

## Mastering Crisis Management:

A Case Study on the Impact of Effective Training and Preparedness



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Just another day...

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## Moderators

### **Laura Thomas**

Retired Director of Meetings,  
Principal GatherSafe

### **Stan Szpytek**

Retired Chicago Area Fire Chief,  
President FLS, Inc.  
Principal, GatherSafe

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## Panelists

- **Jason Belden**, Director of Emergency Services,  
CA Association of Health Facilities
- **Deborah Pacyna** – Director of Public Affairs (retired), CA Association of Health Facilities, Consultant
- **Claire Enright**, RN, Executive Director,  
Quality Care Health Foundation

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# GatherSafe Origin Story: Our "Why"



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# Anything Can Happen



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# Threats and Perils

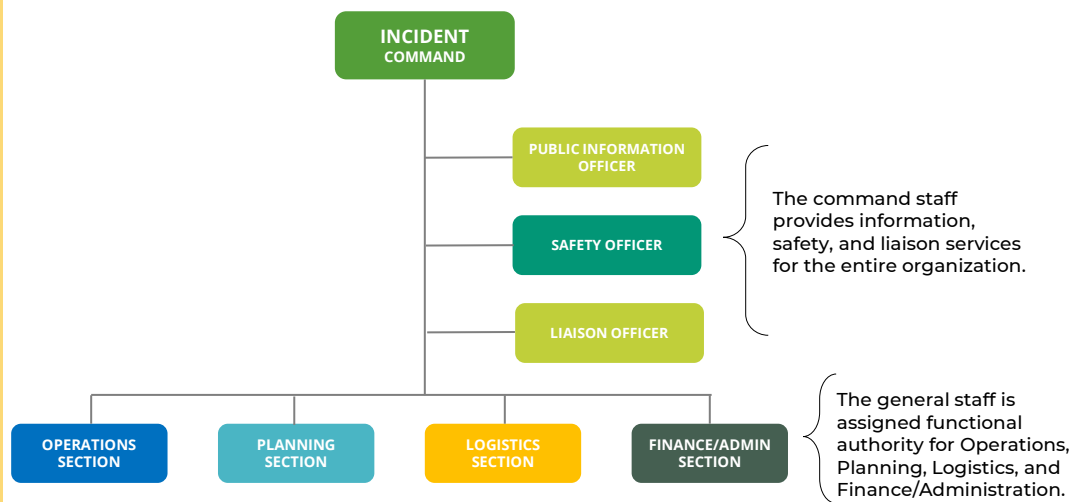
- Medical emergency
- Internal fire
- External fire (wildfire)
- Earthquake
- Severe weather
- Local flooding
- Internal flooding
- Power failure
- HVAC failure
- Mass illness
- Technology failure
- Communications failure
- Water failure
- Armed intruder
- Active shooter
- Mass casualty
- Suicide
- Vehicle crash
- Civil disturbance



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# What is the Incident Command System?



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# Get someone in charge!

Most important/most critical step

- Identify the incident commander
- It's not always the boss!
- Resist the temptation to assign this role ahead of time
- The IC is based on the situation – if you are the only one there, YOU are the IC!
- As the situation unfolds, IC will assess and assign tasks as needed based on objectives

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## Training

The Secret Sauce  
It's not "one and done"



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# Tested - Immediately

## Our real world incident



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### WHAT WE DID

### WHAT WE LEARNED

The importance of after incident review

- Immediate Response ~ CAHF Team
- Immediate Response ~ Venue
- Strengths/Vulnerabilities ~ Opportunities for Improvement
- After Incident Actions ~ Plan of Correction
- Risk Mitigation ~ Avoidance

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**SOMEONE  
NEEDS TO  
LEAD...**



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**Think Like an  
Incident Commander**



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The worst time to start thinking about an emergency plan is when you need one...



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## OUR OFFERINGS

- Introduction to Emergency Management
- Armed Intruder/Active Shooter Awareness
- The Essentials of Aggression Management
- Tailored Consultation

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# Thank You

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