



<b>Policy and Procedure Manual:</b> Administrative and Safety Manuals	
<b>Department:</b> All Departments	<b>Revised: 2/19/14</b>
<b>Title: ALL-HAZARD EMERGENCY MANAGEMENT PLAN (DISASTER PLAN)</b>	

**SUBJECT:** ALL-HAZARD EMERGENCY MANAGEMENT PLAN

**GOAL:** To provide direction for staff to adapt to unforeseen emergency or disaster situations which change the hospital environment. The plan addresses the four phases of Emergency Management: Preparedness, Mitigation, Response and Recovery.

**SCOPE:** This Emergency Management Plan provides a mechanism for effective timely response to emergencies/disasters within a *Hospital Emergency Incident Command System (HEICS)* Structure.

The plan should be implemented with a natural or man made disaster/emergency affecting the facility that reaches proportions that cannot be handled by routine measures and should be designed to ensure appropriate care for all casualties. Some emergency situations can be handled with little disruption to the organization. Only the events that:

- impact or could impact the entire organization or,
- during which multiple injuries/victims are expected, or
- a large portion of the structure or vital utilities are jeopardized

constitute a “disaster”. The scope of this plan should include preparedness, mitigation, response and recovery.

This plan addresses a variety of disaster/emergencies and is designed to comply with federal, state and local laws and standards in regards to Incident Command Systems. The Universal Titles and mission statements allow Emergency Responders from a variety of organizations to communicate quickly and clearly with management. In the event of a local, community-wide or state-wide emergency, Texas Spine & Joint Hospital will be prepared to handle transferred patients from local hospitals who require further acute care that is within our capabilities (surge capacity). It is part of the regional plan for TSJH to handle at least five (5) patients over our current bed-space.

**OBJECTIVES:**

The Emergency Management Plan and its associated sections should meet the following objectives:

- Specify procedures in response to a variety of disasters
- Define and, when appropriate, integrate the organization’s role with community-wide Emergency Management efforts
- Notify external authorities of emergencies
- Notify personnel when emergency procedures are initiated
- Assign available personnel in emergencies to cover all necessary staff
- Manage space, supplies and security
- Evacuate the facility when the environment cannot support adequate patient care and treatment
- Establish an alternative care site when the environment cannot support adequate patient care
- Manage patients during emergencies
- Establish an alternate source of essential utilities
- Establish a backup communication system

- Provide an orientation and education program
- Identify performance improvements standards
- Conduct an annual evaluation
- Conduct required drills

**MITIGATION:**

The hospital participates in County and Regional emergency preparedness planning activities. It holds at least two drills or exercises per year and those are critiqued for enhancement of response activities. As a member of the local medical community, it has a direct communication link with local EMS providers and Level I and II Trauma centers. The Out-Patient Surgical Services center is an off-site facility that can be utilized for emergency patient care in the event of severe facility damage. Medical Staff are linked to the emergency plan through their Medical Director and the Medical Executive Committee.

**PREPAREDNESS/:**

The facility utilizes an Emergency Management Plan that should provide for flexible implementation in response to a multitude of emergencies including internal situations such as earthquake, radiation exposure, fire, loss of utilities and external situations such as multi-casualty disasters, civil disturbances, local fires, etc. The plan also would be exercised during threats of biological or nuclear terrorism (see policy for specific elements).

The Safety Officer and the Emergency Preparedness Committee should conduct regular Hazardous Vulnerability Analysis (HVA) to determine which types of disasters pose the greatest risk to the facility. A summary of the HVA should be written after the HVA is completed stating the objective, scope, performance for the past year, and the effectiveness.

