QMC EMERGENCY PREPAREDNESS EXCURSION ACTIVITY EVALUATION

Name of Workshop: Queen’s Med Ctr Emergency Preparedness Excursion       Date of Workshop: 1/6/10

Presenter(s): David Kikau (Coordinator/Manager of Security), Kathleen Anzelon (Emergency Dept), Michael Aguinaldo (Emergency Preparedness Manager), Rebecca (ER tour guide), and others.

I. Queen’s Medical Center (QMC) – Feedback on Presentation and Valuable Lessons Learned

- Please provide feedback regarding the services provided/presentations given by circling the appropriate rating and include comments. Not enough space? You may include another sheet.
  ---a. Parking/Validation:
      Very Satisfied - 15
      Satisfied - 6
      Not Satisfied/Needs Improvement in:____________ - 1 (Location -- Visitors sometimes have to walk from the opposite side of hospital for this)
      N/A or N/A didn’t drive – 4
      Carpoole – 1

      Comments:
      ▪ Great that the carpool vans were able to park up front.
      ▪ Since I carpoole and wasn’t the driver it was great for me.

  ---b. Audio-Visual/PowerPoint:
      Very helpful - 16
      Helpful - 9
      Not Helpful/Needs Improvement in:___________ - 1

      Comments:
      ▪ A bit rushed but they did offer to send up copy of the PowerPoint.
      ▪ Willing to give us a copy – thanks!
      ▪ Old pictures; not very good ones at that (note: coming from person with this expertise)

  ---c. Briefing/Presentation:
      Very Satisfied - 17
      Satisfied - 8
      Not Satisfied/Needs Improvement in:___________ - 0

      Comments:
      ▪ It was nice to hear from the different presenters since they know their units the best. I was also impressed with the years of service many people had.
      ▪ Initial briefing and final briefing provided a great introduction and conclusion.

  ---d. Handouts:
      Very helpful - 2
      Helpful – 15
      Not Helpful/Needs Improvement in:_(not everyone got one at QMC____ - 2 Comments:
      Brochures, map (facilities)
      N/A – 11
      ? - 1

      Comments:
      ▪ Refused handout provided as had printed one thru your email attachment.
      ▪ Not enough copies for everyone.
__e. Tours of various areas at QMC (as appropriate these may be added to our “Notes on Queens Excursion” document):

____1. Security Kiosk (Camera Monitors, etc.):

<table>
<thead>
<tr>
<th>Category</th>
<th>Outstanding</th>
<th>Good</th>
<th>Poor/Needs Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12</td>
<td>13</td>
<td>1 (cramped location)</td>
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</table>

Comments:
- Equipment fantastic but demo rushed.
- Do PowerPoint slides of this area and show photos & info for this because room is too small for people to hear person talking about the set-up inside. Can stop by to see where it is and see live and in-action scenes to supplement PowerPoint.
- Because the room was small, a smaller # of people at that point would have been better.
- Not everyone could see the monitors/cameras etc. because the room is very small. I was up front so it was good for me.
- Cut short; no one to demonstrate.

____2. Hospital Command Ctr:

<table>
<thead>
<tr>
<th>Category</th>
<th>Outstanding</th>
<th>Good</th>
<th>Poor/Needs Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>16</td>
<td>10</td>
<td>0</td>
</tr>
</tbody>
</table>

Comments:
- Was good opportunity to see how things are organized.
- Provided a glimpse of what we need to develop
- Great example of what we have to do at HCC not only to organize ourselves but to interface with UH and outside agencies. For them it was Healthcare Corporation and to see television news for latest updates as well.
- Impressive. Something to strive for the Admin personnel especially the checklist of what each individual is responsible for.
- Like them sharing how they made improvements e.g. don’t let those non-essential people into the Command Center (make them use phone outside). Use barriers to keep others out.
- Wind conditions critical when landing
- Switch to satellite based news broadcast and internet—will still work when island power is out.

____3. Helipad/Fire hose:

<table>
<thead>
<tr>
<th>Category</th>
<th>Outstanding</th>
<th>Good</th>
<th>Poor/Needs Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>19</td>
<td>5</td>
<td>0</td>
</tr>
</tbody>
</table>

Comments:
- Enjoyed the experience
- Interesting but not necessity
- Fun activity (fire hose)
- Very well planned – interesting that only 1 person from Security is on scene, but that it is checked 3 times a day.

