

Welcome to the Emergency Management Learning Module.

Emergency Management, Safety and Security are critical areas of operation within Lehigh Valley Health Network. LVHN provides resources to staff, patients, and visitors to provide and maintain a safe healthcare environment. Each person at LVHN has a role in Emergency Preparedness, Safety and Security on a daily basis.

The information covered in this training module will help you understand what your role is and prepare you to use the available resources to take quick action in an emergency situation.

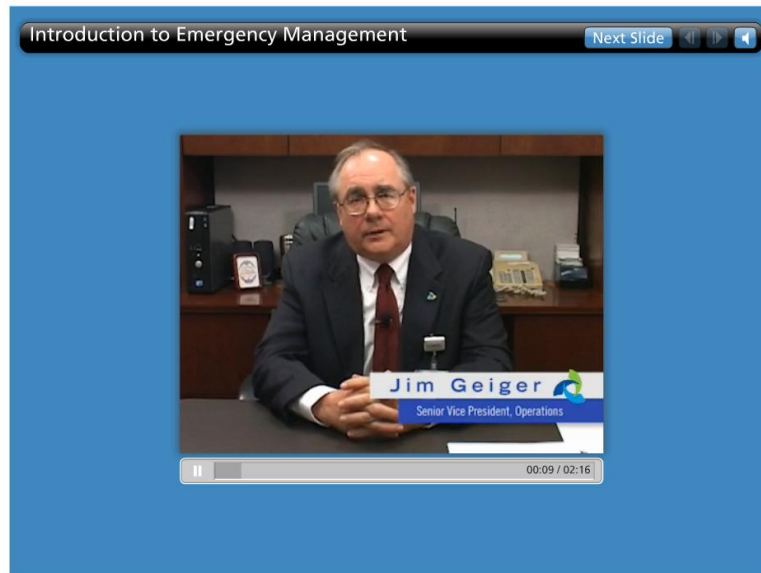
Slide 2

Course Information	
Course Title:	Emergency Management
Regulations/Standards:	OSHA requirements for Emergency Preparedness and Emergency Response
Approximate Time to Complete:	15 Minutes
Intended Audience:	All LVHN Employed Staff
Technical Specifications:	Flash Player 9, Internet Explorer version 6, Contains Limited Audio : transcribed video portions do have optional audio. PLEASE REVIEW NOTES TAB FOR MORE COURSE INFORMATION
Date Revised:	May 1, 2013
Contact Information	
Please forward any content questions or concerns to the Subject Matter Expert:	Luis Puentes 610-402-2333
Please call the Help Desk at 402-8303 with any technical issues.	

This training fulfills the OSHA training requirements for Emergency Response. The course should take approximately 15 minutes to complete. If you have any questions about this course, please contact the appropriate number listed on this screen.

To review the navigational features of the course, click on the Navigation tab at the top of the screen.

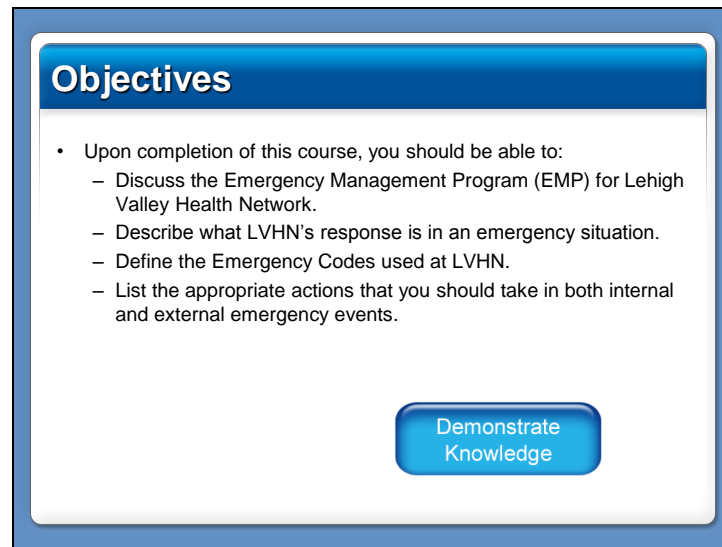
Slide 3



Dear Colleagues, I am Jim Geiger Senior Vice President for Operations here at Lehigh Valley Health Network. I asked for an opportunity just to share a couple moments with you before this very important module begins on Emergency Management/Emergency Preparedness because the message is very important not only for your safety but safety of all our colleagues, our patients, our visitors, family members, volunteers, and everybody who comes to our network either to receive care or provide care.

The new features this year, we are introducing a system to be able to notify all of our colleagues in the event of a serious incident. It is called "ServPA" and it is a voluntary enrollment system in which we can input ways we would like to be contacted in terms of a cell phone, pager, home phone, by text message, work phone, or all of the above. And it is a way that we will be able to get critical information out to all of our staff in a timely manner.

The other feature in this year's module is a video by the department of homeland security, it addresses an unthinkable event which would be an active shooter in the workplace. We prepare for unthinkable events whether they are natural disasters, building collapse, a terrorist attack, and, yes, an active shooter, in which we work very closely with our local law enforcement agencies in terms of them training in our facilities and us being able to provide information to our staff so they could take actions in the event that such an incident were to occur. Because the content can be disturbing to some, it is optional, you do not have to view the video in order to complete the module. But if you do want to be able to see different ways that you might be able to better protect yourself in the event that such an unthinkable thing were to happen, please view the video and be able to take in its message. So thank you so much for your time and attention to this module, and I wish that you all have a good day. Thank you.



Objectives

- Upon completion of this course, you should be able to:
 - Discuss the Emergency Management Program (EMP) for Lehigh Valley Health Network.
 - Describe what LVHN's response is in an emergency situation.
 - Define the Emergency Codes used at LVHN.
 - List the appropriate actions that you should take in both internal and external emergency events.

Demonstrate Knowledge

Upon completion of this course, you should be able to:

- Discuss the Emergency Management Program (EMP) for Lehigh Valley Health Network.
- Describe what LVHN's response is in an emergency situation.
- Define the Emergency Codes used at LVHN.
- List the appropriate actions that you should take in both internal and external emergency events.

If you feel you have already mastered the content described in the course objectives and would like to demonstrate your knowledge, you may click the "Demonstrate Knowledge" button and move directly to the course test. You must earn a score of at least 80% on the test to successfully pass this course.

However, it is suggested that you review the content as it has been updated. To continue onto the course content, please select the next button located at the bottom of the screen.



What is an Emergency?





An emergency is a sudden and unexpected event that requires immediate response.

What is an emergency? An emergency is a sudden and unexpected event that requires immediate response. At LVHN emergency situations may include events such as fires, weather related emergencies, acts of violence or missing children. It is vital that you understand what your role is in an emergency situation and what actions you should take.


Lehigh Valley Health Network Emergency Management, Safety and Security Departments all maintain plans and policies to prevent and respond to specific emergency situations.

Regulatory Agencies for Hospital Emergency Management

- The Joint Commission (TJC)
- National Fire Protection Association (NFPA)
- State Department of Health: Bureau of Public Health Preparedness (BPHP)
- Department of Homeland Security (DHS)
- Occupational Health and Safety Administration (OSHA)

Click on the Arrow buttons in the top right on this screen to read more information about some of the regulations.



Joint Commission
National Fire Protection Association

Regulatory Agencies for Hospital Emergency Management

EM Standard



The Joint Commission EM Standards provide detail on health system specifics.

"An emergency in the hospital or its community could suddenly and significantly affect the need for the hospital's services or its ability to provide those services. Therefore, a hospital needs to have an emergency management plan that comprehensively describes its approach to emergencies in the hospital or in its community."



EM Standard
Joint Commission
National Fire Protection Association

Regulatory Agencies for Hospital Emergency Management

EM Key Components



Key Components:

- Hazard vulnerability analysis
- ...procedures that describe mitigation, preparedness, response and recovery strategies
- Development of an emergency management plan
- Notification of staff and external authorities
- Define the hospital's command structure

EM Key Components

Joint Commission

National Fire Protection Association

Regulatory Agencies for Hospital Emergency Management

EM Key Concepts



Key Concepts:

- Adopted the broader context of comprehensive emergency management
- Included a hazards vulnerability assessment
- Required use of an Incident Command System (ICS) that is consistent with the ICS in use by the local community

EM Key Concepts

Joint Commission

National Fire Protection Association

Regulatory Agencies for Hospital Emergency Management

EM Standard



- The hospital conducts drills regularly to test emergency management
- The hospital tests the response phase of its emergency management
- Participation in at least one community wide practice drill a year relevant to the priority emergencies identified in its Hazard Vulnerability Assessment (HVA)
- Communication, coordination and effectiveness

EM Standard

Joint Commission

National Fire Protection Association

Regulatory Agencies for Hospital Emergency Management

NFPA Emergency Management Standards

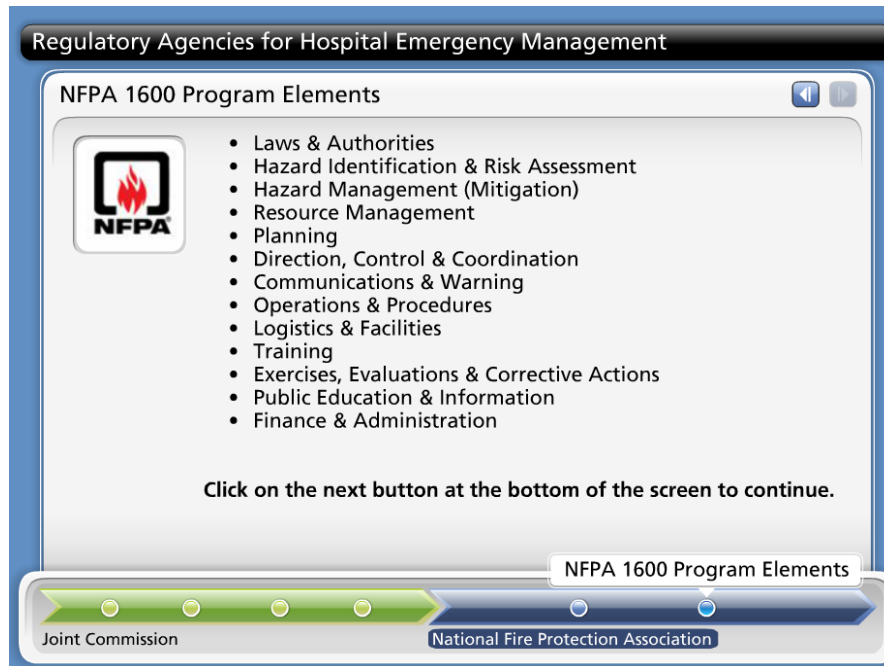


- **NFPA 99, Chapter 12:** Healthcare Emergency Management
- **NFPA 1600:** Standard for Business Continuity and Emergency Management. NFPA 1600 provides an overall Emergency Management Program structure.

NFPA Emergency Management Standards

Joint Commission

National Fire Protection Association



There are several regulatory agencies that outline Emergency Management rules and regulations to be followed by hospitals.

These include:

- The Joint Commission (TJC)
- National Fire Protection Association (NFPA)
- State Department of Health: Office of Public Health Preparedness (OPHP)
- Department of Homeland Security (DHS)
- Occupational Health and Safety Administration (OSHA)

Click on the forward and back arrows in the top right on this screen or the markers below to read more information about some of the regulations.

A presentation slide titled "Emergency Management at LVHN" with a blue header. The slide features a background image of a modern hospital building. A central white box with a green border contains the text "All Hazards Approach" and a bulleted list. To the right of the text is the Lehigh Valley Health Network logo, which includes a stylized blue and green circular icon and the text "Lehigh Valley Health Network" with the tagline "A PASSION FOR BETTER MEDICINE" below it.

Emergency Management at LVHN

All Hazards Approach

- Maintain command and control over any situation, under any circumstance
- Organize a team of Emergency Managers

Lehigh Valley Health Network
A PASSION FOR BETTER MEDICINE™

LVHN uses an “All Hazards Approach” for emergency situations and critical incidents. The “All Hazards Approach” is used to maintain command and control over any situation, under any circumstance. This approach organizes a team of specific emergency managers to make decisions based on the details of the incident.

