Major Incident Preparedness

- A tabletop exercise

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Overview

- What is a Major Incident (MI)
- What are the training needs and challenges?
- Designing and facilitating a tabletop exercise
- Feedback
- Recommendations for making your training exercise

What is a Major Incident?

- Major Incident (MI) is a situation that has the potential to cause serious harm to many people or to disrupt the delivery of healthcare services on a significant scale
  - Major power failure/cyber attack
  - **Increased casualties**
- BT lab may have excessive number of emergency requests and increased demand for component provision

Training needs

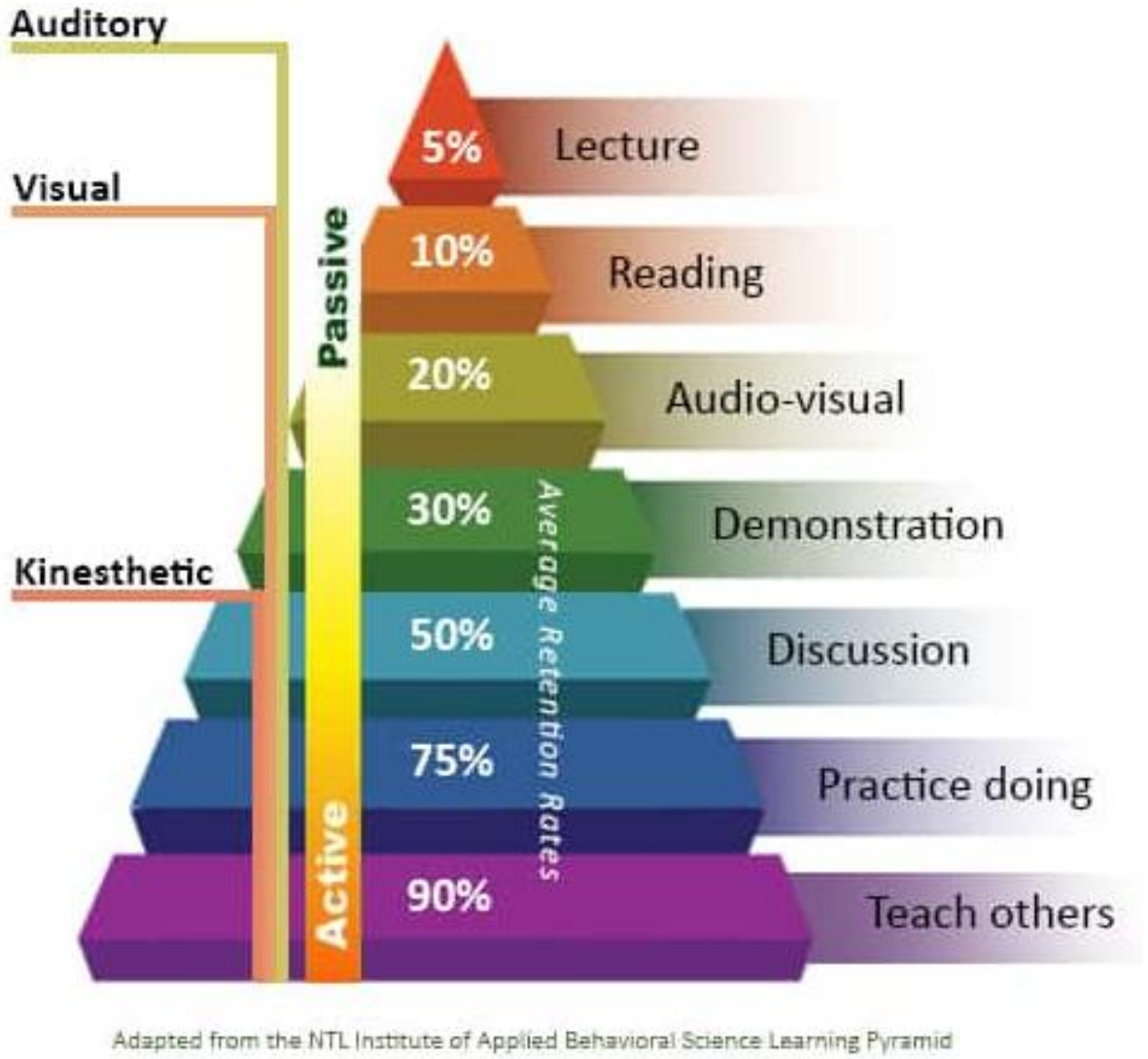
- Staff are trained and assessed in all individual tasks but not in this context
- Need to be confident and effective in high pressure situation
- Trust communication exercise highlighted gap in knowledge
- Quickly followed by a local bus crash
- How to provide blood to scene

