

EMERGENCY PROCEDURES

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Dial **100** to contact the operator, or use **PAGE ALL** button on phones where available.



MEDICAL EMERGENCY

- **Page overhead: "Medical Emergency" with specific location**
- Begin CPR if trained
- Locate & Utilize AED

Main level hallway outside cafeteria, HTPC reception area, Cardiac Rehab gym, Chesnut Education Room, Bee Hive, EMC 1st Exam Room



TEAM ASSISTANCE

- **Page overhead: "Team Assistance Needed" with specific location**
- Designated team members will respond



FIRE

- **Page overhead: "Fire Alert" with specific location**
- Follow department specific instructions
- **R – Rescue** any person(s) in danger
- **A – Alarm/Announce** – pull the closest fire alarm
- **C – Contain** the fire by closing the door
- **E – Extinguish** the fire if properly trained and evacuate



TORNADO

WATCH

- **Page overhead: "Madison County has been placed under a Tornado watch; staff please prepare"**
- Close all windows, drapes, doors, and blinds
- Inform patients and families that a Tornado watch is in effect
- Employees preparing to leave may be asked to stay until the watch is cleared.

WARNING

- **Page overhead: "Madison County has been placed under a Tornado warning; staff please prepare"**
- Follow department specific guidelines. Patient relocation and safety is the first priority
- Re-locate to central corridors away from exterior window exposure
- Make sure windows, drapes, doors, and blinds are all closed
- Be aware of any hazards

EMERGENCY PROCEDURES



BOMB THREAT

- Remain calm. Keep the caller on the line and utilize the bomb threat checklist
- Call 911 or push the nearest panic button
- **Page overhead: "Bomb threat, all available personnel report to patient care areas to assist with evacuation, then please evacuate the building at the nearest exit."**



DISASTER ALERT

STANDBY

- **Page overhead: "A Disaster Standby Alert is now in place"**
- Prepare to respond according to Department specific guidelines

FULL ALERT

- **Page overhead: "A Disaster Full Alert is now in effect"**
- Respond according to Department specific guidelines



SECURITY ALERT

- **Page overhead: "Security Alert" with specific location**
- If danger is imminent, push the nearest panic button or call 911
- If danger is not imminent, attempt to diffuse the situation and/or ask the individual to leave the grounds
- The Emergency Department is designated as a safe lock down area



INTRUDER ALERT

- **Page overhead: "Intruder Alert with a weapon" with specific location.**
- Use acronym ALICE for specific response guidelines.
 - A – Alert** - Page overhead with specific location
 - L – Lockdown** - Lockdown the campus as needed
 - I – Inform** - Provide real time information via overhead page
 - C – Counter** - Use counter techniques if needed
 - E – Evacuation** - Leave any area that exposes you to danger
- Remove yourself from harm's way & Call 911 or push the nearest panic button
- The Emergency Department is designated as a safe lock down area

MEDICAL EMERGENCY



OVERHEAD PAGE:

**“Your attention please, Medical Emergency,
unresponsive person, [*specific location*].”**

STAFF RESPONSE

Within Madison County Memorial Hospital, any employee who discovers an individual (patient, visitor, or co-worker) who is unconscious and has no pulse should:

- Page "Medical Emergency", using "PAGE ALL" button, overhead or dial 100. Be sure to give the specific location.
- Begin CPR (if trained).
- Emergency Department provider, Emergency Department RN and/or House Supervisor will respond to the announced location as staffing allows.
- The department closest to the Medical Emergency that has a crash cart should send one person with the crash cart.
- The Safety Committee will respond to help with crowd control if this happens in a public area.