____4. Decontamination Units (Fixed, Mobile, Displays, etc.):

<table>
<thead>
<tr>
<th>Category</th>
<th>Outstanding</th>
<th>Good</th>
<th>Poor/Needs Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>14</td>
<td>8</td>
<td>- 3 Smaller groups (combined groups at some point); cramped - 1</td>
</tr>
</tbody>
</table>

Comments:
- Amazingly can be set up quickly.
- Great to see that there is the flexibility to set up the “temporary” decontamination unit somewhere else if need be.
5. Emergency Dept:

<table>
<thead>
<tr>
<th>Category</th>
<th>Outstanding</th>
<th>Very Good</th>
<th>Good</th>
<th>Average</th>
<th>Poor/Needs Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>16</td>
<td>9</td>
<td></td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

- Rebecca was outstanding in explaining what happens in ER
- Confident that we would be in good hands going there for ER injury/illness.
- Great orientation on organization and function of their ER

f. Debriefing:

<table>
<thead>
<tr>
<th>Category</th>
<th>Outstanding</th>
<th>Very Good</th>
<th>Good</th>
<th>Average</th>
<th>Poor/Needs Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8</td>
<td>16</td>
<td></td>
<td>0</td>
<td>0</td>
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</table>

Not Satisfied/Needs Improvement in: 0

Comments:
- Not much debriefing was done, probably because of time constraints.
- Nicely concluded the visit’ important to close with headcount, too (stresses that this is important as well)

f. Facilities (Interior and Exterior Aesthetics, Ambiance, Appearance, Cleanliness, Signage, Other):

<table>
<thead>
<tr>
<th>Category</th>
<th>Outstanding</th>
<th>Very Good</th>
<th>Good</th>
<th>Average</th>
<th>Poor/Needs Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>13</td>
<td>9</td>
<td></td>
<td>0</td>
<td>3</td>
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</table>

Yes, they also thought it was roomy enough.

Comments:
- Not like a hospital (more like hotel). It is sooooo clean. Can eat off the floors. We need to work at increasing our expectations here at HCC and not allow or permit mediocre/poor output from some of our janitors. Have every confidence that we can increase productivity and morale in that dept if expectations are raised.
- HCC needs to emulate QMC’s aesthetics.
- Nice exterior/interior; however hallways can be a maze.
- Stephanie & other janitors should have seen how clean and nice the hospital looked. Impressive.
- Hospital needs decent maps so easier to find your way around (coming from person with expertise in area)

h. Dining Area (Variety of food/beverage choices, Cost, Layout, Cleanliness, Other):

<table>
<thead>
<tr>
<th>Category</th>
<th>Outstanding</th>
<th>Very Good</th>
<th>Adequate</th>
<th>Average</th>
<th>Poor/Needs Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>8</td>
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</table>

Comments:
- Sorry did have lunch.
- Wonderful choices
- Food was more costly than expected.

What is your Overall impression of the QMC Experience Excursion:

<table>
<thead>
<tr>
<th>Category</th>
<th>Outstanding</th>
<th>Very Good</th>
<th>Very Good to Good</th>
<th>Good</th>
<th>Average</th>
<th>Poor/Needs Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12</td>
<td>9</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Please provide feedback regarding the appropriate QMC areas/themes by circling the appropriate rating and include comments.

___a.  Equipment:

Outstanding - 12
Very Good - 8
Good - 5
Average - 0
Poor/Needs Improvement:___________
Comments:

- Equipment that I saw for the most part looked clean and newer. Have been to Queen’s before and the hospital looked old and tired. What an improvement!!

___b.  Knowledge/Confidence Level of Each Member/Dept/Team/Organization:

Outstanding - 12
Outstanding to Very Good - 1
Very Good - 11
Good - 0
Average - 0
Poor/Needs Improvement:______________________ - 0
Comments:

- Some guides more knowledgeable than others
- David did an excellent job!
- All the members of the teams were enthusiastic about their organization and you had a strong sense of teamwork.

___c.  Maximizing Financial Resources/Budget Constraints:

Outstanding - 10
Very Good - 12
Good - 4
Average - 0
Poor/Needs Improvement:______________________ - 0
Comments:

- Not too sure, a couple of times they mentioned not having the financial means but that is what we all are facing. Not having a person 24/7 watching the security cameras because of staffing.