This approach is the most flexible and responsive way to handle an emergency situation. It is flexible enough to deal with day-to-day situations as well as larger network-wide emergencies.



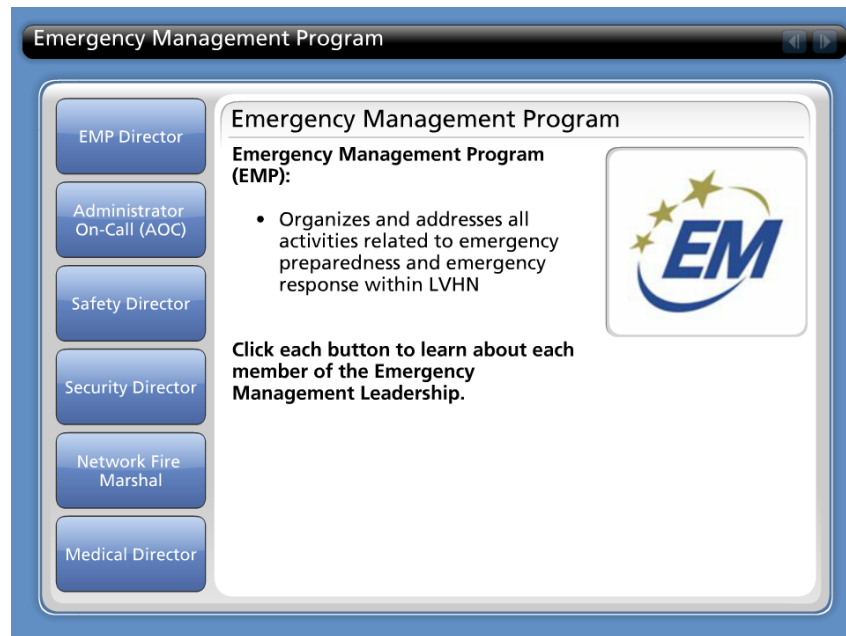
LVHN's goal is to develop and maintain a risk-based, all-hazards Emergency Management System. This system includes information on the prevention of, preparation for, response to and recovery from major risks and threats. Risks and threats include both natural emergencies and man-made situations.

LVHN supports setting standards for Emergency Management Processes. Especially those related to equipment, technology and patient care resources.

LVHN also promotes the National Incident Management System for critical incidents within the network.

Slide 9

5 seconds

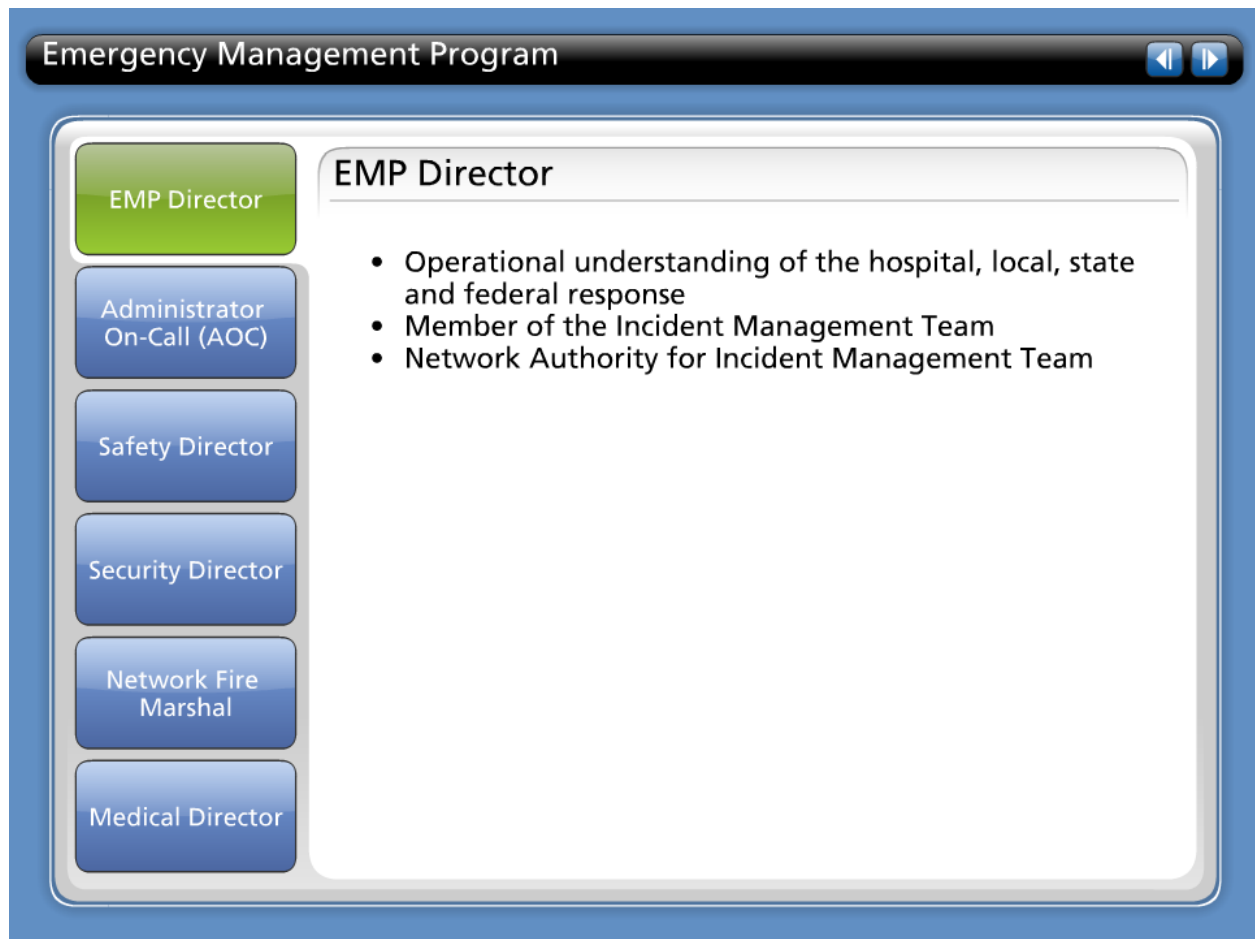


The Emergency Management Program, or EMP, organizes and addresses all activities related to emergency preparedness and emergency response within LVHN. The EMP develops relationships, policies and actions in preparation for emergency events. It is designed to manage a critical or potentially critical incident at LVHN through command and control.

The Network Emergency Management Committee was developed as part of the Emergency Management Program.

Click on each button to read about each member of the Emergency Management Leadership.

EMP Director



Administrator On-Call (AOC)

5 seconds

The screenshot shows a software interface titled "Emergency Management Program". On the left is a vertical sidebar with six buttons: "EMP Director", "Administrator On-Call (AOC)", "Safety Director", "Security Director", "Network Fire Marshal", and "Medical Director". The "Administrator On-Call (AOC)" button is highlighted in green. The main content area on the right is titled "Administrator On-Call (AOC)" and contains a bulleted list of responsibilities.

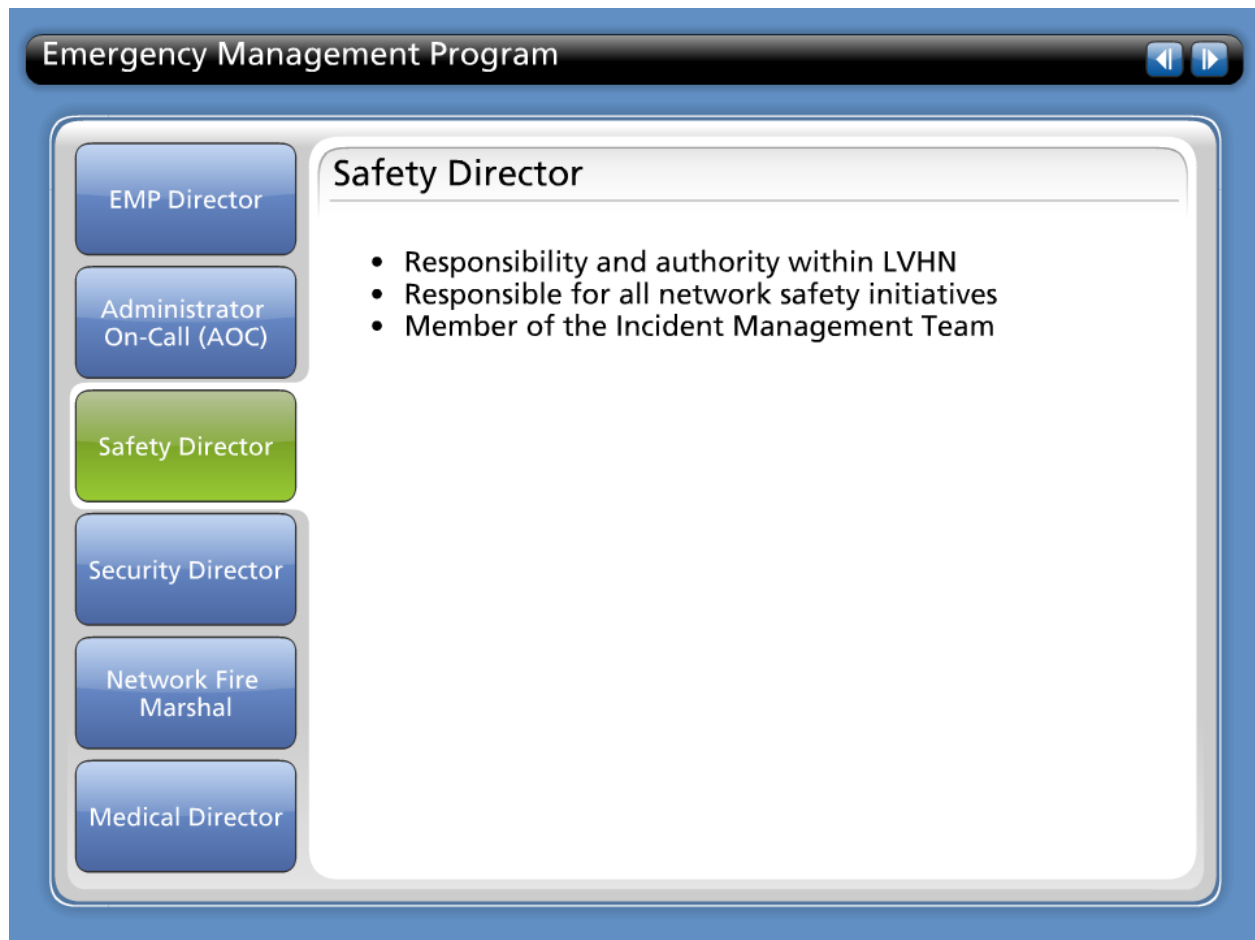
Emergency Management Program

Administrator On-Call (AOC)

- Network Administrator with an operational knowledge of the Emergency Management Program
- Member of the Incident Management Team
- Responsibility and Authority within LVHN