LOCATIONS OF CRASH CARTS

Main Level	Emergency Room
Main Level	Med/Surg Area
1st Floor	Surgery
2nd Floor	Health & Rehab Services

LOCATIONS OF AED's

Main Level	Hallway outside cafeteria
Main Level	HTPC Reception
2nd Floor	Cardiac Rehab Gym
	Chesnut Education Room
	Bee Hive Workout Facility
	Earlham Medical Clinic 1st Exam Room

TEAM ASSISTANCE



OVERHEAD PAGE:

**“Your attention please, Team Assistance,
[descriptor], [specific location].”**

STAFF RESPONSE

In a situation that extra assistance, man power or clinical expertise, is needed on an urgent basis, a Team Assistance is called by dialing 100 or using the “PAGE ALL” button.

Examples of these situations may include:

- Patient fall on the grounds
- Patient fainted
- Change in patient status which warrants additional assistance and assessment
- Lifting assistance

1. The staff member determining the need for assistance overhead pages for Team Assistance and gives the location and descriptor (ex. patient fall + location).

2. One staff member will respond from Med/Surg, ER, Lab, Radiology and HTPC as staffing allows.

3. During the night shift and weekends the ER nurse, ER provider and/or the House Supervisor will respond as staffing allows.

4. An assessment of the situation is made and additional staff may be requested as needed.

5. Assistance is rendered according to need.

6. The staff member that initiates the call, or their designee, will release staff when the situation is resolved or when adequate assistance has arrived.

7. Document the incident on a variance report and forward to Chief Clinical Officer.



FIRE

GENERAL STAFF RESPONSE

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OVERHEAD PAGE:

Location announced overhead, Chesnut building will be notified as appropriate.

“Fire Alert [*specific location of fire*].”

STAFF RESPONSE

Fire Emergency Team

Maintenance will respond to the location of the “Fire Alert” to assist with R.A.C.E. and direct efforts or assist the Fire Department personnel as needed.

All personnel should be responsible for limiting traffic to the area. Reassure visitors and patients and request that they remain in room until otherwise directed.

R

Rescue

Rescue person(s) in danger.

A

Alarm/Announce

Pull the alarm and page, using the “PAGE ALL” button, “Fire Alert” giving the location of the fire.

C

Contain

Contain the fire by closing door(s).

E

Extinguish/Evacuate

Extinguish the fire, only if properly trained or equipped.

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FIRE

GENERAL STAFF RESPONSE

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ALL STAFF PROCEDURE

1. Remain calm. Close all doors and windows.
2. It is the responsibility of each employee to know the basic guidelines for fire safety. RACE: Rescue - Alarm - Contain - Extinguish
3. Whoever discovers the fire:
 - Evaluate the situation
 - Rescue anyone in immediate danger
 - Announce Fire Alert and the location of the fire twice, using the “PAGE ALL” button.
 - Pull the fire alarm (*Fire Department is automatically contacted when alarms are activated.*)
4. All employees should know how to use the paging system and to be able to announce the fire. Press the “PAGE ALL” button.
5. All employees should know where fire extinguishers and pull switches are located throughout the hospital. One employee from each Department should respond, with a fire extinguisher, to the location of the fire.
6. A person (CCO, RN Manager, or House Supervisor) will be assigned to be responsible for monitoring the entryways and allowing only authorized persons into the hospital.
7. Do not use the elevator.
8. Non-essential personnel and visitors will evacuate the hospital during an actual fire if in immediate danger. The hospital will not be evacuated unless directed by the Fire Chief.
9. All fire drills will be handled as an actual fire. For drills, all announcements will state “THIS IS A FIRE DRILL”.
10. All employees will review the fire safety information in the annual employee assessments.
11. It is the responsibility of the safety committee to update and ensure each department has a copy of the guidelines.
12. The Public Information Officer will handle all releases of information to the press or families.

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FIRE

SPECIFIC STAFF RESPONSE

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OPERATING ROOM / RECOVERY ROOM

1. Close all doors in the department.
2. Turn off all oxygen in the area. If surgery is in process the anesthetist will switch to portable oxygen tanks so the main line can be shut off.
3. If the fire is in the OR area during a case, the procedure will be completed with expedience and the anesthetist will supervise the evacuation, making sure life support equipment is taken with the patient. In the absence of an anesthetist, the OR Manager or Supervisor will be in charge.
4. All electrical equipment will be kept in good working repair.