What can we do so staff are prepared and will remember?

Training needs

Previous training of reading and acknowledging documents

Tabletop exercise focussed on actions and discussions



Training challenges

- Events don’t happen often
- Unfamiliar, unpredictable and high-pressure situation
- Logistically difficult to run a simulation in the lab
- Would need to run multiple simulations to capture all staff

The tabletop exercise - Overview

- Making a tabletop exercise to encourage engagement
- Practice decision making in a safe situation
- Pre-exercise briefing to outline the structure of the exercise
  - Small groups of 4
  - Some actions using props provided
  - Discussions throughout
  - Each roll of the dice will give them more information about the MI
- Post-exercise de-brief to discuss decision making

Facilitator resources

	Number rolled	1	2	3	4	5	6
A	**Time of day MI standby declared**	Monday 06.00	Tuesday 12.00	Friday 23:00	Saturday 14:00	Sunday 1am	Wednesday 10:30
B	**Scenario**	Bus crash	Knife attack at a school	Train derailed	Terrorist attack in Stadium	Fawley explosion and Gas leak	Tornado
C	**Communication**	1st choice MICs contactable	Unable to contact 1st choice MICs	1st choice MICs contactable	Unable to contact 1st choice MICs	1st choice MICs contactable	Unable to contact 1st choice MICs
D	**Declared phase**	Blood components needed straight to scene	HEMS require set 1&2 replacement and Pt enroute	Blood components needed straight to scene	HEMS require set 1&2 replacement and Pt enroute	Blood components needed straight to scene	HEMS require set 1&2 replacement and Pt enroute

MI tabletop exercise instructions and discussion points

- ➢ Actions
- ❖ Discussion points

Roll dice x2 to find out (A) time of day and (B) scenario

Message from control room 'MAJOR INCIDENT – STANDBY':

- ➢ Get box
- ➢ Find and read SOP G6.1
- ➢ Find action card G6.1g
- ➢ Complete BT MI checklist G6.1l
- ➢ Call to MICs, Haem/BT consultant, NHSBT consultant, inform TP

Roll dice x1 to find out if able to contact MICs (C) when group mention calling

- ➢ If not immediately contactable then call BT OOH senior on call

- ➢ Check stock levels
- ➢ Make sure everyone is ready to move to declared phase – remain near a phone

- ❖ How many staff members are likely to be in?
- ❖ Are there more people due to arrive soon?
- ❖ Consider what staff are in haem
- ❖ Is it during or approaching lunchtime/teatime?
- ❖ How are you going to deal with other routine requests?

Note the MI scenario will not actually affect the outcome of the exercise as the number/type of casualties will not be apparent from incident type alone. This is to show a variety of situations that would be included as a major incident.

