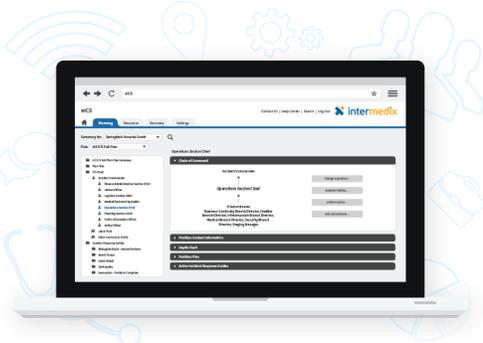# eICS & The Joint Commission's Emergency Management Chapter

Obtaining accreditation from The Joint Commission is a great accomplishment for any health care facility. Given the process' complexity, the use of technology is a key element in ensuring compliance. The Intermedix eICS solution allows you to easily and effectively address many of the requirements under the Emergency Management Chapter of TJC's accreditation process.

EM.01.01.01 - Foundation for the Emergency Operations Plan

The hospital engages in planning activities prior to developing its written Emergency Operations Plan.

ELEMENT OF PERFORMANCE	eICS Capability
A2. The hospital conducts a Hazard Vulnerability Analysis (HVA) to identify potential emergencies that could affect demand for the hospital's services or its ability to provide those services, the likelihood of those events occurring, and the consequences of those events. The findings of this analysis are documented.	eICS features a HVA Analysis and Scoring Tool that provides the ability to identify threats that are most likely to occur in your community and facility. Identifying these risks allows you to communicate with community partners to focus planning efforts around the scenarios that are most likely to impact your organization.
A3. The hospital, together with its community partners, prioritizes the potential emergencies identified in its HVA and documents these priorities.	
A5. The hospital uses its hazard vulnerability analysis as a basis for defining mitigation activities (that is, activities designed to reduce the risk of and potential damage from an emergency).	Incident Response Guides are available in eICS for all 16 hazards included in the HICS 2014 Standards. IRG's are also included for other major threats, such as hurricanes or fires. eICS allows you to customize IRG's to your organization's needs. Using the IRG builder, you can also develop entirely custom IRG's that are specific to your organization or community.
A7. The hospital's incident command structure is integrated into and consistent with its community's command structure.	eICS features a flexible organization chart that allows you to customize roles on your Incident Management Team. Additional roles can be added at any point prior to or during an incident response, allowing you to roll up information to local emergency management and other related agencies, supporting a regional unified command structure.

EM.02.01.01 - General Requirements

The hospital has an Emergency Operations Plan.

ELEMENT OF PERFORMANCE

A2. The hospital develops and maintains a written Emergency Operations Plan that describes the response procedures to follow when emergencies occur.

eICS Capability

The eICS Document Library allows for version control and document history viewing capabilities. Updates and changes to policies or plans are immediately available to all system users. This eliminates the need for tedious updates of every print version of the document at your institution.

EM.02.02.01 - Communications

As part of its Emergency Operations Plan, the hospital prepared for how it will communicate during emergencies.

ELEMENT OF PERFORMANCE

A1. How staff will be notified that emergency response procedures have been initiated.

A2. How the hospital will communicate information and instructions to its staff and licensed independent practitioners during an emergency.

A3. How the hospital will notify external authorities that emergency response measures have been initiated.

A8. How the hospital will communicate with other health care organizations in its contiguous geographic area regarding the essential elements of their respective command structures, including the names and roles of individuals in their command structures and their command center telephone numbers.

A9. How the hospital will communicate with other health care organizations in its contiguous geographic are regarding the essential elements of their respective command centers for emergency response.

A13. How the hospital will communicate with identified alternative care sites.

eICS Capability

The eICS Automated notifications feature allow you to set up notification groups for your staff and independent practitioners based on the type of incident response you are planning. When an incident occurs, notifications can be initiated automatically, polling staff for availability and allowing you to assign staff responsibilities based on training and availability.

Notification groups can also be created for key contacts from other health care organizations, external authorities and emergency response agencies to provide situational awareness to partner agencies and community providers.

Interfaces are available for EMResource and WebEOC. Incident alerts and details can be shared with other health care organizations to coordinate response and resource allocation.

The eICS mapping functionality allows you to create a visual representation of the geographic areas impacted and sites significant to the response.

EM.03.01.03 - Evaluation

The hospital evaluates the effectiveness of its Emergency Operations Plan.

ELEMENT OF PERFORMANCE	eICS Capability
A1. As an emergency response exercise, the hospital activates its Emergency Operations Plan twice a year at each site included in the plan.	eICS allows you to select any Incident Response Guide, including influx of patients, and activate it as an exercise. This allows for real testing of the plan as it is has been established and ensures proper minimum activation of the system.
A2. For each site of the hospital that offers emergency services or is a community-designated disaster receiving station, at least one of the hospital's two emergency response exercises includes an influx of patients.	All incidents created, whether exercises or actual emergencies, generate reports that are available at all times for analysis by hospital administrators, The Joint Commission reviewers and other staff as designated.
A3. For each site of the hospital that offers emergency services or is a community-designated disaster receiving station, at least one of the hospital's two emergency response exercises includes an escalating event in which the local community is unable to support the hospital.	eICS provides the ability to escalate an event to accommodate an evolving event. This capability can be used in advance of a planned event or during it, as an event grows beyond the existing plan. When an incident is escalated, users can pull in additional documents and objectives from other Incident Response Guides. Notifications are also automatically sent to alert any additional staff necessary to respond to the escalation.
A5. Emergency response exercises incorporate likely disaster scenarios that allow the hospital to evaluate its handling of communications, resources and assets, security, staff, utilities, and patients.	Exercises can be initiated at any time utilizing any Incident Response Guide in eICS. IRGs are developed based on your HVA, therefore they will include the most likely scenarios to impact your facility.
A6. The hospital designates an individual(s) whose sole responsibility during emergency response exercises is to monitor performance and document opportunities for improvement.	The flexible organization chart feature of eICS allows for the creation of an Observer role. The individual can identify improvement opportunities and add it to the system in real time.
A14. The evaluation of all emergency response exercises and all responses to actual emergencies includes the identification of deficiencies and opportunities for improvement. This evaluation is documented.	The integrated Improvement Planning function allows for identification and documentation of improvement opportunities at any time during an exercise or actual emergency. Any entry in the Event Log can also be added to the Improvement Plan during the After Action Review. Identified improvement actions can then be assigned to a responsible party(s) and a timeline for completion can be established.

ELEMENT OF PERFORMANCE	eICS Capability
A15. The deficiencies and opportunities for improvement, identified in the evaluation of all emergency response exercises and all responses to actual emergencies, are communicated to the improvement team responsible for monitoring environment of care issues, and to senior hospital leadership.	As improvement actions are identified and assigned, eICS sends responsible individuals a notification of their assigned responsibility. Reports can also be generated based on a specific incident or a time period to present to hospital leadership.
A16. The hospital modifies it Emergency Operations Plan based on its evaluation of emergency response exercises and responses to actual emergencies.	eICS provides the ability to efficiently incorporate identified improvements into the Operational Plan. Document versioning stores a history of changes making it possible to compare a previous document version with the current version. This ability demonstrates changes over time based on After Action Reviews and improvement planning.
A17. Subsequent emergency response exercises reflect modifications and interim measures as described in the modified Emergency Operations Plan.	eICS provides the ability for the emergency management team to review each incident's improvement action items and incorporate identified improvements into subsequent exercises. All completed incident responses and exercises are available for referencing and reporting.