INTRODUCTION

Emory University’s Office of Critical Event Preparedness and Response (CEPAR) sought an efficient and inexpensive way to integrate the 4 phases of Emergency Management – Mitigation, Preparedness, Response and Recovery – into one shared system across the entire enterprise as well as communicating and planning with local and government partners. We will demonstrate how an off-the-shelf collaboration software – specifically Microsoft SharePoint – can be used to develop an incident management system.

The Response site of the system is used to maintain situational awareness during an emergency response, and provides a platform for event logging, assignment tracking, resource requests, patient tracking and event documentation. The site also allows online completion of ICS forms to comply with the National Incident Management System (NIMS).

We will provide examples of response check in, event logging, assignments, resource requests, patient tracking, situation reporting, and ICS forms.

Learning Objectives:
1. Attendees will gain an understanding of how an off-the-shelf product can be used to develop a site for crisis response.
2. Attendees will learn the basic components of the critical incident management system and how they are used to manage an incident.

MATERIALS

Using the following materials we created the Emory Critical Incident Management System (ECIMS):
• Microsoft Office 365 (cloud) version of SharePoint 2010.
• Microsoft SharePoint template sites, and forms that we later adjusted and modified to accomplish our goals.
• Free Microsoft downloads to SharePoint Designer and InfoPath for modifying forms and sites to fit the business’s needs.

RESULTS

Emory’s Critical Incident Management System (ECIMS)

Using a multi-site approach we built a system of SharePoint sites that would encompass Response, Crisis Communications, Operations & ESF, the 911 Emergency Operations Group and Business Continuity. These components comprise the Emory Critical Incident Management System (ECIMS) and allow for planning, response, and recovery functions to be accessible from one platform.

As the event progresses the need for targeted assignments (or more commonly known as tasks) will be used to direct specific items to a particular person’s attention. The Assignment is tracked on the master list of Assignments and under the User’s Assignments on the Response homepage. The recipient will also receive an email alerting them to the new Assignment so they may direct their attention to it. Users are able to manage their assignments and update the status of the Assignment.

Requests are made using a simple Resource Request form and work in a similar way as Assignments, they are directed to the appropriate person and can be tracked for status and updates.

Figure 1 Emory Critical Incident Management System (ECIMS)

Figure 2 Response Site

During a response, Emory’s Crisis Management Team and Emergency Support Functions (ESF) are activated and log into the ECIMS system for situational awareness of the event. The Response site of ECIMS becomes the virtual Emergency Operations Center (EOC) before the physical site is activated. This allows a quick activation and immediate support for field operations.

Response Check in

Emory’s Crisis Leadership team is comprised of the institution’s senior leadership. The first step in the response is for members to complete a simple Check-in form that informs crisis managers who is available to respond and documents what functions have responded in. From this information the ICS 207 Incident Command Org Chart may be completed and planners may continue to monitor to Baldwin responders in the EOC as the event progresses.

Response Event Logging & Situation Reports

Event Logging is used to document chronological events occurring during the response. Each entry is automatically time stamped and visible to all corresponding members to ensure situational awareness. Situation Reports are generated on an hourly basis summarizing the event for the Incident Commander and institutional Leadership.

Figure 3 Response Event Logging

Figure 4 Response On Scene Patient Tracking

Patient Tracking

Patient Tracking was designed for on-scene tracking of patients by triage category. A tracking system was also developed to track patient transport by triage category and number transported to a specific destination.

Figure 5 Response On Scene Patient Tracking

ACKNOWLEDGEMENTS

The Office of Critical Event Preparedness and Response would like to thank our CDC colleagues and Emory partners in the Office of Information Technology.

FOR FURTHER INFORMATION

We have established a webpage with additional information and form & site images. Please scan the below QR Code or go to: http://emergency.emory.edu/Poster.