

## Policy and Procedure

<b>Subject:</b>	<b>Emergo Train System</b>
<b>Issued by:</b>	<b>David Nankivell, Health Emergency Planning Manager</b>
<b>Authorised by:</b>	<b>Murray Holt, Head of Operational Support</b>
<b>Issue date:</b>	<b>January 2016</b>
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<b>Reference Number:</b>	<b>OMP 5.8.3</b>
<b>Issue Number:</b>	<b>3</b>

<b>1. Purpose:</b>
<p><b>1.1</b> The purpose of this policy is to:</p> <ul style="list-style-type: none"> <li>a. Describe the framework to support the Emergo Train System (ETS) tool;</li> <li>b. Provide Senior Instructors with clear processes for delivering ETS exercises; and</li> <li>c. Provide a range of templates to assist exercise developers.</li> </ul>
<b>2. Scope:</b>
<p><b>2.1</b> This is a St John wide policy relating to ETS exercises planning, delivery and evaluation. It needs to be applied alongside the Major Incident and Emergency (MI &amp; E) Plan: <a href="https://thehub.stjohn.org.nz/Operations/Pages/StJohnMIEPlan.aspx">https://thehub.stjohn.org.nz/Operations/Pages/StJohnMIEPlan.aspx</a></p> <p><b>2.2</b> The updating of this policy occurs on biennially, unless there are changes to legislation and standards.</p> <p><b>2.3</b> It is the responsibility of the Health Emergency Planning Manager and the Head of Operational Support through the Strategic Operations Group to update this policy.</p> <p><b>2.4</b> Compliance with this policy and procedure will be monitored via the Emergency Management Team which meets on a regular basis.</p>
<b>3. Guiding Principles:</b>
<p><b>3.1</b> St John holds the ETS New Zealand licence. This licence allows St John to deliver the ETS according to the regulations stipulated in the license</p>

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- agreement.
- 3.2** Legislative<sup>1</sup> and contractual requirements<sup>2</sup> stipulate that all emergency response plans and procedures shall be tested biannually using the ETS to ensure a coordinated response to a significant emergency.
- 3.3** The Ministry of Health (MoH) is funding St John, as the licence holder, to deliver eleven ETS exercises annually. The aim of these exercises is to enhance the ability of hospital based health personnel and District Health Boards (DHBs) to respond to mass casualty emergencies.
- 3.4** This ETS process follows the Civil Defence Emergency Management (CDEM) guidelines for exercise development<sup>3</sup>. Phases include analysing the need for an exercise and design, conduct and evaluation of the exercise.

#### **4. Policy and Responsibilities:**

##### **4.1 ETS Interested Parties**

The interested parties for ETS are:

- a. Centre of Teaching and Research Disaster Medicine and Traumatology Sweden – Owner
- b. St John - The ETS licence holder for New Zealand
- c. New South Wales ETS Faculty – Governance Group; and
- d. The Ministry of Health Emergency Management Team – Contract Provider.

##### **4.2 EMERGO Train System Facilitator**

The ETS Facilitator (or representative) is:

- a. Required to be an ETS Senior Instructor working toward being an Educator and will represent New Zealand on the New South Wales ETS Faculty;
- b. Responsible for scheduling the exercises and ensuring they are delivered within the agreed timeframe;
- c. Facilitate the exercise conduct phase and ensure all components of the exercise model are met;
- d. Accountable for the provision of reports to the MoH and Centre of Teaching and Research Disaster Medicine and Traumatology ; and for ensuring that quality control measures are in place for the ETS process in New Zealand;
- e. Will facilitate the Senior Instructors courses and workshops and coordinate the Assistant Instructors course with Senior Instructors;
- f. Any issues arising during the exercise phase are to be communicated through the ETS Facilitator; and

##### **4.3 Ministry of Health Regional Emergency Management Advisors (REMA)**

MoH REMA will support the ETS Facilitator in the exercise scheduling process and participate in the planning and delivery of DHB exercises.

<sup>1</sup> Health Act (1956), Civil Defence Emergency Act (2002)

<sup>2</sup> Ministry of Health National Health Emergency Plan / Operational Policy Framework (OPF)

<sup>3</sup> CDEM Exercises: Director's Guideline for Civil Defence Emergency Management Groups [DGL 010/09] (2009)

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#### **4.4 Emergo Train Senior Instructors**

- a. Emergo Train Senior Instructors are required to follow this policy and procedures which have been produced to ensure the planning and delivery of the exercise is consistent whilst reflecting actual data and processes.
- b. The ETS Senior Instructors shall work to the ETS Licence requirements. Centre of Teaching and Research Disaster Medicine and Traumatology Sweden own the intellectual property for the ETS.

