

## Policy and Procedure

<b>Title</b>	Emergo Train System
<b>Issued by</b>	Business Continuity and Health Emergency Advisor
<b>Authorised by</b>	Emergency Planning and Specialist Response Manager
<b>Issue date</b>	August 2020
<b>Review date</b>	August 2023
<b>Reference number</b>	OMP 5.8.3
<b>Issue number</b>	6

<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 Faculty responsible for exercise planning, delivery and evaluation. It needs to be applied alongside the Major Incident and Emergency (MI &amp; E) Plan: on the Emergency Management Heartbeat page.</p> <p><b>2.2</b> The updating of this policy occurs triennially, unless there are changes to legislation and standards.</p> <p><b>2.3</b> It is the responsibility of the Business Continuity and Health Emergency Advisor and the Emergency Planning and Specialist Response Manager through the Strategic Clinical Operations Committee 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 Educator Faculty licence. This licence allows St John to deliver the ETS according to the regulations stipulated in the license agreement. As an Educator Faculty St John provides its own governance arrangements and remains a member of the Australasian ETS Network.</p>

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- 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 ETS exercises annually in accordance with the MoH Operating Performance Framework for DHB's. 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 National Emergency Management Agency (NEMA) 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 Educator Faculty licence holder for New Zealand.
- c. 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 Educator and will represent New Zealand on the Australasian Network
- 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, refresher training and workshops;
- f. Any issues arising during the exercise phase are to be communicated through the ETS Facilitator.

##### **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.

##### **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.

<sup>1</sup> Health Act (1956), Civil Defence Emergency Management 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 10/19] (2019)

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- 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.
- c. All Senior Instructors are to adhere to the Code of Conduct, and if breached, could result in staff members being asked to stand down from their role, or appropriate.

**4.5 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. Standardized briefing on the exercise;
  - 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/>. and on the St John ETS page on Heartbeat.
- 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 email) 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 receive the report.

**5.2 Training of Senior Instructors**

- a. St John ETS Faculty is responsible for training the Senior Instructors and allocating Senior Instructors to ETS exercises.
- b. The ETS Facilitator is responsible for allocating Senior Instructors 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

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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 Australasian Network.

- d. The ETS Facilitator subsequently sends out the St John attendance certificates to the Senior Instructor for distribution.
- e. The ETS Facilitator is responsible for the maintenance and periodic review of this process.

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

- a. It is expected that each Senior Instructor will assist in at least one exercise annually and attend any training as appropriate required by the Faculty.
- b. To maintain Senior Instructor Certification with St John, the Senior Instructor must sign up to and adhere to the St John policy and ETS Code of Conduct for delivering exercises.

**5.4 Planning an 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.

**5.5 Delivering and ETS Exercise (Conduct)**

- a. The Exercise Director or ETS Facilitator will introduce the exercise and the process that will follow.
- b. All participants will be provided with an Introduction to the ETS briefing. 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.

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- i. Each exercise is to have a delay board. This board is regulated by a Senior 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 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 (2019) CDEM Exercises: Director's Guideline for Civil Defence Emergency Management Groups
- b. Ministry of Health (2015) National Health Emergency Plan
- c. Ministry of Civil Defence & Emergency Management (2006) Guide to the National Civil Defence Emergency Management Plan, Revised November 2015.

## 7. Definitions and Abbreviations:

<b>Assistant Instructor:</b>	Instructor that has completed the St John Assistant Instructors Course
<b>Cold Debrief</b>	Conducted for example two weeks post exercise
<b>DHB</b>	District Health Board

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<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.
<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

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

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<b>NEMA</b>	National Emergency Management Agency
<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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