

How Integration of Daily Operations Leads to Success During an Emergency

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How Integration of Daily Operations Leads to Success During an Emergency

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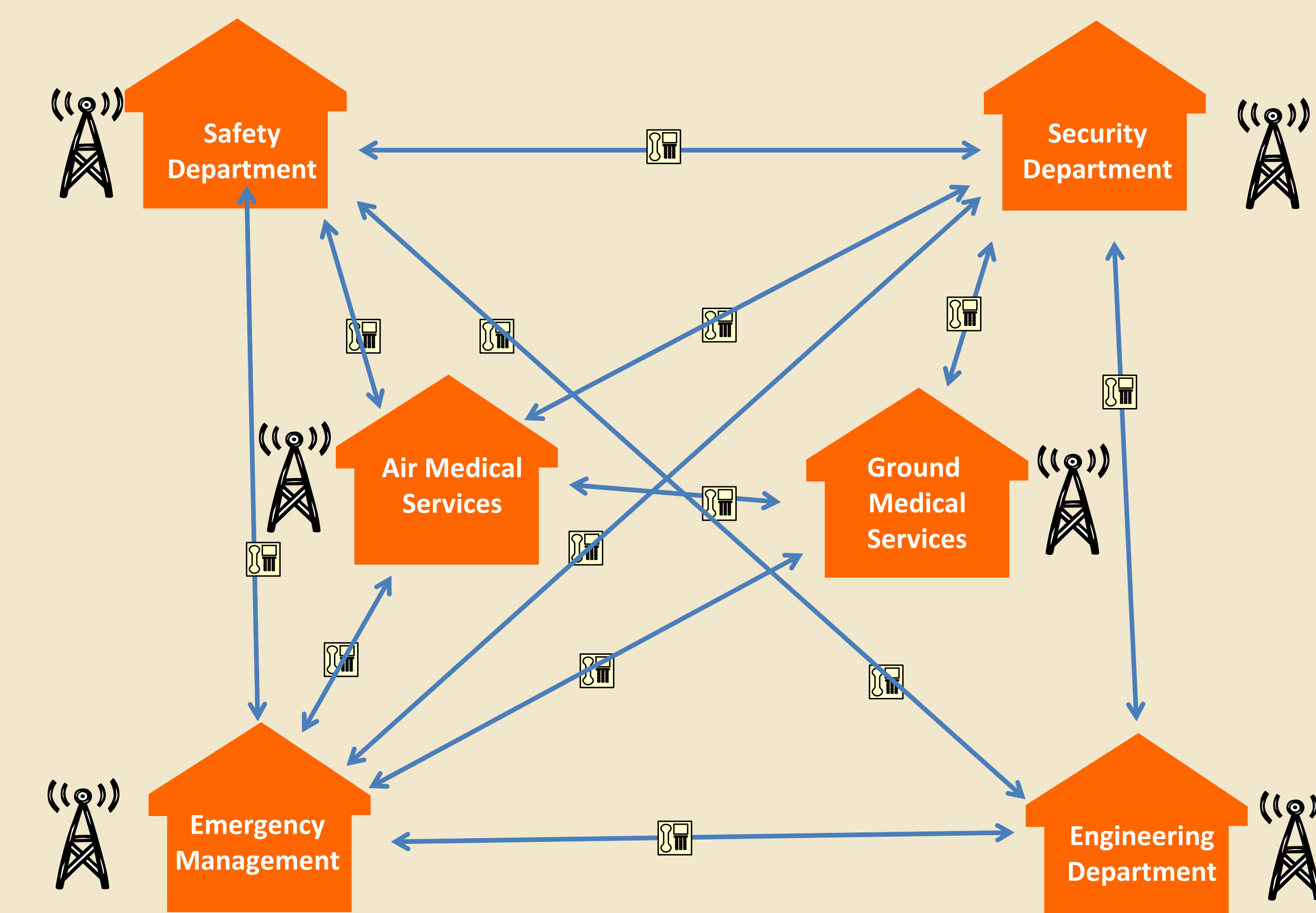
Background:

Hospitals and public service agencies operate multiple independent communication points within one organization to manage their daily dispatch operations. During times of disaster or crisis, operating the many independent points can greatly compound the incident, making it much more difficult and less efficient to manage. Identified as a strategy for improvement, is the positioning of communications capabilities and resources to streamline fragmented independent dispatch services into centralized comprehensive communication center. During a time of crisis the transition into an integrated emergency operations center is made easier by the cohabitation of collaborative resources, established cross feed and the integration of communication technologies. This Integrated Communication Center, while designed for daily operations, will mimic the work flow process of a Multi-agency Coordination Center (MAC). Current situational awareness within the integrated communications center will maintain constant control over the issues facing the daily operations of our facility. Upon transition into a live MAC or Emergency Operations Center (EOC) during the time of crisis, operations will run more efficiently due to the heightened level of operational awareness and centralized resources that will exist within the communication center. Finally, locating the EOC adjacent to the communication center will allow for contiguous operation of both daily and emergency communication functions related to the increased depth of resources immediately available to the EOC.

