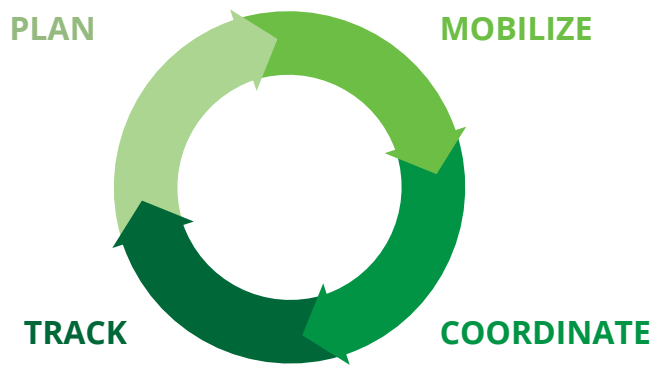# Emergency Manager

Keep Cool in Critical Situations

When natural disasters and other crises strike, a community or region can be brought to its knees. Personnel inside and outside the hospital need to be prepared for anything, and ready to mobilize resources and coordinate under even the most chaotic conditions.

Ensure emergency preparedness with LiveProcess

Because circumstances can arise and change without notice, hospitals, health systems, coalitions and public agencies must be ready at all times to coordinate and mobilize at the facility, community, regional and state levels, as well as to serve as command central among responding partners.

LiveProcess enables your organization to plan and execute drills, track compliance against national readiness standards and ensure you are always prepared.

PLAN — MOBILIZE — COORDINATE — TRACK

Who uses Emergency Manager?

- A risk manager, who can evaluate vulnerabilities and gauge their impact in order to minimize service interruptions.

- The director of emergency preparedness, who tracks third-party accreditor guidelines (such as the Joint Commission, NIMS) and conducts exercises – from table-top discussions to live role-playing drills – to assess the facility's regulatory compliance and the readiness of its personnel.

- An incident commander, who can instantly and confidently mobilize caregivers, staff and community partners in an orchestrated manner as situations unfold.

- A crisis response team can gain situational awareness and afford its members the ability to act in real time on essential tasks while managing needed resources.

- A process improvement manager, who can enhance future operational response by applying knowledge gained from LiveProcess-generated after action reports.

LiveProcess Resources

- **Hazard Vulnerability Analysis (HVA)**
  Preloaded, editable instruments help hospitals self-assess their readiness to respond in four incident categories: natural disasters, infrastructure failures, security risks and mass casualty events.

- **Job Action Sheets (JAS)**
  Developed in compliance with the Hospital Incident Command System (HICS), these flexible tools guide the incident response team by outlining specific steps in response to every possible emergency event.

- **Incident Command Structure (ICS)**
  Provides a schema, which can be customized for teams large and small, outlining the specific command approach to a range of events.

- **Training exercises**
  Prepares personnel and ensures facility readiness with a broad selection of editable drills, from discussion-based scenarios to live role-playing exercises.

- **Event Log**
  This interactive collaboration tool maximizes situational awareness, keeps everyone up to date simultaneously, and allows incident commanders to make informed decisions about resource allocation and response team deployment.

- **NIMS and Joint Commission guidelines**
  LiveProcess embeds National Incident Management System guidelines to enable preparedness staff to track institutional compliance. Joint Commission guidelines are available as an optional function.

- **Bed management (HAvBED)**
  Enables collaborating institutions to cross reference bed availability and maximize system-wide use of shared resources.

- **After Action Reports (AARs)**
  Automatically generates an AAR following an incident, to inform and guide process improvements for future events.

How can LiveProcess help?

- **Enhance decision-making**
  Risk managers can quickly and efficiently evaluate vulnerabilities and possible outcomes to contain service interruptions. It also gives incident commanders the ability to instantly mobilize caregiver resources in an orchestrated manner, as required.

- **Improve accountability**
  Third-party accreditors can readily track and assess a facility's regulatory compliance and the readiness of personnel.

- **Increase agility in real-time response**
  Crisis response teams gain enhanced situational awareness to better accomplish essential tasks and manage resources.

- **Enable constant improvement**
  Process improvement managers are empowered with data, analysis and tools to improve incident responsiveness and enhance future operational results.

LIVEPROCESS

LiveProcess Advantages

- **Simple, streamlined usage**
  From training and initial configuration to loading and managing contacts, every aspect of LiveProcess Emergency Manager is designed for simple, streamlined usage. The Software-as-a-Service (SaaS) approach is easy to use, with no additional purchases required. The user interface is intuitive and easy-to-navigate. Contacts load simply from existing databases and managing contacts is straightforward.

- **Comprehensive planning tools**
  A full complement of tools, exercises and industry guidelines help you achieve readiness for any event and guide you through planning response schemes, so you can assess your level of preparedness and disseminate plans to relevant team members.

- **Find the right people quickly**
  Comprehensive criteria can be leveraged to auto-create contact groups statically or dynamically, allowing you to prioritize and segment message recipients according to type and level of incident.

- **Instant multi-modal messaging**
  Supports the full range of devices (computer, phone, mobile, pager) and communication methods (email, voice messaging, SMS, fax and paging), and enables full multi-way interaction.

- **Eliminate the black hole of communications**
  The Message Management Dashboard displays the status of each message receipt and response. It also generates an activity log.

- **Communicate accurately, simply and fast**
  One touch gets it done with programmable codes and alerts, pre-configured messages, a ready list of contacts, and prepared responses for communication with individuals and groups in standard or emergency situations.

- **Eliminate language barriers**
  Multilingual notification translation is built in. Automatically translate messages into the preferred language for each of your contacts.

- **Keep IT happy**
  LiveProcess is cloud-based, so you can bring your own device (BYOD) without investing in additional hardware. Implementation occurs in days, not weeks or months.

- **Keep rollout easy**
  Our interface is intuitive, so it requires little training, if any.

- **Don't go it alone**
  We support you every step of the way and every minute of the day, with an around-the-clock, US-based support team. Plus, we have a very useful online help center. If you want a deeper dive, join one of our live learning sessions or boot camps. We will even provide custom training if you like.

For more information

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Born in the crisis-oriented world of emergency management, LiveProcess has more than a decade of success enabling large and complex networks to plan for and respond to critical, catastrophic and time-sensitive incidents. We now bring our proven logistics and coordination expertise across healthcare settings, within and beyond hospital walls. Our healthcare mobile apps enable personnel to take control of situations and collaborate to resolve operational disruptions, urgent health needs and routine transitions in patient care.

Headquartered in Chelmsford, MA, more than 600 healthcare organizations and public agencies rely on LiveProcess' unmatched mobile, SaaS apps to effectively manage, analyze and respond to changing conditions.