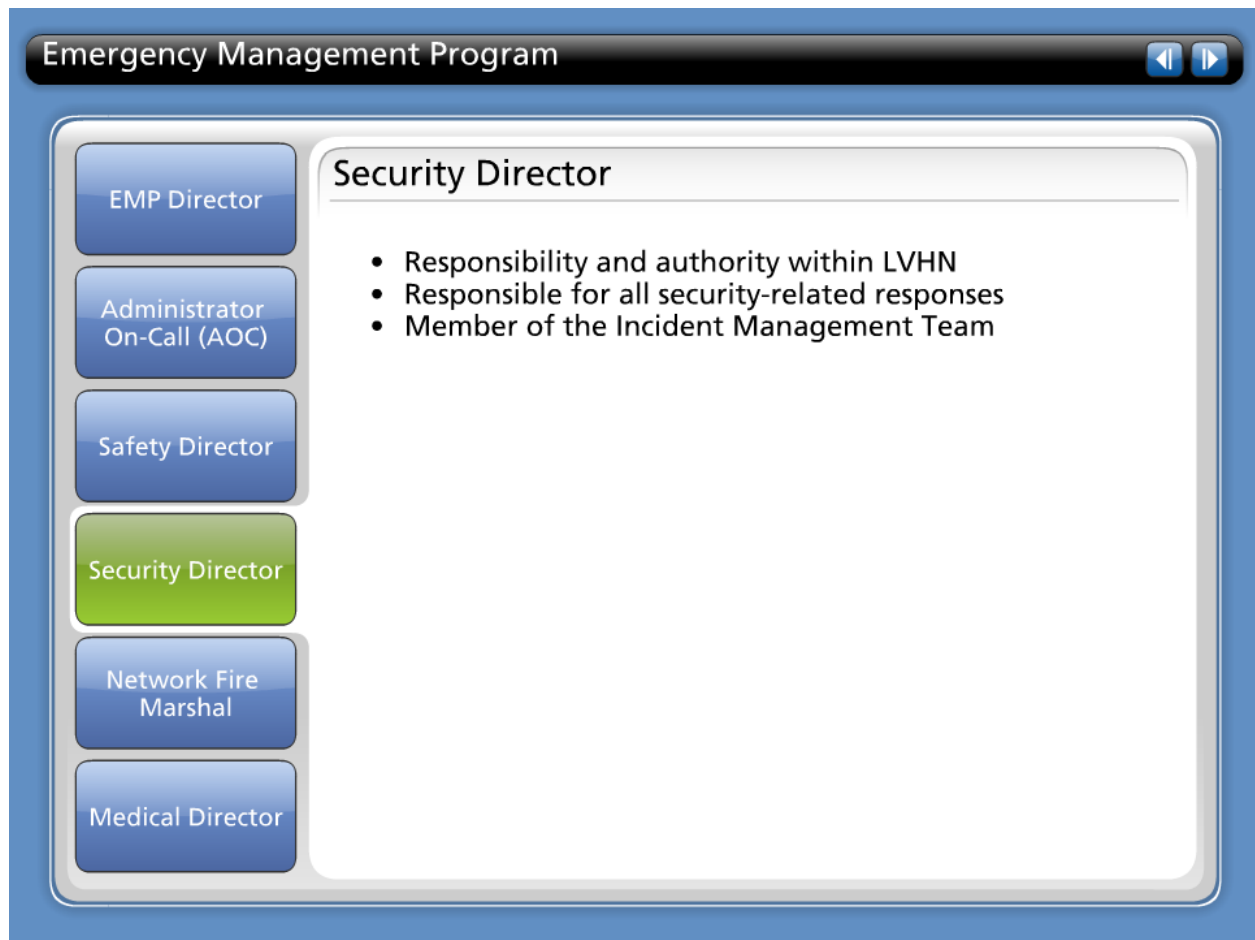
Safety Director

5 seconds



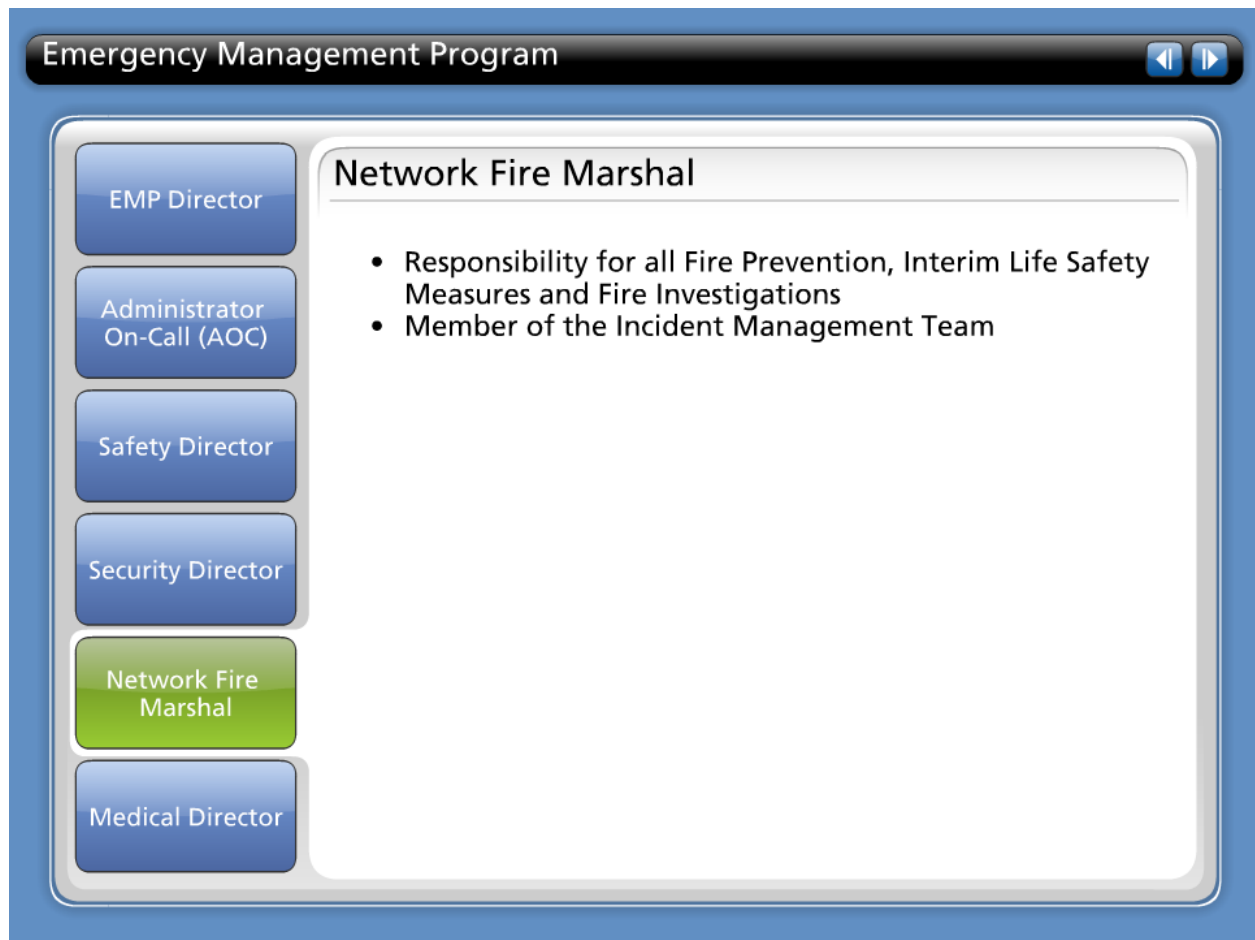
Security Director

5 seconds



Network Fire Marshal

5 seconds



Medical Director

5 seconds

The screenshot displays a software interface for the 'Emergency Management Program'. At the top, a black title bar contains the program name and navigation icons. On the left, a vertical sidebar lists six roles: EMP Director, Administrator On-Call (AOC), Safety Director, Security Director, Network Fire Marshal, and Medical Director. The 'Medical Director' role is highlighted with a green background. The main content area on the right is titled 'Medical Director' and contains a bulleted list of responsibilities.

Emergency Management Program

EMP Director

Administrator On-Call (AOC)

Safety Director

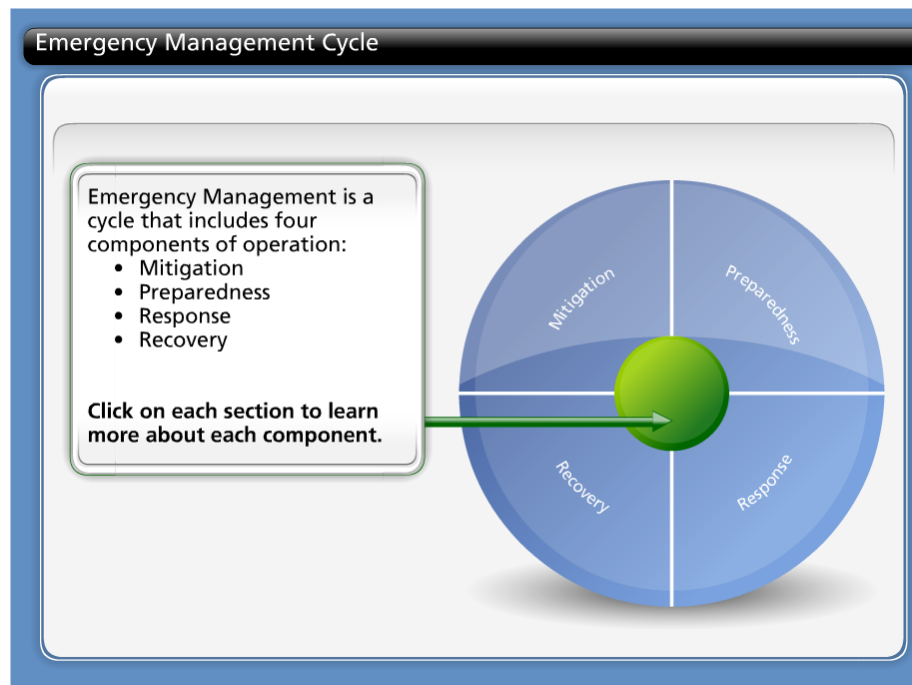
Security Director

Network Fire Marshal

Medical Director

Medical Director

- Provides medical direction and oversight to LVHN for Emergency Management
- Member of the Incident Management Team



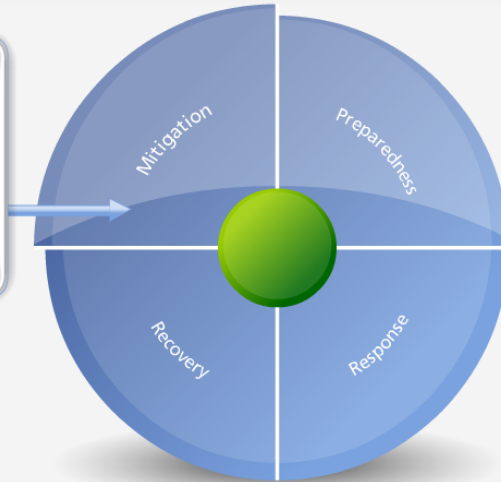
Emergency Management is a cycle that includes four components of operation: Mitigation, Preparedness, Response, and Recovery.

Click on each section of the circle to learn more.

Emergency Management Cycle

Mitigation

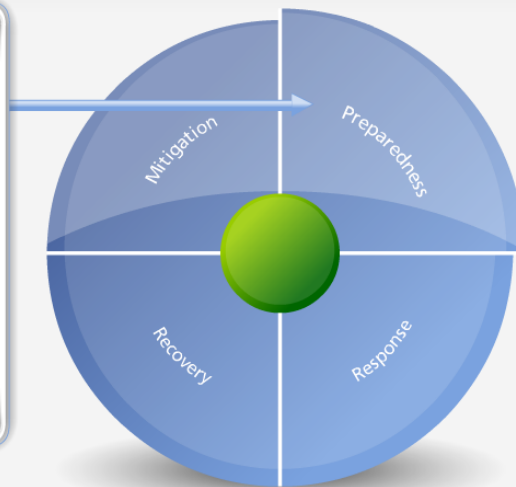
To mitigate means to make something less severe or harsh. In terms of Emergency Management, mitigation includes pre-event planning and taking actions that will reduce the impact of the potential hazard.



Emergency Management Cycle

Preparedness

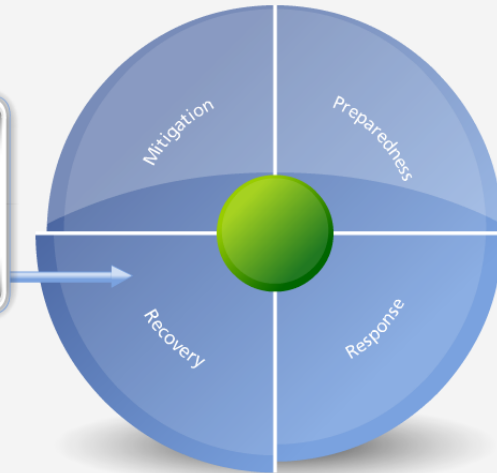
Preparation and planning can help you know what actions to take in an emergency situation. Preparedness will provide you with the ability to address the event and the patient care needs that occur as a result of the event. Preparedness includes the creation of policies and protocols, education and training, and exercises and drills to prepare for real events.



