



Hospital Services Masterplan

with a special focus on integrated care

Workshop Methodology

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the practical tool



A practical tool
for the preparation
of a hospital crisis
preparedness plan,
with special focus on
pandemic influenza

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Objectives

- **stimulate** Hospital managers in initiating the preparedness exercise
- provide a guidance (**checklist**) that focuses on essential components of a useful plan
- provide a background document for supporting **services and training** on Crisis Preparedness Planning in the EURO region



Definitions

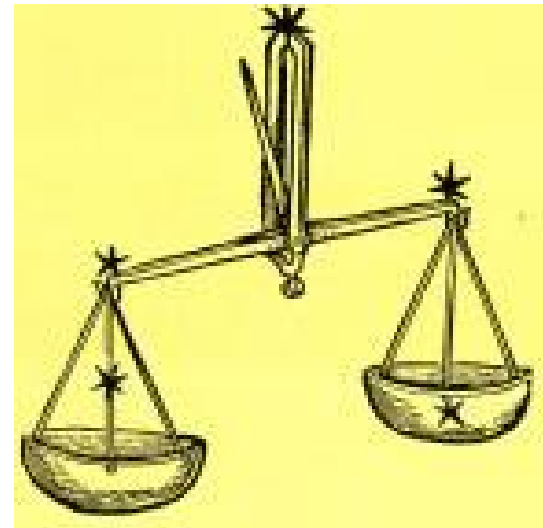
an unforeseen or sudden occurrence demanding immediate remedy or action

- EMERGENCY
- DISASTER
- MASS CASUALTY INCIDENT (MCI)
- CRISIS

an occurrence that causes great distress or destruction

an event that leads to the generation of a large number of casualties

*critical situation:
when the **demand** of the
service exceeds the
capability of the **offer***





natural disaster pandemics”



