

4. **DESCRIBE** the collaborative relationship of your hospital to other facilities or agencies in the local emergency response system and **FOLLOW** the planned system during drills and emergencies.

5. **DESCRIBE** the key elements of your hospital's emergency preparedness and response roles and policies to other agencies and community partners.

6. **INITIATE** and **MAINTAIN** communication with other emergency response agencies as appropriate to your management responsibilities.

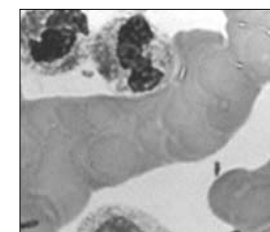
7. **DESCRIBE** your responsibilities for communicating with other employees, patients & families, media, the general public or your own family, and **DEMONSTRATE** them during drills or actual emergencies.

8. **DEMONSTRATE** use of any equipment (such as personal protective equipment or special communication equipment) required by your emergency response role.

9. **DEMONSTRATE** flexible thinking and use of resources in responding to problems that arise carrying out your functional role during emergency situations or drills.

10. **EVALUATE** the effectiveness of the response within your area of management responsibility in drills or actual emergencies, and **IDENTIFY** improvements needed.

## EMERGENCY PREPAREDNESS AND RESPONSE COMPETENCIES FOR HOSPITAL WORKERS



Photos: CDC

SUPPORT FOR PROJECT PROVIDED BY  
THE COMMONWEALTH FUND

CENTER FOR PUBLIC HEALTH PREPAREDNESS,  
COLUMBIA UNIVERSITY, MAILMAN SCHOOL OF PUBLIC HEALTH  
CENTER FOR HEALTH POLICY, COLUMBIA UNIVERSITY,  
SCHOOL OF NURSING  
IN COLLABORATION WITH  
GREATER NEW YORK HOSPITAL ASSOCIATION (GNYHA)

# EMERGENCY PREPAREDNESS AND RESPONSE COMPETENCIES FOR HOSPITAL WORKERS

THESE HOSPITAL WORKFORCE CORE COMPETENCIES WERE DEVELOPED FOR USE IN HOSPITAL SETTINGS, AS ONE TOOL TO ASSIST IN IMPROVING EMERGENCY PREPAREDNESS AND RESPONSE.

There are several important points to remember:

These are individual competencies (the knowledge and skills required to perform the task or objective), not organizational capacities (available and compatible organizational resources, including: material resources (physical plant, supplies and equipment); defined policies, procedures and systems; effective communication system and competent workforce) though they are one part of capacity.

These competencies are not standards, guidelines, or requirements: they are statements that can be used for those purposes, as well as for purposes such as planning curriculum, reviewing position descriptions, and assessing performance.

These competencies are stated at the level of workforce competencies (often complex, can only be demonstrated over time) rather than instructional competencies (specific and detailed, can be demonstrated or measured in the short term), though they can be dissected into instructional competencies.

There are two sets of competencies:

## **All Workers**

These competencies are a minimal expectation of any person working in a hospital setting, whether at a professional, technical or support staff level. Those with specialized

education or training may also have additional competencies, such as those in a clinical area, which are relevant to emergency situations.

## **Leaders or Administrators**

These competencies, if achieved, are the basis for a person in a hospital-wide or departmental

leadership position to assure that appropriate actions are taken to lead an organization through emergency preparedness and response. They are specific to emergency preparedness, and their implementation requires additional competencies in leadership and management.

## EMERGENCY PREPAREDNESS AND RESPONSE FOR **HOSPITAL WORKERS**

*The ability of a hospital to respond to an emergency depends upon having staff who know what to do, and have the needed skills. As a hospital employee, you should be able to:*

1. **LOCATE** and **USE** the section of the hospital emergency response plan that applies to your position.
2. **DESCRIBE** your emergency response role and be able to **DEMONSTRATE** it during drills or actual emergencies.
3. **DEMONSTRATE** use of any equipment (such as personal protective equipment or special communication equipment) required by your emergency response role.
4. **DESCRIBE** your responsibilities for communicating with or referring requests for information from other employees, patients and families, media, general public or your own family, and **DEMONSTRATE** these responsibilities during drills or actual emergencies.
5. **DEMONSTRATE** the ability to seek assistance through the chain of command during emergency situations or drills.
6. **DEMONSTRATE** the ability to solve problems that arise carrying out your role during emergency situations or drills.

## EMERGENCY PREPAREDNESS AND RESPONSE FOR **HOSPITAL LEADERS**

THE FOLLOWING CORE EMERGENCY COMPETENCIES ARE THOSE YOU NEED AS A HOSPITAL LEADER (HOSPITAL-WIDE MANAGER, DEPARTMENT HEAD OR SENIOR MANAGER IN A LARGE DEPARTMENT) THOUGH YOU MAY DEMONSTRATE THEM IN A VARIETY OF WAYS, DEPENDING UPON YOUR EXACT ROLE AND THE SPECIFIC EMERGENCY OR DRILL. THESE COMPETENCIES PROVIDE A TEMPLATE FOR YOUR CONTINUED DEVELOPMENT, AND CAN BE USED FLEXIBLY WITH OTHER EMERGENCY PREPAREDNESS ACTIVITIES WITHIN YOUR INSTITUTION.

1. **DESCRIBE** the mission of the hospital during response to emergencies of all kinds, including the disaster response chain of command and emergency management system (e.g. Hospital Emergency Incident Command System, Incident Command System) used in your hospital.
2. **DEMONSTRATE** the ability to review, write, and revise as needed those portions of the hospital emergency response plan applicable to your management responsibilities and **PARTICIPATE** in the hospital's hazard vulnerability analysis on a regular basis.
3. **MANAGE** and **IMPLEMENT** the hospital's emergency response plan during drills or actual emergencies within your assigned functional role and chain of command.

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