




Are You Prepared for the Next Emergency or Disaster?



An All-Hazards Approach to Emergency Planning

From hurricanes ... to transportation accidents ... to terrorist acts and pandemics, the sheer variety of possible emergency situations means that organizations should take an “all-hazards” approach to emergency management planning. Regardless of the event, the overall impact of such emergencies on the organization can be reduced ahead of time – if planning is comprehensive and flexible, and organizations make emergency management and preparedness a focus of continuous evaluation and improvement.

		
NATURAL DISASTERS	ACCIDENTAL DISASTERS	INTENTIONAL DISASTERS
<ul style="list-style-type: none">- INFECTIOUS DISEASE EPIDEMIC/PANDEMIC- EARTHQUAKE- FLOODS- EXTREME HEAT/COLD- WILDFIRES- TORNADO	<ul style="list-style-type: none">- TRANSPORTATION ACCIDENTS- HAZARDOUS MATERIALS EVENT- FIRE- BRIDGE COLLAPSE- INDUSTRIAL ACCIDENTS- UTILITIES FAILURE	<ul style="list-style-type: none">- CIVIL UNREST- CYBER ATTACKS- CHEMICAL, BIOLOGICAL, NUCLEAR- WORKPLACE VIOLENCE

Joint Commission International’s Emergency Management program can help your organization prepare to respond, recover, and manage emergency situations while sustaining readiness at all times. Our multi-disciplinary group of experts made up of engineers, physicians, infection preventionists, and nurses are uniquely positioned to help you prepare for the activation of your Emergency Operations Plan (EOP).

What We Do

OUR EMERGENCY MANAGEMENT FRAMEWORK

The overall impact on your organization of an emergency can be reduced if health care organizations assess risks and develop and test the emergency operations plan – *before* disaster hits. Our program compliments the globally recognized four-phased Emergency Management Framework and helps organizations develop practical and actionable emergency operations and policies.

- ✔ **Mitigate** – Reducing vulnerabilities to certain kinds of emergencies
- ✔ **Prepare** – Determining ability to allocate resources, space, staff and address gaps for EOP
- ✔ **Respond** – Activating response procedures during actual emergencies or during exercises
- ✔ **Recover** – Taking actions to restore services to normal operations or “new normal” after an emergency



How We Do It

JCI'S STEP-BY-STEP PROCESS

The JCI Emergency Management Program is a comprehensive and flexible service, that focuses on:



Assessment to look at current state evaluation, analysis with key insights, and recommendations for improvement.



Analysis and recommendations to identify key insights from the current state assessment and actionable recommendations for areas of improvement.



Provide suggestions and validate operational practices in collaboration with all the key stakeholders and operationalize the plan through training.



Assist with staff training to communicate the policies and procedures involving emergency management and transfer knowledge and operational processes in order to affect transformation and operationalize practices.



Support your efforts to sustain the program through periodic reviews and updates if subscription service is opted.

Where We Focus

SIX CRITICAL AREAS OF EMERGENCY MANAGEMENT



Joint Commission International focuses on six key areas to help you create a strong, practical and effective emergency operations plan. We will help you in your efforts to address each critical area with the following goals in mind. Of course, leadership support is crucial within each of these areas, therefore leadership and governance are covered as part of each



1. Establishing and facilitating communications
2. Managing resources and assets
3. Supporting safety and security
4. Prepare staff to respond
 - Staff credentials and privileges
5. Safeguarding utilities
6. Caring for patients
 - Infection prevention and control
 - Management of information



Leadership & Governance

1. Establishing and facilitating communications

The receipt, review, and transmission of accurate and timely information is important for situational awareness and coordination of response activities. Organizations should develop a plan to maintain redundant communication pathways both within the organization and with critical community resources.

2. Managing resources and assets

A solid understanding of the availability of an organization's resources and assets is important in the evolving dynamics of an emergency or disaster. Organizations must know how to access essential resources in times of crisis to help them maintain patient safety and sustain care, treatment, and services.

3. Supporting safety and security

The safety and security of patients and staff are the prime responsibility of health care organizations during an emergency. The secure access and movement of staff, patients, and visitors are paramount.

4. Preparing staff to respond, including credentialing and privileging

As conditions evolve and new risks emerge, staff will need to adapt their roles to meet new challenges to their abilities to care for patients. Staff need to be able to anticipate how they might be called on to perform during an emergency – and have the proper credentials and/or privileges to be able to do so.