#### **4.5 Emergo Train Assistant Instructors**

Emergo Train Assistant Instructors must attend the approved ETS training session. During an exercise they will work under the guidance of the Senior Instructor.

#### **4.6 The Exercise Controller**

- a. The Exercise Controller may or may not be a Senior Instructor.
- b. The Exercise Controller will lead the steering group through the planning phase and assign roles and responsibilities. This person will work closely with the ETS Facilitator and ensure they receive all the relevant data so that resources and patients can be replicated in accordance with the Steering Group requirements.
- c. The Exercise Director manages the conduct phase of the exercise (this may be the same person as the Exercise Controller). The Exercise Director is responsible for:
  - i. Introducing the exercise;
  - ii. Ensuring that the St John ETS DVD is played;
  - iii. Setting the scene ;
  - iv. Placing the pre-allocated injects or coordinates this component;
  - v. Calling the time for 'stand down' and;
  - vi. Conducting the hot debrief.

### **5. Procedures:**

#### **5.1 Exercise Scheduling**

- a. The exercise schedule will be maintained by the ETS Facilitator and updated monthly on the Emergo Train website <http://www.emergotrain.com/>.
- b. The MoH REMA will assist the ETS Facilitator to ensure that all DHBs have the opportunity to use this tool within the MoH and St John contract period.
- c. All enquiries regarding scheduling an ETS exercise must come through the ETS Facilitator.
- d. Written confirmation will be provided once an exercise date has been confirmed between the St John ETS Facilitator and the organisation.
- e. Should either party need to cancel or defer the exercise then this must be documented in the form of a letter (including e mail) and sent to the relevant party, with a minimum of one month's notice prior to the exercise date.
- f. If the exercise has been funded through a MoH contract then the MoH will receive a copy of the letter. Otherwise, the requesting organisation will

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receive the report.

## **5.2 Training of Senior Instructors and Assistant Instructors**

- a. St John ETS Facilitator (if an ETS Educator) is responsible for training the Senior Instructors and allocating Senior Instructors to ETS exercises.
- b. The ETS Facilitator is responsible for allocating Senior Instructors/Assistants to exercise slots.
- c. The ETS Facilitator will ensure that all Senior Instructors are aware of OMP 5.8.3 Emergo Train System policy. A current list of Senior Instructors will be placed on the New Zealand ETS website. The Senior Instructors will be working under the guidance of the ETS Facilitator. This will ensure consistency when delivering ETS exercises within New Zealand and synergy with the New South Wales ETS Faculty.
- d. The training of Assistant Instructors can be delivered by any Senior Instructor:
- e. The Senior Instructor who wishes to run this course should make contact with the ETS Facilitator who will ensure the training package is sent to them. This package will include the power point presentation that is to be delivered and a demonstration pack.
- f. The Senior Instructor will run a mock exercise as part of the training session. On completion of this session participant names and the training material must be sent back to the ETS Facilitator.
- g. The ETS Facilitator subsequently sends out the St John attendance certificates to the Senior Instructor for distribution.
- h. The ETS Facilitator is responsible for the maintenance and periodic review of this process.

## **5.3 Senior Instructor Maintenance of Certification and Entitlements**

- a. The expectation would be that each Senior Instructor assists in an exercise annually.
- b. The Senior Instructor may deliver the Assistant Instructor course in accordance with section 5.2 above.
- c. To maintain Senior Instructor Certification with St John, the Senior Instructor must adhere to the St John policy and associated procedures for delivering exercises.

## **5.4 Planning and ETS Exercise (Design)**

- a. Once an exercise date has been confirmed the ETS Facilitator will make contact regarding how the planning phases will progress.
- b. Each participating organisation will need to identify the Exercise Controller, Steering Group and Medical Umpire. This group will determine the scale and scope of the exercise as well as setting the scenario and writing injects.
- c. The Exercise Controller and the Steering Group will set Key Performance Indicators (KPI). These KPIs must align with processes documented in the Emergency Plan or with organisational processes. For validity consider nominating an impartial evaluator to measure the KPI's.
- d. The Exercise Controller will be responsible for liaising with the ETS Facilitator and ensuring appropriate documentation is completed and timelines are met.

