

Incident Response and Maintaining Situational Awareness Across Multiple Facilities/Regions

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AGENDA

Identifying Operational Issues

Organizational Considerations

Understanding How Technology Can Assist

Maintaining Situational Awareness

Adoption

Questions

Presenters

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- 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





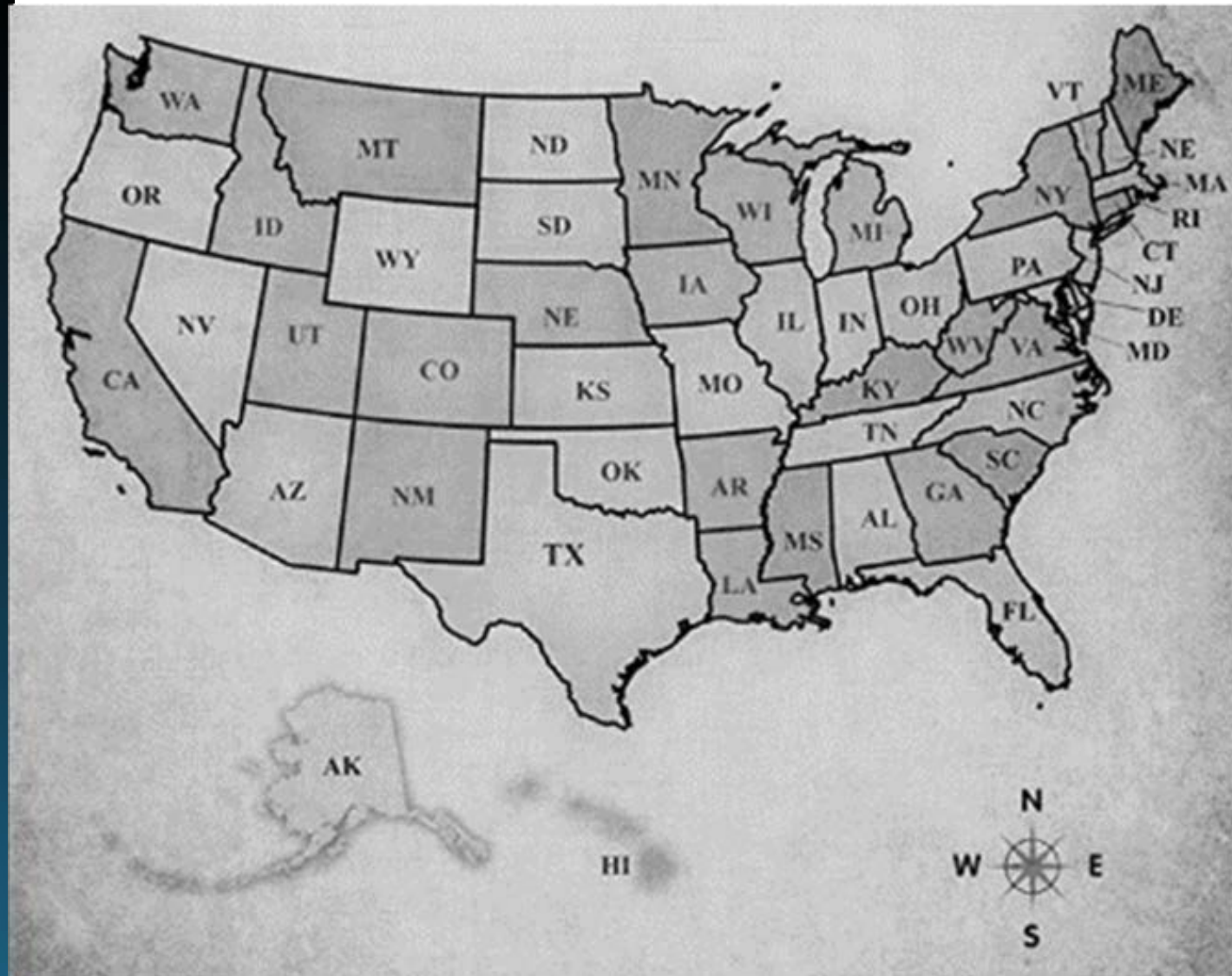
New COVID-19 cases are pictured in blue (daily reported) and red (seven day average). The orange line represents average daily new COVID-19 hospitalizations. CDC



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



IDENTIFY

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.



PLAN

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



ANALYZE

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.