**RESPONSIBILITIES:**

1) Organizational:

- a) The E.P. Committee should have the responsibility for planning and implementation of the Emergency Management Plan. Responsibilities include the following.
  - (a) Formulate policies regarding provisions and procedures
  - (b) Initiate drills exercising the provisions of the plan, evaluate the drill, review the results of the drill to determine what, if any, improvements should be made in the system and document their findings
  - (c) Advise the Medical Staff and Administration on issues relating to the coordination of community-wide emergency/disaster plans and activities.
  - (d) Evaluate performance during implementation of the plan, document and report evaluation to the Performance Improvement/Safety Committee.
  - (e) Serve as a liaison with state and local disaster medical care officials and area emergency management representatives.
  - (f) Review and revise the Emergency Management Plan.

b) Administrative:

- i) The Implementation of the Emergency Management Plan should be the responsibility of the Incident Commander. The Incident Commander should evaluate the scope of the emergency, organize and give overall directions for hospital operations to include – activation of HEICS Section Chiefs if Disaster so warrants, and if needed, authorize evacuation. An Incident Command Center should be established in the Conference Room or Administrative Conference Room.
- ii) Between the hours of 0800 and 1700 the CEO or designee, in conjunction with the C.N.O, Safety Officer, and Clinical Improvement Specialist or their designee’s should function as Incident Commanders.
- iii) After hours, weekend and holidays, the Emergency Department Charge Nurse should serve as the Incident Commander until arrival of the designated person.

c) Departmental:

- i) It should be the duty and responsibility of each department manager to maintain and update policies and procedures related to the Emergency Management Plan.
- ii) It should be the duty and responsibility of all department managers to provide the services and maintain the capability of their department to the best possible level in order to meet the needs of all patients.
- iii) Each department manager or designee should keep updated information concerning recall of personnel in their department.
- iv) Each department manager should report to his or her department or if designated, to the Command Center.

d) Individuals:

- i) It should be the responsibility of each individual to read the provisions of the Emergency Management Plan, to understand their role and to respond whenever called upon activation of the Emergency Management Plan.
- ii) If an individual becomes aware of a situation, which could constitute an emergency/disaster, immediate action should be taken in accordance with the procedures outlined in this plan. At a minimum, the individual's manager should be contacted.

**2) PROGRAM COMPONENT/SYSTEMS:**

a) Incident Command System:

- i) The Incident Command System for dealing with emergencies/disasters should be implemented by the facility.
- ii) The Incident Command System has been developed to provide structure and direction to the disaster response. This program consists of organizational structure (see Organizational Chart) with a clearly delineated chain of command and titles.
- iii) Job Action Sheets for each position identified in the organizational structure should be provided to assist the individual in focusing upon his/her assignments.
- iv) A detailed discussion of each type of emergency/disaster should be found in the Emergency Management Plan. (Copies of departmental sub plans are maintained in the EMP Manual)
- v) The senior person present in the department accomplishes initial management of an emergency when the emergency should be discovered.
- vi) The Incident Commander should assume management of an emergency/disaster.
- vii) The Incident Commander ensures that the Emergency Management Plan should be correctly implemented, should ensure that assistance is obtained and provided to support the control and management of disaster and should make contact with outside agencies.

b) Declaration of state of emergency:

- i) Code Activation Authorization:
  - (a) Patient care codes (Code Blue) should be called by the caregiver finding the patient in that state.
  - (b) Other emergency codes should be activated by the supervisory person (Manager or Administrator) in charge at the time. Only the Administrator on Call should activate Code Yellow emergency plan.
- ii) Evacuation of either all or part of the hospital must be authorized by the Incident Commander and/or CEO.

**RESPONSE**

3) Activation Duties:

- i) Notification of the Emergency Management Plan activation by the receptionist or appropriate personnel through the overhead paging system should be by repeating the following statement every 10 seconds times three (3) or as often as the Incident Commander directs.

**“ YOUR ATTENTION PLEASE”  
“CODE ----- (LOCATION)”**

4) Response upon activation:

- i) On-duty staff: Upon hearing the activation code Department Managers and staff should follow directions for designated codes. If Emergency Management Plan should be activated Code Yellow Internal or External should be called. At this time all employees should return to their department and await instructions from the Incident Command Center. First Responders to the activation should be the Incident Commander (CEO/CNO or ED Charge Nurse), Safety Officer for security, ER/ICU Manager and Public Information Officer. These first responders should report to the Incident Command Center to don vests/name tags and receive instructions or contact by phone or send representative if unable to come immediately to Incident Command Center. After the Incident Commander is briefed of situation he/she should decide at this time who else should be activated in the organizational chart. Notification to those needed should happen at this time.
- ii) Recalled Staff: Should report to the appropriate labor pool/ staffing center

b) Termination of Code:

- (1) The decision to terminate the Disaster (CODE YELLOW) - Emergency Management should be made by the Incident Commander. Notification of termination of the Emergency Management Plan activation should be made over the overhead paging system by repeating three times:

**5) “CODE -----, ALL CLEAR”**

**6) TYPES OF EMERGENCIES/DISASTERS:**

- a) The initial designation of the following codes should not activate the Emergency Management Plan unless determined to be necessary by the Incident Commander.
  - i) **CODE BLUE:** MEDICAL EMERGENCY – Follow procedures outlined in CODE BLUE Policy and Procedure.
  - ii) **CODE AMBER:** INFANT OR CHILD ABDUCTION – Follow procedures outlined in CODE AMBER policy and procedure.
  - iii) **CODE RED:** FIRE – Follow procedures outlined in Safety Policies and Procedure. May develop into Code Yellow if severe threat.
  - iv) **CODE ORANGE:** NUCLEAR, BIOLOGICAL, CHEMICAL EXPOSURES (NBC) - Follow procedures outlined in the CODE ORANGE Policy and Procedure. May involve Bioterrorism.
  - v) **CODE WHITE:** SECURITY ALERT SITUATION (INCLUDING BOMB THREAT) – Follow procedures outlined in the CODE WHITE Policy and Procedure. In special threat situations the major objectives are to isolate the situation, confine any further involvement and allow law enforcement to deal with the situation.
  - vi) **CODE GREEN:** SEVERE WEATHER/ TORNADO – Follow procedures outlined in the CODE GREEN Policy and Procedure. Secure visitors, staff and patients to designated areas of safety (i.e. away from windows, in hallways or secure rooms, blankets and pillows).
  - vii) **CODE BLACK:** EVACUATION- **This will be called only if authorized by the CEO or Incident Commander** on recommendation of the Safety Officer, in response to severe structural damage or threat to the entire facility.
  
- b) **CODE YELLOW – INTERNAL OR EXTERNAL DISASTER –**
  - i) These events may either: impact the entire organization, produce multiple injuries/casualties, or jeopardize the structure or vital utilities.
  - ii) **ALERT STATUS:** A confirmed threat either in the facility or externally. The Incident Commander or Administrator-on-call should be notified of the potential for internal or external events that may produce a number of casualties that cannot be handled with normal operating procedures. The IC/ AOC, at their discretion, begins notifying first responders to report to the facility.  
**PAGE:** “Your Attention Please: Code Yellow ALERT- Internal (or) External”
  - iii) **ACTIVE STATUS:** Confirmed transfers or victim arrival OR facility damage is imminent. The full Code Yellow Emergency Plan is activated and the Command Center is established. If the facility is damaged to a significant extent and/or there are more casualties than can be handled, the City Emergency Operations Center will be contacted by dialing the FIRE Department (EOC) 903-526-0043.  
**PAGE:** “Your Attention Please: Code Yellow ACTIVE- Internal (or) External”

## 7) KEY LOCATIONS:

The following Key Locations should be planned for and established during activation of the Emergency Management Plan, as directed by the Incident Commander.

- a) Incident Command Center (Conference Room or Admin. Conference Room)
- b) Finance Division Office (Administrative Office Area or Material Management)
- c) Medical Staff (Physician Lounge-OR)
- d) Triage Area– Ambulance Bay - Front Lobby will be used if the this area is compromised)
- e) Emergent/Urgent Treatment Area (Emergency Room, Operating Room, PACU)
- f) Non Urgent Treatment Area (Pre/Post and Pain Management)
- g) Morgue/Body Holding area (Preop Clearance)
- h) Patient Information Center (Lobby or West entry foyer )
- i) Press Room/Briefing Area (Business Office Foyer)
- j) Labor Pool:
  - Employees: Café
  - Physicians/PA/NP: OR Lounge
- k) Emergency Immunizations: Are provided to key staff/physicians/ volunteers in the event of a communicable disease outbreak. The Pharmacy Manager will coordinate dispensing and immunization administration and name an appropriate location for that activity.
- l) Employee Rest Area: In a prolonged response to a disaster, it may become necessary to create a location for staff members to sleep, obtain food and to relax. The Human Resources Rep. should create an area for this purpose (Azalea Waiting Room). The Operations Section will handle food services for patients and healthcare workers.
- m) Employee Assistance Center: In conjunction with a Rest Area, an Assistance Center may be established for use by all staff members. The purpose of this Center should be to provide a large scope of assistance from helping resolve administrative problems to helping prevent secondary injury caused by emotional trauma
- n) **ALTERNATE CARE SITE:** If the facility is damaged to the extent that it must be evacuated, then all patients who cannot be discharged to home or a lower level of care will be transported by EMS to another area