___d.  Each member recognizes their Role, Responsibilities, and Boundaries of their job (as well as the roles of others) and Actively Communicate & Work Collaboratively with the appropriate parties in the best interest of the patient.

Outstanding - 11
Very Good - 11
Good - 4
Average - 0
Poor/Needs Improvement:______________________ - 0
Comments:

- Teamwork and very, very good communications!!

___e.  Dedication and Passion of Each Member/Team/Organization:

Outstanding - 11
Outstanding to Very Good - 2
Very Good - 10
Good - 4
Average - 0
Poor/Needs Improvement:______________________ - 0
Comments:

- Everyone seemed genuinely interested in teaching us about their hospital and how prepared they are for an emergency.
__f. Effective Communication is Critical Within & Between Affected Departments:
Outstanding - 8
Outstanding to Very Good - 2
Very Good - 11
Good - 5
Average - 0
Poor/Needs Improvement:______________________ - 0
Comments:
  - There were a few snafus in the beginning but they got worked out later.

__g. Security and Safety (safe feeling being at QMC, attire, metal detector at entrance, etc.):
Excellent - 18
Adequate - 9
Poor/Needs Improvement:______________________ - 0
Comments:
  - Didn’t have to wear a badge (wore aloha shirts) to be effective and have a presence.
  - Even though security and safety is stressed it is such a huge place with so many entrances and exits it’s impossible to say it is excellent although it is more than adequate.

__h. Operational Planning/Execution of Plan/Debriefing for all incidents:
Excellent - 18
Adequate - 5
Poor/Needs Improvement:__1 – There was confusion where to go next; overall very good experience_______________________
Comments:

__i. Other: Openly Shared Info
Excellent - 1
Adequate
Poor/Needs Improvement:______________________
Comments:

Other: Professionalism & Customer Service
Excellent - 1
Adequate
Poor/Needs Improvement:______________________
Comments:

Other: ALOHA – comment made by 2 participants
The Employee’s “ALOHA” felt throughout the tour. HCC needs to learn how they did it.
Very Hawaiian centered in their hospital on the inside of the hospital. Also the landscaping and general feelings of warmth which is not usual for a hospital.

- “VALUABLE” -- Please go back to items in Question #1 & #2 and indicate with an “X” on the line in front of the items you found were the most valuable things you learned or were impressed with having attended this event.

#’s here represent “X” mark that was placed that signifies this was of value.
QMC Presentation
  - Parking/Validation - 1
  - AV PowerPoint - 3
  - Briefing - 4
**QMC Excursion Evaluation**

- **Handouts** - 2
- **Tours:**
  - Security Kiosk – 8
  - Hospital Command Center - 11
  - Helipad/Fire hose -9
  - Decontamination Units – 13
  - Emergency Dept - 10
- **Debriefing** - 2
- **Facilities** - 3
- **Dining Room** - 1

**QMC Areas/Themes**

- **Equipment** - 3
- **Knowledge & Confidence Level of Each Member/Team/Organization** - 12
- **Maximizing Financial Resources/Budget Constraints** - 3
- Each member recognizes their Role, Responsibilities, and Boundaries of their Job (as well as the roles of others and Actively Communicate & Work Collaboratively with the appropriate parties in the best interest of the patient) - 13
- **Dedication and Passion of Each member/Team/Organization** - 13
- **Effective Communication is Critical Within & Between Affected Departments** - 10
- **Security and Safety** (safe feeling being at QMC, attire, metal detector at entrance, etc.) - 11
- **Operational Planning/Execution of Plan/Debriefing of all incidents.** - 9
- **Other:**
  - Professionalism – 1

**“TAKEAWAYS”** to Use Here at HCC: Please go back to items in Question #1 & #2 and indicate with a circle the items that are important that we incorporate or work towards here at HCC whether it be personally, professionally and/or as a campus. You may give more detail here or on a separate sheet.

#’s here represent “**” mark or “circle” that was placed that signifies importance of what we at HCC should incorporate or work towards whether it be personally, professionally and/or as a campus.

