"Always Preparing ... "

St. Luke's-Roosevelt Hospital Center

Volunteer Services Department

Fall-Winter 2002
“Always Preparing...”

- At St. Luke’s-Roosevelt Hospital Center (SLRHC), disaster preparedness is an ongoing effort.
  - Emergency preparedness is not new to SLRHC
  - However, recent events have increased awareness of the need for ongoing disaster preparedness programs
    - Renewed readiness for biological, chemical and/or nuclear incident
    - Enhanced infrastructure, logistics and common protocols in the event of a potential disaster
    - Standardized and prioritized job descriptions and responsibility designations

To follow are key guidelines from SLHRC’s NBC Preparedness Plan
Types of Emergencies

- A medical emergency is a catastrophic event resulting in a large influx of patients to the Emergency Department (ED)
  - Two types of medical emergencies:
    - **External** – occurrence outside the facility resulting in a large influx of patients to the ED which may tax its ability to treat all incoming patients
    - **Internal** – occurrence within the facility which interferes with the Hospital’s ability to maintain a safe environment
  - In a potential medical emergency, SLRHC will seek to preserve its core competencies through its disaster preparedness initiatives and protocols
In An Emergency – CODE-D

◦ CODE-D is a situation in which an emergency takes precedence over all other business

◦ SLRHC will ensure all volunteers are educated on the following:
  - What CODE-D means
  - What to do and what not to do
  - Where to go
  - Standardized methods of notification and communication
  - How to avoid risk to self and others
  - Nature of SLRHC’s systematic plan of preparedness, the HEICS Plan
CODE-D Notification

- In the event of CODE-D, the following message will be announced over the public address system:

  "ATTENTION ALL HOSPITAL PERSONNEL - CODE-D IS NOW IN EFFECT. PLEASE REPORT TO YOUR SUPERVISOR FOR FURTHER INSTRUCTIONS."

- The above message will be repeated slowly twice and announced at 2 minute intervals 5 times
Volunteers - What You Should Do

- In a CODE-D situation, **all volunteers present on hospital premises** shall:
  - End all non-emergent phone calls
  - Avoid using telephones or elevators
  - Reassure patients and others who may be with you
  - Wear SLRHC ID conspicuously on outermost garment
  - Continue working in usual area unless otherwise instructed. *If directed, go to Labor Pool Area.*

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Volunteers - What You Should Do

- In a CODE-D situation, all volunteers present on hospital premises shall (cont’d):
  - When assigned to a new area, follow instructions of that area’s supervisor
  - Direct all inquiries from the news media to Public Information Officer in the Command Center
  - Don’t go to disaster treatment area unless directed

Important: No one will be allowed in the disaster treatment area unless proper identification vest is worn; THIS INCLUDES ALL PRE-MED VOLUNTEERS. Vests can only be obtained from the Labor Pool Area.
Volunteers - What You Should Do

- In a CODE-D situation, *all incoming volunteers* should first go to their usual volunteer area
  - If volunteers are not needed there, you will proceed to the Labor Pool Area to await further assignment

- *All incoming “Reserve Disaster Volunteers”* should report directly to the Volunteer Office

Important: *ALL volunteers must read What You Need to Know in a Disaster* and take the self-test, which is to be returned to the Volunteer Office.
The HEICS Plan – It Takes a Team

- In the event of an emergency, the HEICS Plan will automatically go into effect immediately

  - HEICS = Hospital Emergency Incident Command System (Note: also called the Incident Command System)
  
  - Systematic and detailed emergency response plan
  
  - Contains careful job descriptions for a full chain of command and for all the necessary job responsibilities for a disaster
  
  - Ensures unified and informed action on all bases for SLRHC affiliates and patients
Test Your Knowledge!

- You hear a CODE-D announcement. What do you do?

  (a) Grab your cell phone and call home

  (b) Run to your locker and get your stuff

  (c) Continue working in your area
Test Your Knowledge!

- You hear a CODE-D announcement. What do you do?

(a) Take the steps at the nearest exit and leave

(b) Follow instructions of your area supervisor

(c) Call 911
Test Your Knowledge!

You hear a CODE-D announcement. What do you do?

(a) Run for provisions so you won’t starve
(b) Go to the disaster treatment area to help
(c) Report to the Emergency Department
(d) Reassure your coworkers that everything will be okay
Test Your Knowledge!

- You hear a CODE-D announcement. What do you do?

(a) Hide your ID and leave the hospital

(b) Ask for a vest so that you can help out

(c) Avoid making phone calls

(d) Find a face mask and protective clothing
SLRHC Is “Always Preparing...”

S
Strive for ongoing preparedness

E
Educate yourself about all emergencies

C
Cooperate with CODE-D guidelines

U
Unify Action through the HEICS Plan

R
Respond as a trained SLRHC volunteer

E
Ensure the safety of yourself and others