Einstein
HEALTHCARE NETWORK

Informatics Role in a Crisis
Angie Nicholas, MD

1

Learning Objectives

Einstein
MEDICAL CENTER MONTGOMERY

1. Discuss the impact of healthcare emergencies on clinicians
2. Explain the role of the informaticist in the analysis of the needs of the clinicians during significant periods of change

2

Minding my own business…

- Vacation… In Seattle…Vegas, Tucson
- Situation in our own backyard involving DOH requests
- Now what?

3

In a week…

- Impact to the hospital
- Impact to the outpatient areas
- Impact to the practices – outpt quality suffered, screening who can come in
- Impact to our patients - no STEMIs, strokes
- Impacts to caregivers – no visitation
- Impact to our staff (nurses, ancillary depts)– PPE, no visitation, family response
- Impact to our staff (non clinicians) – WFH, scared to be in hospital
- Impact to our doctors – no surgeries, reentry, volumes, salary

4

But this is not the only emergency

- Hurricanes
- Power loss
- Fire
- Floods
- Loss of internet
- In the event of a crisis…we all become desktop support!

5

Informaticist Role

- First and foremost…you are clinicians
- Most important answer…what is best for the PATIENT
- Second…Crisis response plan

6

Informaticist Role in Crisis

Einstein
MEDICAL CENTER MONTGOMERY

- Plan ahead
  - Sometimes you can plan for a crisis
  - Emergency Preparedness Planning - loss of power, loss of EMR
  - What happened the last time?
  - What will you do if staff affected?
  - Are you doing disaster drills?

7

Informaticists role in a Crisis

Einstein
MEDICAL CENTER MONTGOMERY

- You are uniquely positioned to be a leader…Response Plan
  - What is your hospital's response plan?
    - Environment
    - Communications
    - Patient Populations –dialysis, homeless, cancer infusion
  - Hardware
    - How are you connected?
    - Laptops/Printers
  - Software
    - Downtime contingency plans
    - Network drives
  - Where will clinicians physically be located?
    - How do we staff the clinic with the tools needed? Computers, printers etc
    - Special populations – homeless, dialysis, transplant, cancer infusion have unique needs

8

"Disaster Informatics" - Miami VA Healthcare System   9

9

Informaticists role in a Crisis

- Response center
  - IT specialist assigned – you will be tech support…
  - Define roles to support providers
- Communications
  - Communications within the IT team - technical, clinical will rely on each other
  - Communication with the Disaster response team
  - How do you communicate the needs of the clinicians?

10

Questions

11