



The JCAHO Approach to Evaluation of Emergency Management

**Revised EC 4.20 Emergency
Management Drill Standard**

&

**The New Emergency Management
Tracer**

JCAHO Revised emergency management drills standard



- Effective Jan. 1, 2006, JCAHO revised standard EC.4.20 regarding emergency management drills to require health care organizations to improve the planning and evaluation of their emergency management drills.
- “This change was made to help ensure that health care organizations are conducting emergency management drills rigorously and thoroughly.”



Revised emergency management drills standard

- The revised standard emphasizes a continuous quality improvement approach to planning, conducting, and evaluating emergency management drills.
- Uses a plan-do-act-check concept of emergency management



Basic Concepts for Emergency management and some areas for exploration by the surveyor

■ Plan

- Presence of current HVA
- Level of community involvement
- Presence of incident command structure
- Type and method of training

■ Do (preparation)

- Availability of equipment and supplies
- Evidence of how infection control is addressed
- Evidence of facility evacuation processes that are in place

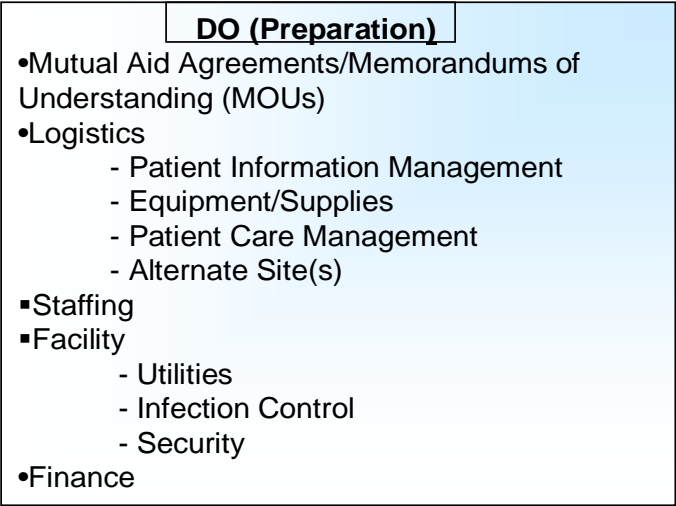
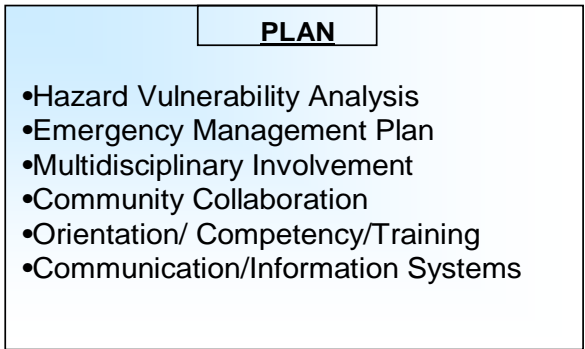
■ Act (implementation)

- Review of actual disaster events
- Validation of staff competency, availability of resources and effectiveness of communication

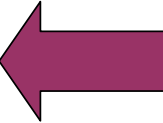
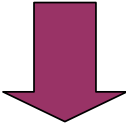
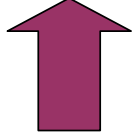
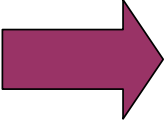
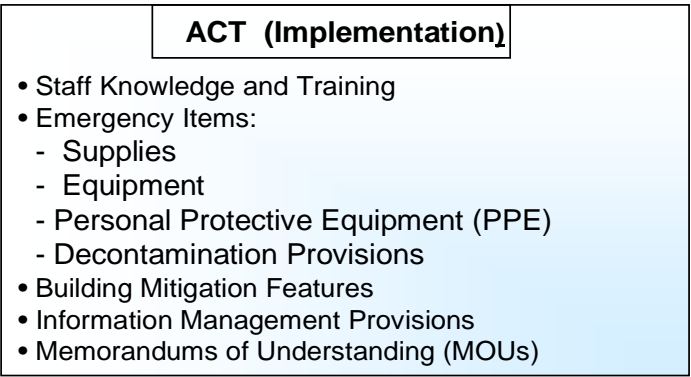
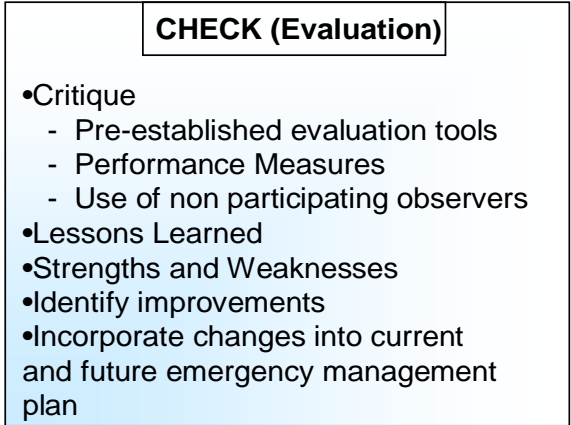
■ Check (evaluation)

- Evidence of how the organization evaluates the success of its emergency management
- Description of the lessons learned
- Identification of strengths and weakness
- Ideas for improvement