MAINTENANCE

1. Identify location of the fire. Assist as needed.
2. Shut off ventilation if applicable.
3. If an actual fire, shut off oxygen supply to affected area.
4. Meet and direct fire department.
5. Help with evacuation as needed.
6. After all clear, check oxygen supply throughout hospital.

DIETARY

1. Close all doors.
2. Shut off all burners, electrical equipment, and floor fans.
3. If fire is in the kitchen hood area, use BC extinguisher only to control fire.
4. Direct visitors, guests, and patients to remain in dining room or evacuate to safety as appropriate.

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FIRE

SPECIFIC STAFF RESPONSE

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ALL OTHER DEPARTMENTS

1. Close all doors in the department.
2. An assigned person will take the fire extinguisher and go to the area of the fire.
3. Staff will closely monitor patients and check any electrical equipment in use.
4. Patients may be placed on portable oxygen tanks. Oxygen will be shut off to the affected area.
5. All hallways must be kept clear of any obstruction that may block passage to an exit.
6. All personnel stand by for instructions, which may include moving patients.
7. After normal hospital hours, the House Supervisor will be responsible to notify:
 - CEO
 - CCO
 - Maintenance person on call
8. An assigned person should also instruct visitors to evacuate the hospital.
9. Move all people to an area beyond the fire doors of the affected area.
10. When the fire has been contained and if employees are allowed to re-enter the building, a "Fire All Clear" will be sent to Department Managers via cell phone alert.



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TORNADO WATCH

Conditions are right for a tornado



OVERHEAD PAGES:

Initial announcement:

“Attention all personnel, Madison County has been placed under a Tornado watch until [time]. Staff please prepare.” REPEAT TWICE

Tornado watch extended:

“Attention all personnel, the Tornado watch for Madison County has been extended until [time]. Staff please maintain protocols.”

Tornado watch expired:

“Attention all personnel, The Tornado watch in place for Madison County is now expired.”

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An Affiliate of **MERCYONE**SM

TORNADO WATCH

Conditions are right for a tornado

STAFF RESPONSE

During a tornado watch, conditions are right for a tornado in the Winterset area.

1. Once the Admitting staff is aware of the watch, they will make the initial Tornado watch announcement using the “PAGE ALL” button. This announcement will be made twice.
2. Admitting staff will notify staff at the Earlham Clinic and Chesnut building.
3. All windows, drapes or blinds, and doors should be shut.
4. All personnel should be preparing to move into a Tornado Warning situation if it would be called.
5. Inform patients and families that a Tornado watch is in effect.
6. Employees preparing to leave may be asked to stay until the Tornado watch has been cleared.
7. Notification of severe weather could be received through weather radio alerts, county siren, TV, radio, or Emergency Management. If the Tornado watch has been extended, admitting staff is to keep all personnel informed by paging overhead.
8. When the Tornado watch has expired, admitting staff should inform all personnel by paging overhead.



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TORNADO WARNING

A tornado has been sighted in the area



OVERHEAD PAGES:

Initial announcement:

“Attention all personnel, Madison County has been placed under a Tornado warning until [time]. Staff please prepare.” REPEAT TWICE

Tornado warning extended:

“Attention all personnel, the Tornado warning for Madison County has been extended until [time]. Staff please maintain protocols.”

Tornado warning expired:

“Attention all personnel, The Tornado warning in place for Madison County is now expired. Please resume regular activities.”

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TORNADO WARNING

A tornado has been sighted in the area

STAFF RESPONSE

During a tornado warning, a tornado has been sighted in the Madison County area.

