Incident Response and Maintaining Situational Awareness Across Multiple Facilities/Regions

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Presenters

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• BS, Molecular Biology,
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• Emergency Management, Department of Homeland Security, Center for Domestic Preparedness, FEMA

Shakiara Kitchen, CHEP, HEM
• Regional Emergency Management
• 14 years in healthcare industry
• BS, Interdisciplinary Studies, Business and Communications
• Certified Healthcare Emergency Professional
• Healthcare Environmental Manager Certification
Kaiser By The Numbers
<table>
<thead>
<tr>
<th>Members</th>
<th>Hospitals</th>
<th>Medical offices¹</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.6M</td>
<td>39</td>
<td>734</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Physicians²</th>
<th>Nurses³</th>
<th>Employees⁺</th>
</tr>
</thead>
<tbody>
<tr>
<td>23,656</td>
<td>65,005</td>
<td>218,994</td>
</tr>
</tbody>
</table>
Ice and Fire
Floods
New COVID-19 cases are pictured in blue (daily reported) and red (seven day average). The orange line represents average daily new COVID-19 hospitalizations. CDC

COVID 19. And 20, 21, 22…
Identifying Operational Issues
What it looked like…
Creating an Equitable Solution

- Standardized
- Inclusive
- Available to all regions
- Affordability
- Relevant

One Kaiser Permanente
Organizational Considerations
What problem are you trying to solve?

• Various platforms
• Lack of alignment between stakeholders and occasional users
• Constant one-off solutions
• Real-time problems during events
• Action items from After Action Reports (AAR)

*Internal workflows aren’t working.*
Understand Your Audience.  
What are they willing to, or not willing to do?

- Technology challenges
- Short attention spans
- High turnover
- Decision making hierarchy
- Level of emergency management experience

Your solution needs to be realistic and sustainable.
Understanding How Technology Can Assist
What’s in the market?
What can be leveraged internally?
What issues are the priority?

• Vendor solutions
• Current administrative applications and solutions e.g., MS Teams • Office 365 • Mass notification systems
• Internally developed solutions

The answer isn’t all or nothing but a hybrid.
Maintaining Situational Awareness
What issues are the priority?

- User friendly interface
- Push Notification: real time communication and notification
- Share Information: notification from medical center to region to national
- Track Issues: log issue resolution/response, closure in activity log
- External situational awareness
- Populate AAR for each event
- Maintain regulatory compliance

The solutions need to evolve with your organization.
Kaiser Permanente Incident Response System (KPIRS)
Easy Interface, Real-time Communication & Situational Awareness
Share, Track, and Maintain Situational Awareness
Share, Track, and Maintain Situational Awareness (cont.)

Requests/Tasks
COVID TEST

1. CREATE NEW

2. Request/Task Details
   - Incident: COVID Test
   - Date/Time: 03/03/2022 13:00:01
   - Tracking Number: Number will generate on save
   - I need RCC support (RCC use only – MS Teams push notification)

3. Request/Task Details
   - Requested Action
     - Limit 50 characters
   - Detailed Description

ATTENTION: In order to expedite the request, it is critical to provide a detailed description of the need you are requesting to be filled. Failure to do so will result in unnecessary delays in filling the request.

<table>
<thead>
<tr>
<th>Tracking #</th>
<th>Requested Action</th>
<th>Originator</th>
<th>Assigned To</th>
<th>Priority</th>
<th>Time Due</th>
<th>Status</th>
<th>Last Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>2201-0001</td>
<td>Fire extinguisher needed</td>
<td>NCAL - ANT - Resource Unit Leader</td>
<td>NCAL - RCC - PLN Resources Unit Leader</td>
<td>MEDIUM (2-4 HOURS)</td>
<td>01/20/2022 19:42:00</td>
<td>NEW REQUEST</td>
<td>01/20/2022 15:44:56</td>
</tr>
</tbody>
</table>
Share, Track, and Maintain Situational Awareness (cont.)

**Requests/Tasks**

**COVID TEST**

**NCAL RCC**

**General**

Activated RCC Chat Line

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**RCC support requested**

2022-0001

**Requested Action:** Testing Request
**Requested by:** NCAL - RCC - PLN Situation Unit Leader
**Requested by:** Shakiara Kitchen
**Priority:** High (1 hour)
**Details:** 4 Luer Lok syringes 4 BiPaps Send to ANT, Loading Dock
**Last Update Date:** 02/26/2022 09:52:49

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**Assignment Details**

Please acknowledge ticket within 30 minutes of receipt prior to the resolution of ticket

*Priority* : Low (4 - 24 hours)
**Date/Time Due:** 02/24/2022 08:32:00

**Status:** Assigned
**Assigned To:** NCAL - RCC - PLN Situation Unit Leader

**Update Comments**

Describe any changes made to this record along with your reasons for making them.
Adoption
Ask for what you want today and in the future.

- **Stakeholders:** Get buy-in before you start and update along the way

- **Vendor Demos,** three questions:
  
  Do they understand your industry? How customizable is their tool? What’s their growth path?
  
  - See a demonstration of your ask before you sign the contract
  
  - Have their IT architecture designer on the calls when developing the statement of work

- **Test:** At each step of development test the build to ensure your ask has been executed

  *Don’t wait until the end. You’ll never catch everything.*

- **Beta Group:** Bring together stakeholders and occasional users to test the entire workflow before signing off on the statement of work

- **Ongoing Support:** Understand that modifications, implementation and training are ongoing
Plan for delays and the slowdown to implement.

1. **Identify Owners**: The roll out and implementation person/team will be responsible for getting people to the trainings, uploading site specific information and ensuring application use.

2. **Communication**: Broadcast what’s coming and its benefits.

3. **Educate**: Customize your education materials to the audience and leverage the vendors resources.

4. **Train**: Weekly, set aside time for people to ask questions and demonstrate user issues.

5. **Test**: Plan for coordinated drills to slow walk people through the application.

**Go Live**: Prepare to repeat steps 1 – 5 until the application is adopted and seen as process.

*The Beta Group are your product champions!*
System Maintenance:

1. Assess Tools
2. 4. Identify Gaps
3. 6. Customize/Change Tool
4. 9. Enterprise/Regional Monitoring
5. 10. Validation/Testing
6. 8. Local Monitoring
7. 11. Improve Tools/Program
8. Implement Adoption
FUTURE STATE

100% of Kaiser command centers using KPIRS for emergency responses

100% of Kaiser response personnel trained

Increased internal systems integration

Greater Integration with our community’s response systems
Questions?
THANK YOU

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Citations

- Mississippi Flooding: Mississippi River flooding is longest-lasting since Great Flood of 1927 (usatoday.com)
- CDC COVID Data: https://covid.cdc.gov/covid-data-tracker/#datatracker-home
- COVID Image: COVID-19 Government Response Tracker | Blavatnik School of Government (ox.ac.uk)