



Service Priorities and Programmes
Electronic Presentations

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The first 15 minutes crisis response matters – A test case for water supplies interruption from Facility Management's perspective

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Introduction

The first 15 minutes crisis response matters and time is our enemy in a crisis. With effective crisis communications and responses plan in place, the hospital has the ability in responding to incidents or emergency situations.

Objectives

The uninterrupted facility services is a pivotal part of the contingency plan to assure the operations properly maintained and unaffected, in a way to support quality patient services before and after the facility breakdown.

Methodology

Facility breakdown is not uncommon. By studying a real life case of a sudden suspension of fresh water supplies to the hospital, one of the key factors among all is the effective communication mechanisms to all action and concerned parties, to capture the dynamics of the crisis from different departments and agents. Swift decision to escalate the alert to higher level to secure all necessary support is equally important. Another critical point is to evaluate the incident and determine an appropriate back-up plan with the accurate estimation of water reserve in the available tanks due to water outage.

Result

A bullet-proof contingency plan for crisis is the starting point. Regular drills conducted in the presence of all key stakeholders (clinical and non-clinical) and other government departments are indispensable. In essence, a regular review and refine the plan with paper and on-site drill is instrumental in bring about the effectiveness and integrity of the plan.