Emergency Management Process Diagram



**Continual
Improvement**





Overview for 2006 Hospital Survey of Emergency Management

- Two activities in the evaluation of the emergency management process for the onsite survey
 - The Environment of Care (EOC) session (90 minutes)
 - The Emergency Management System Tracer (for hospitals with > 200 beds) – an additional 90minutes
 - Discussion phase
 - Observation phase (new for 2006 as a separate part of this new tracer)



The Emergency Management Systems Tracer Activity Assists in Evaluating Compliance With the Following Standards:

- EC 4.10 --The hospital addresses emergency management
- EC 4.20 --The organization regularly tests their emergency management plan
- IC 6.10 --As part of the emergency management activities the hospital prepares to respond to an influx, or the risk of an influx of infectious patients
- IM 2.30 --The hospital has a process for maintaining continuity of information



This tracer activity assists in evaluating compliance with the following Standards

- LD 3.15 --The leaders develop and implement plans to identify and mitigate impediments to efficient patient flow throughout the hospital
- MS 4.110 –Disaster privileges may be granted when the emergency management plan has been activated and the hospital is unable to handle the immediate patient needs

Environment of Care Session with Emergency Management Tracer

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Crosswalk of Emergency Management Standards

Topic	Standard	Element(s) of Performance
Hazard Vulnerability Analysis	EC 4.10	1, 2
Emergency Management Plan	EC 4.10	3, 4, 5, 6, 7, 8, 9, 10, 12, 13, 14, 15, 18, 19, 20, 21
Multi-disciplinary Involvement	EC 4.10	4
Mutual Aid Agreements/ Memorandum(s) of Understanding	EC 4.10	5
Communication	EC 4.10	7
Staffing	EC 4.10	9
Logistics	EC 4.10	10
Security	EC 4.10	10
Patient Care Management	EC 4.10	10
Staff Support Activities	EC 4.10	10
Clinical Support	EC 4.10	10
Media Relations	EC 4.10	10
Alternate Sites	EC 4.10	13
Community Collaboration	EC 4.10 EC 4.20	2 4
Drills	EC 4.20	1, 2, 3, 4
Critiques	EC 4.20	6
Orientation	HR 2.10	3, 8
Competency	HR 3.10	3, 5,
Training	HR 2.30	1, 2, 3, 4, 5, 8
Infection Control	IC 6.10	1, 2, 3
Information Management	IM 2.30	1, 2, 3
Credentialing and Privileging	MS 4.110	1, 2, 3, 4, 5, 6, 7, 8



The Process-- EOC Session- (first 90 minutes of 3 hour tracer)

- Starts as part of the Environment of Care (EOC) session (90 minutes)
 - Safety management
 - Security management
 - Hazmat management
 - Emergency management
 - Fire safety
 - Medical equipment management
 - Utilities management
- **Looks at the hospital's HVA**



Emergency Management System Tracer— new 90 minute section

- Discussion Phase (40% of time)
 - Review of the hospitals emergency planning (PLAN)
 - Hazard Vulnerability Assessment (HVA)
 - Emergency Management Plan
 - Multidisciplinary involvement
 - Community collaboration
 - Orientation /competency /training
 - Communication / information systems



Emergency Management System Tracer—90 minutes

- Discussion Phase (40% of time) (CHECK OR EVALUATION OF PLAN)
 - Based upon past implementations/ drills of the emergency management plan, the surveyor reviews the organizations performance in testing and evaluating their plan and making necessary improvements based on issues they identified



Emergency Management System Tracer—90 minutes

- Discussion Phase (DO /PREPARATION)
 - The surveyor will select a disaster type relative to the organization as identified in their HVA.
 - The surveyor will use this disaster scenario to review the organization's potential performance in addressing issues listed in the preparation box of the emergency management process diagram (includes MOU's, logistics, staffing, facilities, infection control, security, finance)



Emergency Management System Tracer—90 minutes

- Observation Phase (60% of time)
 - Designed to assess and evaluate the organization's performance in emergency management (**CHECK IMPLEMENTATION**)
 - The surveyor will use the disaster scenario selected to:
 - Talk with the staff to assess their knowledge of roles and assignment
 - Review the following emergency management topics:
 - Supplies
 - Medical equipment
 - Communication equipment including maintenance
 - Personal protective equipment
 - Decontamination stations
 - Assess controls for mitigating outcomes such as checking for MOU's



Emergency Management System Tracer—90 minutes

- This second part of session is done as a walk-through of facility, with surveyor talking to staff while surveying facility areas.
- Done with actual interview of the working staff about the issues—not a table top in a meeting room.



Emergency Management System Tracer— Possible mass causality simulations

- Aircraft event
- Fire and collapse of a public building
- Natural disaster of sudden onset (tornado)
- Natural disaster of slow onset (heat)
- Detonation of a terrorist device
- Suicide bombing
- Toxic industrial accident
- Chemical spill in transit
- Terrorist attack using chemical agent
- Botulism outbreak
- Anthrax outbreak
- Tularemia outbreak
- Smallpox outbreak
- Emergence of TB
- Resurgence of influenza
- Accident at a nuclear power plant
- Detonation of a radiological device



Questions ?