5. Safeguarding utilities

An organization depends on the uninterrupted function of its utilities, such as power, potable water, and medical gases. Alternative sources for these essential utilities must be established in advance of an emergency.

6. Caring for patients, including infection prevention and control, and management of information

The organization must have clear, reasonable plans to address the needs of patients and ensure that patient information and care plans are available when the organization's infrastructure and resources are taxed.

Key Activities and Outcomes

PROVEN PLANS FOR ALL TYPES OF HAZARDS

Hazard Vulnerability Analysis (HVA)

An assessment that focuses on risks for different types of hazards and identifies the potential effects these hazards could have on an organization's operations and services. JCI can guide you through the process of creating the HVA or reviewing and analyzing a completed HVA and provide recommendations on any gaps identified.

Tracer evaluations

Virtual evaluations to identify potential gaps within the six critical areas on a case-by-case basis. A tracer evaluation is a way to simulate an emergency hazard or scenario to support organizations in their back up plan preparations; for example: where an organization would access clean water should their supply become contaminated. Recommendations are provided in a tracer evaluation report.

After-Action Report

An analysis of an emergency response to an event or exercise that evaluates strengths and weaknesses of the response and identifies areas that need improvement. JCI will review the report and provide recommendations and actions that can be implemented into the Emergency Operations Plan.



Emergency Operations Plan (EOP)

An EOP is an organization's comprehensive plan for emergency and disaster response that describes how a facility will respond to and recover from all hazards. Whether you are developing or updating an EOP, JCI experts can help you to optimize your plan and facilitate testing so your organization is prepared.

Engaging training curriculum

Delivered by expert faculty to key stakeholders, our engaging curriculum trains your staff on the evidence-based practices and procedures that have been developed around the six key critical areas and your EOP. Additionally, JCI experts can provide custom education on specific emergency preparedness topics of your choice.

Why Choose JCI?

OUR EXPERIENCE SAYS IT ALL

We know that health care and emergency management in a health care setting require a unique perspective and expertise. JCI has been working with health care organizations around the globe for decades to improve emergency readiness. Our Emergency Management Program's multi-disciplinary approach integrates evidence-based standards, proven processes, and expertise to help you implement an effective Emergency Operations Plan that is actionable at all times.

Our program is developed by JCI experts – infection preventionists, clinicians, emergency management specialists, and engineers – who have decades of experience to help and respond to the needs of health care organizations around the world. The program supports you and your organization to update and maintain the six critical areas over the four phases, enabling your organization to address all emergencies; it helps support ongoing readiness as well as the ability to continuously deliver safe care to patients. This program can be offered onsite or virtually without requiring onsite support.



HEADQUARTERS

1515 West 22nd Street
Suite 1300W
Oak Brook, Illinois 60523
United States

Voice +1 630 268 7400
Fax +1 630 268 7405

Accreditation

Email jciaccreditation@jcrinc.com
Voice +1 630 268 4800

Advisory Services

Email jciconsulting@jcrinc.com
Voice +1 630 268 2900

ASIA-PACIFIC OFFICE

37th Floor
Singapore Land Tower
50 Raffles Place
Singapore 048623

Email jciasiapacific@jcrinc.com
Voice +65 6829 7208
Fax +65 6826 4181

MIDDLE EAST OFFICE

P.O. Box 505018
Bldg 27, Suite B503
Dubai Healthcare City
Dubai
United Arab Emirates

Email jcimiddleeast@jcrinc.com
Voice +971 4369 4930
Fax +971 4362 4951

JCI ACCREDITATION OFFICE IN CHINA

Unit 1538, Building C
Beijing Yintai Center
Jianguomenwai Avenue
Beijing, China 100022

Voice +86 10 6563 7802

JCI ADVISORY SERVICES, EDUCATION, AND PUBLICATIONS JOINT VENTURE OFFICE IN CHINA

CRHG-JCI Hospital Management (Beijing) Co. Ltd.
15 F Kunlun Center, Tower 5
No. 9 Fuyi Street, Fengtai District
Beijing, China

Voice +86 10 5936 3808

OTHER REGIONS

jciafrica@jcrinc.com
jciamericas@jcrinc.com
jcieurope@jcrinc.com
www.jointcommissioninternational.org

YOU CAN FIND US ON

-  facebook.com/jointcommissioninternational
-  [@JCI_GoldSeal](https://twitter.com/JCI_GoldSeal)
-  youtube.com/JCImedia
-  linkedin.com/company/joint-commission-international

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