days			
6						
7						
8						
9						
RTO and RTA measured as:						
RTO Definition: Recovery Time Objectives is the duration of time at which a business process must be restored after a disaster in order to avoid unacceptable consequences due to a break in business continuity						
RTA Definition: Recovery Time Actual is the pre-determined time based on when the team can "actually" recover/restore services						

Staffing

- Essential Staffing positions might increase or decrease from the normal census.
- This will be one areas that will change throughout the process.

Staffing Positions										
	Positions required?	Normal Level	RTO							
			Tier 1 0-2 Hrs	Tier 2 2-12 Hrs	Tier 3 12-24 Hrs	Tier 4 1-3 Days	Tier 5 4-7 Days	Tier 6 8-14 Days	Tier 7 15-30 Days	Tier 8 31+ Days
1	Clinical Manager	1	1	1	1	1	1	1	1	1
2	MD	6	1	2	2	2	2	2	2	2
3	RN	2	1	1	1	2	2	2	2	2
4	Secretary	1	0	1	1	1	1	1	1	1
5	Technician	9	4	6	6	9	9	9	9	9
6										
7										
8										
9										
10										

Departmental/Organization Dependencies

- Written list of critical suppliers, vendors, customers that will be needed recovering from a disaster incident.

Departmental Dependencies							
	Contact Information for Departmental Dependencies	Internal or External Dependencies	Workflow	Location (Onsite Offsite)	Contact		
					Contact Name	Company	Phone Number
1	IT/IS	Internal	Data Communications	Offsite	IS Helpdesk	Hospital IS	510-555-1212
2	Medical Supplier	External	Medical Supplies	Offsite	John Doe	Medical Company X	888-555-1212
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							

Critical Business Processes

- The impairment of this process disrupts operations and does not meet customer needs, satisfy mandatory regulations/requirements or allow the execution of the organizations mission.

Critical Business Processes				
Business Process	Priority	RTO Tier #		
1 Diagnostic Testing	1	0-2 Hours		
2 Registration	1	0-2 Hours		
3 Reporting	1	2-12 Hours		
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Critical Records

Critical Records																
Records	Ranking	Media Type/How Its Stored	Confidential	Alternate or Backup Source	Function Without	How Downtime Impact?	Regulatory Requirement?	Compliance Requirements	Tier 1 0-2 Hrs	Tier 2 2-12 Hrs	Tier 3 12-24 Hrs	Tier 4 1-3 Days	Tier 5 4-7 Days	Tier 6 8-14 Days	Tier 7 15-30 Days	Tier 8 31+ Days
1	Medical Records	High	Electronic/Physical	Yes	High	Yes	Yes	Yes	X							
2																
3																
4																
5																
6																
7																
8																
9																
10																
11																
12																
13																

- Establish what records really are critical to restarting your operation.
- Redundancy will be critical when looking at this element.

Personal Preparedness

- It is critical that all leaders be prepared both at work and at home to respond following disasters.
- Family Safety is always top priority, but a close second is our commitment to our organization and our employees
- Have a written plan or checklist at home.
- Go bags in every vehicle.
- Water for 7-14 Days
- Average person has 3 days or less food on hand.
- Security

Go Bags/ Emergency Bags



- First Aid Supplies
- Emergency Lighting
- Radios
- Water
- Batteries
- Phone Chargers
- Blankets

Home Preparedness

- Technology has changed tremendously over the last 5 years in the Emergency Preparedness fields.
- Solar backup lights
- Solar Generators
- Dual Fuel Generators
- Water purification
- Jump Battery Sets



Missouri's Ready in 3 Program



- Ready in 3 aims to help residents and communities prepare for many types of emergencies from tornadoes to terrorism.
- Free Program to provide to staff.

Questions ?



- Thank You for providing this opportunity and please contact me with any questions.

THANK
You!