Incident Response and Maintaining Situational Awareness Across Multiple Facilities/Regions

Shakiara Kitchen, CHEP, HEM
Regional Emergency Management
Kaiser Permanente Northern California

Kimberly Galey, BS, AAS
National Emergency Management
Kaiser Permanente





Presenters

Kimberly Galey, BS, AAS

- National Emergency Management
- 16 years in healthcare industry
- · BS, Molecular Biology,
- AAS Emergency Medical Technician
- Emergency Management, Department of Homeland Security, Center for Domestic Preparedness, FEMA

Shakiara Kitchen, CHEP, HEM

- Regional Emergency Management
- 14 years in healthcare industry
- BS, Interdisciplinary Studies, Business and Communications
- Certified Healthcare Emergency Professional
- Healthcare Environmental Manager Certification

Kaiser Permanente



Kaiser By The Numbers



Members

12.6M

Hospitals

39

Medical offices¹

734



Physicians²

23,656



Nurses³

65,005



Employees⁺

218,994

Emergency Management Now



Ice and Fire

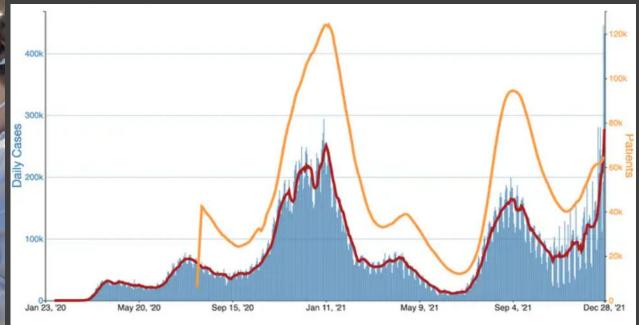






Floods





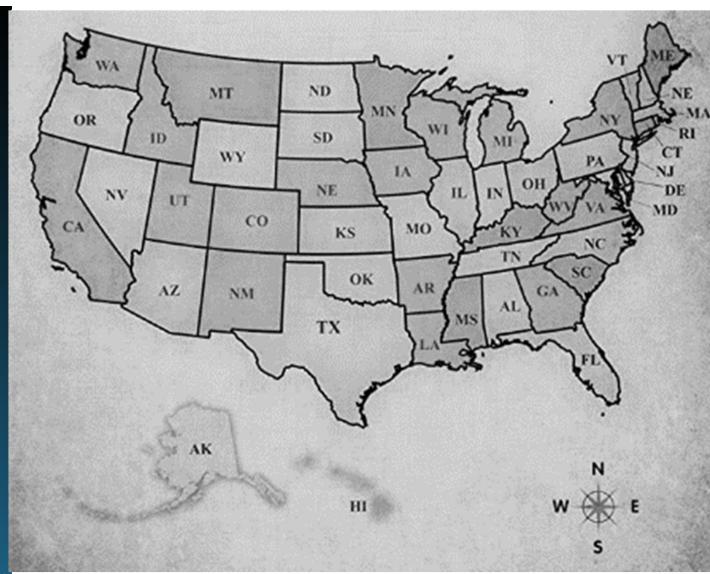
New COVID-19 cases are pictured in blue (daily reported) and red (seven day average). The orange line represents average daily new COVID-19 hospitalizations. CDC

COVID 19. And 20, 21, 22...

Identifying Operational Issues



What it looked like...



Creating an Equitable Solution

- Standardized
- Inclusive
- Available to all regions
- Affordability
- Relevant

One Kaiser Permanente

Organizational Considerations





What problem are you trying to solve?

- Various platforms
- Lack of alignment between stakeholders and occasional users
- Constant one-off solutions
- Real-time problems during events
- Action items from After Action Reports (AAR)

Internal workflows aren't working.



Understand Your Audience. What are they willing to, or not willing to do?