- ❖ Consider staff wellbeing – is anyone affected? Do they need to check of friends/family?
- ❖ Will anyone be prevented from travelling in?
- ❖ Don't try to get more information than required

Roll dice x1 to find out what extra requirements are stated along with declaring the MI (D)

Message from control room/MIC 'MAJOR INCIDENT – DECLARED':

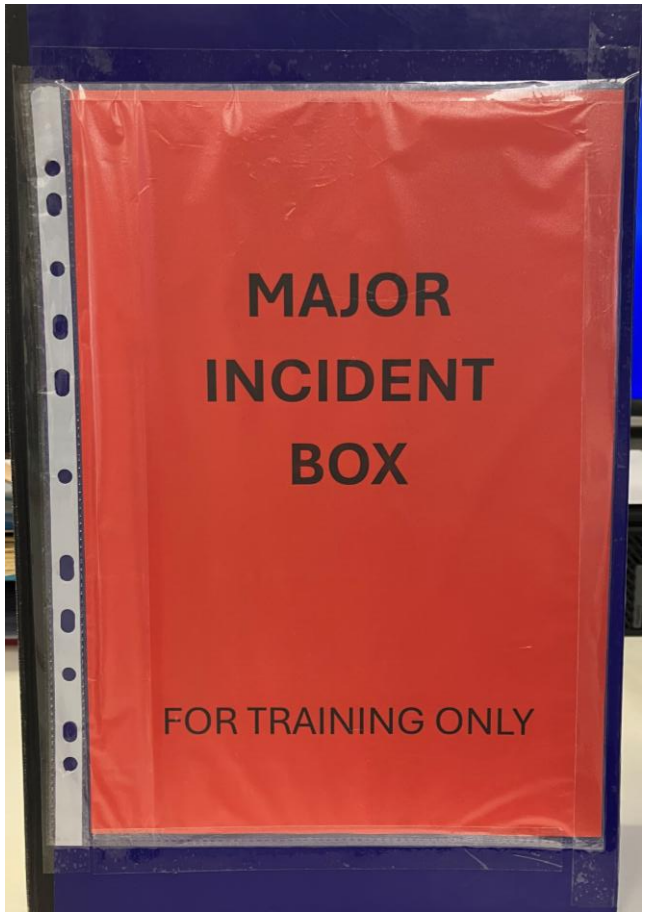
- ➢ Update page 1 of G6.1l with 'Date and time of Declared Phase'
- ➢ Complete tasks on page 2 of G6.1l using laminated stock cards
- ➢ If components are needed straight to scene, then pack up x8 of each EMO+ EMO- FFP
- ➢ If HEMS have used sets 1&2, prepare replacements
- ➢ Place order on OBOS

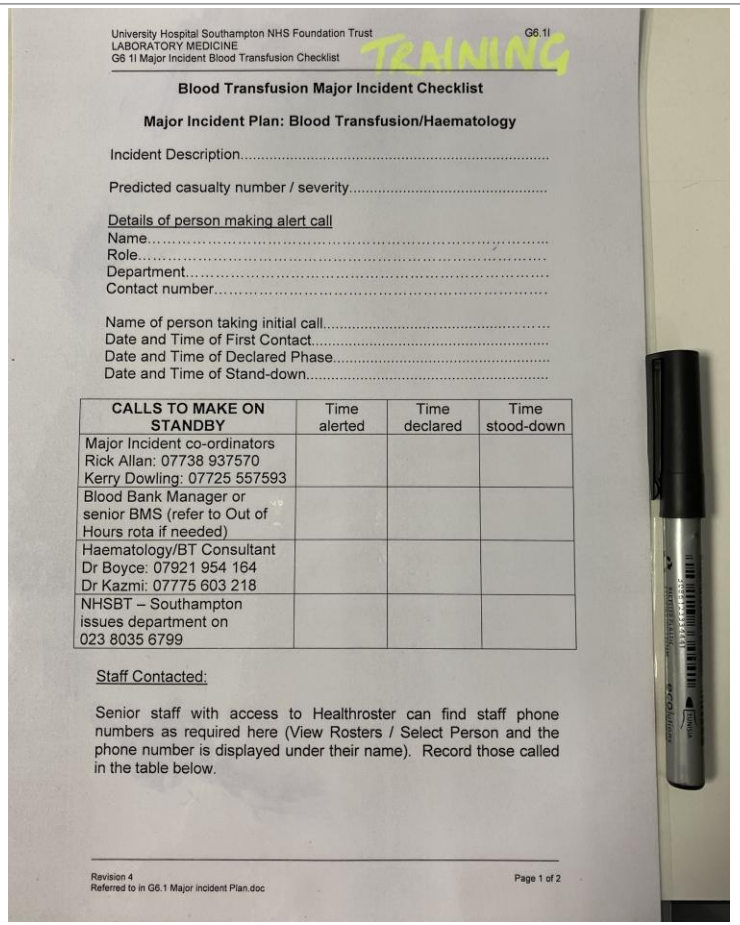
- ❖ How will samples be labelled?

