

Healthcare Guide to Emergency Response



NEBRASKA

Good Life. Great Mission.



Healthcare Guide to Emergency Response – Introduction

- The purpose of this presentation is to educate healthcare providers on emergency response, so they are prepared to address a medical emergency when it occurs.
- Emergency response is a systematic approach to make informed actions in order to minimize harm and maximize the health outcomes of an individual in your care.



Healthcare Guide to Emergency Response – Overview

- Determine when an emergency is occurring
- Steps to take during an emergency
- Using and understanding emergency response procedures
- Importance of continued emergency preparedness education
- Summary
- Test and Q&A session information




Recognizing a Medical Emergency (Call 911)

- Bleeding that will not stop
- Breathing problems (difficulty breathing, shortness of breath)
- Change in mental status (unusual behavior, confusion, difficulty arousing)
- Chest pain or discomfort lasting two or more minutes
- Choking
- Coughing up or vomiting blood
- Weak or ineffective coughing
- Fainting or loss of consciousness
- Suicidal/homicidal ideation
- Head or spine injury

Recognizing a Medical Emergency (Call 911)

- Severe or persistent vomiting
- Sudden injury due to burns, smoke inhalation, deep or large wound
- Sudden, severe pain anywhere in the body
- Sudden dizziness, weakness, or change in vision
- Swallowing a poisonous substance
- Severe abdominal pain or pressure
- Unusual headache
- Inability to speak
- Swelling of face, eyes, or tongue
- Bluish skin color

Steps to Take During a Medical Emergency

Emergency Category	Examples	Response	
Life-Threatening Emergencies	Cardiac arrest, Unconsciousness, Breathlessness, Active seizure, Major trauma, Stroke	Call 911 - Highest priority; Fastest Response; Extra resources deployed	
Emergencies	Severe allergy, Head injury, Bone fracture, Asthma, Elderly with chronic medical conditions	Call 911 - High priority; Fast response	
Minor Emergencies	Cut with bleeding, Accident with bruising, Swelling, Mild injury, Persistent fever	Call Medical Provider - Lower priority; Slower response	
Non-Emergencies	Constipation, Chronic cough, Diarrhea, Skin rash	Emergency medical assistance not required. Seek treatment at clinic or call for non-emergency ambulance	

Steps to Take During CPR

CPR is as easy as

C-A-B



Compressions

Push hard and fast
on the center of
the victim's chest.



Airway

Tilt the victim's head
back, and lift the chin
to open the airway.



Breathing

Give mouth-to-mouth
rescue breaths.

American Heart
Association



Learn and Live

Creating an Emergency Response Procedure

- Consult with local EMS, Police/Sheriff and Administration
 - To develop a coordinated emergency response procedure.
 - Have EMS and Police take a tour of the facility to increase familiarity with the facility.
- Consider communication:
 - Access to phones and back-up communication.
 - **911** availability – know where the call goes. (Is the nearest cell tower in the next county?)
 - Create a contact list of important people and phone numbers.
 - Clearly communicate to EMS (“victim is unconscious and not breathing”).



Creating an Emergency Response Procedure Part 1

- Train personnel:
 - Identify first responders and keep training current (CPR, AED, Heimlich).
 - Make staff aware of the location of emergency equipment.
 - Identify those who are at risk for developing life-threatening conditions.
- Assign roles:
 - Immediate activation of EMS.
 - Immediate care of victim (CPR, AED, Heimlich).
 - Establish a Rapid Medical Emergency Response Team.
 - Emergency equipment retrieval.
 - Ensure medical emergency oversight:
 - Appropriate training
 - Device maintenance
 - Ongoing training
 - Ongoing quality improvement



Creating an Emergency Response Procedure Part 2

- Educate all members of the emergency response team.
 - Recognition of emergency
 - **Call 911** - Immediate activation of EMS
 - CPR/AED, First aid
 - Emergency action plan
- Ensure emergency equipment is:
 - Onsite
 - Easily accessible
 - In good operating condition (checked monthly)
- Review and rehearse:
 - Practice drill template and checklist for different scenarios



Emergency Response Procedure Example

In the event of a life-threatening situation, the employee shall take immediate action:

- **Call 911** – to activate the Emergency Medical System (EMS)
 - Provide the location of the emergency, including the street address
 - Phone number you are calling from
 - Nature of emergency
 - Details of emergency - Provide medical care as appropriate (CPR, AED, Heimlich, Apply pressure)
- Continue to provide care and/or monitor the individual until EMS arrives.
- Alert other personnel for assistance if it does not deter them from providing emergency care.
 - To assist first responder
 - To gather pertinent medical information for EMS
- After EMS arrives provide a detailed report of events and brief medical history (if known).
- Continue to monitor and assist the emergency as directed by EMS.
- Once EMS has left the building, notify appropriate the family, medical provider, and chain of command at the facility.
- Complete medical charting.

Importance of Ongoing Training and Education

- **Keeping up with changing technology and techniques:** Allows the first responder with the latest equipment and techniques used in emergency situations, enabling them to respond more efficiently and effectively in the event of an emergency.
- **Enhancing skills and knowledge:** Provides opportunities to learn new skills, update existing ones, and enhance knowledge about various aspects of differing emergency situations.



Importance of Ongoing Training and Education

- **Improving decision-making skills:** Helps to hone critical thinking and decision-making skills that will enable one to make the best decisions in a high-pressure environment, potentially saving lives.
- **Maintaining certifications:** Provides the opportunity to maintain necessary credits and certifications that may lead to new opportunities for career advancement.
- **Promoting teamwork and collaboration:** Provides opportunities to work together, learn from one another, and develop stronger relationships. This collaboration can lead to more effective and efficient responses to emergencies.

Training Considerations

- Consider frequent training and rehearsal for different scenarios.
- Provide rehearsal drills and exercises on a regular basis to allow staff to become comfortable with how to handle stressful situations.
- Consider unannounced rehearsals.
- Provide post-rehearsal staff evaluations to allow the team to discuss the positives and negatives of the rehearsal experience and to identify gaps.

Summary

- Prepare for the possibility of emergent circumstances:
 - Develop an Emergency Response policy.
 - Frequently educate and prepare the team for emergent circumstances.
- Recognize medical emergencies – this is essential to implementing an active emergency response.
- **Call 911** for all life-threatening situations.

What's Next?

- Use this link to answer a few short questions about the information you just learned:
<https://www.surveymonkey.com/r/T6QDHSV>
- Use this link to post any questions you may have regarding this presentation:
<https://www.surveymonkey.com/r/T6FFPTZ>
- A one-hour Q&A session will be scheduled via virtual meeting. You will receive an invitation before this meeting.



Thank you! Any Questions?

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References

1. [The crucial role of ongoing training & education for first responders \(emspro.org\)](#)
2. [Recognizing medical emergencies: MedlinePlus Medical Encyclopedia](#)
3. [Hospital Emergency Preparedness: An Online Guide for Healthcare Professionals \(edumed.org\)](#)