Strategic Hospital Disaster Management and Response Training Course

21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HOS1007_109635

Course Introduction / Overview:

In today's volatile world, the resilience of healthcare institutions is more critical than ever. Hospitals stand as beacons of hope during crises, but their ability to function effectively under duress is not guaranteed; it is the result of meticulous planning, rigorous training, and strategic leadership. This course provides a comprehensive framework for developing and implementing robust disaster management and crisis response protocols specifically for hospital environments. Drawing on principles outlined by leading experts like Dr. Eric K. Noji in the field of disaster medicine and concepts from seminal works such as "Crisis Management in a Complex World," this program moves beyond theoretical knowledge. At BIG BEN Training Center, we have designed a curriculum that immerses participants in the practical realities of emergency preparedness, from initial risk assessment to post-crisis recovery and organizational learning. This training course equips healthcare professionals with the skills to lead their institutions through any eventuality, ensuring the continuity of care and the safety of patients, staff, and the community. It is an essential investment in organizational resilience, transforming a hospital from a reactive entity into a proactively prepared and responsive institution capable of withstanding the most challenging circumstances.

Target Audience / This training course is suitable for:

- Hospital Administrators and C-Suite Executives.
- Emergency Department Directors and Managers.
- Clinical Department Heads and Nursing Supervisors.
- Hospital Safety, Security, and Risk Managers.
- Facilities and Operations Managers.
- Public Relations and Communications Officers.
- Emergency Preparedness Coordinators.
- Physicians and Lead Clinicians involved in emergency response.
- Public Health Liaisons.
- Materials and Logistics Managers.

Target Sectors and Industries:

- Hospitals and Medical Centers.
- Public and Private Healthcare Systems.
- Long-Term Care and Rehabilitation Facilities.
- Specialized Medical Clinics and Surgical Centers.
- Emergency Medical Services (EMS) and Ambulance Trusts.
- Governmental Health Agencies and Ministries of Health.
- Non-Governmental Organizations (NGOs) involved in health relief.
- Military Medical Units.

Target Organizations Departments:

- Executive Leadership and Administration.
- Emergency Medicine and Critical Care Units.
- Operations and General Management.
- Risk Management and Compliance.
- Nursing Services.
- Facilities Management and Engineering.
- Communications and Public Relations.
- Security and Safety.
- Information Technology (IT).
- Supply Chain and Procurement.
- Human Resources.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and evaluate a comprehensive hospital emergency operations plan (EOP).
- Implement the Hospital Incident Command System (HICS) for effective command and control.
- Conduct thorough hazard vulnerability and risk assessments for healthcare facilities.
- Design and manage strategies for patient surge capacity and mass casualty incidents.
- Establish robust internal and external crisis communication protocols.
- Plan and execute effective hospital evacuation procedures, including for critical patients.
- Manage critical resources and logistics during a prolonged disaster.
- Integrate with external agencies like public health and emergency services.
- Develop strategies for ensuring staff safety and psychological well-being during crises.
- Lead post-incident recovery and business continuity planning efforts.
- Design, execute, and evaluate effective disaster drills and exercises.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical, ensuring that participants can directly apply their learning to their own institutional contexts. We believe that adult learning is most effective when it is experiential and problem-based. Therefore, this course moves beyond traditional lectures to incorporate a dynamic blend of training techniques. A significant portion of the program is dedicated to analyzing real-world case studies of hospital disaster responses, from natural disasters to pandemics and technological failures. Participants will engage in high-fidelity tabletop simulations and group exercises that challenge them to make critical decisions under pressure in a controlled environment. Interactive workshops will guide attendees through the process of developing key components of an emergency plan, such as a crisis communication strategy or a surge capacity plan. Expert-led discussions and peer-to-peer learning sessions provide a platform for sharing experiences and best practices. Continuous feedback from instructors ensures that participants grasp complex concepts and can confidently translate theory into effective action back in their workplaces. This hands-on approach guarantees a deep and lasting understanding of strategic hospital disaster management.

Course Agenda (Course Units):

Unit One: Foundations of Hospital Emergency Management

- Introduction to Hospital Disaster Preparedness.
- The Evolving Threat Landscape for Healthcare Facilities.
- Key Terminology and Concepts in Crisis Management.
- Legal, Ethical, and Regulatory Frameworks (e.g., Joint Commission).
- Conducting a Hazard Vulnerability Analysis (HVA).
- Principles of Risk Assessment and Mitigation in a Hospital Setting.
- The Four Phases of Emergency Management: Mitigation, Preparedness, Response, and Recovery.

Unit Two: The Hospital Incident Command System (HICS)

- Principles and Structure of the Incident Command System.
- Adapting ICS for the Hospital Environment: An Overview of HICS.
- Key Roles and Responsibilities within the HICS Structure.
- Establishing and Operating a Hospital Command Center (HCC).
- HICS Activation and Deactivation Protocols.
- Integrating HICS with External Emergency Response Agencies.
- Job Action Sheets and Incident Action Planning (IAP).

Unit three: Clinical and Operational Response Management

- Triage Systems for Mass Casualty Incidents (MCI).
- Strategies for Managing Patient Surge and Capacity.
- Decontamination Procedures for Chemical, Biological, and Radiological Events.
- Planning and Executing Hospital Evacuation: Horizontal and Vertical.
- Managing Utilities and Critical Infrastructure Failures.
- Pharmaceutical and Medical Supply Cache Management.
- Alternate Care Site (ACS) Planning and Operations.

Unit Four: Resource Management and Crisis Communications

- Internal Communication Strategies for Staff and Patients.
- External Communication with Media, Families, and the Public.
- The Role of the Public Information Officer (PIO) in HICS.
- Managing Logistics and the Healthcare Supply Chain During a Crisis.
- Mutual Aid Agreements and Resource Requesting Protocols.
- Volunteer and Donation Management.
- Information Technology and Cybersecurity in Disaster Response.

Unit Five: Recovery, Continuity, and Advanced Preparedness

- Post-Incident Recovery and Resumption of Normal Operations.
- Psychological First Aid and Staff Resilience Programs.
- Financial and Administrative Recovery Planning.
- Conducting After-Action Reviews and Improvement Planning.
- Healthcare Business Continuity Planning (BCP).
- Designing and Executing Effective Drills and Exercises.
- The Future of Hospital Preparedness: Integrating Lessons Learned and New Technologies.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

In an era of increasingly complex threats, from pandemics to cyberattacks, how can hospitals balance the need for rigid, standardized disaster protocols with the flexibility required to adapt to unforeseen 'black swan' events?

What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by adopting an integrated systems approach to hospital resilience, moving beyond the traditional, siloed view of emergency preparedness. While many courses focus narrowly on the tactical execution of a disaster plan, our curriculum emphasizes the strategic leadership and critical thinking required to manage the entire crisis lifecycle. We delve deeply into the interconnectedness of clinical operations, facility management, supply chain logistics, and external communications, ensuring participants understand how a failure in one area can cascade throughout the institution. A key differentiator is our focus on the human element of disaster response, with dedicated modules on staff psychological safety and resilience, a factor often overlooked but critical for sustained operational effectiveness. Furthermore, the course content is built upon contemporary case studies that reflect the modern threat landscape, including cyberattacks, supply chain disruptions, and public health crises, not just conventional natural disasters. Participants will not simply learn protocols; they will learn how to think critically and adapt those protocols in real-time, fostering a culture of proactive preparedness rather than reactive response. This strategic, human-centric, and holistic perspective ensures a more profound and applicable learning experience.