hospital (ETMC). If they cannot accommodate TSJH patients due to a community wide disaster, then patients will be moved to TSJH Out-Patient Surgical Services center by EMS or other designated transport. The Medical Director/ Chief of Staff must authorize this action and each patient's surgeon and/or internal medicine physician must be notified.

#### **8) REPORTING:**

- a) An Internal Reporting Form should be completed by all department managers at the start of the CODE YELLOW. These worksheets should normally report personnel and departmental readiness, patient numbers and status and disruption of service information (damage reports).
  - (a) The manager is responsible for initial assessment and actions, transmitting this data to the Section Chief at initiation of the Emergency Management Plan. (See Organizational Chart and Internal Reporting Form- attached).
  - (b) IPCU, OR, Pre/Post and Pain complete Bed Tracking Forms at the start of the incident and at prescribed intervals during the event in order to plan for open beds/available spaces.
- ii) The Section Chief should relay reports to the Incident Commander. The Incident Commander should designate the frequency of on-going reporting requirements.
- b) A report of disaster involving the discontinuance or disruption of services, or earthquakes, fire, power outage or other calamity that causes damage to the facility or threatens the safety or welfare of patients or clients should be rendered to the Department of State Health Services.
- c) For HAZMAT emergencies/disaster which cannot be internally managed, the appropriate HAZMAT offices should be contacted by dialing 911 and stating that a chemical, biological or radiological emergency exists (See CODE ORANGE policy and procedure). No decontamination facility exists at this location.
- d) Patient Tracking: Location of patients/causalities should be recorded on a patient tracking form in each patient care area. These forms should be utilized at initial triage and maintained as patients are transferred from department to department, area to area. Each department should record the patient's name and/or identification number, time of arrival, identification number, diagnosis (or injury) and disposition.

#### **9) COMMUNICATIONS:**

- a) The telephone system should be utilized as a primary source of communications, both for internal and external communications. In the event of telephone service disruption, the Ham Radio should be utilized to communicate with area EMS, Fire Department and Law Enforcement. Emergency Department personnel will monitor radio communications. In addition, I.T. has 5 multi-channel radios which can be used for internal communication..
- b) External communications should be maintained with the Fower-Fail telephones. Ham Radio Operators should be available for external communication. Internal communications should be maintained by the used of multi-channel radios located in administration. These should be issued to the Incident Commander for distribution. Runners should be utilized for internal communication as needed.
- c) The Public Information Officer should remain in constant communication with the Incident Command Center and monitor all information being reported outside the facility.
  - (a) Public Information Officer should initiate all communication with the media and distribute press release items. Information should be provided that addresses the role of the facility, transfers, and any information that should be helpful to friends and families.
  - (b) All media representatives should be asked to wait outside (if weather permits) or at the Business Office building. Any special instructions concerning treatment capacities should be given to staff and patients.
- d) The Building Attendants and/or the Safety Officer should monitor entrances and maintain a secure environment to deter information seekers and unauthorized access to the facility. It may be necessary to LOCK DOWN the facility if security is threatened. This will be authorized by the Incident Commander.
- e) Anecdotal human-interest stories may be dispersed to the media.
- f) The Patient Information Officer should set up communication with patients and patient's families. Patient families must be notified of any EVACUATION activity.
- g) If requested by the Department of State Health Services, the Planning Section Chief will report on available beds: particularly Med-Surg beds, isolation rooms, OR's, ER Divert Status, and ventilators available.

