

10 Steps for Success in Emergency Management



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Objectives

- ▶ Identify the important roles of an Emergency Management Coordinator
- ▶ Provide practical and foundational knowledge to new emergency management coordinators
- ▶ Understand the bigger picture of the job, beyond HICS
- ▶ Share best practices from the field

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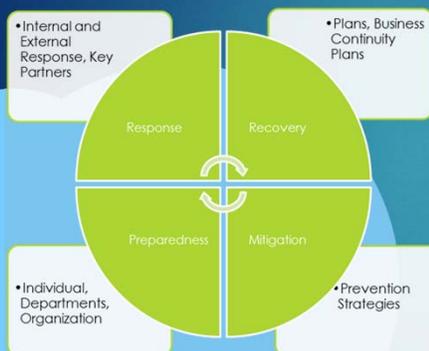
An Emergency Management Coordinator *is*:

- ▶ Someone with great responsibility who **must** work as part of a team
- ▶ An individual with many priorities and tasked with leading his/her organization in disaster response
- ▶ Someone who must be a skilled communicator, **tenacious**, who can influence, reach out, establish & strengthen partnerships to create change



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An Emergency Management Coordinator: LEADS



- ▶ Is someone who has strong Leadership skills and the ability to work under pressure
- ▶ Has relevant Education and background on the four phases of emergency management
- ▶ Seeks ongoing professional/Educational development
- ▶ Has the Ability to make quick decisions
- ▶ Focuses on Driving collaboration
- ▶ Supports others

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“*Confidence is contagious, so is lack of confidence.*”

VINCE LOMBARDI

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You're the *new* Emergency Management Coordinator ... now what?

10 Steps for Success in Emergency Management

- ▶ First: Become familiar with the licensing, accreditation and regulatory agencies of your organization, such as The Joint Commission, CMS (Centers for Medicare/Medicaid) and DNV (Det Norske Veritas)
- ▶ Second: Review your hospital's current Emergency Management Program (EMP) and its Emergency Operations Plan (EOP), as well as related policies and procedures
 - ▶ Getting familiarized with EOP & EMP will guide your priorities

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HERE'S OUR CURRENT DISASTER RECOVERY PLAN



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You're the *new* Emergency Management Coordinator ... now what? (cont.)

- ▶ Third: According to the EOP, what is the organization's expectation regarding the notifications system and the procedures?
- ▶ Fourth: Know when the EOP and Command Center must be activated. Does the plan match the policy? Does the action match the plan/policy?



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You're the *new* Emergency Management Coordinator ... now what? (cont.)



- ▶ Fifth: Review your facility's Hazard Vulnerability Analysis (HVA) and analyze past exercises, trainings and after-action reports (AARs) for compliance, trends, pending items and red flags
- ▶ Sixth: Review past safety/emergency management committee agendas & minutes
- ▶ Seventh: Become familiar with disaster-related acronyms. Pursue professional educational development courses related to your job, HICS, NIMS. Remember **LEADS?**

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You're the *new* Emergency Management Coordinator ... now what? (cont.) Integrating Partners



- ▶ Eighth: Attend local and regional meetings & trainings on disaster preparedness and recovery strategies. Get involved in regional exercises
- ▶ Ninth: Develop relationships within your organization. Identify champion heads. Seek out other disaster experts and hospital disaster coordinators in your region to learn best practices

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Last, but Not Least... Develop, Nurture & Drill!



- ▶ Tenth: Develop and nurture relationships with your community partners, i.e. police and fire, city emergency coordinators, EMS, public health and involve them in your exercises. Start a quarterly meeting with your community partners and maintain communications. Remember **LEADS?**

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“I suppose leadership at one time meant muscles; but today it means getting along with people.”

MAHATMA GANDHI

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Drill & don't forget the night shift!...



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Drill, Drill & Drill Until You Fail



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“If you’re not making mistakes, then you’re not doing anything. I’m positive that a doer makes mistakes.”

JOHN WOODEN

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“Leadership & learning are indispensable of each other.” JOHN F. KENNEDY



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Drills & MACS (Multi-Agency Coordination System)



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*"By Failing to Prepare,
We Prepare to Fail."* BEN FRANKLIN



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Drills augment collaboration & inter-agency partnerships



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"Preparation through education is less costly than learning from tragedy." MAX MAYFIELD



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Questions?

Thank You!

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