1. Once the Admitting staff is aware of the warning, they will make the initial Tornado warning announcement using the “PAGE ALL” button. This announcement will be made twice.
2. Admitting staff will call the Chesnut Building and Earlham Medical Clinic staff and inform them of the Tornado Warning.
3. Notification of severe weather could be received through weather radio alerts, county siren, TV, radio, or Emergency Management. If the Tornado warning has been extended admitting staff is to keep all personnel informed by paging overhead.
4. When the Tornado warning has expired, admitting staff should inform all personnel by paging overhead.
5. Admitting staff will call the Chesnut Building and Earlham Medical Clinic staff and inform them of the Tornado Warning expiration.
6. Follow your department-specific instructions. Patient relocation and safety is the first priority. Personnel will be directed to assist movement of patients and visitors.
7. Personnel, patients and/or visitors in offices/patient rooms will relocate or be relocated to central corridors. People will be directed to the north/south and east/west hallways between fire doors. This includes patients from the Med/Surg area.

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TORNADO WARNING

An Affiliate of **MERCYONE**

A tornado has been sighted in the area

GENERAL EVACUATION GUIDELINES

1. When determining where to relocate, primary consideration should be given to protection from exterior window exposure.
2. Doors to all patient rooms, offices/departments and fire doors should be closed to reduce the potential for injury from flying debris. Curtains and blinds should be closed.
3. Do not use elevators!
4. Due to potential for broken glass, patient should have shoes on when evacuating if possible.
5. Be aware of hazards including electrical, escaping gas, broken glass, etc.
6. Take flashlights and master key when relocating.
7. Portable radios are located in the Emergency Department. ED staff will take these when relocating.
8. Visitors shall be encouraged to stay in the building until the "All Clear" is given. Visitors who insist on leaving during a tornado warning will be permitted to do so.
9. Provide blankets, pillows or sheets for protection from debris.

AFTER LEAVING THE AREA

- Department Supervisors, or designated personnel, will assure all staff and patients are accounted for.
- Remain in designated relocation area until "All Clear" is announced overhead.

BOMB THREAT



OVERHEAD PAGE:

After all information is gathered:

“Bomb Threat [*location, if known*]. All available personnel report to patient care areas to assist with evacuation and then please evacuate the building at the nearest exit and gather at the Winterset High School Football Field.”

STAFF RESPONSE

Bomb Threat In-Person

Initiate the **INTRUDER ALERT** protocol

Bomb Threat via Phone

Keep the caller on the line

- Utilize the Bomb Threat Checklist for incoming calls. The checklist can be found in this section.

Contact (or signal someone else) to help:

- Call 911 and/or push the nearest panic button
- Contact an available manager or Senior Leader

Respond calmly

- Remaining calm during the call may allow for information to be obtained

Response

- Bomb Threat page will be announced overhead, using the **"PAGE ALL"** button, after all information is gathered

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BOMB THREAT

Staff Response

Bomb or Suspicious Device Discovered

Leave it untouched and secure the area.

Move away from danger and initiate the **SECURITY ALERT** protocol.

Following the Bomb Threat / Discovery

1. If bomb threat is received All staff are to evacuate building and gather at the Winterset High School football field.
2. If bomb threat is received at the Earlham Medical Clinic, all staff are to evacuate the building and gather at the Earlham Post Office lobby.
3. Cooperate with local authorities during this process and the investigation.
4. Maintenance will shut off all gas and fuel lines at the main valves.
5. When the threat time ends "Bomb Threat All Clear" will be sent to Department Managers via cell phone alert.
6. Complete a variance report and route to the Chief Clinical Officer



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DISASTER ALERT



OVERHEAD PAGES:

First Announcement:

“Attention all personnel. A Disaster Standby Alert is now in place. Prepare to respond according to department plan.”

Second Announcement

“Attention all personnel: “A Disaster Full Alert in now in effect”. Please respond at this time.”

STAFF RESPONSE

In the event that the facility is given notice about an emergency situation, which may require additional resources and/or preparation, Incident Command will be initiated and the Disaster Plan will be put into place.

On duty personnel

- Report to your department
- Follow department – specific directions

Off duty personnel

- May be called to work for assignment
- Employees will enter through the West Employee Entrance and report to the Command Center in the Specialty Clinic waiting area.
- Employees should wear employee badge when in building

All personnel, visitors and patients not involved with the Disaster should be asked to move to areas away from “Disaster Treatment Areas”.

