



# FLASH FRIDAYS



## April 28, 2023

Flash Fridays will be distributed weekly on Fridays to prepare you for upcoming surveys like The Joint Commission or State of WI surveys. The Continual Readiness information provided will pertain to all areas within NCHC, from Behavioral Health to Skilled Nursing Care, however some information may be more specific to one survey. Some may only pertain to clinical staff, but always read it thoroughly. If you have questions, ask your Team Leader to explain how the topic relates to your program or department.

**THE JOINT COMMISSION IS COMING SOON! SURVEY WINDOW: FEB. 5, 2023 – AUG. 5, 2024**

## Emergency Drills

North Central Health Care regularly runs emergency drills in multiple programs in an effort to help staff feel comfortable responding to a variety of emergency situations while assessing any areas of opportunity we may have regarding responses. While we understand drills may feel disruptive to your workday, it is imperative to assess our current strengths and opportunities surrounding emergency situations to ensure continuous improvement to those we serve.

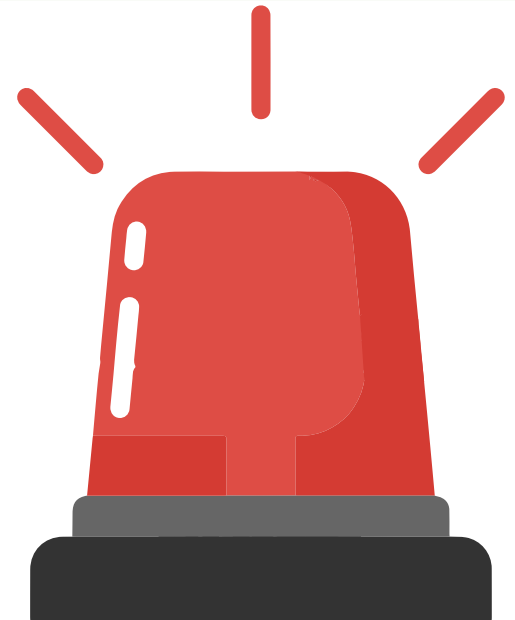
**WHO** - Anyone who would normally be responding or assisting during a real-life emergency response should be participating in the drill. The drill is intended for those responding to become more familiar and comfortable with policies and procedures in place when responding to different situations as well as identify who is all responding and assess if there are any missed opportunities.

**WHAT** - NCHC focuses several drills in our Emergency Response requirements. "Medical Emergency" and Dr. Green drills are common as well as Severe Weather, Fire, Bomb Threat, Dangerous Person, and more.

**WHEN** - Based on feedback from leaders and staff, we run a Medical Alert and Dr. Green drill more often. However, this may vary based on variety of things including outbreaks. We work directly with leaders to try to find an ideal time of day and week with a goal of running drills on off shifts as well. Other emergency drills may be required by the State or The Joint Commission to do on an ongoing, rotating basis such as quarterly or annually.

**WHERE** - The focus currently has been on the Wausau Campus, and Pine Crest has done a great job doing drills as well. If you are working in other locations, please feel free to reach out to your managers if you feel a drill would be beneficial, or you can always talk through with your colleagues what you would do in various situations and what your response may look like. Managers may contact Sarah Rothmeyer for assistance with drills or requests.

**WHY** - Running drills now will help identify if there are any gaps or missed opportunities that we can remedy before a real-life situation would occur. It also ensures staff are competent and comfortable in responding to situations while utilizing policies & procedures in place. At the end of the drill we also provide some time for "debriefing" which allows us to discuss how the drill went as well as share additional education and feedback. Ensuring a streamlined, high quality response to any emergency is a benefit to staff and those we serve.



## How Can You Help During A Drill?

### PARTICIPATE & RESPOND

You will not know the difference between a drill and a real life situation until you arrive on-scene. Respond and do the things you have been trained to do. Practice will prepare you and others for what to do in case of a real emergency.

### HAVE A POSITIVE ATTITUDE

Our drills are meant to educate staff about our emergency responses. Coming into a drill with a good attitude, taking drills seriously and helping others is necessary to achieve our Core Value of Continuous Improvement. Drills are practice. If we make mistakes, we will all learn from these and perform better in the future.

### TALK ABOUT WHAT YOU LEARN

Talk with your coworkers and managers about what you learned during the drill. Perhaps if it was new to you, it would be new to someone else. Communication will help everyone improve.

**Questions?** Contact your manager or team leader and ask them about your role in the survey process.