Strengthening Healthcare Emergency Preparedness and Crisis Management Training Course



19 - 23 Oct 2026

Boston

7500 € (Per Person)

Ref: #HOS7132_67432

Course Introduction / Overview:

In an increasingly complex and unpredictable world, healthcare institutions face an array of threats, from natural disasters and pandemics to cybersecurity attacks and mass casualty incidents. This training course provides a structured framework for professionals to navigate these high-stakes situations. It is a comprehensive program designed to move beyond basic response plans, focusing on the proactive strategies and leadership skills needed to ensure continuity of care and protect both patients and staff. We will explore the critical phases of emergency management: prevention, preparedness, response, and recovery. The curriculum draws on the foundational work of academic experts like Kimberly Bailey and Thomas Crawford, authors of "Emergency Management for Healthcare Leaders: Navigating Crisis." Participants will learn how to conduct a Hazard Vulnerability Analysis, implement an effective Incident Command System, and develop robust communication strategies for both internal teams and the public. BIG BEN Training Center is dedicated to preparing healthcare professionals to lead with confidence and competence in a crisis. This course empowers leaders to build a resilient healthcare system that can withstand shocks, adapt to challenges, and continue to provide high-quality care, even under the most extreme pressure.

Target Audience / This training course is suitable for:

- Healthcare administrators and executives.
- Emergency preparedness and disaster coordinators.
- Hospital incident command team members.
- Risk managers and safety officers.
- Physicians, nurses, and clinical leaders.
- Public health professionals.
- Facility and security managers in healthcare.

Target Sectors and Industries:

- Hospitals and hospital systems.
- Public health agencies and government departments.
- Emergency medical services (EMS).
- Long-term care and nursing facilities.
- Private medical clinics and group practices.
- Non-governmental organizations (NGOs) and relief agencies.
- Pharmaceutical and medical device companies.

Target Organizations Departments:

- Emergency management and disaster preparedness.
- Hospital administration and operations.
- Risk management and quality assurance.
- Clinical services and nursing.
- Public relations and communication.
- Security and facilities management.
- Human resources.

Course Offerings:

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

- Develop a comprehensive emergency operations plan tailored to their institution's unique risks.
- Implement and manage the Incident Command System (ICS) during a crisis.
- Conduct a Hazard Vulnerability Analysis (HVA) to identify and mitigate potential threats.
- Create and lead an effective crisis communication strategy for all stakeholders.
- Coordinate a response to mass casualty incidents and medical surges.
- Ensure business continuity and a rapid recovery following a disaster.
- Manage the psychological and ethical challenges that arise during emergencies.
- Collaborate effectively with external agencies and first responders.

Course Methodology:

This training course is based on an immersive and practical methodology that goes beyond lectures. The program uses real-world healthcare crisis case studies and tabletop exercises to simulate a variety of emergency scenarios. We will use interactive workshops to practice key skills like developing a hospital incident command structure and conducting a risk assessment. The course includes group projects where participants can design and present a full-scale emergency plan for a fictional healthcare facility. BIG BEN Training Center believes that hands-on training is essential for mastering crisis management. Our expert facilitators will provide personalized feedback and guide participants through challenging simulations. This engaging and dynamic approach ensures that participants leave not just with theoretical knowledge, but with the confidence and practical experience needed to lead a team and make sound decisions in a high-pressure situation. This methodology is designed to build muscle memory for a crisis, ensuring that participants can respond effectively when it matters most.

Course Agenda (Course Units):

Unit One: Foundations of Healthcare Emergency Management

- Understanding the four phases of emergency management.
- The role of the hospital in the community's emergency response.
- Defining a Hazard Vulnerability Analysis (HVA) and its importance.
- Legal and regulatory frameworks for emergency preparedness.
- Building a resilient culture.

Unit Two: Incident Command and Communication

- Introduction to the Incident Command System (ICS).
- The roles and responsibilities of an incident command team.
- Establish effective internal and external communication protocols.
- Managing media relations during a crisis.
- Creating a public information strategy.

Unit Three: Preparedness and Planning

- Developing a comprehensive emergency operations plan.
- Planning for specific hazards, including pandemics and natural disasters.
- Strategies for medical surge and mass casualty events.
- Business continuity and succession planning.
- Training, drills, and exercises.

Unit Four: Response and Operations

- Activating the emergency plan and incident command system.
- Resource management and allocation during a crisis.
- Patient tracking and care management in an emergency.
- Safety and security protocols for patients and staff.
- Ethical considerations in disaster response.

Unit Five: Recovery and Psychological Resilience

- Assessing and prioritizing recovery needs.
- Resuming normal operations and restoring services.
- Supporting staff mental health and psychological well-being.
- Conducting a post-incident debrief and after-action review.
- Incorporating lessons learned for future preparedness.

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:

How can healthcare institutions ensure that their emergency preparedness and crisis management plans are not only effective in theory but also adaptable enough to handle "black swan" events that fall outside of traditional risk assessments?

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

This training course is unique in its dedicated focus on crisis management within the healthcare sector, providing a specialized framework that general courses lack. We go beyond theoretical concepts to provide a highly practical and immersive learning experience through a combination of realistic case studies, hands-on exercises, and expert-led simulations. The program is specifically designed to address the unique pressures and ethical dilemmas that healthcare professionals face during a crisis. Unlike other offerings, this course places a strong emphasis on the human element, including leadership, teamwork, and psychological resilience. It does not just teach participants what to do, it trains them on how to think and lead in a crisis, equipping them with the decision-making skills needed to protect lives and maintain operational integrity. By focusing on both the tactical and strategic aspects of crisis management, this course provides a comprehensive and invaluable skill set for anyone responsible for the safety and continuity of a healthcare organization.