Incident Command will refer to department specific roles in the Disaster Plan.

SECURITY ALERT



OVERHEAD PAGES:

Location announced overhead, Chesnut building will be notified as appropriate.

“Security Alert [*specific location*]”

STAFF RESPONSE

When a patient, visitor, or co-worker’s behavior is physically or verbally aggressive, endangers him/her or others in the area or destroys property, a Security Alert is activated.

- If danger is imminent, activate the closest panic button or call 911 immediately. Page overhead as soon as it is safe to do so.
- To ensure personnel, patient, and visitor safety, get behind a locked door or take cover behind a large piece of furniture or object.
- Follow the Hospital Lockdown Procedure if needed.
- The Patient Access or Emergency Department staff will lock down the area by pushing the red button located in the main Emergency Department hallway.
- If no immediate danger is perceived, attempt to diffuse the situation and/or ask the threatening person to leave the grounds. Contact your immediate supervisor.

PANIC BUTTON LOCATIONS

- | | |
|-------------------------------|-----------------------------------|
| • CEO Office | • Specialty Clinic Main Reception |
| • Patient Accounts | • Med/Surg North Nurse Station |
| • Main Receptionist Admitting | • CHRO Office |
| • HTPC Main Reception | • ER Nurse Station |
| • HTPC A, B, and C Nursing | • EMC Main Reception |
| • HTPC Clinic Director | • EMC Provider Office |

INTRUDER ALERT



OVERHEAD PAGES:

Location announced overhead, Chesnut building will be notified as appropriate.

“Your attention please, intruder alert [with weapon description] on campus [location + description]. All personnel evacuate the building or shelter in place until further notice.”

REPEAT TWICE

STAFF RESPONSE

If any individual presents on the Hospital Property armed with a weapon and acts in a potentially threatening manner, remove yourself from harm's way and call 911 or hit the panic button if available. Page overhead as soon as it is safe to do so.

- Individuals should move to a secure area behind a locked door. Take cover behind a large piece of furniture or object.
- Should the person demand information, tell them what they ask for. Do not argue.

A

Alert

Announcement is made using the "PAGE ALL" button, giving specific information as to the location of the active shooter so that informed decisions can be made.

L

Lockdown

The need for a lockdown will be determined based on the circumstances of the incident. An internal lockdown should occur immediately by all who do not have the ability to evacuate safely.

I

Inform

Real time information is provided via overhead announcements. Movements and actions of the suspect will be announced to continually provide current information.

C

Counter

If staff/patients are unable to evacuate and have contact with the suspect and feel that they are in danger, they have the option of using counter techniques to interrupt the violent actions of the suspect. Use any weapon you can locate, such as a fire extinguisher, stapler, etc. to disable the person.

E

Evacuation

Immediately leave an area that could expose you to danger and go to a secure area safe from the threat.

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INTRUDER ALERT

STAFF RESPONSE

Panic Button Locations

- CEO Office
- Patient Accounts
- Main Receptionist Admitting
- HTPC Main Reception
- HTPC A, B, and C Nursing
- HTPC Clinic Director
- Specialty Clinic Main Reception
- Med/Surg North Nurse Station
- CHRO Office
- ER Nurse Station
- EMC Main Reception
- EMC Provider Office

When panic buttons are pressed the local law enforcement is alerted of an urgent need for assistance.

- **To ensure personnel, patient, and visitor safety, get behind a locked door.**
- **The Emergency Department has been designated as a safe lock down area. To lock down the area, push the red button located in the main Emergency Department hallway.**
- **Remain in the secured area. When the threat time ends "Intruder Alert All Clear" will be sent to Department Managers via cell phone alert.**



ADDITIONAL INFORMATION

An Affiliate of **MERCYONE**SM



HAZARDOUS / CHEMICAL SPILLS



POWER OUTAGE



MEDIA REQUESTS



HOSPITAL LOCKDOWN

Partial or Total



MISSING PERSON



UTILITY FAILURES

ADDITIONAL INFORMATION



HAZARDOUS / CHEMICAL SPILLS

It is the employee's responsibility to be informed of hazardous materials in the work area and to take appropriate steps to contain chemical spills using protective precautions.