**QMC Presentation**

- Parking/Validation – 0
- **AV PowerPoint** - 1
- **Briefing** - 2
- **Handouts** - 1
- **Tours:**
  - Security Kiosk - 1
  - **Hospital Command Center** – 6; double mark of “**” - 1
  - Helipad/Fire hose - 1
  - **Decontamination Units** – 1; double mark of “**” - 1
  - **Emergency Dept** – 1; double mark of “**” - 2
- **Debriefing** – 1
- **Facilities** – 4; double mark of “**” - 2
- **Dining Room** - 1

**QMC Areas/Themes**

- **Knowledge & Confidence Level of Each Member/Team/Organization** - 7
- **Maximizing Financial Resources/Budget Constraints** - 4
Each member recognizes their Role, Responsibilities, and Boundaries of their Job (as well as the roles of others and Actively Communicate & Work Collaboratively with the appropriate parties in the best interest of the patient - 10

Dedication and Passion of Each member/Team/Organization - 5

Effective Communication is Critical Within & Between Affected Departments - 13

Security and Safety (safe feeling being at QMC, attire, metal detector at entrance, etc.) - 8

Operational Planning/Execution of Plan/Debriefing of all incidents. - 4

Other:
  - Professionalism - 1

Comments written:

Suggest increasing our HCC Security’s accountability and their training so we can have that feeling of increased confidence and “secure” feeling that we had when we visited QMC.

Passion, dedication and increase morale are items that are grown by support and leadership and management of their areas knowing their roles and responsibilities. Sure they are in the business of health care. We are in the business of education. Even if we don’t do the same kinds of things we can learn from them and strive to be the best at what we can do. Can we say HCC is at the top of our game? Not yet, but with work, yes. They always look towards improvement. No one communicates here. During the campus closure, there was limited input solicited from the line people and when it was asked, decisions were already made. Let’s learn from that and integrate and require that departments learn to talk story and bring ideas to the table to take the CLT and Planning Council. Many times this does not happen and the people in the department are the last asked or the last to be told. If we want to improve not only how we handle emergencies, we have to learn to trust and depend on one another and communicate. That was key there. We all need to strive higher to reap and gain some of the benefits they have worked years with one another in achieving these perks that come from a lot of hard work, training and working collaboratively. Something we need to foster.

Every one needs to step up to the plate, Admin, Div Chairs, Faculty, Staff, and Students in order for us to work towards a better campus.

II. Honolulu Community College – Event Planning
  - Logistics
    __a. Event Planning and Cancellation of H&S Meeting Emails
       Comprehensive 8
       Informative 13
       Too long to read 3
       Confusing 2
       Unreadable
       Needs Improvement 1
       Comments:
       List, rather than write in full sentences.

    __b. Carpooling/Pkg Reimbursement:
       Very Satisfied 15
       Satisfied 8
       Not Satisfied/Needs Improvement:
       Comments:

    __c. Overall HCC Coordination of Event:
       Outstanding 17
       Very Good 4
       Good 3
       Average
Format for future Health & Safety (H&S) Meetings/Excursions/Participation

Long story short, our QMC excursion started out as a simple visit to see their decontamination unit AFTER our regularly scheduled semesterly H&S meeting. Because of Chulee’s affiliation with David Kikau (Excursion Coordinator at QMC) & a few other HCC students/graduates working there, the visit then blossomed into a much more comprehensive one. A decision was then made to substitute the H&S meeting for this rare opportunity in previewing emergency preparedness activities at a Level II Trauma Center.

a. Meetings:
   i. Do you feel the Health & Safety (H&S) meeting is **worth attending?**

   *Yes - 26*
   *No - 0*

   **Why?**
   It takes the work of everyone on campus to make the committee work effectively
   Identifies current safety and health issues, raising awareness to all departments – keeping all current
   Because it affects everyone
   Receive updates and refreshers
   New Knowledge
   To keep updated and informed
   Keeps topics and areas of concern fresh in our minds
   Keep informed
   Keeps me current

   ii. **What should be included in these meetings?**
   I was happy to note that much time and effort had been expended

   *Critical Procedures - 18*
   *Guest Speakers - 12*
   *Potluck - 5*
   *Exercises (drills/scenarios) - 8*
   *Training (topics) - 6*
   *CPR? Refreshers , First Aid? - 2*
   *Other: ? Maybe if not too long*
   Safety Liaisons should survey their colleagues for topics
   All of these topics and valuable and worth covering
   Depending on time in semester and what else is taking place any one and all of the above.

   iii. Are semester meetings **sufficient to meet your needs?**

   *Yes – 15*
   *No - 2*
   *Once or twice a semester - 2*
   *Twice a semester - 1*
If not, **how often** do you feel H&S meetings should be?
Once a semester coupled with drills

iv. Should the H&S meeting have been **substituted** for this excursion?
   Yes - 5
   No - 17
   Sometimes maybe 2 or 3 times a year- mostly to keep participants interest – to not be complacent.