**Spanish
influenza
1918**





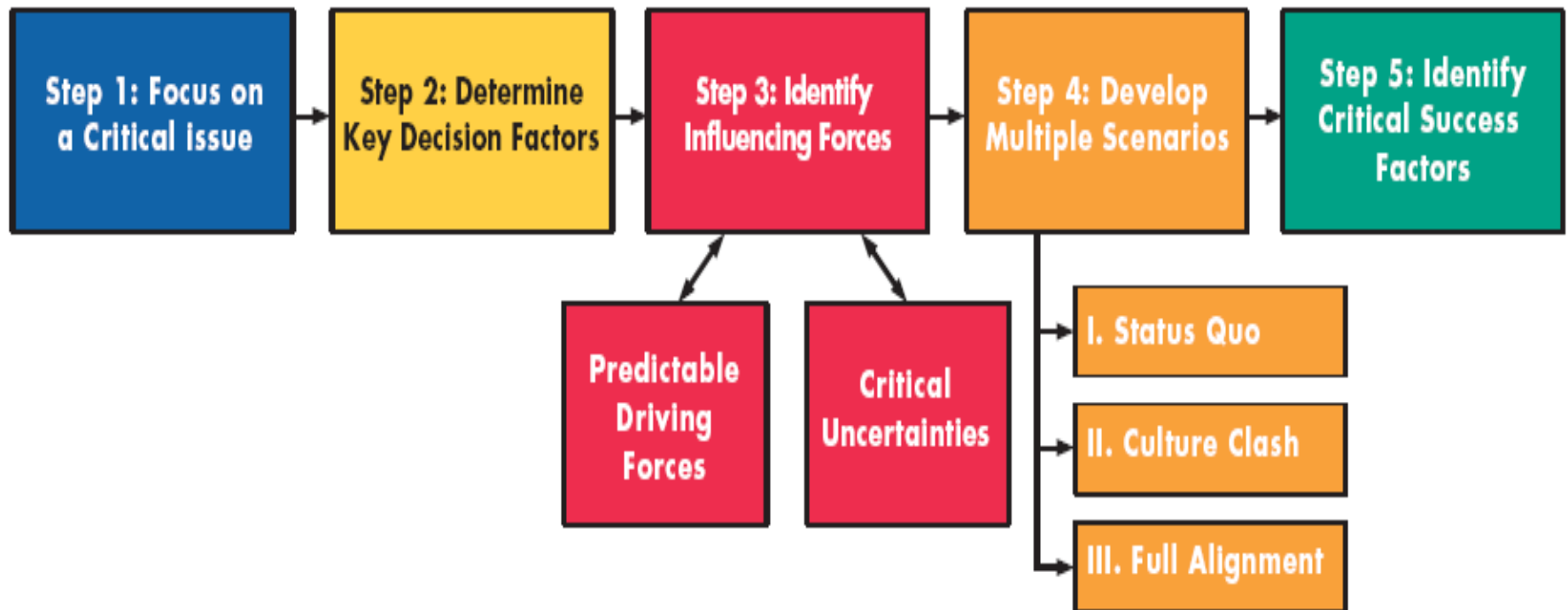
WHY - rationale

A crisis preparedness plan (CPP) should simply aim to give basic directions on the mobilization and the organization of all available resources in order to be able to respond to critical situations.



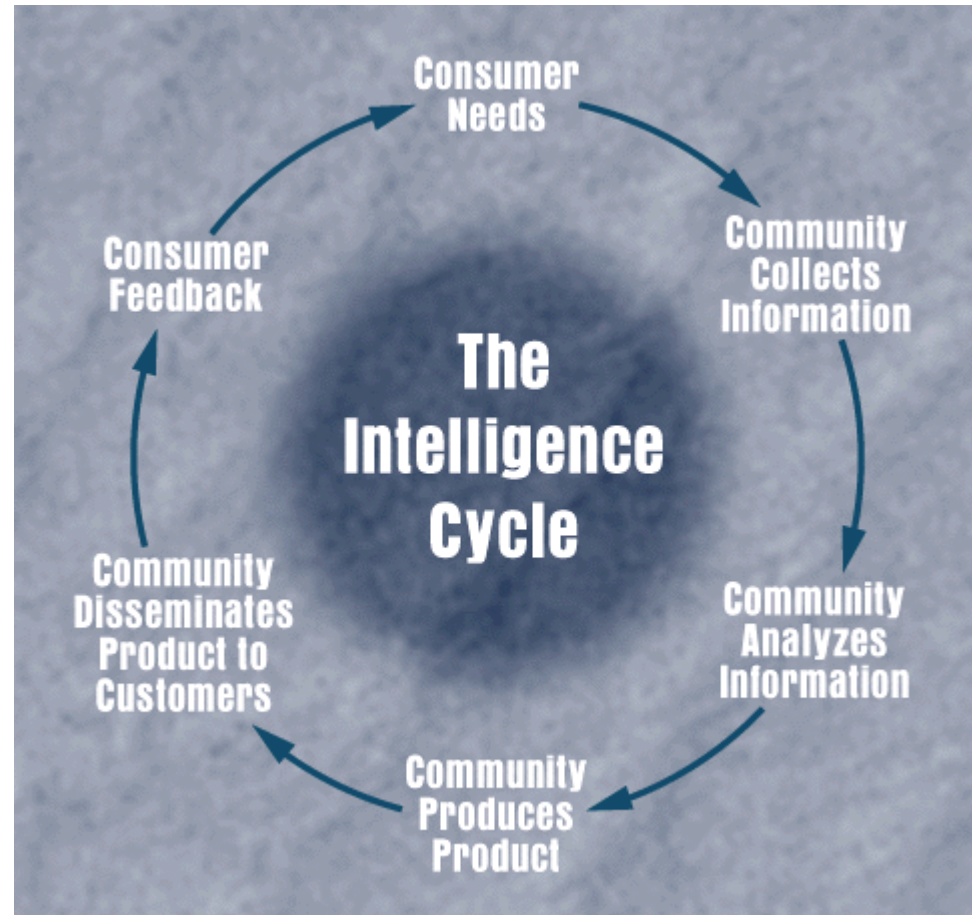
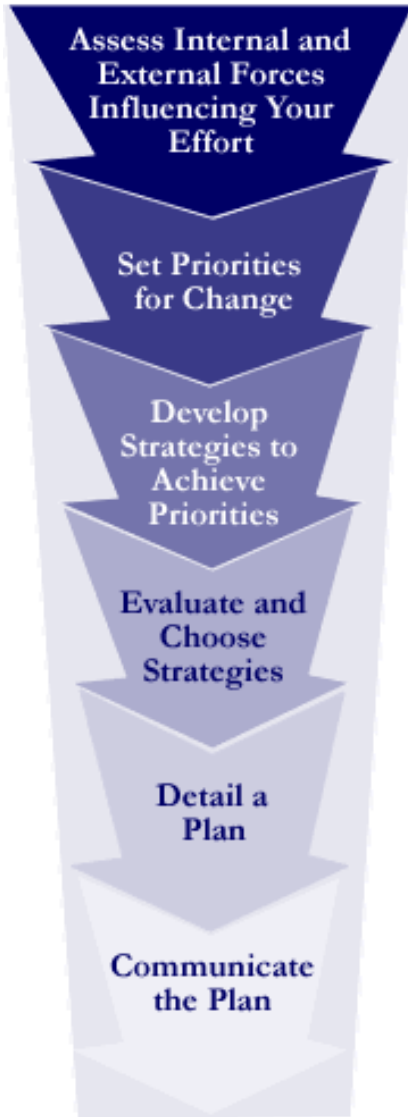
Planning process