Emergency Management Cycle

Recovery

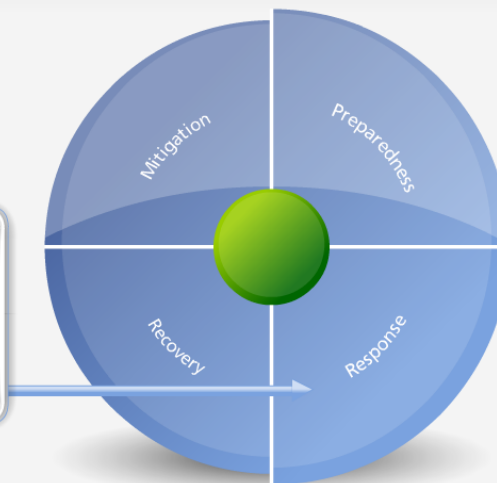
Recovery is the process of returning to "normal" operations, including personnel, supplies, equipment and the facility.



Emergency Management Cycle

Response


Response includes the actions taken in an attempt to resolve the incident or potential incident.



Hospital Emergency Operations Plan

EOP Goals:

- Protect staff, patients, and visitors
- Receive, evaluate and treat victims of the event
- Adhere to regulatory requirements and risk management issues
- Outline planning assumptions for consistency among all staff
- Coordinate activities with community agencies and other healthcare organizations



You can find the EOP:

- In the Dept. of Emergency Management
- In the Security Department
- On the [LVHN Intranet](#)

The Hospital Emergency Operations Plan, or EOP, is the network's response to an event or potential event. The event may be external, internal, or a combination of both. In any emergency situation, it is important that you perform your assigned job until directed by an Emergency Manager or your Department Director.

The EOP includes guidance documents for the initial response to an emergency. The EOP can be found in the Department of Emergency Management, the Security Department at the dispatch desk, and the LVHN Intranet.

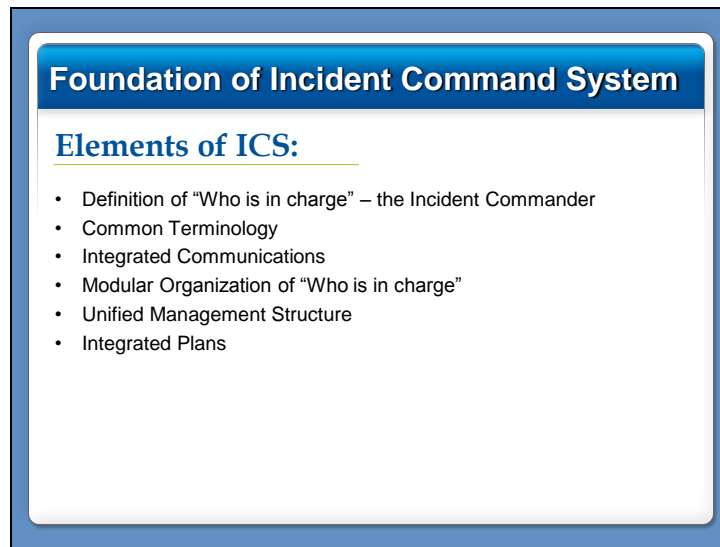
EOP Goals are:

- Protect staff, patients, and visitors
- Receive, evaluate and treat victims of the event
- Adhere to regulatory requirements and risk management issues
- Outline planning assumptions for consistency among all staff
- Coordinate activities with community agencies and other healthcare organizations



The National Incident Management System outlines the national model that will facilitate each phase of the Emergency Management cycle with an emphasis on Recovery.

The Incident Command System, or ICS, was adopted in March 2004 and was federally mandated in 2005 as a presidential directive. ICS must be used for federal support of recovery. It defines the need for mitigation, preparedness, response and recovery.



Foundation of Incident Command System

Elements of ICS:

- Definition of "Who is in charge" – the Incident Commander
- Common Terminology
- Integrated Communications
- Modular Organization of "Who is in charge"
- Unified Management Structure
- Integrated Plans

Incident command is a system designed to give leadership and structure when responding to a critical or potentially critical incident.

The elements of ICS include:

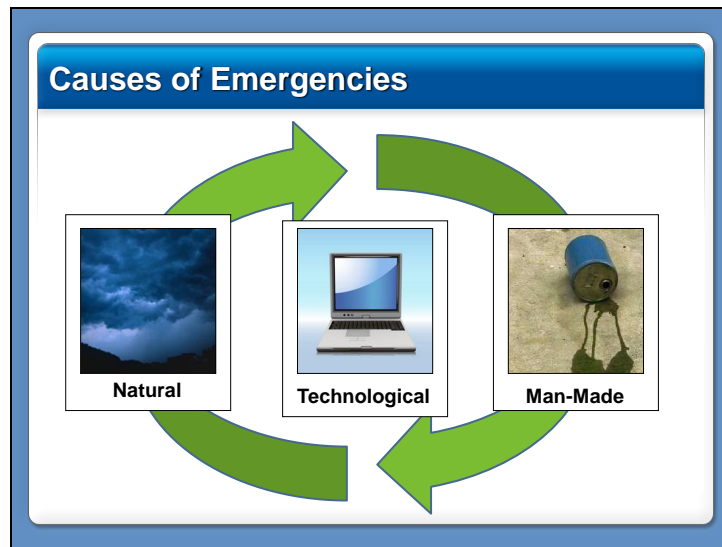
- Definition of "Who is in charge" – the Incident Commander
- Common Terminology
- Integrated Communications
- Modular Organization of "Who is in charge"
- Unified Management Structure
- Integrated Plans



Lehigh Valley Health Network Emergency Management adopted the Team approach to Incident Command. The Network Incident Management Team is a multi-disciplinary team that will assist any department within LVHN during a time of crisis or prior to an anticipated crisis.

The Network Incident Management Team can be contacted through Emergency Dispatch by dialing 555 or through the Hospital Emergency Operator at 402-1199. When using a cell phone, please call 402-5555.

Dial 555 for any emergency to staff, patients, visitors, or the facility. 1199 is an emergency number for the Hospital Operator. This number can be used to stat page the nursing supervisor, the administrator on call, or unit directors.



Hazard Vulnerability Assessments identify the hazards that can cause emergencies and disasters. The result describes the natural, technological and man-made hazards that have the potential to impact staff, patients, visitors and operations of Lehigh Valley Health Network as well as the surrounding community.

Knowing the potential hazards assists in developing processes and actions for each step in the Emergency Management Cycle. This will help to minimize the effects of disasters and emergencies.

Potential Hazards for LVHN		
Natural	Man-Made	Technological
Wind storms or tornados	Mass casualty incidents	Communication failures
Snow, blizzard or ice storms	Hazardous material incidents	Power outages
Heavy rain and flooding	Hostile situations	Flooding

This table shows the top three hazards in each category for LVHN.

The top three natural hazards are:

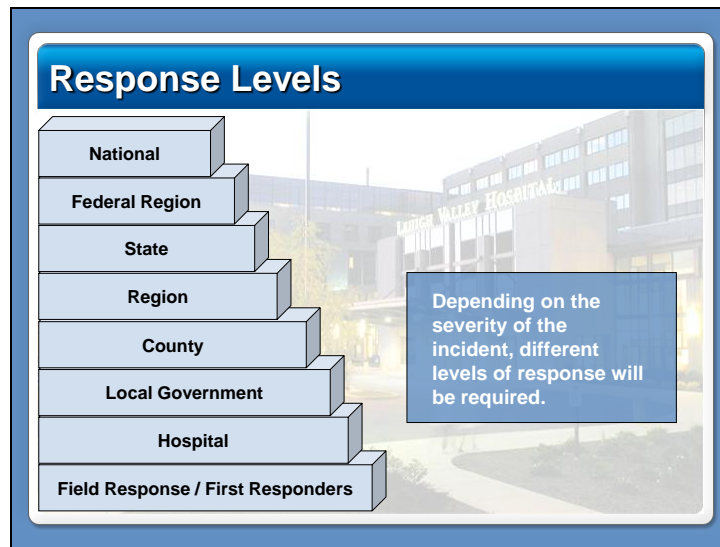
- Wind storms or tornados
- Snow, blizzard or ice storms
- Heavy rain and flooding

The top three man-made hazards are:

- Mass casualty incidents
- Hazardous material incidents
- Hostile situations

The top three technological hazards are:

- Communication failures
- Power outages
- Flooding



Depending on the severity of the incident, different levels of response will be required. The response levels range from field response and first responders all the way up to the national level.


The response levels are:

- Field Response / first responders
- Hospital. The hospital responders include:
 - LVHN First receivers - MedEvac, ER HAZMAT Team and Emergency Departments
 - LVHN Incident Management Team, and
 - LVHN Patient Care Departments / Business Services
- Local Government
- County
- Region
- State
- Federal Region
- National

How to Respond to an Emergency

1. Ensure your own safety
2. Notify Emergency Dispatch by dialing 555
(Call 610-402-5555 from a Cell Phone)

Only dial 911 if you are located in an off campus location that is not a hospital exchange ((610) 402, 969, (484) 884) or if the 555 service is not working.



When responding to an emergency, the first and most important step is to ensure your own personal safety.

In any emergency situation, you should notify Emergency Dispatch by dialing 555. Report your emergency to the dispatcher and stay on the phone. You can also call from a cell phone by dialing 610-402-5555. You should only hang up if your life is in danger or if the dispatcher tells you to.

You should only call 911 if you are located in an off campus location that is not a hospital exchange ((610) 402, 969, (484) 884) or if the 555 service is not working.

What to Expect From LVHN

What can you expect from LVHN in an Emergency?

- Emergency dispatch will contact 911 while you are on the line and provide instructions
- Security officers will be sent to your location
- LVHN Emergency Management will respond
- Emergency Management will follow-up after the incident

The slide features a background image of the Lehigh Valley Hospital building at night, with its name visible on the facade.

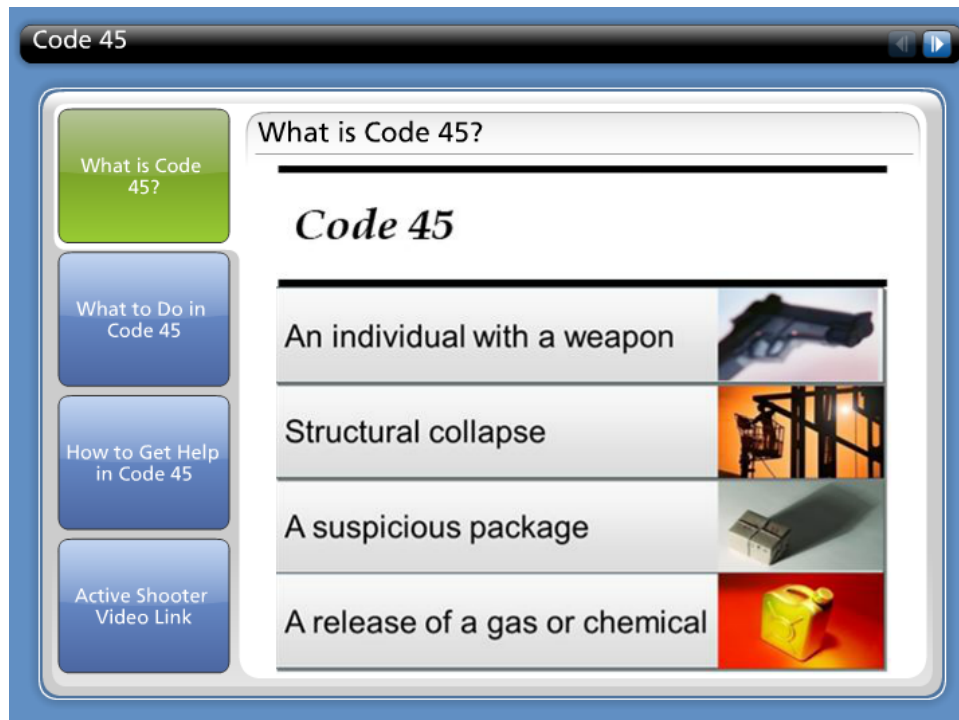
After you call 555, the Emergency Dispatch will contact the 911 center while you are on the line and provide you with emergency instructions. Security officers will also be sent to your location.

LVHN Emergency Management will respond to the emergency with the appropriate personnel for the event. They will act as the Incident Management Team and will assist in controlling the situation. Emergency Management will also request and obtain any additional resources needed to handle the situation.

After the incident, Emergency Management will follow up with you or your department.