- Technology challenges
- Short attention spans
- High turnover
- Decision making hierarchy
- Level of emergency management experience

Your solution needs to be realistic and sustainable.

Understanding How Technology Can Assist





What's in the market? What can be leveraged internally? What issues are the priority?

- Vendor solutions
- Current administrative applications and solutions e.g.,
 MS Teams Office 365 Mass notification systems
- Internally developed solutions

The answer isn't all or nothing but a hybrid.

Maintaining Situational Awareness





What issues are the priority?

- User friendly interface
- Push Notification: real time communication and notification
- Share Information: notification from medical center to region to national
- Track Issues: log issue resolution/response, closure in activity log
- External situational awareness
- Populate AAR for each event
- Maintain regulatory compliance

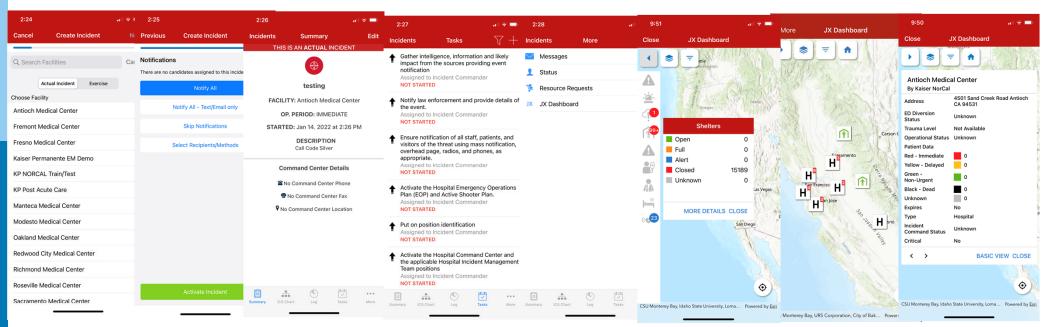
The solutions need to evolve with your organization.

Kaiser Permanente Incident Response System (KPIRS)



