EMERGENCY MANAGEMENT

EMERGENCY COMMUNICATIONS
EM - 6
Approved By:

_____
Dr. Mark Peters, President & CEO

Effective date: March 2003
Revised: 2/04, 2/06, 8/06, 2/07

POLICY:

Communication systems must be readily available, reliable and properly maintained to support an emergency or disaster.

PROCEDURE:

1. **Phone System:**
    - If there is telephone system failure due to loss of power or system computer failure, the telephone system will function on generated power from backup batteries for up to 3 hours.
    - The Telecommunications operators (PBX) will immediately notify Building Services of a system failure. The operator will also notify the Administrator on-call or the Administrative Representative (or communicate to the Command Center if initiated) of the failure
    - The Director of Information Technology (Data Center) will also be contacted of any system failures as reported
    - If it is determined that the malfunction is due to a computer failure, the vendor will be contacted immediately for service.
    - If the failure is due to loss of the backup battery system, then all personnel will be informed by the PBX operator to use the Red Bypass Phone system.
    - Security, Courier, and Telecommunications will communicate via two-way radios for the purpose of dispatching messages hospital-wide.
    - Depending on the duration of the outage, the Command Center or Administrator on-call will distribute cell phones to departments. A log of cell phone distribution will be maintained either in Telecommunications or by the Command Center.
    - If the problem is due to loss of communications with AT&T, there can be no incoming or outgoing calls until the problem is resolved.
        - The Telecommunications operator will notify the Administrator on call or the Administrative Representative (or the Command Center if initiated). The Telecommunications System manager will maintain contact with AT&T using two emergency foreign exchange lines (FX) located within the Telecommunications department. If the FX lines do not work cell phones will be used to communicate to AT&T.
        - Security, Courier, and Telecommunications will use two-way radios to communicate dispatch messages hospital-wide. The Administrator on-call or Administrative Representative will contact the Hospital Medical Director and the Emergency Department.
        - Communications to and from departments will be accomplished through two-way radios, cell phones, satellite phone, email or runners.

- Communications with other hospitals may be maintained through the use of the 700/800 mhz radio, satellite phones, cell phones, HAM radio, or HEAR radio system.

2. **Radios and Phones:**
   - The 800 mhz radio is the regional and state recommended communication device during emergencies. Radio roll calls are conducted weekly within Region 1 and state Regional Coordinators and Office of Emergency Preparedness.
   - The Hospital also has satellite voice and data capabilities. The system includes base system in the Command Center and handheld phones..
   - The H.E.A.R. system (2 way radio system designated for hospitals) is also utilized for communications between hospitals and EMS services.   H.E.A.R. radios are located in the Emergency Department and in the Command Center.
   - UHF two-way radios are available for internal and external communications for key departments such as Facilities, Security, and EMS, and Command Center, Some of these radios are also made available to designated departments for use during emergencies.
   - The hospital also has a HAM radio and cell phones which are used in emergency situations as alternated communication sources.

3. **Command Center:**
   - All external communications to outside agencies or services from the facility are coordinated via the Command Center, usually by the Command Liaison Officer or the Public Information Officer.
   - The Command Center will initiate a "message center" to supplement communication devices. If needed, the Labor Pool will assign team members to provide both internal and external messenger service.   This messenger system is important especially if the telephone system or cell phones become overwhelmed.
   - The Command Center will document all incoming and outgoing messages
   - Marketing Communications will conduct any communications with the media. The designated media location at the hospital is in the Conference Center. All media communications are coordinated through the Public Information Officer (usually the Director of Marketing Communications) in the Command Center.
   - The Hospital will initiate an "800" number to be used during emergencies for team members and the public to contact the Hospital (or remote Command Center if communications are down at the hospital) for information.
   - The Command Center will coordinate all internal and external communication activities during extremely prolonged outage periods or disaster periods.

4. **Notification Systems:**

   - **3 – N System**: The Hospital can use the 3 – N notification system to "blast" alert critical information to team members. Notification options include designated groups of team members or all team members on staff. It is the responsibility of all team members to ensure that their notification contact information is current in PeopleSoft, i.e. home phone #, cell #, email address, etc.