LVHN Emergency Management Codes	
Name of Code	Description
Code Orange	Behavioral Emergency
Code Pink	Child/Infant Abduction
Code White	Bomb Threat
Code Green	Clinical Gas Emergency
Code Yellow	Fire / Smoke Emergency
Code Blue	Cardio-Pulmonary Arrest
Code 45	Hazardous Situation

LVHN uses a system of codes to identify different emergency situations. The following section will describe each of the codes and how you should respond.



Code 45 is LVHN's code designation for a potentially dangerous situation, where it is necessary for people to remove themselves from, and stay away from, the affected area. This situation may include: an individual with a weapon, a structural collapse of part of a building, discovery of a suspicious package, or release of chemical or biological agent or release of a gas.

It is important for all staff to know how to respond to a Code 45 situation. If a Code 45 occurs in your area:

- You will hear **"Code 45"** announced
- Security officers will respond
- If possible, leave the area as quickly and safely as possible

Security officers will be the only personnel authorized to be in the area. Security will call upon outside agencies such as law enforcement, fire departments or EMS, if needed.

- After a Code 45 situation, "CODE 45 ALL CLEAR" announcement will be made. This will signify to you it is safe to return to that area.

LVHN Security and Office of Emergency Preparedness are taking a proactive approach in responding to such critical incidents.

- The Security Department and local Law Enforcement agencies utilize preventative actions and try to deter such incidents
- LVHN has introduced a new policy to the Network Safety manual title “Code 45.” This policy can be found on the LVHN intranet in the Emergency Operations and Public Safety Manual.

When placed in a dangerous situation at a hospital exchange ((610) 402, 969, (484) 884) call 555 or, from a cell phone, call 610-402-5555.

If you are NOT located at a LVHN location with a hospital exchange, please call 911.

Over recent years, many healthcare facilities have experienced violent crisis situations, such as domestic relation disputes, bomb threats, hostage incidents, and shootings. Lehigh Valley Health Network Security and Office of Emergency Preparedness are taking a proactive approach in responding to such critical incidents. Our Security Department and local Law Enforcement agencies utilize preventative actions and try to deter such incidents within our organization. However, the reality is that they may happen.

OPTIONAL: Please review the video link provided so that you may be better prepared if a code 45 does occur.

Code 45


What is Code 45?

What to Do in Code 45

How to Get Help in Code 45

Active Shooter Video Link

What to Do in Code 45



You hear the "Code 45" announced.

If in immediate danger, evacuate or shelter in a safe place!

If not in immediate danger, secure area and await further instruction.

After the Code 45 situation, you will hear the "CODE 45 ALL CLEAR" announcement. This will signify it is safe to return to that area.

The [LVHN Code 45 Response Plan](#) as well as the [Evacuation Policy](#) can be found in the Emergency Operations and Public Safety Manual.

Code 45


What is Code 45?

What to Do in Code 45

How to Get Help in Code 45

Active Shooter Video Link

How to Get Help in Code 45



At LVHN phone exchanges ((610) 402,969 or (484) 884,) call 555

or 610-402-5555 from a cell phone.

At a non-LVHN phone exchange location, call 911.



What is Code
45?

What to Do in
Code 45

How to Get Help
in Code 45

Active Shooter
Video Link

Active Shooter Video Link



Be Prepared!

Click here to review a video from the Department of Homeland Security on how to protect yourself and others in an [Active Shooter Event](#).

Tech Tip: Please turn on captions, if you do not have speakers.


Code Pink

What is Code Pink?

What to do:

If You Hear the Announcement:

What is Code Pink?

Code Pink

A Code Pink is the emergency code for a missing child. This definition includes many different scenarios. For example, infant abduction, suspected kidnapping, or a reported missing child.

There are very sophisticated security measures in place in our Labor and Delivery, Pediatrics and other high risk areas from preventing this type of emergency from happening. However, it is important that you know what to do and how you can play a role in a Code Pink.

A Code Pink is the emergency code for a missing child. This definition includes many different scenarios. For example, infant abduction, suspected kidnapping, or a reported missing child.

There are very sophisticated security measures in place in our Labor and Delivery, Pediatrics and other high risk areas from preventing this type of emergency from happening. However, it is important that you know what to do and how you can play a role in a Code Pink.

Code Pink


What is Code Pink?

What to do:

If You Hear the Announcement:

What to do:

Code Pink



If you suspect a missing child emergency, dial 555 and provide as much information as possible.

For example:

1. Do you have a description of the child?
2. Do you know when and where they were last seen?
3. Did you see anyone in the area who did not belong there?

Code Pink

Next Slide

What is Code Pink?

What to do:

If You Hear the Announcement:

If You Hear the Announcement:

Code Pink



If you hear the Code Pink announcement immediately begin a search of your area. Look down corridors and entrances to elevators and stairwells. Report any suspicious activity to Emergency Dispatch by calling 555. Secure all exits in your area. No one will be allowed to exit the building or campus until they are cleared by Hospital Security or the "Code Pink All Clear" is given.

Code Orange


What is Code Orange?

What to do:

Other Ways you Can Help:

What is Code Orange?

Code Orange



Code Orange is the emergency code for a **patient** who is exhibiting behavioral dyscontrol and poses a threat or harm to themselves and/or others. LVHN personnel who have completed Code Orange training respond to these emergencies.

Code Orange is the emergency code for a patient who is exhibiting behavioral dyscontrol and poses a threat or harm to themselves and/or others. LVHN personnel who have completed Code Orange training respond to these emergencies.

Code Orange


What is Code Orange?

What to do:

Other Ways you Can Help:

What to do:

Code Orange



1. Dial 555 - Explain to Emergency Dispatch that there is a Code Orange and specify the location.
 - If you are not sure if a Code Orange should be called, dial 555 and allow the Security staff to evaluate the situation and take the appropriate action.
2. When responders arrive, provide a summary of the situation to them.
3. If you are not directly involved with the Code response, you can assist other patients or perform other duties assigned by your supervisor.

Code Orange


What is Code Orange?

What to do:

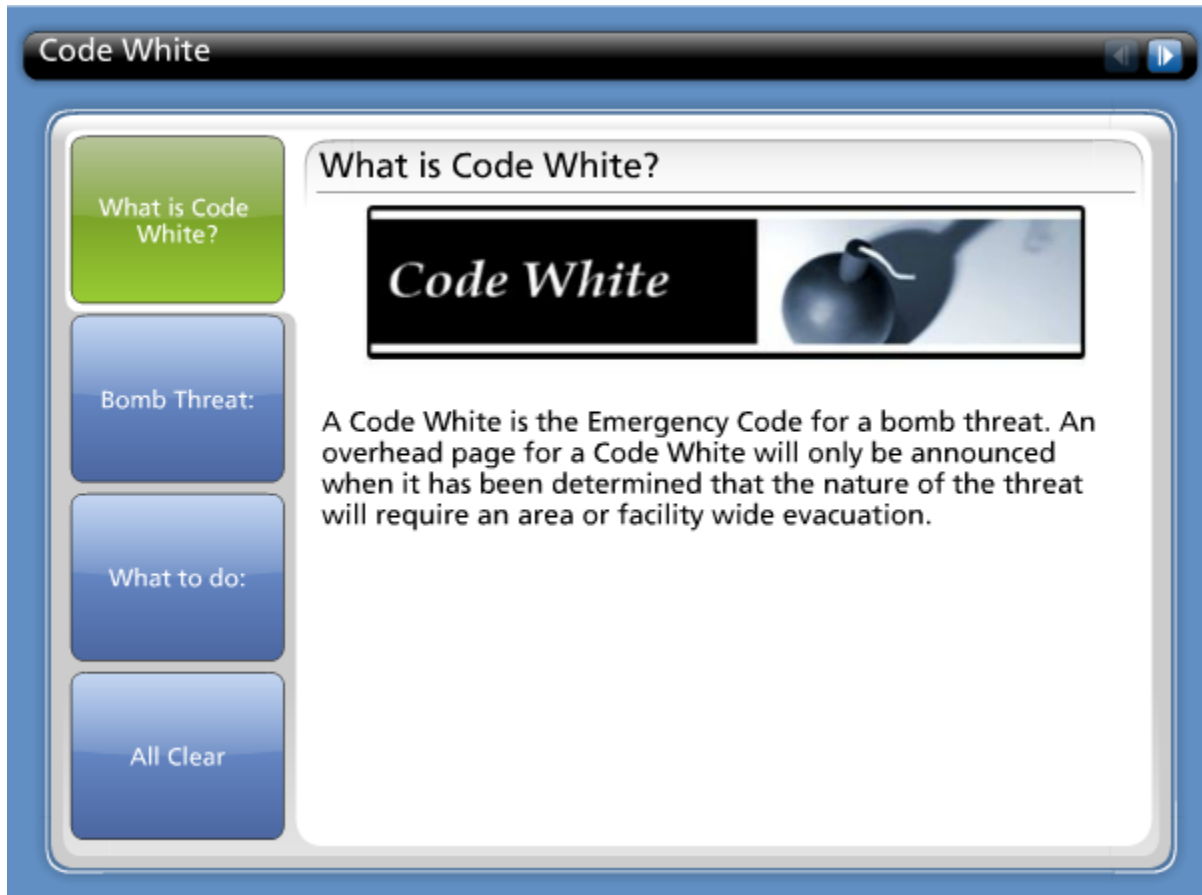
Other Ways you Can Help:

Other Ways you Can Help:

Code Orange



Stay clear of the area where the Code Orange is taking place to allow the responders to quickly and efficiently do their job with minimal obstruction and delay.



A Code White is the Emergency Code for a bomb threat. An overhead page for a Code White will only be announced when it has been determined that the nature of the threat will require an area or facility wide evacuation.

Code White

What is Code White?


Bomb Threat:

What to do:

All Clear

Bomb Threat:

Code White



What should you do if you receive a bomb threat call?

If you receive a bomb threat phone call, refer to the bomb threat card to gain information to assist in the investigation and response. Dial 555 and notify the Emergency Dispatcher of the bomb threat phone call.

Click the Attachments tab above to view the Bomb Threat Card.

Code White

What is Code White?


Bomb Threat:

What to do:

All Clear

What to do:

Code White



During a Code White Alert, a search team will be organized to walk through all areas of the site(s) determined by the emergency manager, the local police, and fire departments having jurisdiction.

You should continue normal operation unless you are instructed otherwise by your Supervisor. Each employee can assist in the search by helping identify anything out of place or unfamiliar in their respective areas. Do not touch or disturb any suspicious or unfamiliar packages or containers. Immediately inform the Emergency Dispatcher by dialing 555 if a suspicious or unfamiliar package or container is found.



What is Code White?

Bomb Threat:

What to do:

All Clear

All Clear

Code White



The "Code White - All Clear" will be announced when the site or area has been determined to be safe and secure by the Administrator-on-Call, the emergency manager, the local police and fire departments.

Code Green

What is Code Green?

Code Green

Code Green: The partial or total loss of "piped in" medical gases. Medical gases include oxygen, medical air, nitrous oxide, nitrogen and vacuum.

When one or more of these systems fail, and activates an alarm, a Code Green will be announced. This will alert the appropriate departments to investigate and implement their contingency plan.

All patient care areas, which receive centrally supplied medical gases via wall mounted gas outlets, can experience a system failure. This failure activates an audio/visual alarm on the alarm panel, located in each patient care area. Each area is known as a ZONE.

