

# Hospital Preparedness for Epidemics

# **Hospital Preparedness for Epidemics**

WHO Library Cataloguing-in-Publication Data

Hospital preparedness for epidemics.

1.Hospitals. 2.Hospital Planning. 3.Health Care Facilities, Manpower, and Services – organization and administration. 4.Delivery of Health Care. 5.Disease Outbreaks. 6.Epidemics. 7.Emergencies. 8.Disasters. 9.Risk Management. I.World Health Organization.

ISBN 978 92 4 154893 9

(NLM classification: WX 150)

**© World Health Organization 2014**

All rights reserved. Publications of the World Health Organization are available on [the WHO website \(www.who.int\)](http://www.who.int) or can be purchased from WHO Press, World Health Organization, 20 Avenue Appia, 1211 Geneva 27, Switzerland (tel.: +41 22 791 3264; fax: +41 22 791 4857; e-mail: [bookorders@who.int](mailto:bookorders@who.int)).

Requests for permission to reproduce or translate WHO publications –whether for sale or for non-commercial distribution– should be [addressed to WHO Press through the WHO website \(www.who.int/about/licensing/copyright\\_form/en/index.html\)](http://www.who.int/about/licensing/copyright_form/en/index.html).

The designations employed and the presentation of the material in this publication do not imply the expression of any opinion whatsoever on the part of the World Health Organization concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries. Dotted and dashed lines on maps represent approximate border lines for which there may not yet be full agreement.

The mention of specific companies or of certain manufacturers' products does not imply that they are endorsed or recommended by the World Health Organization in preference to others of a similar nature that are not mentioned. Errors and omissions excepted, the names of proprietary products are distinguished by initial capital letters.

All reasonable precautions have been taken by the World Health Organization to verify the information contained in this publication. However, the published material is being distributed without warranty of any kind, either expressed or implied. The responsibility for the interpretation and use of the material lies with the reader. In no event shall the World Health Organization be liable for damages arising from its use.

# Contents

1.	Introduction .....	2
2.	Management.....	7
3.	Infection prevention and control.....	14
4.	Communication .....	18
5.	Human resources .....	23
6.	Logistics .....	28
7.	Hospital pharmacy .....	32
8.	Hospital laboratory .....	36
9.	Concurrent emergencies.....	40
10.	Essential support services .....	44
11.	Continuity of essential health-care services .....	53
12.	Psychological and social support services.....	57
13.	Patient management.....	61
14.	Surge capacity .....	65
	Further reading .....	69

# Acknowledgements

WHO wishes to recognize the following experts and staff who have contributed to different stages of the development of this guidance: John Abo, Maureen Birmingham, Richard Bradley, Megan Counahan, Ana Paula Coutinho, Bill Douglas, Marcel Dubouloz, Michael Hills, Reynaldo Holder, Axel Lambert, Janette Lauza-Ugsang, Arun Mallik, Cathryn Murphy, Satoko Otsu, Augusto Pinto, Aryono Pusponogoro, Sue Resnik, Ravi Saksena, Ram Prasad Shrestha, Phillip Walker and Chadia Wannous.

WHO coordination for the development of this guidance was led by Jonathan Abrahams, Sergey Eremin, Carmem Pessoa da Silva and Cathy Roth.

## Note to users

This guidance should be used as a general reference and in conjunction with other WHO publications, such as those on Ebola event management which can be found at <http://www.who.int/csr/disease/ebola/en/>, and those on emergency and disaster risk management for health, including safe hospitals which can be found at: <http://www.who.int/hac/techguidance/safehospitals/en/>

It is recommended that the contents of this document should be adapted to local risks, requirements, norms and practice.

It is WHO's intention to publish a final version of this guidance and to make it available in other UN official languages.

# 1. Introduction

## Overall objectives

Hospitals and other healthcare facilities play a critical role in national and local responses to emergencies, such as communicable disease epidemics.<sup>1</sup> This document provides information on how these facilities can fulfil this role. Most of the actions required to prepare for epidemics apply, or can be adapted to, the management of other emergencies<sup>2</sup>, such as mass casualties due to transport crashes, hydro-meteorological, geological or chemical disasters, and so on.

Hospitals which have already drawn up plans for managing epidemics can use this guide to review their preparedness and, if necessary, to update their epidemic response plans and their capacity to implement these plans. Hospitals which do not have response plans can use the guide to make a start in the planning process and in adjusting their plans to respond to an epidemic.