Message from control room/MIC 'MAJOR INCIDENT – STAND DOWN':

- ➢ Update page 1 of G6.1l with 'Date and time of stand-down'
- ➢ Circulate message to colleagues
- ➢ Consider effects for the next few days –some patients may have ongoing transfusion requirements

Participant resources





University Hospital Southampton NHS Foundation Trust
LABORATORY MEDICINE
G6 1I Major Incident Blood Transfusion Checklist

G6.1I

TRAINING

Blood Transfusion Major Incident Checklist

Major Incident Plan: Blood Transfusion/Haematology

Incident Description.....

Predicted casualty number / severity.....

Details of person making alert call
Name.....
Role.....
Department.....
Contact number.....

Name of person taking initial call.....
Date and Time of First Contact.....
Date and Time of Declared Phase.....
Date and Time of Stand-down.....

CALLS TO MAKE ON STANDBY	Time alerted	Time declared	Time stood-down
Major Incident co-ordinators Rick Allan: 07738 937570 Kerry Dowling: 07725 557593			
Blood Bank Manager or senior BMS (refer to Out of Hours rota if needed)			
Haematology/BT Consultant Dr Boyce: 07921 954 164 Dr Kazmi: 07775 603 218			
NHSBT – Southampton issues department on 023 8035 6799			

Staff Contacted:

Senior staff with access to Healthroster can find staff phone numbers as required here (View Rosters / Select Person and the phone number is displayed under their name). Record those called in the table below.

