



CommandAware: Not just for disasters

Overview

Good Samaritan is a world-class academic medical center in Los Angeles that is affiliated with both USC and UCLA Schools of Medicine. This 408-bed medical center has utilized CommandAware® for emergency preparedness since 2008. Although Good Samaritan put CommandAware to the test with power outages and water disruption, one of their proudest moments was not disaster related at all.

During their 2010 Joint Commission audit, Good Samaritan Hospital was able to utilize CommandAware in two beneficial ways. The survey itself was initiated as an event and the system was utilized as a communication tool throughout. The system was also used during the Emergency Management Standards review in an interactive way to demonstrate how the facility's Emergency Operations Plan was put into practice. In the end it was one of the best Joint Commission audits in the hospital's 126 year history.



CommandAware Benefits to Good Samaritan Hospital

On May 11th, 2010 at just after eight in the morning, 175 cell phones went off in unison as staff, managers, directors, and executives were suddenly notified that the Joint Commission survey was beginning. During the course of the survey the units used CommandAware to communicate back to the Command Center to ask questions and request documentation. Staffed by the Quality department, the Command Center served as a one stop shop for compliance information and data compilation. Summaries of the day's findings were posted along with instructions on what needed to be reviewed. For example, the Incident

Commander posted the following message at the end of the second day: “For tomorrow, review high-alert meds and how to handle them.”

The Emergency Management Standards review began on day three. Good Samaritan’s Disaster Committee wanted to use CommandAware during the review to run a tabletop drill and show the surveyor how the system worked, but they didn’t want to end the already-running survey incident. Their Concerro representative provided just-in-time training over the phone that morning to show them how to run concurrent incidents. This enabled everyone to keep up with the surveyors while the Disaster Committee conducted an earthquake drill.

Results

The surveyor was very impressed by the system and how Good Samaritan was able to use it to manage incidents. Shortly after the earthquake drill began, the surveyor could see the operational log filling with entries, material being accounted for, assignments being made, and messages being sent. They were able to demonstrate how they manage communication, resources & assets, safety & security, patient care, staff, and utilities. Afterward they showed the surveyor CommandAware’s Recovery module to review documentation from previous incidents.

The surveyor applauded Good Samaritan Hospital for their Emergency Management program. She then dismissed everyone from the Environment of Care Standards review saying that if the hospital was so well prepared for this review, all she would need to do is read through the EOC plans.

Put CommandAware to Work for your Hospital

Disasters impact entire regions, not just individual hospitals. The CommandAware incident management platform provides hospitals, state and local governments, and first responders with the tools they need to respond to disasters in unison. It is used by hundreds of hospitals nationwide in more than 3,000 local, regional, and national incidents and drills.

CommandAware is a secure virtual command center that helps emergency preparedness coordinators and administration make better decisions during all four phases of disaster management including preparation, mitigation, response and recovery.

Some features and benefits of CommandAware include:

- Maintaining compliance and creating after action reports for FEMA and insurance reimbursement with online documentation
- Maintaining and monitoring NIMS and Joint Commission compliance requirements

- Dynamically adapting to roles, hazards, and hospital-specific response plans with HICS automation
- Easy access to appropriate job action sheets, HICS forms, and internal policies and procedures.
- The ability to broadcast communications through email, phone, and text messages and enable recipients to respond.
- Management of operational activities such as IT downtime, facilities projects, and surveyor tracking.

With CommandAware you can quickly assess situations and communicate instantly. This will help you decrease disruptions to normal hospital services, save time updating contact and profile information, reduce time on survey response, and capture documentation to **maximize reimbursement**.

Connect with Concerro Today

Contact Concerro to schedule a demo of CommandAware and learn how you can maximize reimbursement at your hospital.

800-658-8940 | info@concerro.com | www.concerro.com