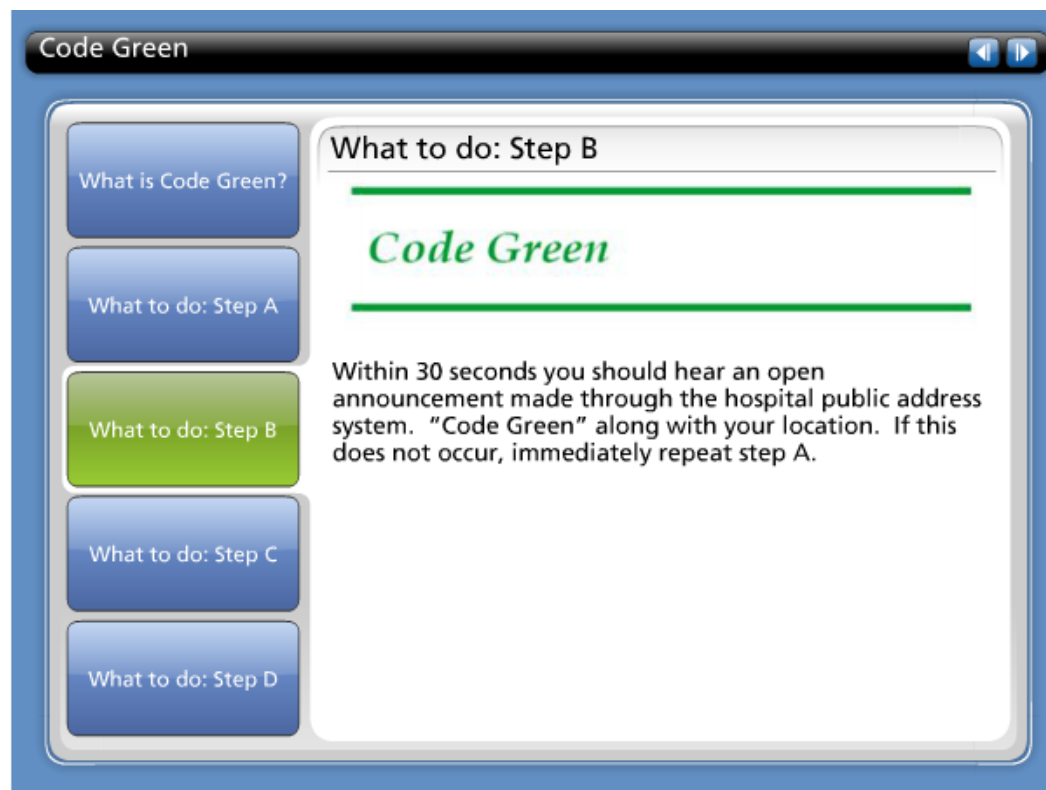
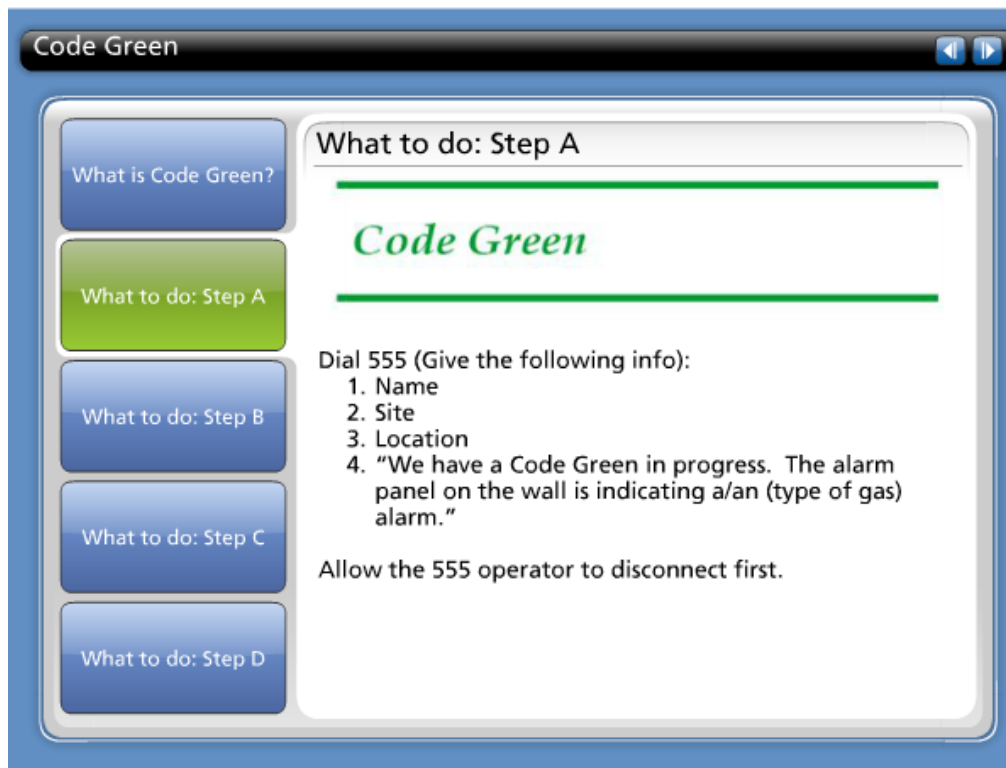
When an oxygen supply is lost, our response must be immediate, almost second nature.

A Code Green is the partial or total loss of "piped in" medical gases. The medical gases available include oxygen, medical air, nitrous oxide, nitrogen and vacuum.

When one or more of these systems fail, and activates an alarm, a Code Green will be announced. This will alert the appropriate departments to investigate and implement their contingency plan.

All patient care areas, which receive centrally supplied medical gases via wall mounted gas outlets, can experience a system failure. This failure activates an audio/visual alarm on the alarm panel, located in each patient care area. Each area is known as a ZONE.

When an oxygen supply is lost, our response must be immediate, almost second nature.



Code Green

What is Code Green?

What to do: Step A

What to do: Step B

What to do: Step C

What to do: Step D

What to do: Step C

Code Green

Assign the following tasks:

- Check all patients known to be on oxygen to see if they are receiving the proper flow. If not, set patients up on available oxygen cylinders. Triage when necessary.
- Conduct a room-to-room patient inventory and document all patients on oxygen.
- Print oxygen work list from computer and have available in your area for the Respiratory Coordinator.
- You may stat page the Respiratory Coordinator and Engineering.
- Make sure your existing oxygen cylinders are full.

Code Green

What is Code Green?

What to do: Step A

What to do: Step B

What to do: Step C

What to do: Step D

What to do: Step D

Code Green

The Respiratory Coordinator will arrange for the delivery of additional oxygen supplies to your area.

- Do not send personnel to the oxygen storage rooms for additional cylinders.

The "Code Green - All Clear" will be announced when the system is fully functional.

Code Yellow


What is Code Yellow?

At the Point of Origin

Away From the Point of Origin

All Clear

What is Code Yellow?

Code Yellow

A Code Yellow is a fire/smoke emergency situation. Please note: If you see or smell smoke or if you see flames arcing, sparking, or any other indications of fire, you must consider it a REAL fire and respond appropriately. A Code Yellow will be announced if a pull box is activated, a heat or smoke detector is activated, or the Emergency Dispatcher is notified by the 555 emergency phone line.

A more detailed explanation of what you should do in a fire or smoke emergency is covered in the Fire Safety: Code Yellow Annual Training course.

A Code Yellow is a fire/smoke emergency situation. A Code Yellow will be announced if a pull box is activated, a heat or smoke detector is activated, or the Emergency Dispatcher is notified by the 555 emergency phone line.

A more detailed explanation of what you should do in a fire or smoke emergency is covered in the Fire Safety: Code Yellow Annual Training course.

Code Yellow

What is Code Yellow?


At the Point of Origin

Away From the Point of Origin

All Clear

At the Point of Origin

Code Yellow



If you discover a fire, your responsibility is to:

- R - Rescue** everyone in immediate danger by moving to a safe fire/smoke compartment.
- A - Activate** the fire alarm pull box(s) which is located by each exit and stairwell entrance.
 - Dial 555 and give the location of the emergency (*911 is for off-site facilities only)
- C - Contain** the fire and close all doors and windows.
- E - Evacuate** or **extinguish** small fires IF TRAINED

Code Yellow

What is Code Yellow?


At the Point of Origin

Away From the Point of Origin

All Clear

Away From the Point of Origin

Code Yellow



If you are in an area away from the fire emergency, exercise your department fire plan which would include:

- C - Containment** - Close doors in your area and stand by for instructions to assist or aid in the evacuation or response.

Do NOT use elevators in the same building as the fire under any circumstances!

What is Code Yellow?

At the Point of Origin

Away From the Point of Origin

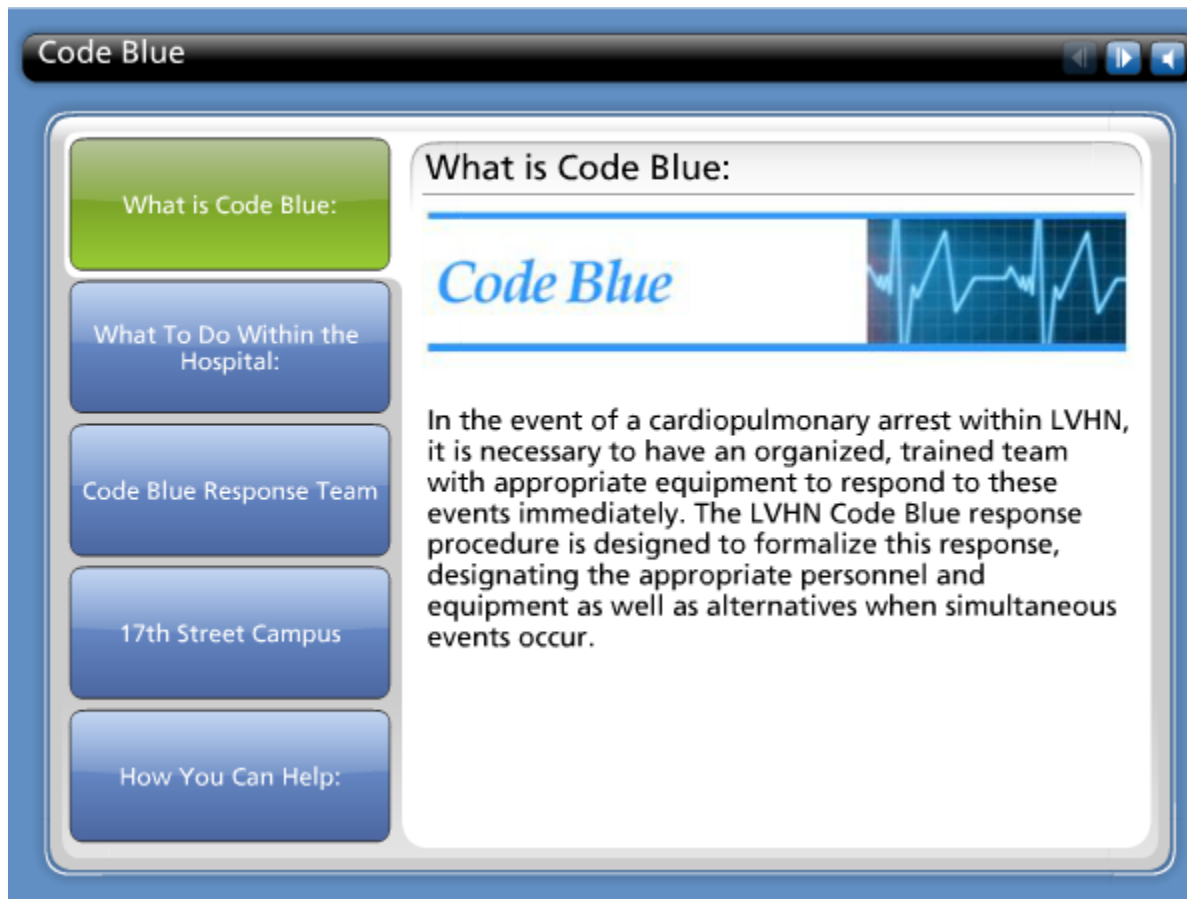
All Clear

All Clear

Code Yellow



The "Code Yellow - All Clear" announcement will be made when it has been determined what the cause of the alarm was and the area has been determined safe by hospital and/or fire emergency personnel.



In the event of a cardiopulmonary arrest within LVHN, it is necessary to have an organized, trained team with appropriate equipment to respond to these events immediately. The LVHN Code Blue response procedure is designed to formalize this response, designating the appropriate personnel and equipment as well as alternatives when simultaneous events occur.

Code Blue

What is Code Blue:

What To Do Within the Hospital:


Code Blue Response Team

17th Street Campus

How You Can Help:

What To Do Within the Hospital:

Code Blue



1. Press the Code Blue Button where applicable.
2. Dial 555 and provide the following information:
 - Adult or Pediatric Code Blue
 - Building Location
 - Wing (pavilion), floor, unit, room number

The Emergency Dispatcher will:

- Announce three times via public address system:
 - "Code Blue " - Building Location - Wing (pavilion) floor, unit, room number
- Notify the appropriate responders through a group page.