#### **10) EVACUATION (CODE BLACK):**

- i) Facility Evacuation Authority and Determination: The Safety Officer has the authority to evacuate partially, horizontally or vertically through the facility when a life threatening situation has been identified. Incomplete (horizontal or vertical from the second floor offices) evacuation should be put into effect due to any of the following:
  - ii) Bomb Threat
  - iii) Major Fire
  - iv) Tornado

- v) Structural Damage to the building
  - vi) Loss of heating or cooling
  - vii) Nuclear attack or contamination of radioactive materials
  - viii) Hazardous chemicals or fumes
  - ix) Bio-Terrorism Event
- b) Evacuation Procedure:
- i) The Safety Officer should make the initial evaluation of any emergency situation and determine if Complete Evacuation is necessary. Only the CEO or Incident Commander can authorize this decision; the Safety Officer implements evacuation after approval.
  - ii) The Safety Officer should distribute walkie-talkies to the evacuation personnel.
  - iii) Safety Procedures – The Safety Officer should identify safe evacuation routes prior to the execution of any evacuation.
  - iv) Stair usage – The primary means of vertical evacuations should be the exit stairwells at each end of the respective building wings.
  - v) Evacuation of patients and personnel should be coordinated with EMS or the Fire Department if available to help.
  - vi) Right and left traffic lanes should be established to prevent confusion and congestion between emergency personnel.
  - vii) Elevator usage – Elevators should be under the control of the Fire Department and only used if authorized by them.
- c) Evacuation Priorities – Use the following guidelines
- i) Patient priority – beds should be tagged to alert teams of patient evacuation status.
  - ii) Ambulatory
  - iii) Non-ambulatory
  - iv) Bedfast
  - v) First priority – Patient and personnel located on the same floor as the life threatening situation.
  - vi) Second priority – the floor immediately above.
  - vii) Third priority – The floor immediately below.
- d) Evacuation Procedures:
- i) Loading teams – Under supervision of the Safety/Security Officer
    - (a) Bring all available stretchers, wheelchairs, and blankets to area.
    - (b) Assist with preparing all non-ambulatory patients to be moved.
  - ii) Moving and carrying teams – Under supervision of the Safety/Security Officer
    - (a) Transport all patients through the nearest safe exit, designated by the Safety/Security Officer.
    - (b) Transport to the designated area. This may be another location within the hospital or outside on the lawn or parking lot (away from roadway entrance) that is a safe distance from the hospital.
    - (c) Consult with nursing staff and pharmacist to ensure medications, medical record and critical supply needs are met at the alternate care site.
  - iii) Receiving teams – Under supervision of Emergency Department personnel
    - (a) Log each arriving patient including room number
    - (b) Assess patient condition and prioritize care
    - (c) Procure necessary supplies, equipment and medications.
    - (d) Advise Incident Command Center of manpower needs.
- e) Responsibilities:
- All hospital personnel should have the responsibility of evacuating patients.  
 All personnel called in for duty should sign in at the Labor Pool center and receive duty station assignments.
- i) If temporary housing should be needed, the Incident Command Center should determine and designate locations.
  - ii) Admitting staff are responsible for patient family notification of evacuation plans and location.
  - iii) The Incident Command Center should arrange any necessary transfers to area hospitals. Transportation should be arranged with the following entities:
    - (a) ETMC EMS
    - (b) Private Vehicles
  - iv) Plant Services personnel should shut off utility or gas control valves or switches if required for the emergency.
  - v) Interfacility Communication between hospital and alternative care site should be done via phone, cell-phone or designated runner will communicate back and forth.

