

# ALL-HAZARDS PLANNING ANNEX DEVELOPMENT

## SURGE CAPACITY

### BACKGROUND

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*Medical surge capacity* is the measure of a hospital's ability to rapidly expand beyond providing routine and emergent services to meet a significantly increased demand for qualified personnel, medical care, information, and resources. Hospitals must be prepared for the triage, treatment, and disposition of large numbers of adult, pediatric, and special needs patients who may require stabilization, hospitalization, transfer, or expanded outpatient services. They must also ensure that the selected course of action effectively protects hospital staff and first responders.

### OVERVIEW

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DQE helps hospitals prepare for the full range of surge operations from maximizing internal resources, making additional beds available, and reallocating staff to opening new or expanded patient care areas. Surge planning efforts focus on facility, infrastructure, logistics, staff, and command and control considerations.

### PROCESS

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DQE uses a highly-collaborative planning model to assist the hospital client in developing or enhancing its surge plan. To accomplish this, the hospital identifies a project manager and forms a multi-disciplinary team that can be actively engaged in the process. The hospital surge planning team is typically comprised of individuals responsible for clinical operations, support services, facilities/plant operations, and emergency management.

DQE leads the hospital planning team in refining its surge operations plan, procedures, and response protocols. This process is accomplished through a combination of an onsite planning meeting and remote conference calls with the hospital planning team. Meetings are facilitated by the DQE project manager and conducted according to a negotiated project schedule.

### KEY DELIVERABLES

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DQE develops a hospital surge plan that:

- Addresses mitigation measures, preparedness activities, response actions, and recovery strategies.
- Identifies requirements and strategies
  - Expansion of patient care operations (internally and externally)
  - Altered standards of care
  - Degradation of services
  - Expedited patient discharge
  - Non-traditional use of space
  - Interagency coordination
- Identifies strategies for managing
  - Activation criteria
  - Resources and assets/logistics
  - Safety and security
  - Staff responsibilities
- Identifies Hospital Incident Command System (HICS) modifications to support surge processes, as appropriate.