

# SECTION 11.12

## CODE TRIAGE EXTERNAL

### PROCEDURES TO BE FOLLOWED IN THE EVENT AN EXTERNAL DISASTER AFFECTS LOMA LINDA UNIVERSITY HEALTH

#### RESPONSE

Personnel implement the provisions of the *Emergency Operations Plan, Section 5.1 through 5.5 Multi-Casualty Incident Plan*.

<https://one.lluh.org/vip/General/Emergency-Preparedness-and-Response>

#### PREPARATION

##### Education and Training:

1. The Safety Officers oversee an education and training program to ensure that faculty and staff is equipped with the knowledge necessary to function appropriately in emergency situations. At minimum, it is expected that all faculty and staff will be able to describe or demonstrate the following:
  - Risks within the organization's environment
  - Actions to eliminate, minimize and report risks
  - Procedures to follow in the event of an incident
  - Reporting processes for common problems, failures and user errors
  - Individual roles and responsibilities for emergency management
  - Recognizing specific types of emergencies (e.g., agents of chemical or biological terrorist attack)
  - Roles and past participation in organization-wide drills
  - Obtaining supplies and equipment during emergencies
2. **New Employee Orientation:** A section of the orientation presents emergency management and earthquake preparedness.
3. **Department-specific and Job-specific Orientation:** Department managers conduct training for employees on department-specific and job-specific roles and responsibilities.

##### Annual Update for All Employees:

An annual update program includes the *B.L.U.E. Book*, the *Ten-Minute In-service Boards*, and departmental in-service training. On a rotating schedule, topics include:

- the *Emergency Notification Plan*
- alternate communication methods

- obtaining supplies and equipment
- *RACE* Fire Response Plan
- extinguisher and pull-box locations
- emergency notification procedures
- evacuation techniques and procedures

**In-service Training:**

Each department conducts in-service training at intervals determined by the particular functions of the department. In-service training is expected to address:

- department-specific responsibilities and procedures for emergencies
- *Emergency Operations Plan* authorities and chain of command
- individual employee's role under the *Incident Command System*
- communication procedures during emergency conditions
- providing services under adverse and austere conditions
- information and skills required to perform duties during emergencies
- initiation of area-specific evacuation procedures

**Emergency Drills and Exercises:**

1. Quarterly functional disaster drills are conducted each year, approximately.
  - Test the organization’s ability to respond to emergency situations, maintain operability, and reestablish normal operations.
  - One of the drills each year involves participation with external agencies and other hospitals.
  - Community-wide activities exercise and assess communication, coordination, and interoperability among the command structures of community agencies and organizations.
  - Drills are designed to challenge system capabilities, involving multiple entities and departments, at least once each year, provide an influx of volunteer “victims” sufficient to overwhelm the routine operation of the facility.
  - At least one of the exercises includes an escalating event in which the local community is unable to support the campus.
2. Persons expected to serve in HICS functions train by observing another individual performing in their designated position during a disaster drill.

**MITIGATION**

**Hazard Vulnerability Analysis (HVA):**

1. A Hazard Vulnerability Analysis (HVA) is performed annually to update the priorities assigned to emergency incidents for use in emergency planning.

2. Hazard vulnerability assessments undertaken in consistently indicate that the greatest risk of disruptive damage to LLUH would be due to a significant seismic event.
3. Seismic risk values associated with Maximum Credible Event (MCE) and Maximum Probable Event (MPE) are used to prioritize mitigation activities in:
  - Non-structural Hazard Mitigation
  - Hazardous Materials Mitigation
  - Utilities Systems Protection

**Non structural Mitigation**

1. All non-structural components estimated to represent a MCE-based PML greater than 15 percent are considered for mitigation.
2. Mitigation options:
  - modify or anchor to protect the existing component;
  - abandon the component, remove it and eliminate the function;
  - replace existing components with newer, seismically stable components;
  - relocate the component.

**Hazardous Materials Mitigation**

The Office of Environmental Health & Safety is responsible to implement processes and procedures to reduce the incidence and severity of hazardous materials incidents. These processes include:

- Requirements for storage, handling and disposal of hazardous materials.
- Environmental audits
- Chemical monitoring
- Laboratory surveys
- Training
- Personal Protective Equipment

**Utility Systems Protection**

The Campus Engineering department is responsible to implement provisions to reduce the likelihood and severity of disruptions in utility service, including:

- Electrical Distribution;
- Emergency Power;
- H.V.A.C. Systems;
- Plumbing and Water Delivery System;
- Medical Gas Systems
- Medical Vacuum Systems
- Communication Systems.

**Critical Supplies and Services**

Departments responsible for essential supplies are also responsible for the following duties:

- Developing and maintaining lists of supplies critical to LLUH operation;
- Maintaining plans for obtaining these supplies during time of disaster;
- Establishing agreements with vendors to guarantee availability and delivery of essential supplies during emergencies.
- Communicating plans to the Administrator or to the Incident Command System Logistics Section Chief and the Supply Branch Director during any disaster situation.

**RECOVERY**

**General Responsibility**

Responsibility for implementing recovery processes is shared by the President, CEO, the Executive Vice President/CFO, and the Senior Vice President, Risk Management.

**Facilities Recovery**

Personnel execute responsibilities and implement procedures detailed in the *Damage Assessment & Recovery Responsibilities, Section 6.2* of this Plan.

**Business Restoration**

1. Refer to detailed contingency plans and procedures for each of the mission-critical functions, found in *Section 12.2* of this plan.
2. Determine staffing needs.
3. Make temporary layoffs as needed.
4. Document staff, hours worked, work performed, for Technical and support staff.
5. Post relocation addresses and phone numbers of alternate sites, as appropriate.
6. Arrange for short-term financing.
7. In coordination through the UCC, notify suppliers of critical items needed.

**Public Relations Recovery**

1. Coordinate with the Incident Commander according to the Community and Agency Liaison Plan (Section 7.3) whenever the UCC is in operation.
2. Coordinate with the news media to provide the public with information about service hours.
3. Inform the public about the status of LLUH facilities.
4. Provide information to the public about services available.
5. Inform the public, students, faculty, staff, and third party payers about progress being made to restore services.

**Strategic/financial  
Recovery**

1. Evaluate cost-effective options available for recovery of *strategically important function*, rather than recovery of the *facility*.
2. Determine types of financing available for recovery assistance and the documentation required. Assess availability of FEMA, OES and SBA recovery funds.
3. Submit required applications as soon as possible.
4. Re-evaluate periodically each restoration proposal, weighing its strategic value (not whether it addresses a historically important function) against availability of resources.