Code Blue

What is Code Blue:

What To Do Within the Hospital:


Code Blue Response Team

17th Street Campus

How You Can Help:

Code Blue Response Team

Code Blue



- At Cedar Crest and Muhlenberg campus, the response team will consist of:
- Code Team Leader
 - Physician In Charge - assigned as a member of the Code Team by the Department of Medicine
- Code Team Members
- Clinical Services Staff

When an attending physician is at the bedside, he/she may assume the role of Team Leader.

Code Blue

What is Code Blue:


What To Do Within the Hospital:

Code Blue Response Team

17th Street Campus

How You Can Help:

17th Street Campus



At the 17th street campus only, the Medical Quick Response Service (MQRS) will consist of a nurse and technician from the Emergency Department, a security guard, and a respiratory technician. Other clinical services staff should also report as available.

Please Note: There is no Code Blue Response Team at the 17th Street Campus.

Code Blue

What is Code Blue:

What To Do Within the Hospital:

Code Blue Response Team

17th Street Campus

How You Can Help:

How You Can Help:

Code Blue



If you hear a Code Blue announcement and are not involved in the response, you can help by:

- Not using the elevators to allow for a quicker response to the area
- Clearing the corridors of any obstruction to allow the responders to move quickly to the Code Blue location

Visitor Injuries on Hospital Property

Reporting and Responding to Injuries:

- Call 555
- Stay with the injured individual
- Security will assess and respond



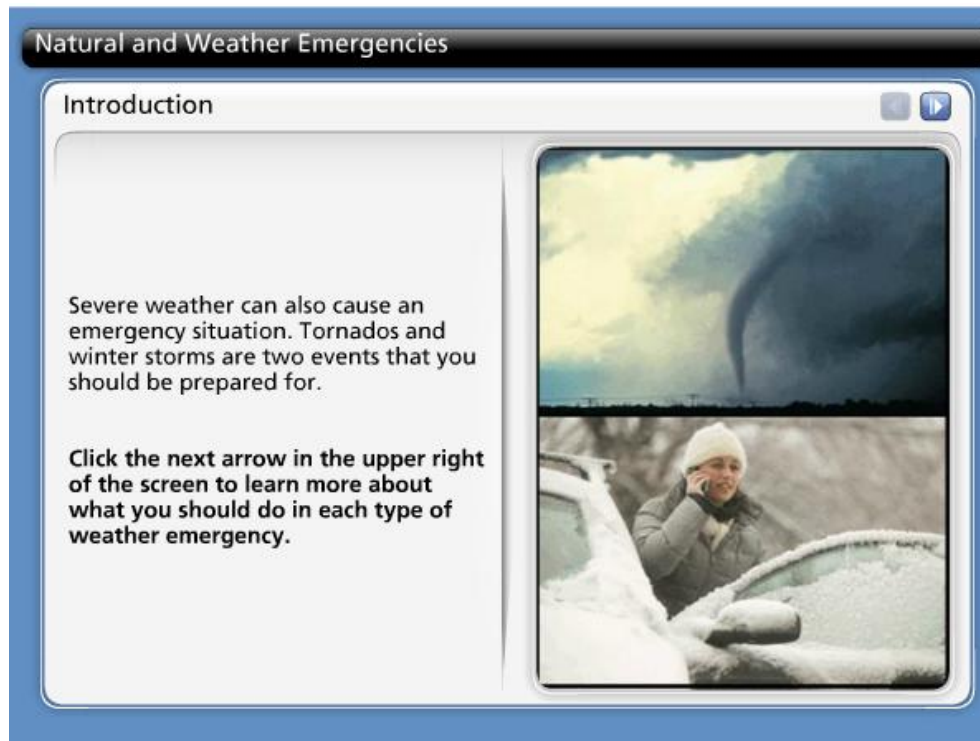
UNDER EMTALA:

The hospital and its employees are responsible to respond to all visitor injuries on the property.

If a visitor is injured on hospital property, you must call 555, report the location of the accident and type of injury.

Staff must stay with the injured individual until someone of an equal or higher level of training takes over care of the patient.

Security will be dispatched to the scene of the injury and will assess the situation. If there is a need for the Quick Response Service (QRS) or Emergency Department to respond, the emergency dispatcher will request the response at the discretion of the security officer on the scene, or if warranted by the nature of the patient's condition as relayed by the caller.



Severe weather can also cause an emergency situation. Tornadoes and winter storms are two events that you should be prepared for. Click the Next Arrow in the upper right of the screen to learn more about what you should do in each type of weather emergency.

Tornado (or Wind Storm) Listen to local radio and television reports for tornado watch and warning alerts. Your local radio and television stations will provide further details on the storm event and what you should do. If there is a tornado or severe wind storm, you should seek shelter in a basement or a hallway. If possible, avoid areas with windows. You can also shelter yourself under sturdy furniture. Use your arms to protect your head and neck.

Winter Storms: During severe winter snow or ice storms, you should avoid any unnecessary travel. If you must go out, remember to protect yourself by dressing in layered clothing. It is also a good idea to be prepared and travel with extra food, water and clothing in case you get stuck in the storm.

Natural and Weather Emergencies

Tornado (or Wind Storm):

- Listen to local radio and television reports
 - Your local stations will provide further details and what you should do
- Seek shelter in a basement or hallway
- Avoid areas with windows
- Seek shelter under sturdy furniture
- Use your arms to protect your head and neck



Natural and Weather Emergencies


Winter Storm:

- Avoid any unnecessary travel.
- Protect yourself by dressing in layered clothing.
- Be prepared and travel with extra food, water and clothing in case you get stuck in the storm.



SERVPA: Mass Alerting/Notification

You can now register to be notified immediately of any critical incident at LVHN!

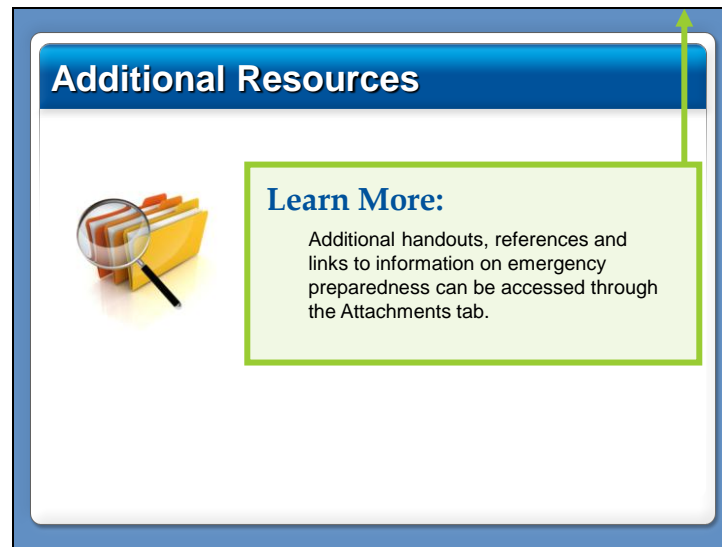


1. Go to www.serv.pa.gov
2. Create a new account
3. Receive alerts on your preferred mode of contact(s)
 - cell phone
 - email
 - text message
 - pager


Please review the information in the attachments tab for more information on how to log in.

Critical Incidents (such as severe weather, active shooter events, infrastructure disruptions, etc.) have the ability to interrupt day-to-day operations of our health network. These incidents require quick and decisive decisions by leadership to ensure the safety of our patients, visitors and staff, while still providing high quality care and continuity of operations. A mass notification system will allow the Network Incident Management Team and Emergency Communications Center to mass communicate important messages and instructions to ensure a safe response to critical incidents.

The mass notification system that Lehigh Valley Health Network has chosen to utilize for this process is ServPa. Notifications can be sent to your work or personal: pager, home, cell, or office phone via automated phone voice messaging, email, or burst text message to your cell phone. Each staff member registered will have the ability to select what type of messaging they prefer (more than one can be chosen) to ensure you receive critical communications quickly and efficiently.



Additional Resources

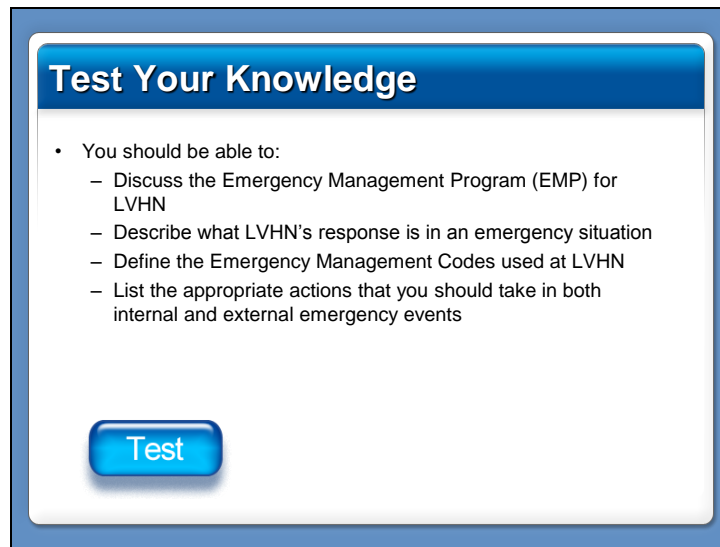


Learn More:

Additional handouts, references and links to information on emergency preparedness can be accessed through the Attachments tab.

A green arrow points from the top right corner of the slide to the top right corner of the green callout box.

To learn more about emergency preparedness, you may download any of the materials in the Attachments tab at the top of your screen.



Thank you for participating in the Emergency Management course. You should now be able to:

- Discuss the Emergency Management Program (EMP) for Lehigh Valley Health Network,
- Describe what LVHN's response is in an emergency situation,
- Define the Emergency Codes used at LVHN, and
- List the appropriate actions that you should take in both internal and external emergency events.

You may go back and review any topic within this course. If you are ready to take the final assessment, click the Test button. You must earn a minimum score of 80% to pass this course. If you do not pass the test on your first attempt, you may go back and try again.


Emergency Management Final Test

Question Group 1

1. Test Your Knowledge

(Blank Slide, 0 points, 1 attempt permitted)

Test Your Knowledge



Read each question carefully, select the best response, then click the Submit button. To pass this course, you must earn a score of at least 80%. If you do not pass the test the first time, you may go back and take the test again.

Click the Next button to begin the test.

Question Group 2

1. Emergency Management is a cycle that includes four components. Match each component with its description. Click and drag a description in the right column to the component that it matches in the left column.

(Matching Drag and Drop Question, 10 points, 1 attempt permitted)

Correct	Choice
Mitigation	Make something less severe or harsh.
Preparedness	Includes the creations of policies, education, and exercises and drills.
Response	Includes the actions taken in an attempt to resolve the incident.
Recovery	Process of returning to "normal" operations.

Feedback when correct: That's right! Mitigation means to make something less severe or harsh. Preparedness includes the creation of policies and protocols, education and training, and exercises and drills. Response includes the actions taken in an attempt to resolve the incident. Recovery is the process of returning to "normal" operations.

Feedback when incorrect: Incorrect. Mitigation means to make something less severe or harsh. Preparedness includes the creation of policies and protocols, education and training, and exercises and drills. Response includes the actions taken in an attempt to resolve the incident. Recovery is the process of returning to "normal" operations.

2. If you encounter an injured visitor, you should...

SELECT ALL THAT APPLY

(Multiple Response Question, 10 points, 1 attempt permitted)

Correct	Choice
X	Call 555, report your location, and type of injury
X	Stay with the patient until someone of an equal or higher level of training takes over care
	Call 911
	Take them to the emergency department

Feedback when correct: That's right! You should call 555 and stay with the patient until help arrives. Security will be dispatched to the scene of the injury and will assess the situation. Security will then transport the patient to the ED if appropriate. If there is a need for the Rapid Response Team (RRT) or Emergency Department to respond, the emergency dispatcher will request the response at the discretion of the security officer on the scene.

Feedback when incorrect: If a visitor is injured on hospital property, you must Call 555, report your location and type of injury. Staff must stay with the injured individual until someone of an equal or higher level of training takes over care of the patient. Security will be dispatched to the scene of the injury and will assess the situation. Security will then transport the patient to the ED if appropriate. If there is a need for the Rapid Response Team (RRT) or Emergency Department to respond, the emergency dispatcher will request the response at the discretion of the security officer on the scene.