Objectives:

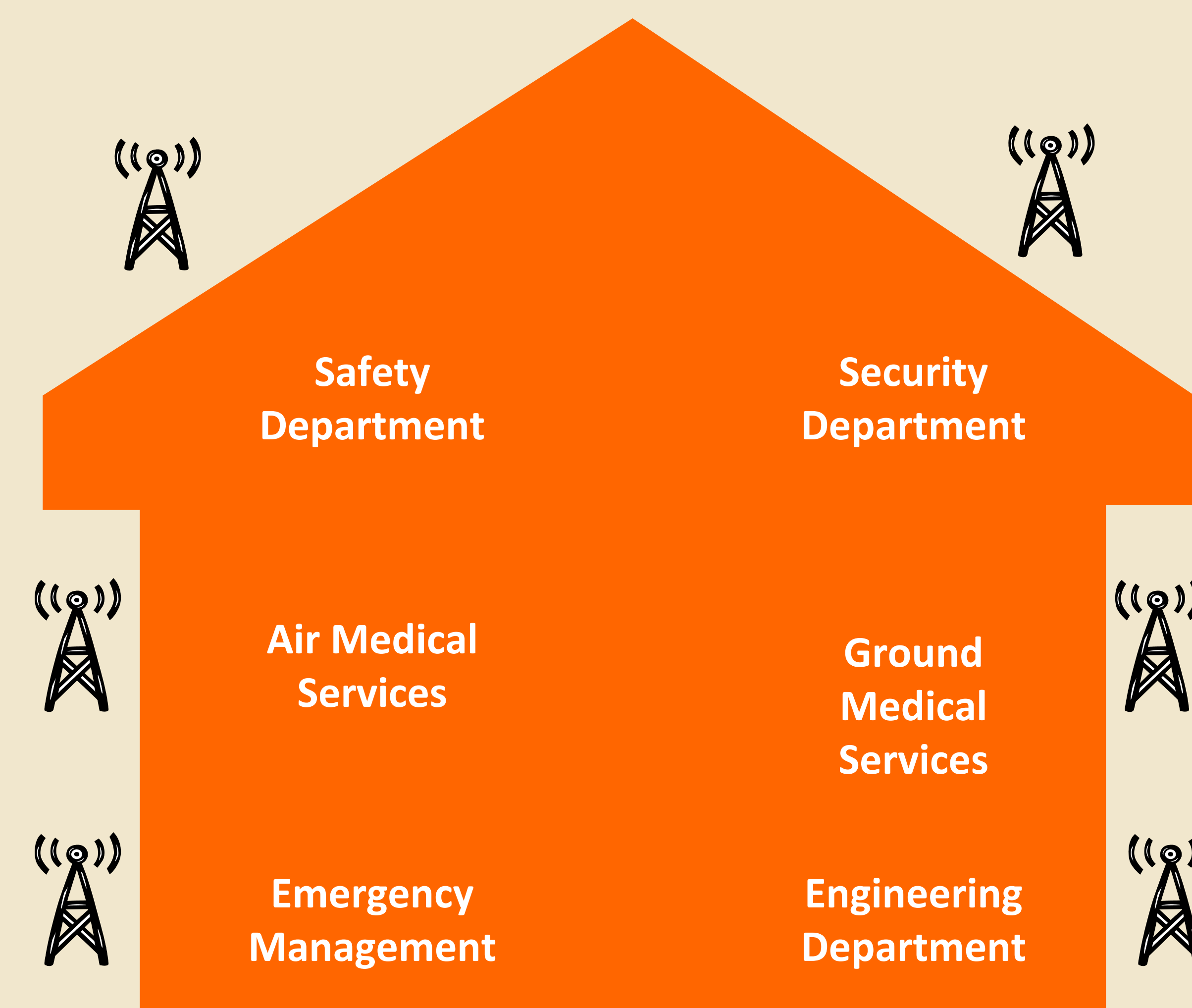
- Identify areas in which improvement could be made for daily operations within the facility
- Assess how these services can operate single location without hindering the daily work flow of any one function
- Describe the benefits gained by cross training to enhance efficiency and performance of integrated dispatch services