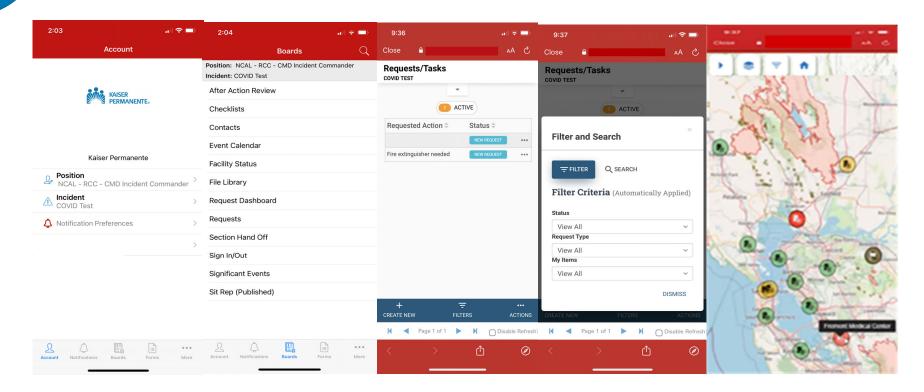


Easy Interface, Real-time Communication & Situational Awareness

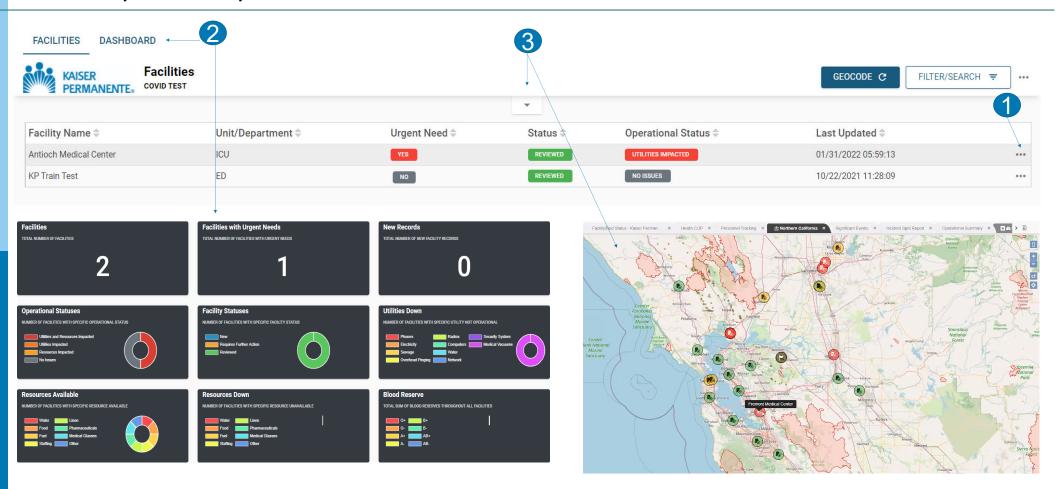


Region and National

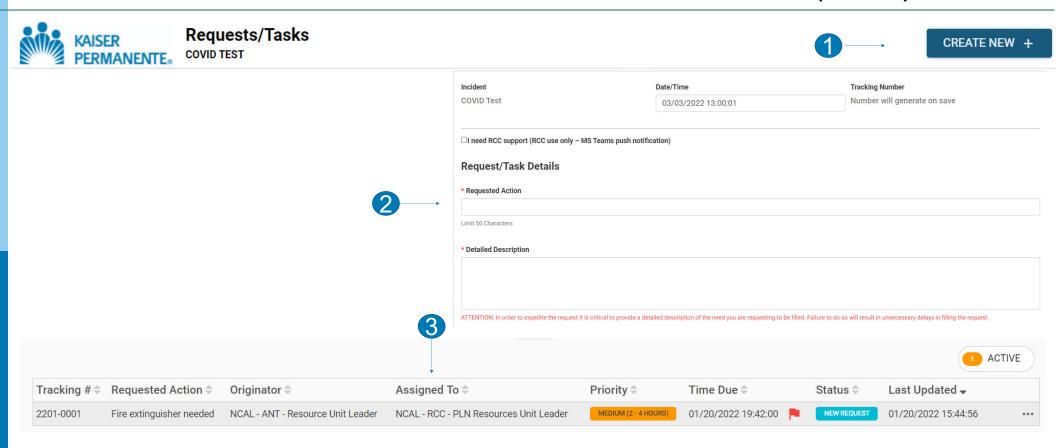
Easy Interface, Real-time Communication & Situational Awareness



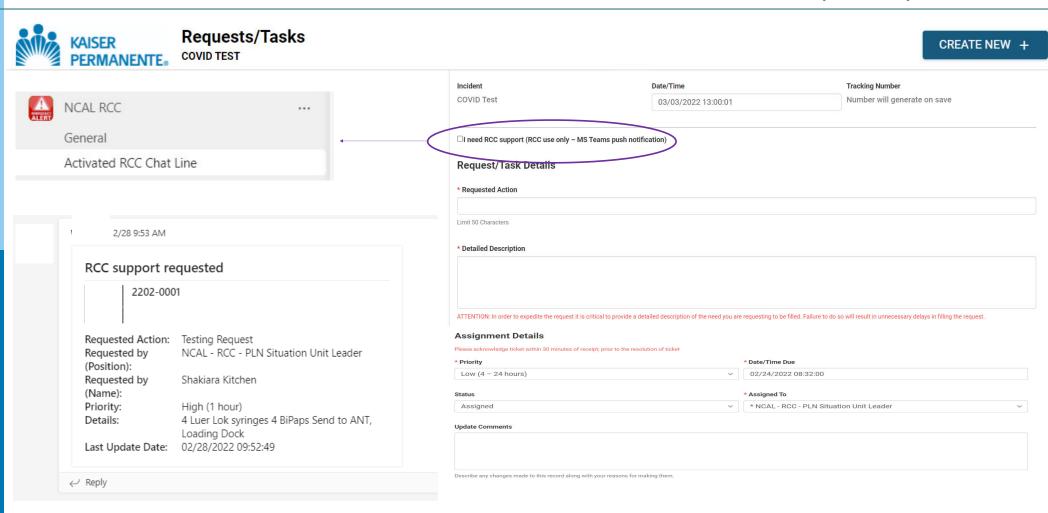
Share, Track, and Maintain Situational Awareness