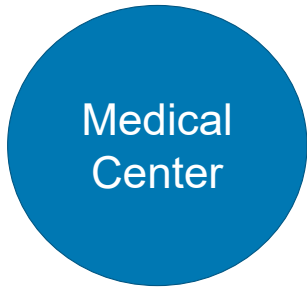
Maintaining Situational Awareness

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)



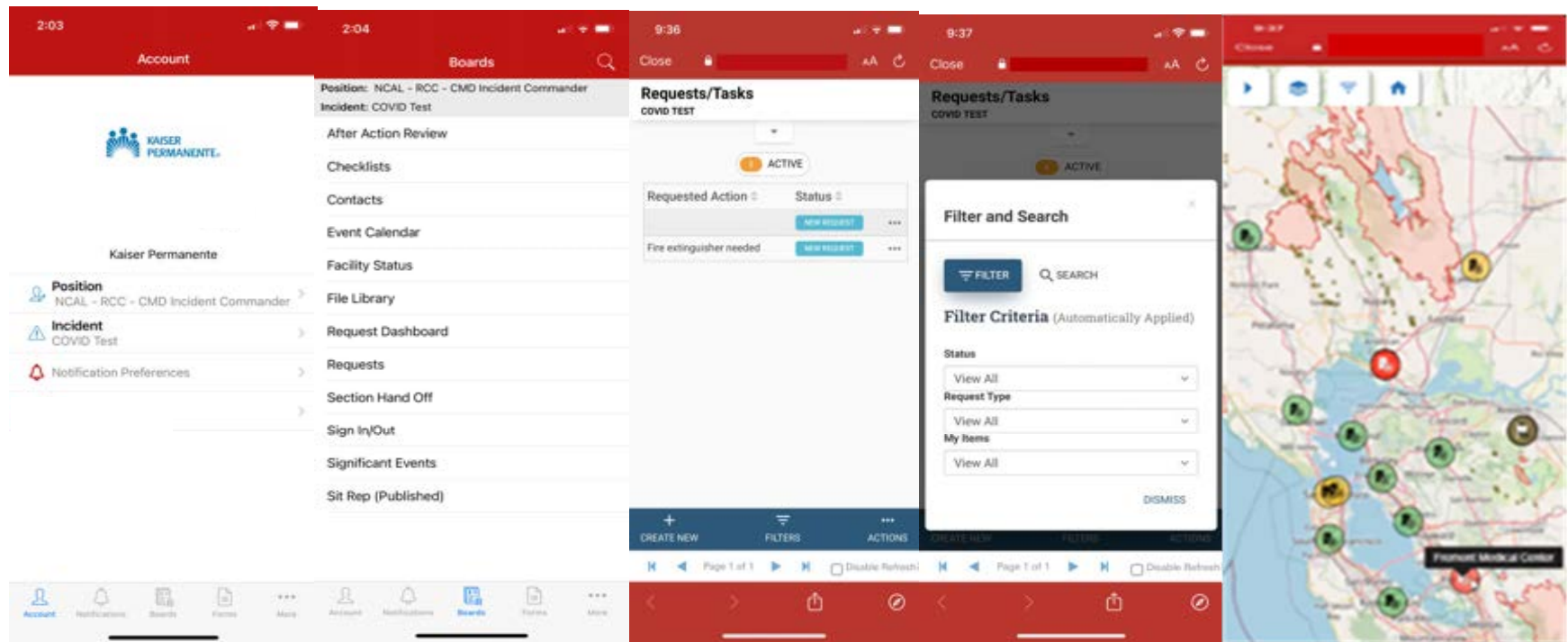
Easy Interface, Real-time Communication & Situational Awareness

The collage displays five screenshots of a mobile application interface for incident management:

- Screen 1 (2:24):** Shows a list of facilities to choose from, including Antioch Medical Center, Fremont Medical Center, Fresno Medical Center, Kaiser Permanente EM Demo, KP NORCAL Train/Test, KP Post Acute Care, Manteca Medical Center, Modesto Medical Center, Oakland Medical Center, Redwood City Medical Center, Richmond Medical Center, Roseville Medical Center, and Sacramento Medical Center. A 'Notify All' button is visible.
- Screen 2 (2:26):** Shows incident details for 'testing' at Antioch Medical Center. It includes 'OP. PERIOD: IMMEDIATE', 'STARTED: Jan 14, 2022 at 2:26 PM', and 'DESCRIPTION: Call Code Silver'. It also lists 'Command Center Details' such as 'No Command Center Phone', 'No Command Center Fax', and 'No Command Center Location'. An 'Activate Incident' button is at the bottom.
- Screen 3 (2:27):** Shows a list of tasks assigned to the incident commander, all marked as 'NOT STARTED'. Tasks include: 'Gather intelligence, information and likely impact from the sources providing event notification', 'Notify law enforcement and provide details of the event.', 'Ensure notification of all staff, patients, and visitors of the threat using mass notification, overhead page, radios, and phones, as appropriate.', 'Activate the Hospital Emergency Operations Plan (EOP) and Active Shooter Plan.', 'Put on position identification', and 'Activate the Hospital Command Center and the applicable Hospital Incident Management Team positions'.
- Screen 4 (9:51):** Shows a map of California with a 'Shelters' overlay. A table lists shelter status: Open (0), Full (0), Alert (0), Closed (15189), and Unknown (0). A 'MORE DETAILS CLOSE' link is below the table.
- Screen 5 (9:50):** Shows a detailed profile for 'Antioch Medical Center By Kaiser NorCal'. It lists the address (4501 Sand Creek Road Antioch, CA 94531), ED Diversion Status (Unknown), Trauma Level (Not Available), Operational Status (Unknown), and Patient Data (Red - Immediate: 0, Yellow - Delayed: 0, Green - Non-Urgent: 0, Black - Dead: 0, Unknown: 0). It also shows 'Expires: No', 'Type: Hospital', 'Incident Command Status: Unknown', and 'Critical: No'. A 'BASIC VIEW CLOSE' link is at the bottom.