- **EMSystem**:   The Hospital participates in a state-wide web based alert system, EMSystems, to monitor hospital and Emergency Department census and notification of and tracking of information for any disaster event. All state hospitals, EMS providers and state and parish emergency agencies have access and use of this system.
- **Web EOC**: This is a web-based system used by all parishes to communicate information to the state EOC during disaster or emergency situations. Web EOC is to be used in Jefferson Parish by all Parish agencies for communication of needs or status updates during emergencies or a disaster. Each parish agency would use Web EOC to request or receive information to and from the Parish EOC. The system communicates in a NIMS-like manner in that the users can follow status of requests or communications from the parish and state EOC's as each level responds.
- **Voicemail/Email:** Disaster Voicemail (xxx-xxxx) and Email (Command Center) are initiated to provide communication mechanisms and status updates to staff from the Command Center.

5. **Data Systems:**

- All systems in the Data Center are backed up daily. In addition, the TSM (Tivoli Storage Manager) system co-locate feature will be utilized to locate data needed to rebuild a server or system on one backup tape in order to significantly reduce the amount of time needed for this disaster recovery step.
- The TSM configuration is able to pull an image of the platform or operation system of each server or system that could potentially need to be rebuilt in the event of a disaster. This would enable the hospital to pick from a catalog or menu of the various systems to be rebuilt and select the order in which the systems would be brought back on line.
- The Vaulting process would protect data and vital systems by moving this information to the storage system at the hospital's disaster recovery site in Philadelphia each night. The enables the I.T. Department to immediately begin rebuilding systems without being delayed by the need to download the information over several days before rebuilding can be initiated at the remote site. This also allows the hospital to maintain regular operations up to the time that the Data Center is required to bring all systems down.

EMERGENCY COMMUNICATIONS
EM - 6
Effective date: March 2003
Revised: 2/04, 2/06, 8/06

EJGH

East Jefferson General Hospital

SYSTEMS:

VOICE:

Hospital Phone system	
Hospital By-Pass Phone system (Red Phones)	
Digital Cell Phones	Stored in Data Center
Cell Phones (3 - numbers terminate from outside region)	Stored in Data Center
Radios	
Radios – Emergency Management	Assigned to key team members, Command Staff
GETS Cards (10)	Assigned to key team members, Command Staff
Satellite Phones (6)	Assigned to key team members, Command Staff
700/800 mhz Radio (2)	1– mobile unit in Command Center;1 – handheld
HAM Radio	1 - 10th floor
H.E.A.R. Radio	Command Center; Emergency Dept ; EMS

NOTIFICATION SYSTEMS:

Emergency Voicemail – hospital phone system	(xxx)– xxx –xxxx
Emergency Email – hospital Groupwise system	email address
3-N Notification System	EJGH IT Help Desk is administrator
EMSystems	Web-based; Command Center or Admin Reps are administrators
	email address
Web EOC	Command Center, EMS Director are Administrators; email address

DATA:

Internet Providers:	Cox Cable, AT & T
	Satellite- Data Technology Solutions,LLC.

EMERGENCY COMMUNICATIONS
EM - 6
Effective date: March 2003
Revised: 2/04, 2/06, 8/06

EJGH
East Jefferson General Hospital

Loss of Communications

❶ **Loss of Internal Phone and Paging Systems**

Activation of Emergency Bypass Phones

EMERGENCY BYPASS PHONES
If the event of a loss of internal telephone system, the power failure telephones are automatically switched to outside service. The emergency bypass phones will operate as a standard residential phone. For a listing of emergency bypass telephone numbers, refer to the listing in Team Talk.

❷ **Loss of Emergency Bypass Phones**

- Digital Cell Phones   (voice or text message)
- "Out of Region" cell phones (3)
- GETS cards (10)
- UHF Radios
- 700/800 mhz Radios
- H.E.A.R. Radio
- HAM Radio
- Satellite Phone

ICC shall distribute digital cell phones, satellite phones and UHF radios to departments as deemed necessary. Command Staff members have UHF radios for access to Emergency, Facilities, Security and EJGH EMS channels

❸ **Loss of all data or systems communication**

- On-site recovery methods
- Initiate satellite data service
- Initiate off-site DR procedures
- Labor Pool

Initiate satellite data system. For extensive system or prolonged loss of service the Data Recovery process would be initiated by recovery steps on site or ultimately at the off site location.   Employees assigned to Personnel Pool shall serve as messengers if needed during systems failure.