The main target audience for this guide is hospital management, hospital emergency committees and staff who have responsibility for establishing and maintaining the preparedness of hospitals for epidemics. The information is relevant for public, private, non-government and other hospitals. The wider audience are all stakeholders across many sectors including governments, health authorities, financial institutions, disaster management organizations and local suppliers which support and contribute to hospital preparedness, for example, through policy guidance, health sector and intersectoral coordination for emergency preparedness and response and provision of water, power and medical supplies and equipment.

## Specific objectives

To ensure that:

- hospital management has established mechanisms for developing and implementing a Hospital Emergency Risk Management Programme<sup>3</sup> designed to ensure the effective management of the risks of internal and external emergencies, including epidemics;

---

<sup>1</sup> In this document, the term *hospital* will be used to denote any healthcare facility.

<sup>2</sup> Unless otherwise stated, the term *emergency* will be used in this document and has a similar meaning to the term *disaster*.

<sup>3</sup> A *Hospital Emergency Risk Management Programme* may be referred to as a *Hospital Emergency Preparedness and Response Programme*, *Disaster Management Programme* or similar.

- hospital management has established mechanisms for developing and implementing a Hospital Emergency Response Plan, which includes an Epidemic Sub-plan<sup>1</sup> for responding to the specific risks of an imminent or ongoing epidemic;
- hospital personnel are fully aware of their roles in preparing for, and responding to, an emergency, have been trained to perform the necessary actions, and are at the same time able to provide day-to-day hospital services, or have arrangements in place for deciding to suspend these services or refer patients to other health facilities in an emergency;
- the lines of communication needed to facilitate coordination of the overall response to an emergency will function effectively:
  - within and between the different departments of a hospital;
  - between hospital managers and staff and policy makers in public health authorities;
  - between different hospitals;
  - between hospitals, public health authorities and other healthcare entities;
  - between hospitals, the local health work force and the communities they serve,
  - between hospitals and emergency services, and local providers of water, power, waste management, transport and communication services, and medical supplies.
- hospitals are able to adapt to the specific challenges of an epidemic, whatever the nature of the disease and the resources needed, and even in the event of a concurrent emergency;
- appropriate resources are available in sufficient quantities and are likely to be used effectively despite problems associated with an epidemic, such as the potentially large number of people affected, community anxieties, misinformation and so on;
- due attention is paid to the physical, mental, emotional and social needs of hospital staff and their families during an epidemic;
- the emergency response builds on existing knowledge, practice, capabilities and capacities within the hospital, the health system and the community.

## Appropriate strategies

Strategies for coping with epidemics should be part of an overall community and health sector response tailored to the specific circumstances of each individual hospital, such as:

- the hospital's existing plans and capacity to cope with epidemics (including implementation of measures to protect staff, patients and visitors from infection);

---

<sup>1</sup> A *Hospital Epidemic Sub-Plan* may also be referred to as a *Hospital Epidemic Contingency Plan*.

- the hospital's capacity to cope with the health demands from other types of emergencies, such as transport crashes, emergencies due to hydro-meteorological or chemical hazards, and acts of violence affecting the community;
- the range of general and specialized services the hospital normally provides, including care of patients with acute or chronic illnesses, laboratory services, community health outreach activities (immunization and antenatal care, for example), distribution and tracking of pharmaceutical and other medical supplies, and training of health personnel.

## Potential pitfalls

### Amplifying an epidemic

If a hospital has not put in place adequate measures to prevent and control infection, it may amplify an epidemic by spreading the infection to patients, staff and visitors. On leaving the hospital these infected individuals may boost transmission in the community and thereby thwart the hospital's overall epidemic response efforts.

### Overwhelming demand for health care

Epidemics may overwhelm a hospital's capacity to deliver healthcare services. Human and material resources, including hospital space and medicines, may not be adequate to meet demand, particularly in the case of an epidemic lasting several weeks or months and particularly if concurrent emergencies are under way.

### Overwhelming complexity

To contribute to efforts at controlling an epidemic the hospital must harness many of its functions and resources and must use them in a coordinated fashion. Meeting these requirements can be challenging. Hospitals are among the most complex institutions in a community. They are staffed by a multidisciplinary team delivering a multiplicity of health services to a highly diverse patient population generally suffering, collectively, from a wide range of health problems. An epidemic requires a health facility to alter its priorities and adapt

预览已结束，完整报告链接和二维码如下：

[https://www.yunbaogao.cn/report/index/report?reportId=5\\_27883](https://www.yunbaogao.cn/report/index/report?reportId=5_27883)