HAZARDOUS SPILLS

- **Incidental Spill:** One chemical, proper equipment and PPE available. Small amount quickly clean up.
- **Substantial Spill:** Call the Maintenance Department and housekeeping. Identify the agent and locate SDS sheet. Initiate appropriate clean-up.
- **Inhalation Agent:** Evacuate area immediately if inhalation agent is released. Locate SDS and treat as directed.

FIRST AID

Any spill resulting in personal exposure should be treated immediately as follows:

- **Eyes:** Assist the exposed individual to a sink or eyewash station and flush eye for a minimum of 15 minutes. Eyewash stations are located: HTPC (2), Lab, Surgery, Emergency Department (2), Physical Plant, Med/Surg, and Pharmacy (2).
- **Inhalation:** Remove individual to fresh air and take to the Emergency Department.
- **Clothing contamination:** Remove clothing and shower in decontamination shower (if possible). Place clothing in a plastic bag and give to maintenance.
- **Assist:** Help injured person to Emergency Department or request employee exam, if needed.

MERCURY SPILLS

Regardless of size of spill, contact Maintenance Department at ext. 222 or page overhead for proper clean up and disposal.

REPORTING

Regardless of quantity, report: Mercury spills, and extremely flammable, corrosive, toxic spills.

****Manager/Supervisor: Complete the Occurrence Form to report all substantial spills and exposures and route to Chief Clinical Officer for review with the Safety Committee.**



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ADDITIONAL INFORMATION



POWER OUTAGE

MADISON COUNTY MEMORIAL HOSPITAL

Madison County Memorial Hospital automatically transfers to an on-site back-up generator in the event of loss of power. This is to supply power to the designated essential areas of the Hospital. Emergency generators power red covered outlets when the generator is in operation.

EARLHAM MEDICAL CLINIC

Earlham Medical Clinic has an onsite back-up generator which supplies emergency power to the entire building.

CHESNUT BUILDING

The Chesnut Building has an onsite back-up generator which supplies emergency power to designated essential areas.

If back-up power DOES NOT activate in your area:

- Staff should remain calm. There is up to a seven second delay for the generator to start. Locate flashlights if there is a longer delay on the switch-over to generators.
- Check all patients on life support or essential electrical equipment and plug into a red outlet.
- Contact Maintenance at ext. 222, page overhead, using "PAGE ALL" or contact admitting to overhead page at ext. 100, or contact maintenance on-call personnel.



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ADDITIONAL INFORMATION



MEDIA REQUESTS

At Madison County Health Care System, our primary obligation and responsibility is to the patient. We will maintain full cooperation with news media without compromising the welfare and privacy of the patient.

INTERVIEWS AND PHOTOGRAPHY

To request an interview with a patient, patient family, Madison County Health Care System Staff Member or Volunteer:

- You may call (515) 462-2373 and request to speak to the Public Information Officer or in his or her absence, Chief Executive Officer or a member of the Administrative team during regular business hours.
- All interviews must be scheduled in advance. Photographs will be taken only with the written consent of the patient or their responsible party, or if in the case of a staff member or volunteer, their written consent. All photography must be approved by the director, or by his or her assignee. In some cases, it may be necessary to receive the approval from the attending physician.
- All media are required to be accompanied by the Public Information Officer, or his/her assignee while on Madison County Health Care System property to protect the privacy of our patients, their families and our staff and volunteers.

PATIENT CONDITION INQUIRIES

Media requests for patient condition reports, please call (515) 462-2373 and ask for the Public Information Officer. All patient condition inquiries must include the patient name. If patients have requested that such information not be given out, we will obey their wishes.