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## 5.5 Delivering and ETS Exercise (Conduct)

- a. The Exercise Director will introduce the exercise and the process that will follow.
- b. All participants will watch the St John Introduction to the ETS briefing DVD ). This covers the rules of play and exercise expectations.
- c. The ETS Facilitator or Controller may wish to expand on the rules of play.
- d. The exercise scene will be set by the Exercise Director. The use of power point presentation and other media / innovation to set the scene is encouraged.
- e. Participants are guided into the exercise room by their Senior Instructor to be introduced to their whiteboards and reiterate the ETS rules of play.
- f. This Senior Instructor will provide a ten minute discussion on how the exercise will be played out. The Senior Instructor will be provided with a checklist to work through with the participants.
- g. The exercise will start at the time indicated by the Exercise Director.
- h. The Senior Instructor must ensure that real time management is adhered to, e.g. a task / treatment will equal a set 'out of play' time; a transfer will equal a pre-set time out of play.
- i. Each exercise is to have a delay board. This board is regulated by an Assistant Instructor who ensures that when the Guber is in transit that it is taken out of play for that predetermined timeframe. It is this person's responsibility to place the Guber back into play at the correct destination and within the correct timeframe.
- j. The Exercise Director is responsible for terminating the exercise, whether it is due to a 'no duff' or to indicate the completion of the exercise.
- k. A 'Hot Debrief' will be conducted by the Exercise Director or designated person. This information should be documented so it can be reported back in the formal report.

## 5.6 Debriefing and Reporting to Organisations following an ETS Exercise

- a. At the end of an exercise the Senior Instructor will provide the ETS Facilitator with a summary of their findings and recommendations using the template provided.
- b. The ETS Project Facilitator compiles an Exercise Report for the organisation. The report will include the Evaluator and Senior Instructor summaries, KPIs and evaluation findings. The appendices will include the data that was collected prior to the exercise.
- c. The completed draft report will be sent to the Exercise Controller / Director for feedback prior to final publication.
- d. For exercises that are under the MoH contract the REMA will also receive a copy of the report. This should be completed within four weeks following the exercise unless agreed otherwise.
- e. Four to six weeks post exercise it is recommended that a 'Cold Debrief' is held by the Exercise Controller / Director and Steering Group members, to analyse the findings from the exercise and formalise a plan to adopt any proposed recommendations.

## 6. Associated Documents

### a. Ministry of Civil Defence and Emergency Management (2009) CDEM

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Exercises: Director's Guideline for Civil Defence Emergency Management Groups

- b. Ministry of Health (2008) National Health Emergency Plan
- c. Ministry of Civil Defence & Emergency Management (2006) Guide to the National Civil Defence Emergency Management Plan, Revised November 2007.

## 7. Definitions and Abbreviations:

<b>Assistant Instructor:</b>	Instructor that has completed the St John Assistant Instructors Course
<b>CDEM</b>	Civil Defence Emergency Management
<b>Cold Debrief</b>	Conducted for example two weeks post exercise
<b>DHB</b>	District Health Board
<b>Emergo Train System (ETS)</b>	The ETS is an educational simulation tool designed for training and testing of preparedness for major incidents. The tool was developed by the Swedish based Centre for Teaching and Research in Disaster Medicine and Traumatology, at the University Hospital, Linkoping.
<b>ETS owner</b>	Centre for Teaching and Research in Disaster Medicine, University Hospital, Linkoping, Sweden
<b>ETS Licence holder</b>	St John (New Zealand)
<b>ETS Facilitator</b>	Health Emergency Planning Manager, St John
<b>Exercise Controller</b>	Responsible for leading the Steering Group during the design phase
<b>Exercise Director</b>	the person with overall responsibility for the exercise conduct and evaluation phases
<b>Exercise Scenario</b>	A narrative that describes an event that exercise participants need to resolve <sup>4</sup>
<b>Exercise Steering Group</b>	Senior Managers appointed by the Exercise Controller to coordinate the design and conduct phases of the exercise. This steering group should be made up of individuals with the ability to influence change within the organisation.

<sup>4</sup> CDEM Exercises: Director's Guideline for Civil Defence Emergency Management Groups [DGL 010/09] (2009)

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<b>Guber</b>	A symbolic magnet that represents a person
<b>Hot Debrief</b>	Conducted immediately after the exercise
<b>Inject</b>	Information provided by the Exercise Director (or appointed persons) to participants in order to drive the exercise play
<b>KPI</b>	Key Performance Indicator
<b>MCI</b>	Mass Casualty Incident
<b>MI &amp; E plan</b>	Major Incident and Emergency Plan
<b>MoH</b>	Ministry of Health
<b>MoH REMA</b>	Ministry of Health Regional Emergency Management Advisors
<b>No Duff</b>	Real incident that causes the exercise to be stopped
<b>Senior Instructor</b>	Trained Instructor in Emergo Train System

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