## 11) ADDITIONAL REQUIREMENTS:

- a) Employee's identification:
- i) The facility identification badges should function as staff identification during activation of the Emergency Management Plan.
  - ii) Section Chief/Leaders and supervisors should be identified by color coded HEICs vest or name tags
  - iii) Non-employees (medical, volunteers, clergy, etc.) should be identified with Disaster Name tags issued by Medical Staff Unit Leader or Labor Pool Leader.
- b) Volunteer Practitioner:
- i) Before a volunteer practitioner is considered eligible to function as a volunteer licensed independent practitioner, the hospital must obtain his or her valid government-issued photo identification and at least one of the following:
    - A current picture identification card from a health care organization that clearly identifies professional designation;
    - A current license to practice;
    - Primary source verification of licensure;
    - Identification indicating that the individual is a member of a Disaster Medical Assistance Team (DMAT), the Medical Reserve Corps (MRC), the Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP), or other recognized state or federal response organization or group;
    - Identification indicating that the individual has been granted authority by a government entity to provide patient care, treatment, or services in disaster circumstances;
    - Confirmation by a licensed independent practitioner currently privileged by the hospital or by a staff member with personal knowledge of the volunteer practitioner's ability to act as a licensed independent practitioner during a disaster.
  - ii) During a disaster, the medical staff oversees the performance of each volunteer licensed independent practitioner.
  - iii) Based on its oversight of each volunteer licensed independent practitioner, the hospital determines within 72 hours of the practitioner's arrival if granted disaster privileges should continue.
  - iv) Primary source verification of license occurs as soon as the disaster is under control or within 72 hours from the time the volunteer licensed independent practitioner presents him or her self to the hospital, whichever comes first. If primary source verification of licensure, certification, or registration (if required by law and regulation in order to practice) for a volunteer practitioner who is not a licensed independent practitioner cannot be completed within 72 hours of the practitioner's arrival due to extraordinary circumstances, the hospital documents all of the following:
    - Reason(s) it could be performed within 72 hours of the practitioner's arrival
    - Evidence of the volunteer licensed independent practitioner's demonstrated ability to continue to provide adequate care, treatment, and services.
    - Evidence of the hospital's attempt to perform primary source verification as soon as possible.
  - v) If due to extraordinary circumstances, primary source verification of licensure of the volunteer licensed independent practitioner cannot be completed within 72 hours of the practitioner's arrival, it is performed as soon as possible.
  - vi) The hospital assigns disaster responsibilities to volunteer practitioners who are not licensed independent practitioners only when the Emergency Operations Plan has been activated in response to disaster and the hospital is unable to meet immediate patient needs.

vii) The hospital identifies, in writing, those individuals responsible for assigning disaster responsibilities to volunteer practitioners who are not licensed independent practitioners.

viii) The hospital determines how it will distinguish volunteer practitioners who are not licensed independent practitioners from its staff.

ix) The hospital describes, in writing, how it will oversee the performance of volunteer practitioners who are not licensed independent practitioners who have been assigned disaster responsibilities. Examples of methods for overseeing their performance include direct observation, mentoring, and medical record review.

c) On duty staff personnel:

i) Staff personnel on duty, upon initiation of this plan, should not be authorized to depart the facility without approval from their department manager. The department manager or designee should receive approval to release individuals from the appropriate section leader.

d) Off-duty staff personnel:

ii) During activation of the Emergency Management Plan, individuals should be contacted to either come to the facility or be on standby. During a widespread disaster such as tornado or flood, staff personnel should report to the labor pool as soon as possible when notified.

e) Clergy:

iii) Clergy should be allowed in restricted areas to minister to the spiritual needs of the casualties at the discretion of the Safety Officer or Public Information Officer. Clergy should also be utilized to assist in family notification at the direction of the Family Resource center leader. A list of clergy should be maintained at the Switchboard and they should be contacted and assistance requested, if required.

12) **THE PINEY WOODS REGIONAL ADVISORY COUNCIL** has prepared a community-wide Hospital Preparedness Plan that was first developed in 2003 but has been broadened in scope to include ‘all hazards’ and to enable them to distribute funds from the Office of the Assistant Secretary for Preparedness and Response to regional hospitals. TSJH participates in the Plan by providing beds if needed for acute-care patients and participates in local meetings and training events. The Plan provides for the following:

i) Patients requiring respiratory isolation following a Bioterrorism event will be sent to UTHSCT as long as beds are available.

ii) A Medical Special Needs shelter can be established at UTT’s Patriot Gymnasium for use by victims in surrounding areas of the state.

iii) An advanced telecommunications system is available (NETnet)

iv) Use of Level 1 & 2 Trauma centers at ETMC, TMFH and GSMC

v) In the event that the Trauma centers are at capacity in a community-wide event, TSJH will respond by providing “Surge Capacity” of at least 5 beds for victims or transfers from ETMC.

vi) In the event of a large scale, community-wide event, all ET hospitals will suspend or postpone elective surgery so that supplies and staff can be made available to the care of victims.

vii) Hospitals have access to stockpiles of pharmaceuticals for use with a Bioterrorism event. TSJH Pharmacy will maintain a certain level of antivirals and antibiotics for this eventuality and will evaluate that level on an annual basis.