b. **Excursions:**
   i. Should this **QMC Excursion** be **repeated**?
      Yes - 19
      No - 5
      Blank - 3
      Not sure – depending on the committee’s interest
      If so, **when and how often**?
      In a few years - 1
      Every semester/year – 1
      Every 6 months at least - 1
      Every year or So – 6
      Every other year - 5 so different people can attend
      Every 3 semesters - 1
      Every 2 yrs - 1
      **Same subject** - Yes – - 4 Comments: Though EXCELLENT, we could benefit by touring other (i.e. fire, military, etc.) airport, military first responders-1
      Concentrate of 2 or 3 specific topics
      When substantial change in members
      –or- please note on **what topic**?
      Variety – CPR or first aid
      So everyone has a chance to tour

   ii. Interested in **other excursions**?
       Yes - 16
       No - 1
       Comments?
       Depends if needed and subject

   iii. **Other locations to visit** that might benefit the H&S Committee?
       **Topic**?
       Other emergency facilities
       Airport DOT Jim Pratt
       Civil Defense at Diamond Head?
       Civil Defense HQ
       HECO
       Civil Defense – Ed Texeira
       City & County Emergency Management Center
       EMT
       Fire Stns
       Rescue Team
       **Contact person & their phone/email?**

   iv. **When** should this or other types of activities be **best held to increase attendance**?
       Month(s): ____
       Not sure - 1
       February
       March - 2
       Summer - 1
       September
October - 2
1st week during duty period but not during teaching time.

Day:
M T W Th F Discovery or Columbus Day?
Mondays / Fridays? - 1
T, W, Th – 1
W-1
W-F - 1
Fridays - 6 – non-instructional days

Time of Day?_____  
8am – 1
10am  
12-1:30pm
Morning
Same time okay
Comments?

v. What times/dates should we avoid in planning meetings/excursions?  
Not on general meetings day
Mondays
Weekends and evenings
Fridays and early mornings
Just before school
Holidays
Beginning and ending of semesters and summer sessions

  c. Attendance: Please cite reasons why others may not have attended the excursion.
  Was attendance affected by (circle/note suggestions on how to improve):
  i. Carpooling? (liability concerns of being a passenger or driver? Or?
     Yes - 6
     No - 8
     Comments? Turnout was very good
  
  ii. Better to have one bus to take everyone?
     Yes - 6
     No - 9
     Comments?
     If was farther away
     Cost factor
     Doesn’t matter
     Costly
     Cost only if students were okay there (note--okay to go there?)

  iii. Off-campus Activity (Inconvenient/Required planning/work)?
     Yes - 3
     No - 7
     Comments?
     Occasionally
  
  iv. Timing/Date of event (1st duty week)?
     Yes - 9
     No - 5
     When would have been better? _Not sure - 1___
     Earlier in summer - 1
     February – 1 Open
     Mid-semester – 1
v. Poor email info (confusion that there was a campus mtg as well)?
   Yes 1
   No  - 13
   Comments?

vi. Recent 2 week campus closure (increase workload effect)?
   Yes  - 14
   No  - 4
   Don’t Know - 1
   Comments?
   Affected the turnouts
   Stressed - maybe later after 3rd week of school
   Inconvenient
   General comment: Prepping for class

   d. Emergency Planning Subcommittee:
      i. Interested in joining?
         Yes  - 3
         No  - 7
         If yes, please email lorri@hcc.hawaii.edu if interested.
      ii. Particular area of interest (please circle)?
          Communication - 3
          Logistics  1
          Command Center  2
          HCC Emergency Plan -2
          Evacuation & Drills -1
          Building & Floor Kits
          Active Shooter
          Lockdown -2
          Pandemic
          Scenario Training - 1
          Other: ________________________________

Other comments:

Although I don’t normally attend H&S meetings, I think it’s important to update liaisons on what to emphasize with their colleagues. I did not attend because of setting up for semester after closure.

Optional: Name____________________________________ Your Email________________________________

Thank you for taking the time out to attend and complete this evaluation. Feel free to add more comments to the back of this page.

Your input is valuable in assisting us in planning future Health & Safety Committee meetings and activities. Mahalo!