

Emergency Management Employee Resources

The Problem

Formal guidance on employee safety and emergency response was difficult to find. Plans and policies were often held by different departments, and located in different manuals within BIDMC Organizational Policies, Procedures, Guidelines, and Directives (PPGD). Additionally, many of the units and clinics had outdated emergency response materials available to staff.

Aim/Goal

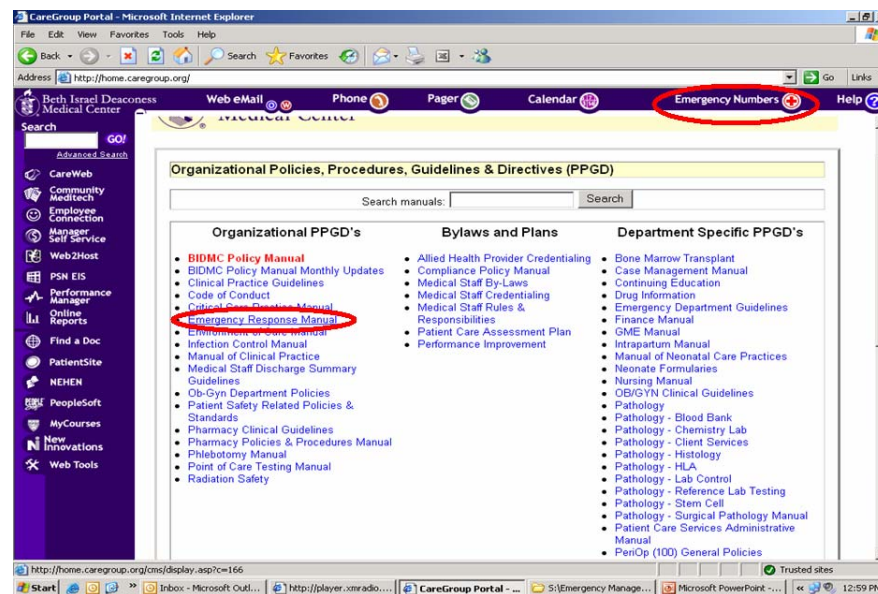
The Emergency Management Program sought to create centralized locations, both electronically on the BIDMC Portal and also on paper in the form of emergency flipcharts on each unit and department, for employees to access relevant emergency plans and policies as well as guidance for emergency response actions.

The Team

- Emergency Management Program
- Environmental Health & Safety Department
- Facilities Department
- All units and departments receiving flipcharts

The Interventions

- The flipcharts were vetted through workgroups throughout the Spring and Summer of 2008. The flipcharts were sent to the printer in Winter of 2008, and as of January 2009, have begun to be distributed throughout BIDMC
- Through Fall 2008, the Emergency Response Manual was finalized and formally posted on the BIDMC Portal in January 2009
- The Emergency Management Program has promoted these tools via all-user emails, posters in the Cafeterias, and in other trainings and Committee meetings



Lessons Learned

Employee safety is a major priority for BIDMC, and we must work to provide our employees with useful tools and resources to maintain operations and continuity of care under any circumstances.

Next Steps/What Should Happen Next

The Emergency Management Program, in coordination with the Silverman Institute and other relevant BIDMC Departments, should continue to train and educate employees on safety and emergency response. All employees should receive the tools and training to provide high quality care while ensuring the safety of staff, patients, and visitors.



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