#### **ALTERNATIVE MEANS OF MEETING ESSENTIAL BUILDING UTILITY NEEDS**

b) **ELECTRICITY:** In the event of an electrical power failure an emergency generator is readily available. Rechargeable flashlights are available in each department when needed.

i) All unauthorized electrical equipment should not be operated during power failures. Only equipment authorized for emergency use should be connected to Red Emergency power outlets.

ii) The facility should evacuate after prolonged failures of 48 to 72 hours, when patient support cannot be maintained due to seasonal temperatures.

iii) See Safety Policy - Electrical Disruption/ Outage Plan

c) **WATER:** In the event of a failure in the city water system or supply, follow Safety Policy: Water Shortage or Outage. The Safety Officer should coordinate the water – rationing schedule for each department. Water services should be shut off to all non-patient departments.

d) **VENTILATION:** See Safety Policy – Heating, Ventilation, and Air Conditioning.

e) **MEDICAL GAS/VACUUM SYSTEMS.** See Safety Policy – Major Utility Outage and Medical/Surgical Vacuum



- 2) **RADIOACTIVE, BIOLOGICAL, CHEMICAL ISOLATION AND DECONTAMINATION**
  - a) Radioactive Exposure: See Hazardous Material Exposure Policy and Radioactive Waste Management Plan.
  - b) Biological – See Bioterrorism Readiness Plan.
  - c) Chemical: See Hazardous Material Exposure Policy
  - d) See Medical Waste Management Plan
  - e) See Safety Policy Sewer/flooding
  - f) Victims or staff requiring Decontamination must be diverted to another site with a decontamination facility, such as ETMC.
  
- 3) **SURGE CAPICITY:**
  - a) In the event the facility should need to expand health care beyond our normal services for medical care the following procedure should be followed:
    - i) The PACU can be utilized for patients who are in need of acute care; patients who are recovering and nearing readiness for discharge can be placed in the Pre/Post Nursing Unit.
    - ii) Communication to the unit should be done by cell phone or two-way radios if phone system is not working.
  
- 4) **RECOVERY PHASE:**
  - a) **EFFECTIVENESS OF PROGRAM PERFORMANCE ASSESSMENT AND EVALUATION:**
    - i) The facility should develop performance standards that evaluate the effectiveness of the Emergency Management Plan through planned tests. Through this process, the facilities set program goals that are measurable and quantifiable, monitor and assess performance in meeting those goals and adjusts the program as necessary to ensure continued improvement.
    - ii) The Planning Section is responsible for critiquing each emergency response and reporting to the P.I. Committee. The Texas After Action Report can be utilized for this purpose.
    - iii) The objective, scope, performance and effectiveness of the Emergency Management Plan should be evaluated annually. Evaluation should address these issues and be reported to the Patient Safety Committee.
    - iv) Staff involved in the processes for the emergency should be offered debriefing counseling from Employee Assistance Program. This should be set up through Director of Human Resources.
  
- 5) **TRAINING:**
  - a) Orientation and Annual Training:
    - (a) The facility supports an ongoing program of new employee Emergency Management orientation and training and annual refresher training thereafter. Employee knowledge should be assessed during hazard surveillance and safety rounds and during annual refreshers. Specific responsibilities are:
      - (b) Human Resources: New employee and new manager orientation coordination
      - (c) Safety Officer: Facilitate facility-wide Emergency Management Training
      - (d) Department/Units: Provide department specific training
      - (e) Administration and Patient Care Division Managers facilitate training opportunities.
  - b) Assignment Specific Training:
    - (a) In those cases where disaster control assignments involve the utilization of skills not normally acquired, Department Managers should ensure that specialized training is conducted to develop the requisite skills.
    - (b) The hospital utilizes FEMA educational programs for NIMS training of Command staff and for Emergency Room staff.
  - c) The facility regularly tests their emergency management plan:
 

