The Importance of Early Communication Between Partners for Improved Situational Awareness.
Presenter

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None of the examples or stories that will be used today are specific to any of the facilities or agencies supported by the Metrolina Healthcare Preparedness Coalition.
Objectives

• Discuss the importance of building open lines of communication between community partners.

• Discuss how the inclusion of community partners in planning efforts can streamline response efforts during an event.

• Discuss how providing early notification of an event to can improve the overall response.

• Describe how an incident or event that seems contained can still impact other community partners.

• Provide an opportunity to discuss current or best practices being used by others.
Quick Poll of the Room

• Hospitals?
• EMS?
• Public Health?
• Emergency Management?
• Continuing Care?
• Fire
• Law Enforcement?
• Local Government?
• Education?
• Volunteer Organization?
Community Partners...

...Are All Interconnected
Community Partners...

...Do You Include Them in Your Planning?
BUT WHY?
A Single, “Contained”, Event…
...Doesn’t Always Stay That Way
A Scenario... 

...And its Many Possible Outcomes
Acme Medical Center

- 14 Floors
- Major Metropolitan Area
- Only Level 1 Trauma Center in a 20 county region
- 800 Beds
- 95% Average Census
- Hub for a Healthcare System
A small Incident Occurs...

...But BIG enough to have to close a section of the facility.
No Really....

Let's Quickly Discuss Who You Would Call/Notify

- What entities/organizations?
- When/In what order?
- Why/According to a Plan or Authority?
- How would it be done?
• What information would/should you share?
• What permission do you have or need to share information?
Back to Acme

• Shares a catchment area with several other hospitals *(as well as Doctor’s Offices, Continuing Care facilities, etc)*
• All of these depend on limited EMS resources for patient movement
Expected Ripples?
• Mass Casualty Incidents
• Local Events (Planned/Unplanned)
  • Festivals/Sporting Events
  • Large Fires/Haz-Mat
  • Protests
• Service Interruptions (Planned/Unplanned)
  • Outages/Failures
  • Shortages (staff, equipment, supplies)
  • Closures (areas, departments, roads)
Improving Communication

• Build Relationships
• Develop Information Sharing Plans
• Make sure those plans include:
  • Community Partners
  • Levels of Sharing Authority
  • Types of Sharable Information
  • Initial Notification Process
  • On Going Situational Awareness Process
Initial Notification Plan

- Who first?
- What Information?*
- When?
- How?
  - Phone/Text
  - Email
  - Mass Notification System
Ongoing Awareness

• Can you use a Liaison?
• Who can/should the updates be shared with
• What level of detail
• When/How Often should updates be given?
• How should this be done?
  • Phone/Text/Conference Call
  • Email
  • Technology Platform
Open Discussion

• What is Working Well for You?
• What isn’t Working?
• Perfect World?
• Missing Input?
• Why is it Missing?
• Your operations impact others
• Sharing information IMPROVES:
  • Decision making
  • Resource allocation
• Information REQUIRES planning
• Make sure you are constantly TESTING your ability share information
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