

Emergency Management Programs for Health Care Systems, Program Development Workshop

4 hours

Pete Brewster, Donna Roberts, Karen Biancolillo, Joanne McGlown, Connie Boatright

The purpose of this workshop is to improve the ability of attendees to develop and maintain comprehensive emergency management programs at their hospitals. The content used in the delivery of this session integrates the various standards and regulations into a simple process that can be applied at any hospital. Presenters will provide practical tips for implementation of this process.

Behavioral Objectives: At the conclusion of this session, Attendees will be able to:

- a. Identify the various standards and regulations that relate to emergency management programs for hospitals and health systems.
- b. Cite the steps in a generic program development process.
- c. Describe some of the major outcomes from this development process.

Course References: Available at www.va.gov/emshq

- “Emergency Management Principles and Practices for Healthcare Systems:” (Glossary, Competency Framework, and Curriculum)
- “Emergency Management Program Guidebook”
- “Emergency Management Capability Assessment Program”
- “Medical Surge Capacity and Capability (MSCC) Handbook”

Agenda

0800-0815

Introductions and Course Administration

Pete Brewster

0815-0900

System Overview

Pete Brewster

This session will set the context for the course and provide an overview of comprehensive emergency management policy and operational systems.

Behavioral Objectives: At the end of this session, the participant will be prepared to:

- Identify the overall policy that guides the national emergency management discipline.
- Describe the overall operational system description the emergency health and medical services system.

0900-1000

Standards and Regulations

Karen Biancolillo and Joanne McGlown

This presentation will give attendees an appreciation for the variety of standards and regulations which impact health system emergency management programs.

Behavioral Objectives: At the end of this session, the participant will be prepared to:

- Identify and discuss the various standards and regulations that impact hospital/health system emergency management programs.
- Identify and discuss the DHS national preparedness and HHS hospital preparedness documents.

1000-1015

Break

1015-1100

Development Process

Donna Roberts and Connie Boatright

This presentation will provide attendees with a practical process for emergency management program development that can be applied to any organization.

Behavioral Objectives: At the end of this session, the participant will be prepared to:

- Identify and discuss a generic nine-step program development process for implementing a comprehensive emergency management program.
- Identify and discuss some of the outcomes of this process.

1100-1200

Small Group Discussion and Reports

All Cadre

During this activity, each small group will build a work plan and timeline for their emergency management programs.

Behavioral Objective: At the end of this session, the participant will be prepared to:

- Identify and discuss some solutions to common issues faced by Emergency Program Managers working in hospitals and health systems.

Emergency Management Programs for Health Care Systems, Program Evaluation Workshop

4 hours

Pete Brewster, Arnie Bierenbaum, Karen Biancolillo, Donna Roberts, Ann Potter

The purpose of this workshop is to enhance attendee understanding of program- and performance evaluation for emergency management programs in health care settings. The content is based on past and current research and programs, including the Veterans Health Administration's Capability Assessment Program, which has created a comprehensive set of target capabilities, measures, methods and scoring profile for use in hospitals.

Behavioral Objectives: At the conclusion of this session, Attendees will be able to:

- a. Describe some of the findings from past and current approaches to emergency management for health systems program evaluation.
- b. Explain one framework for hospital emergency management capabilities.
- c. Describe some of the approaches that can be used for evaluation measures, methods, and scoring to reach the overall goal of quality improvement.

Course References: Available at www.va.gov/emshq

- “Emergency Management Principles and Practices for Healthcare Systems:” (Glossary, Competency Framework, and Curriculum)
- “Emergency Management Program Guidebook”
- “Emergency Management Capability Assessment Program”
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Agenda

1300-1315

Introductions and Course Administration

Pete Brewster

1315-1400

Research Basis

Pete Brewster

This session will set the context for the course and provide an overview of findings from disaster researchers that relate to program and performance evaluation.

Behavioral Objective: At the end of this session, the participant will be prepared to:

- Identify and discuss some social science research that have helped to set the context for our understanding of preparedness in the United States and approaches to evaluation of emergency management programs.

1400-1445

Past and Current Practice

Ann Potter, Donna Roberts

This session identifies the variety of approaches government agencies and organizations have developed over the past 15 years to evaluate emergency management programs and activities.

Behavioral Objective: At the end of this session, the participant will be prepared to:

- Identify and discuss some studies that have helped to set the context for program- and performance-level assessments of emergency management programs.

1445-1500

Break

1500-1600

VHA Capability Assessment Program

Arnie Bierenbaum, Karen Biancolillo

This presentation will explain the design and implementation of an industry-leading health system emergency management assessment program and identify some of the findings from this work.

Behavioral Objectives: At the end of this session, the participant will be prepared to:

- Describe the development process for the methodology.
- Describe the design of the capability framework.
- Identify the various components of the methodology and the contribution each makes into the overall assessment procedure.

1600-1700

Small Group Discussion and Reports

Donna Roberts and Cadre

During this session, attendees will design approaches to evaluate common components of health system emergency management programs.

Behavioral Objective: At the end of this session, the participant will be prepared to:

- Identify and discuss some approaches to evaluating components of an emergency management program for a hospital and/or health system.