The following conditions will be reported: *(as defined by The American Hospital Association)*

Undetermined – Patient is awaiting a physician and/or an assessment.

Good – Vital signs are stable and within normal limits. Patient is conscious and comfortable. Indicators are excellent.

Fair – Vital signs are stable and within normal limits. Patient is conscious, but may be uncomfortable. Indicators are favorable.

Serious – Vital signs may be unstable and not within normal limits. Patient is acutely ill. Indicators are questionable.

Critical – Vital signs are unstable and not within normal limits. Patient may be unconscious. Indicators are unfavorable.

Treated and Released – Patient was treated and discharged.

Treated and Transferred – Patient was treated and transferred to a different facility.

(Without proper authorization we may not release information regarding the date of release or where the patient went after release or transfer.)

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ADDITIONAL INFORMATION



MEDIA REQUESTS *(cont.)*

EMERGENCY / CRISIS COMMUNICATIONS

In the event of a community disaster or mass casualty incident, every opportunity will be taken to maintain good communication with the media. If warranted, Madison County Health Care System will implement an incident command system. At such time, a Media and Information Center will be opened at a location determined at the time and depending on the situation. During incident command, the Marketing Manager serves as the Public Information Officer (PIO).



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ADDITIONAL INFORMATION



HOSTAGE SITUATION

If you, an employee, visitor, patient or physician, or other individual at Madison County Health Care System is taken hostage or believed taken, call 911 or signal someone to call for help. Initiate the Security Alert protocol.

INSIDE THE HOSTAGE AREA

- If you are inside the hostage area, **DO NOT NEGOTIATE WITH THE HOSTAGE TAKER.**
- Observe: physical description, clothing, speech, behavior, weapons, location and number of hostage(s).
- If you are not needed for patient care, leave the area immediately.
- If possible, patient caregivers should attempt to move ambulatory patients out of the area.
- Do what you are told by the hostage taker.
- When released, leave the area and report to law enforcement.

OUTSIDE THE HOSTAGE AREA

- Local law enforcement personnel will secure surrounding departments.
- After hostage incident, follow direction of law enforcement personnel for stress debriefing and interviews.



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ADDITIONAL INFORMATION



HOSPITAL LOCKDOWN

Partial or Total

A variety of incidents could necessitate the hospital implementing partial or total lockdown procedures.

Examples of these incidents may include:

- Outside threats to the facility
- Patients/visitors/staff exhibiting threatening behavior
- Hostage situations
- Intruder Alert

Maintenance or designated personnel will be responsible to lock doors. Employee badges will still work on locked doors.

TOTAL LOCKDOWN

This is the highest level of facility and perimeter security. During a total lockdown, all doors are secured and no one is allowed to enter or exit the facility. Security personnel or designees will be deployed to key entry/exit point areas to monitor the situation.

PARTIAL LOCKDOWN

During a partial lockdown, all foot traffic is directed towards pre-determined controlled entrances/exits (Ex. Main lobby doors) that where individuals coming and going can be screened.

COMMUNICATION

Once a valid threat has been determined and the decision has been made to go into a lockdown, the person in charge will call 911 and decide the communication that needs to go out to staff and the public based on current known information. The person in charge shall assign personnel to the identified areas.

ADDITIONAL INFORMATION



MISSING PERSON

OVERHEAD PAGE:

**“Your attention, please. Missing person,
[description], [specific location]”**

IF A PATIENT GOES MISSING

1. **Confirm and identify the missing person** (*male/female, approximate age, and location missing from*).
2. **Page overhead “Missing Person” and give the location and description of the individual.** (*ex. missing person from ED, wearing jeans and a red sweatshirt*)
3. **Mobilize team members and continue searching in the immediate area.**
4. **Designated personnel will be assigned to monitor entrances, exits, stairwells, etc.**
5. **Designate team members to search nearby areas.**
6. **If needed, call local law enforcement.**

ADDITIONAL INFORMATION



UTILITY FAILURES

Utility failures can be caused by a wide variety of events. If you are involved in an emergency which triggers the utility failure, reference the section related to the emergency you are dealing with for more specific guidelines.