3. The LVHN Emergency Operations Plan can be found (select ALL that apply):

(Multiple Response Question, 10 points, 1 attempt permitted)

Correct	Choice
X	the Security Department at the dispatch desk
X	in the Department of Emergency Management
X	on the LVHN Intranet in the Emergency Operations/Public Safety manual
	on the LVHN Emergency Operations Internet Portal Application

Feedback when correct: That's right! The LVHN Emergency Operations Plan can be found in the Environmental Health and Safety Office, the Security Department at the dispatch desk, in the Department of Emergency Management, and on the LVHN Intranet in the Emergency Operations/Public Safety manual.

Feedback when incorrect: Incorrect. The LVHN Emergency Operations Plan can be found in the Security Department at the dispatch desk, in the Department of Emergency Management, and on the LVHN Intranet in the Emergency Operations/Public Safety manual.

4. If you are located in one of the LVHN hospital buildings or at a hospital exchange (402, 969, 484), you should dial _____ to notify Emergency Dispatch of an emergency situation.

(Multiple Choice Question, 10 points, 1 attempt permitted)

Correct	Choice
X	555
	911
	402-CARE
	402-HELP

Feedback when correct: Correct! You should dial 555 in an emergency. Only dial 911 if you are in an off-campus location (not a hospital exchange) or if the 555 service is not working. From a cell phone, you can call 610-402-5555.

Feedback when incorrect: Incorrect. You should dial 555 in an emergency. Only dial 911 if you are in an off-campus location (not a hospital exchange) or if the 555 service is not working. From a cell phone, you can call 610-402-5555.

5. LVHN uses an "All Hazards Approach" for emergency situations and critical incidents. Select ALL of the statements below that accurately describe the All Hazards Approach:

(Multiple Response Question, 10 points, 1 attempt permitted)

Correct	Choice
X	Used to maintain command and control
X	Organizes a team of emergency managers to make decisions
	Assigns a single emergency expert to the incident
X	Is flexible and responsive

Feedback when correct: Good job, the "All Hazards Approach" is used to maintain command and control, organizes a team of emergency managers to make decisions, and is flexible and responsive.

Feedback when incorrect: Incorrect. The "All Hazards Approach" is used to maintain command and control, organizes a team of emergency managers to make decisions, and is flexible and responsive.

6. Hazard Vulnerability Assessments identify which types of hazards that have the potential to impact staff, patients, and operations of LVHN? Select ALL that apply:

(Multiple Response Question, 10 points, 1 attempt permitted)

Correct	Choice
X	Natural
X	Technological
X	Man-Made
	Ecological

Feedback when correct: You are correct! The HVA identifies natural, technological, and man-made hazards.

Feedback when incorrect: Incorrect. The HVA identifies natural, technological, and man-made hazards.

7. Select four of the top hazards identified in the Hazard Vulnerability Assessment (HVA) for LVHN:

(Multiple Response Question, 10 points, 1 attempt permitted)

Correct	Choice
X	Wind storms or tornados
X	Mass Casualty incidents
X	Hazardous material incidents
X	Communication failures
	Earthquakes

Feedback when correct: That's right! Some of the top hazards identified for LVHN are wind storms or tornados, mass casualty incidents, hazardous material incidents, and communication failures.

Feedback when incorrect: Incorrect. Some of the top hazards identified for LVHN are wind storms or tornados, mass casualty incidents, hazardous material incidents, and communication failures.

Question Group 3

1. If you hear the Code 45 announcement you should:

(Multiple Choice Question, 10 points, 1 attempt permitted)

Correct	Choice
	Report to the scene where the location of the Code 45 was announced
X	Evacuate the area if possible
	Assist in the response
	Call 911

Feedback when correct: That's right! Code 45 is LVHN's code designation for a potentially dangerous situation, where it is necessary for people to remove themselves from, and stay away from, the affected area. This situation may include: an individual with a weapon, a structural collapse of part of a building, discovery of a suspicious package, or release of chemical or biological agent or release of a gas.

If you hear the Code 45 announcement, you should evacuate the area if possible. If you are unable to evacuate, you should shelter in place.

Feedback when incorrect: Incorrect. Code 45 is LVHN's code designation for a potentially dangerous situation, where it is necessary for people to remove themselves from, and stay away from, the affected area. This situation may include: an individual with a weapon, a structural collapse of part of a building, discovery of a suspicious package, or release of chemical or biological agent or release of a gas.

If you hear the Code 45 announcement, you should evacuate the area if possible. If you are unable to evacuate, you should shelter in place.

2. If you hear the Code Pink announcement, what should you do? Select all that apply:

(Multiple Response Question, 10 points, 1 attempt permitted)

Correct	Choice
---------	--------

X	Begin a search of your area
X	Report any suspicious activity to Emergency Dispatch by dialing 555
X	Secure all exits
X	Look down corridors and entrances to elevators and stairwells

Feedback when correct: That's right! If you hear the Code Pink announcement, you should do all of these actions.

Feedback when incorrect: If you hear the Code Pink announcement, you should do all of these actions.

3. LVHN has begun to utilize a notification system that will allow the Network Incident Management Team and Emergency Communications Center to mass communicate important messages and instructions to ensure a safe response to critical incidents.

The mass notification system that Lehigh Valley Health Network has chosen to utilize is ServPa. Notifications can be sent to your _____.

SELECT ALL THAT APPLY

(Multiple Response Question, 10 points, 1 attempt permitted)

Correct	Choice
X	pager
X	text message
X	cell phone
X	email

Feedback when correct: Yes, notifications can be sent to your work or personal: pager, home, cell, or office phone via automated phone voice messaging, email, or burst text message to your cell phone. Each staff member registered will have the ability to select what type of messaging they prefer (more than one can be chosen) to ensure you receive critical communications quickly and efficiently. Please go to www.serv.pa.gov to register.

Feedback when incorrect: I'm sorry, all those options are correct! Notifications can be sent to your work or personal: pager, home, cell, or office phone via automated phone voice messaging, email, or burst text message to your cell phone. Each staff member registered will have the ability to select what type of messaging they prefer (more than one can be chosen) to ensure you receive critical communications quickly and efficiently. Please go to www.serv.pa.gov to register.

Question Group 4

1. LVHN uses a series of Codes to describe different emergency situations. Match each code with its description. Click and drag a description in the right column to the code it matches in the left column.

(Matching Drag and Drop Question, 10 points, 1 attempt permitted)

Correct	Choice
Code Pink	Child/Infant Abduction
Code White	Bomb Threat
Code Blue	Cardio-Pulmonary Arrest
Code 45	Hazardous Situation

Feedback when correct: That's right! You selected the correct response. You may want to review all of the Code Designations on the following screen.

Feedback when incorrect: Incorrect. Please review the code table on the following screen.

2. Question 2

(Blank Slide, 0 points, 1 attempt permitted)

Code Orange	Behavioral Emergency
Code Pink	Child / Infant Abduction
Code White	Bomb Threat
Code Green	Clinical Gas Emergency
Code Yellow	Fire / Smoke emergency
Code Blue	Cardiopulmonary Arrest
Code 45	Hazardous Situation

Click Next to continue:

Feedback:

Question Group 5

1. At LVHN's 17th street site when a code blue is called, the following people will respond:

(Multiple Response Question, 10 points, 1 attempt permitted)

Correct	Choice
	The Code Blue Team
X	A Security Guard
X	The Emergency Department Staff
X	A Respiratory Technician

Feedback when correct: That's right! LVHN's 17th street site does not have a code blue team. When a code blue is called at 17th street -- a security guard, a respiratory technician, and the emergency department staff must respond. However, at our Cedar Crest and Muhlenberg sites, there is a code blue team that will respond to the call.

Feedback when incorrect: I'm sorry, LVHN's 17th street site does NOT have a code blue team. When a code blue is called at 17th street -- a security guard, a respiratory technician, and the emergency department staff must respond. However, at our Cedar Crest and Muhlenberg sites, there is a code blue team that will respond to the call.

2. If you witness a potentially violent situation with a patient or a code orange, what should you do?

(Multiple Choice Question, 10 points, 1 attempt permitted)

Correct	Choice
X	Dial 555 to report the situation to the Emergency Dispatcher
	Attempt to resolve the situation yourself
	Call 911
	Evacuate the entire facility

Feedback when correct: That's right! You should dial 555 and report the situation.

Feedback when incorrect: Incorrect. If you witness a potentially violent situation with a patient or a code orange, you should dial 555 to report the situation to the Emergency Dispatcher.

3. If you receive a bomb threat phone call, you should:

(Multiple Choice Question, 10 points, 1 attempt permitted)

Correct	Choice
X	Stay on the phone and try to gain information to assist in the investigation
	Hang up immediately and dial 555
	Hang up immediately and dial 911
	Leave your job immediately and find a safe area

Feedback when correct: That's right! You should try to gain information from the caller to assist in the investigation.

Feedback when incorrect: Incorrect. You should try to gain information from the caller to assist in the investigation.

4. When should you call 555? Please select all the statements that describe situations where it warranted to call 555.

(Multiple Response Question, 10 points, 1 attempt permitted)

Correct	Choice
X	You see smoke coming from a heating vent
X	You see a visitor showing signs of a cardiac arrest
X	You see an unauthorized unknown individual in a secure area
	You discover the theft of a medication

Feedback when correct: That's right! You should call 555 when you see smoke coming from a heating vent, you see a visitor showing signs of a cardiac arrest, and you see an unauthorized unknown individual in a secure area. You do NOT need to call 555 after a theft has already occurred.

Feedback when incorrect: You did not select the correct response. You should call 555 when you see smoke coming from a heating vent, you see a visitor showing signs of a cardiac arrest, and you see an unauthorized unknown individual in a secure area. You do NOT need to call 555 after a theft has already occurred.

5. What is the four letter term used to help you remember what steps to take in a Code Yellow emergency?

(Fill in the Blank Question, 10 points, 1 attempt permitted)

Choice
RACE
race
r a c e
R A C E

RACE

Feedback when correct: That's right! You selected the correct response. RACE stands for rescue, alarm, confine / contain, extinguish / evacuate.

Feedback when incorrect: Incorrect. Use RACE to help you remember the steps to take in a Code Yellow emergency. RACE stands for rescue, alarm, confine / contain, extinguish / evacuate.

6. A Code _____ is the partial or total loss of "piped in" medical gases.

(Multiple Choice Question, 10 points, 1 attempt permitted)

Correct	Choice
	Yellow
X	Green
	Silver
	Blue

Feedback when correct: That's right! A Code Green is the partial or total loss of "piped in" medical gases.

Feedback when incorrect: Incorrect. A Code Green is the partial or total loss of "piped in" medical gases.

7. In a tornado or wind storm, where should you seek shelter (select ALL that are correct):

(Multiple Response Question, 10 points, 1 attempt permitted)

Correct	Choice
X	In a basement
X	In a hallway
X	Under sturdy furniture

By windows

Feedback when correct: That's right! In a tornado or wind storm you should seek shelter in a basement, in a hallway or under sturdy furniture.

Feedback when incorrect: Incorrect. In a tornado or wind storm you should seek shelter in a basement, in a hallway or under sturdy furniture.

8. In a winter storm, you should (select ALL that are correct):

(Multiple Response Question, 10 points, 1 attempt permitted)

Correct	Choice
X	Avoid unnecessary travel
X	Dress in layered clothing
X	Travel with extra food, water and clothing

Feedback when correct: That's right! You should do all of these in a winter storm.

Feedback when incorrect: Incorrect. You should do all of these in a winter storm.

9. If you hear a Code Blue announcement and you are not involved in the response, you can help by:

(Multiple Choice Question, 10 points, 1 attempt permitted)

Correct	Choice
X	Not using the elevators and clearing the corridors
	Evacuating your unit or area
	Searching your area
	Reporting suspicious activity to Security

Feedback when correct: That's right! Code Blue is the code designation for a cardiopulmonary arrest. If you are not involved in the response, you can help by not using the elevators to allow for a quicker response to the area and clearing the corridors to allow the responders to move quickly to the Code Blue location.

Feedback when incorrect: Incorrect. Code Blue is the code designation for a cardiopulmonary arrest. If you are not involved in the response, you can help by not using the elevators to allow for a quicker response to the area and clearing the corridors to allow the responders to move quickly to the Code Blue location.

