



CRISES CONTROL FOR HEALTHCARE



THE CUSTOMER

Healthcare providers are subject to a stringent emergency planning regime under the Civil Contingencies Act. They must be able to show that they can effectively counter industry-specific incidents with the proper set of business continuity services, all while also attending patients.

When it comes to business continuity planning, healthcare is often ahead of the game –regulatory requirements make sure of that. But for health IT leaders, such planning is complex and constantly evolving.

THE BUSINESS CHALLENGE

- NHS operational managers need to plan how they can deal with critical events, such as the additional pressures expected throughout the system during the peak winter months of December, January and February. Incidents expected during this period may be predictable, but they are no less disruptive for this.
- Contingencies for critical winter events will include temporary A&E diverts of patients to other A&E departments, opening of escalation beds to provide extra capacity, and declaration of OPEL 3 or 4 alerts, indicating major pressures in the system that may compromise patient flow.
- To maintain continuity of patient care during these events, and maximise their impact as pressure relieving tactics, managers need to put effective communications platforms in place. These platforms need to be one-to-many as well as one-to-one and must be able to track the delegation, acceptance and completion of tasks by operational staff.
- In critical situations, healthcare providers face significant operational challenges related to staffing, resources, technology and patient care. Crises Control equips them with the integrated mass communications platform needed to reach out to their response teams and stakeholders, handle the emergency and return to normal operations as quickly as possible.

BENEFITS OF CRISES CONTROL

- **Public Sector Approved**
Crises Control has been listed on the government Digital Marketplace through the G-Cloud 10 framework, making it available to all public sector organisations.
- **Real Time Reporting**
Our platform provides real-time dashboards, map-based visualization and ad-hoc reporting to make sure you always know the status of your staff to keep your patients cared for during any event.
- **Workflow Automation**
Automate your response team's course of action according to the business continuity plan, quickly resolve any issue to cut expenses and get back on track as soon as possible.

SOME CRISIS PLANNING TIPS

- Consider the more unpredictable events. Is your risk register based entirely on what has happened in the past? If so, you're missing a trick. Make sure you're considering new and emerging risks, as well as more random events.
- Ensure your plan is fit for use during the panic that will ensue when an event strikes. Do this by creating a series of shorter action plans to fit each of your major threat scenarios.
- Make sure that your action plans will be available to you under all circumstances. Having a well written plan in place is absolutely no use to you if you cannot access it in an emergency because your IT servers have been taken out by the flood or power failure.
- Involve a variety of communications channels, so that external stakeholders can choose which channels they prefer to use, and the message is guaranteed to get through to them.
- Ensure that your communications platform can create an automatic audit trail of communications and actions for post-incident review so that you can capture and report back on your performance against KPIs.
- Finally, make sure that you have a testing and exercising programme in place. This should include a mixture of virtual, desktop and live tests and exercises. Such a testing programme is required for NHS agencies as part of emergency planning.

STATISTICS

- Winter 2018 was the worst on record for the NHS as official figures revealed patient waiting times, bed shortages and ambulance queues hit unprecedented levels.
- Between December 2017 and February 2018, a record 163,298 patients waited more than half an hour to be handed over to A&E departments by the Ambulance Service.
- Hospitals had just 97,897 beds open, on average, at any point over the winter - the lowest number on record.

USES FOR CRISES CONTROL

Ping Message - The Operations Team can use the Incident function to alert employees working across the site employees to a critical incident (such as A&E divert, escalation beds or OPEL alert) via SMS, telephone call and push notification. They can also distribute response plans and instructions to the response team.

Task Manager - The Operations Team can use the Task Manager function to allocate tasks to on-call response team members, track their acceptance and completion of the task, or escalate it to another team member if they do not accept or complete it within set time limits. The Task Manager will also provide an automated audit trail of the task completion or failure process for later review.

SOS Message - Individual on-site or remote working employees who encounter difficulties can call for assistance from the operations/security team using the one touch SOS button. GPS tracking of the employee can then be utilised to locate them and help.

Ping Message - The Security Team can use the Ping Message function to alert employees to a critical incident (such as an active shooter, chemical leak or fire) via SMS, telephone call and push notification, with instructions to evacuate the site or go into lockdown. Individual employees can choose to respond to the message with one of pre-defined responses such as, I am OK, I am injured, I need help.



For more information please visit www.crisis-control.com/industries/healthcare or call us on +44 (0)20 8584 1385. Email: sales@crisis-control.com

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