Only personnel specifically trained in emergency shut-off procedures should attempt to turn on or shut off local and/or main utility lines to a campus building.

COMPUTER SYSTEMS NETWORK FAILURE

- Notify the IT department of the issue.
- Use downtime procedures or backup manual/paper systems.

ELECTRICAL/ LIGHT FAILURE

- Notify the Maintenance department by calling 222, page overhead or call on-call number.
- Provide assistance to others who may be unfamiliar with the space.
- Do not use candles or other type of open flame for lighting.
- Do not leave work unless told to do so by an authorized person.
- Proceed cautiously outdoors or to an area that has emergency lighting.
- In most cases, power will be restored shortly or you may be relocated to another area with power.

ELEVATOR FAILURE

- Activate the emergency button/telephone.
- If you do not get a response from the emergency button/telephone, notify the Maintenance department by calling 222, page overhead or call on-call number.
- Do not attempt to evacuate the elevator or help others evacuate.
- Do not pry open elevator doors.
- If the elevator is stopped between floors, maintain voice contact with persons in the elevator and let them know help is on the way.

FIRE ALARM SYSTEM FAILURE

- Institute fire watch.
- If staff discovers unusual odors, smoke or fire, follow **FIRE ALERT** procedures.
- Notify the Maintenance department by calling 222, page overhead or call on-call number.

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ADDITIONAL INFORMATION



UTILITY FAILURES (cont.)

GAS LEAK

Electrical arcing through gas-filled air can trigger an explosion.

- Stop whatever you are doing.
- Do not turn on lights or any electrical equipment.
- Keep a safe distance from the leak. A distance of at least 300 feet is recommended.
- Call 911.

MEDICAL GAS FAILURE

- Identify patients on oxygen.
- Coordinate with the House Supervisor.
- Hand-ventilate patients.
- Use Portable oxygen and other gases.
- Transfer patients if necessary.

MEDICAL VACUUM FAILURE

- Obtain portable suction machines.
- Located in the ED, Surgery and Health & Rehab Services.
- Notify the Maintenance department by calling 222, page overhead or call on-call number.

NURSE CALL SYSTEM FAILURE

- Notify the IT department of the issue.
- Instruct patients to use bed-side phones if able.
- Assign staff member to continuously round on unit.

PATIENT EQUIPMENT FAILURE

- Notify department manager of the issue.
- Replace and tag defective equipment.

SEWER STOPPAGE

- Notify the Maintenance department by calling 222, page overhead or call on-call number.
- Do not flush toilets or use sinks.
- Do not pour excess water down sink.
- Use red bags in toilets if needed.

(continued on next page)

ADDITIONAL INFORMATION



UTILITY FAILURES *(cont.)*

STEAM FAILURE

- Conserve sterile equipment / supplies.
- Provide extra blankets to patients.
- Prepare meals without the use of steamers and initiate back-up meal procedures.
- Notify the Maintenance department by calling 222, page overhead or call on-call number.

TELEPHONE FAILURE

- Notify the IT department of the issue.
- Use overhead pages or Vocera if able.
- Bypass telephones and runners.

VENTILATION / HVAC SYSTEM FAILURE

- Open windows for ventilation where possible.
- Obtain blankets if necessary.
- Notify the Maintenance department by calling 222, page overhead or call on-call number.

WATER LEAK/FLOODING

- Electrical arcing through water can lead to electrocution.
 - Stop whatever you are doing.
 - Do not turn on lights or any electrical equipment.
- Notify the Maintenance department by calling 222, page overhead or call on-call number.
- If you can do so safely, turn the local water source off.
- If you can do so safely, cover or move objects that could be damaged by water.
- Evacuate the area.

WATER SUPPLY FAILURE

- Notify the Maintenance department by calling 222, page overhead or call on-call number.
- Do not consume tap water until told it is safe to do so by authorized personnel.