Traditional Concept



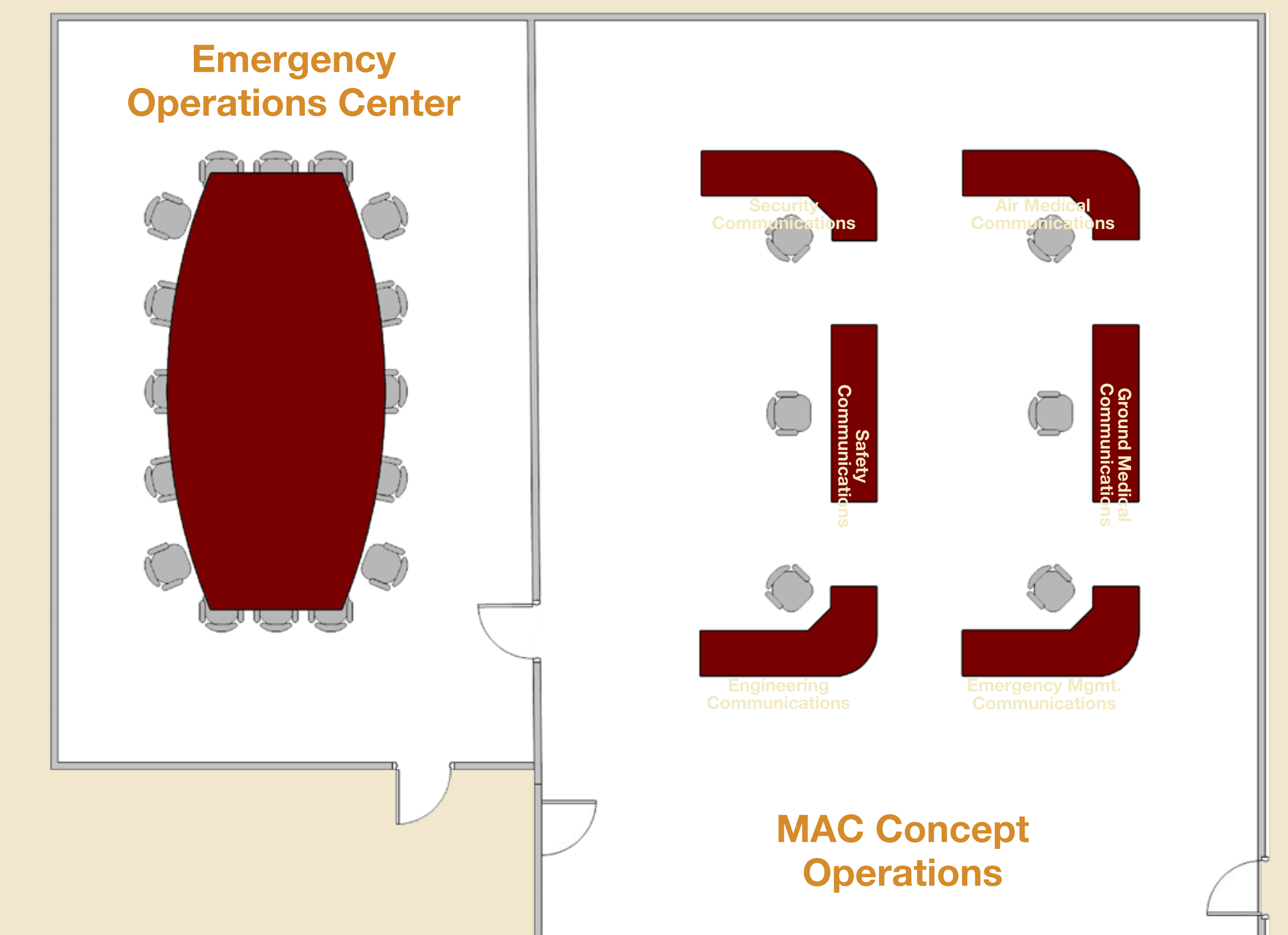
- Considered the “Norm”
- Maintain sense of ownership of communication
- Works under normal operations
- Disjointed from other network functions
- No situational awareness
- Labor intensive under emergency operations
- Independent infrastructure
- Lack of redundant infrastructure

MAC Concept



- Excellent situational awareness
- Easy transition into emergency operations
- Operates within NIMS recommendations
- Integrated infrastructure
- Reduced infrastructure costs by combining locations
- Allows for redundant infrastructure
- Lessens communication delays in emergency situations

EOC Operations



- Staff familiar with other departments
- Staff familiar with each other
- Combined location allows for increased awareness
- Little or no delay in transition from normal to emergency operations