Revision 4
Referred to in G6.1 Major incident Plan.doc

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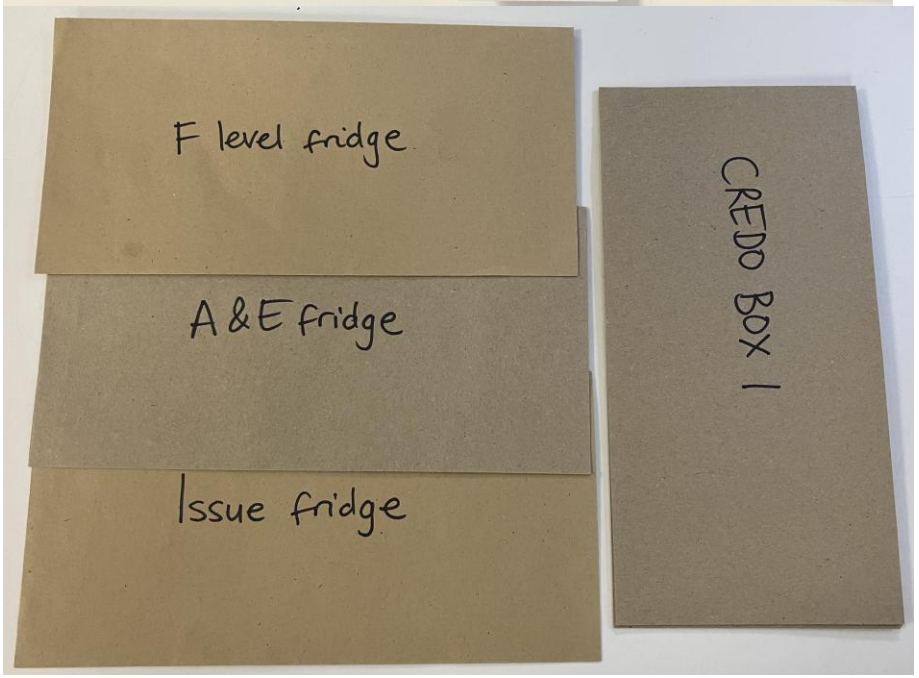
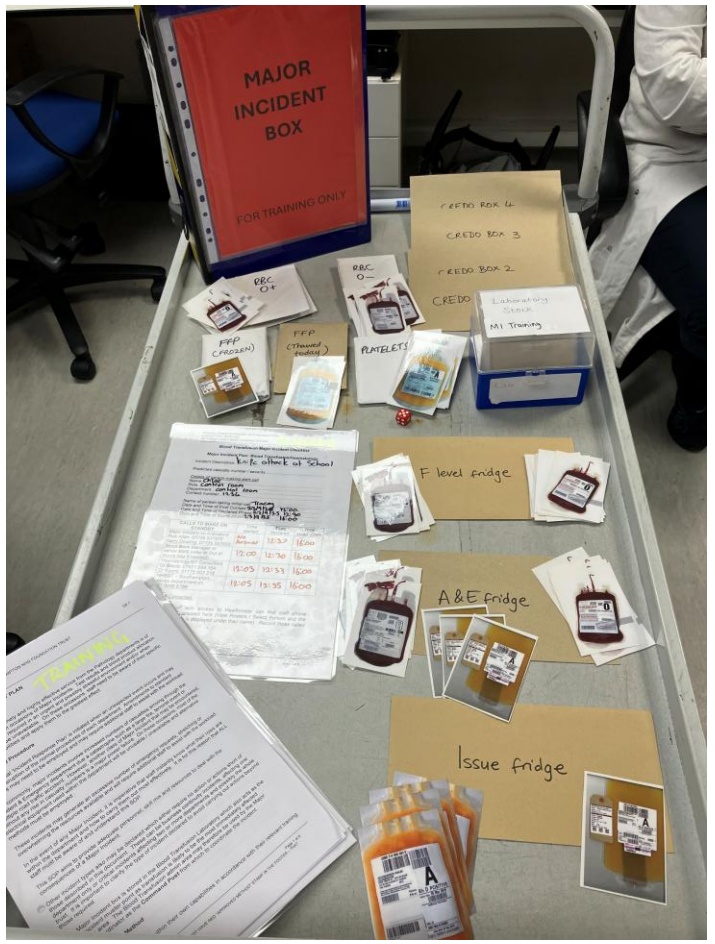


The tabletop exercise in action



The tabletop exercise - feedback

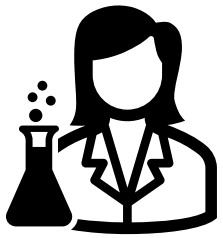
- **What went well?**
  - Participants engaged well with resources
  - Good group size for discussions
  - Safe space to practice decision making
  - Maintained a flexible mindset
  - Gave a chance to consider staff wellbeing
- **What could be improved?**
  - Allocating longer time slot
  - MIC to be present for the de-brief
  - Variety in skill mix of staff

The tabletop exercise - feedback

A great chance to have open conversations with colleagues about how to deal with the situation.

A really good way of making a serious and stressful situation into a relaxing learning environment. Using a game made steps easier to learn and remember.

Got me really thinking about different possible scenarios but also how our MI process is quite robust throughout all of them.



Conclusions

Recommendations for designing your training exercise:

- Small groups of staff of mixed experience
- Simple instructions
- Element of unpredictability
- Prompts for discussion before moving on
- De-brief session
- Allow plenty of time

References

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Understanding the Learning Pyramid - Education Corner

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