**Exercises:**

    - (a) The facility tests its emergency management plan twice a year whether in response to an actual emergency or in a planned test. One test a year should include an influx of volunteers or simulated patients; it should be a communitywide practice test relevant to the priority emergencies identified in its hazard vulnerability analysis. Planned test scenarios should be realistic. Measurable performance expectations should be established during the tests to evaluate the timeliness and quality of the following core performance areas: event notification, communication, resource mobilization and allocation, and patient management.
    - (b) During planned tests, a person(s) not participating in the test should monitor performance and documents variation from established measurable performance expectations.
    - (c) Completed test should be critiqued through a multi-disciplinary process that includes administration, clinical and support staff.
    - (d) All events will be critiqued using the Texas approved After Action Plan and then submitted to the Regional Advisory Council (RAC-G) for submission to the state.

- (e) Planned tests should evaluate the effectiveness of improvement that was made in response to previous test critiques.
- (f) The strengths and weaknesses of performance during tests should be communicated to the Safety Committee/P.I. Committee.

**REFERENCES:**

**Surge Hospitals: Providing Safe Care in Emergencies**, Joint Commission Resources

**CAMH Standard**, EC 1.4 and EC 2.9.1., **San Diego County Emergency Plan**, Annex D, Medical Multi-Casualty Plan, September 1996, **Hill County Memorial Hospital Health System Emergency Management Plan**, January 2002, **Joint Commission Resources Guide to Emergency Management Planning in Health Care**. Oakbrook Terrace, IL 2002

**RAC-G Piney Woods Regional Advisory Committee Area G-** 2008 Regional Trauma Plan

**Texas Department of State Health Services-** 2007 regulations for general hospitals.

**BURN CENTER CONTACTS**

<b>Shreveport, Louisiana</b>	Louisiana state University Health Science Center - Shreveport	Kevin Sittig, MD Medical Director	318-675-6136 <a href="mailto:ksitti@lsuhsc.edu">ksitti@lsuhsc.edu</a> 318-657-6850 Fax: 318-675-6857
Oklahoma City, Oklahoma	Children's Hospital at Oklahoma		405-271-5922 405-271-4876 Fax: 405-271-8344
Oklahoma City, Oklahoma	Paul Silverstein Burn Center		405-945-4577 405-949-3345 Fax: 405-949-3662
Tulsa, Oklahoma	Alexander Burn Center	Medical Director	918-599-8200 918-579-4580
<b>San Antonio, Texas</b> <b>Fort Sam Houston</b>	U.S. Army Institute of Surgical Research	Steven Wolf, MD Director	210-916-3301 210-916-2876 Fax:210-916-4281
<b>Galveston, Texas</b>	Shriners Hospitals for Children	Medical Director	409-770-6731 409-772-2023 Fax: 409-772-6606
<b>Houston, Texas</b>	John S. Dunn, Sr. Burn Center Herman Memorial		713-500-7181 713-704-4350
Lubbock, Texas	Timothy J. Harnar Burn Center University Medical Center	Medical Director	806-743-1615 806-743-3406 Fax: 806-743-1233

**Trauma Center Contact List**

<b>Trauma Center / Level of Designation</b>	<b>Medical Director / Trauma Coordinator</b>	<b>Transfer Line</b>	<b>Special Capabilities</b>
ETMC – Level 1	Art Chance, Incident Commander	525-6220	General medical/trauma care
	ER Manager, Delisa Blanchard	Same no.	
Medical Operations Center- Tyler	Judy England	939-5783	Makes determination of patient assignments

**Hot Lines**

<b>Contact Agency</b>	<b>Director</b>	<b>Phone Number</b>	<b>Special Capabilities</b>
RAC-G/ MOC	Judy Englund, Chair Debbie Slaven, Assistant	939-5783 cell: 253-4585	
Smith Co. Health Dept Medical Authority	Jonathan MacClements, MD	877-7339	
EOC - Tyler	Neal Franklin (Tyler Fire Dept)	526-0043	
Smith Co. Emergency Coordinator	Jimmy Seaton	566-8911	
Tyler Water Utilities		903-531-1237	Water Supplier
Brookshires Food Store		903-593-1411	Alternative food supplier
CVS Pharmacy		903-526-8183	Pharmacy across street
AAA Sanitation		903-593-5909	Portable commodes