Scenario Planning Process





planning - graphs





planning pyramid

construction

- Setting goals
- Setting priorities
- Analysis - Synthesis

Deconstruction

- keys selection
- building pillars
- keys definition





proposed methodology

deconstruction

- 1. keys selection**
- 2. building pillars**
- 3. keys definition**



DECONSTRUCTION

"What deconstruction is not? everything of course!
What is deconstruction? nothing of course!"

(Derrida)

- "...if there is a key idea in Derrida, it is the interrogation of the key idea..." (Royle)



the whole ... into pieces





deconstructing arts





1. keys selection

KEY ISSUES

- Activation
- Transportation
- Command and coordination structure: committee
- Information flow- reporting and recording
- Mobilization
- Information flow- reporting and recording
- Pre hospital link
- Vulnerable groups
- Surge capacity
- Emergency care area
- Public relations and information
- Drills
- Evaluation
- Hospital activation plan in epidemic/pandemic scenarios
- Permanent hospital staff
- Command and coordination structure: committee
- Mobilization Information flow - reporting and recording
- Triage
- Clinical protocols
- Home care
- Specialty care
- Medical records
- Communication with relatives
- Quality assurance
- Family staff support
- Public health and preventive care
- Continuous education and training
- Capacity building: training
- Levels of training
- Materials for training
- Methodology of training
- Monitoring and evaluation of training
- Functional teams
- Reserve staff
- Quality of training
- Infection control committee
- Staff safety
- Raise awareness

38 keywords



2. pillars

**Organisation &
Management**

**Human
Resources**

**Delivery
of care**

**General
Resources**

4 pillars (book's chapter)



2. building pillars



4 pillars (book's chapter)



3. keys definition

Each keyword is developed in a box

Box structure

| | |
|-----------------|---|
| Definition | A short description of the relevance and pertinence of the issue in a hospital services reform. |
| Purpose | The objective to pursue in drafting the HMP |
| Hint | Advice and ideas that are considered useful to consider when planning. |
| Integrated Care | When and if needed, specific measures envisaged to foster the integration of health care |



construction

from de-construction to a new structure

homogeneous - holistic