Region and National

Easy Interface, Real-time Communication & Situational Awareness



Share, Track, and Maintain Situational Awareness

FACILITIES DASHBOARD 2

KAISER PERMANENTE Facilities COVID TEST

GEOCODE 3 FILTER/SEARCH 1

Facility Name	Unit/Department	Urgent Need	Status	Operational Status	Last Updated	
Antioch Medical Center	ICU	YES	REVIEWED	UTILITIES IMPACTED	01/31/2022 05:59:13	...
KP Train Test	ED	NO	REVIEWED	NO ISSUES	10/22/2021 11:28:09	...

Facilities
TOTAL NUMBER OF FACILITIES

2

Facilities with Urgent Needs
TOTAL NUMBER OF FACILITIES WITH URGENT NEEDS

1

New Records
TOTAL NUMBER OF NEW FACILITY RECORDS

0

Operational Statuses
NUMBER OF FACILITIES WITH SPECIFIC OPERATIONAL STATUS

- Utilities and Resources Impacted
- Utilities Impacted
- Resources Impacted
- No Issues

Facility Statuses
NUMBER OF FACILITIES WITH SPECIFIC FACILITY STATUS

- New
- Requires Further Action
- Reviewed

Utilities Down
NUMBER OF FACILITIES WITH SPECIFIC UTILITY NOT OPERATIONAL

- Phones
- Electricity
- Sewage
- Overhead Piping
- Radios
- Computers
- Water
- Network
- Security System
- Medical Vacuums

Resources Available
NUMBER OF FACILITIES WITH SPECIFIC RESOURCE AVAILABLE

- Water
- Food
- Fuel
- Staffing
- Linens
- Pharmaceuticals
- Medical Glasses
- Other

Resources Down
NUMBER OF FACILITIES WITH SPECIFIC RESOURCE UNAVAILABLE

- Water
- Food
- Fuel
- Staffing
- Linens
- Pharmaceuticals
- Medical Glasses
- Other

Blood Reserve
TOTAL SUM OF BLOOD RESERVES THROUGHOUT ALL FACILITIES

- O+
- O-
- A+
- A-
- B+
- B-
- AB+
- AB-

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



Requests/Tasks
COVID TEST

1 →

CREATE NEW +

Incident: COVID Test
Date/Time: 03/03/2022 13:00:01
Tracking Number: Number will generate on save

I need RCC support (RCC use only – MS Teams push notification)

Request/Task Details

* Requested Action

Limit 50 Characters.

* Detailed Description

ATTENTION: In order to expedite the request it is critical to provide a detailed description of the need you are requesting to be filled. Failure to do so will result in unnecessary delays in filling the request.

2 →

3 ↓

1 ACTIVE


Tracking #	Requested Action	Originator	Assigned To	Priority	Time Due	Status	Last Updated
2201-0001	Fire extinguisher needed	NCAL - ANT - Resource Unit Leader	NCAL - RCC - PLN Resources Unit Leader	MEDIUM (2 - 4 HOURS)	01/20/2022 19:42:00	NEW REQUEST	01/20/2022 15:44:56

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



Requests/Tasks
COVID TEST

CREATE NEW +

 NCAL RCC ⋮

General

Activated RCC Chat Line

Incident: COVID Test
Date/Time: 03/03/2022 13:00:01
Tracking Number: Number will generate on save

I need RCC support (RCC use only – MS Teams push notification)

Request/Task Details

* Requested Action

Limit 50 Characters.

* Detailed Description

ATTENTION: In order to expedite the request it is critical to provide a detailed description of the need you are requesting to be filled. Failure to do so will result in unnecessary delays in filling the request.

Assignment Details

Please acknowledge ticket within 30 minutes of receipt, prior to the resolution of ticket

* Priority

Low (4 – 24 hours) ⌵

* Date/Time Due

02/24/2022 08:32:00

Status

Assigned ⌵

* Assigned To

* NCAL - RCC - PLN Situation Unit Leader ⌵

Update Comments

Describe any changes made to this record along with your reasons for making them.

2/28 9:53 AM

RCC support requested

2202-0001

Requested Action: Testing Request
Requested by (Position): NCAL - RCC - PLN Situation Unit Leader
Requested by (Name): Shakiara Kitchen
Priority: High (1 hour)
Details: 4 Luer Lok syringes 4 BiPaps Send to ANT, Loading Dock
Last Update Date: 02/28/2022 09:52:49

← Reply

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
 - 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.

1. **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!

System Maintenance:





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?



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THANK YOU

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Citations

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