Share, Track, and Maintain Situational Awareness (cont.)



Share, Track, and Maintain Situational Awareness (cont.)



Adoption





Ask for what you want today and in the future.

- Stakeholders: Get buy-in before you start and update along the way
- Vendor Demos, three questions:
 - Do they understand your industry? How customizable is their tool? What's their growth path?
 - See a demonstration of your ask before you sign the contract
 - o Have their IT architecture designer on the calls when developing the statement of work
- **Test:** At each step of development test the build to ensure your ask has been executed Don't wait until the end. You'll never catch everything.
- **Beta Group**: Bring together stakeholders and occasional users to test the entire workflow before signing off on the statement of work
- Ongoing Support: Understand that modifications, implementation and training are ongoing



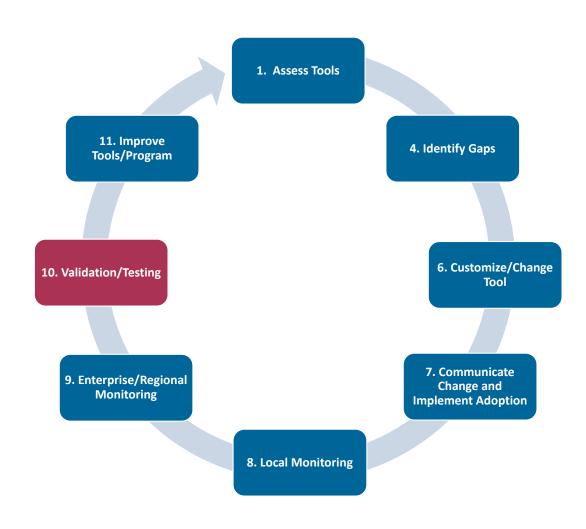
Plan for delays and the slowdown to implement.

- Identify Owners: The roll out and implementation person/team will be responsible for getting people to the trainings, uploading site specific information and ensuring application use
- 2. Communication: Broadcast what's coming and its benefits
- **3. Educate:** Customize your education materials to the audience and leverage the vendors resources
- 4. Train: Weekly, set aside time for people to ask questions and demonstrate user issues
- 5. Test: Plan for coordinated drills to slow walk people through the application

Go Live: Prepare to repeat steps 1 – 5 until the application is adopted and seen as process

The Beta Group are your product champions!







FUTURE STATE



100% of Kaiser command centers using KPIRS for emergency responses



100% of Kaiser response personnel trained



Increased internal systems integration



Greater Integration with our community's response systems



Questions?



Shakiara Kitchen, CHEP, HEM

Regional Emergency Management Kaiser Permanente Northern California Shakiara.Kitchen@kp.org

THANK YOU

Kimberly Galey, BS, AAS

National Emergency Management Kaiser Permanente Kimberly.C.Galey@kp.org



Citations

- California Wildfires: 31,360 California Wildfire Photos and Premium High Res Pictures Getty Images
- Mississippi Flooding: <u>Mississippi River flooding is longest-lasting since Great Flood of 1927</u>
 (usatoday.com)
- CDC COVID Data: https://covid.cdc.gov/covid-data-tracker/#datatracker-home
- COVID Image: COVID-19 Government Response Tracker | Blavatnik School of Government (ox.ac.uk)