# Advanced Hospital Emergency and Disaster Management Training Course



26 - 30 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HSM8777_105691

## Course Introduction / Overview:

This comprehensive training course is designed to equip healthcare professionals with the critical skills and knowledge required for effective hospital emergency preparedness and disaster management. In an era of increasing uncertainty, the ability of healthcare facilities to respond to mass casualty incidents, natural disasters, and public health emergencies is paramount. This program moves beyond theoretical knowledge to provide practical, actionable strategies based on the all-hazards approach. Drawing upon principles outlined by leading experts like Dr. Eric K. Noji, a prominent figure in disaster medicine, and concepts from seminal works such as "The Public Health Consequences of Disasters," participants will learn to develop, implement, and evaluate robust emergency operations plans. BIG BEN Training Center has meticulously structured this course to cover the full spectrum of disaster management, from initial risk assessment and mitigation to response coordination using the Hospital Emergency Incident Command System (HEICS), and finally, to post-disaster recovery and organizational resilience. Participants will gain the confidence to lead their institutions through crises, ensuring the continuity of care and the safety of patients, staff, and the community.

## Target Audience / This training course is suitable for:

- Hospital Administrators and Executives.
- Emergency Department Physicians and Nurses.
- Emergency Management Coordinators.
- Hospital Safety and Security Officers.
- Clinical Department Heads and Managers.
- Risk Management Professionals.
- Public Health Officials.
- Facilities and Operations Managers.
- Infection Control Practitioners.
- Paramedics and EMS Liaisons.
- Public Information Officers.

## Target Sectors and Industries:

- Hospitals and Healthcare Systems.
- Public Health Agencies.
- Emergency Medical Services (EMS).
- Long-Term Care and Rehabilitation Facilities.
- Governmental bodies and regulatory agencies.
- Non-Governmental Organizations (NGOs) involved in health response.
- Outpatient and Ambulatory Care Centers.

## Target Organizations Departments:

- Emergency Medicine and Trauma Services.
- Hospital Administration and Operations.
- Risk Management and Patient Safety.
- Security and Safety Departments.
- Nursing and Clinical Services.
- Facilities Management and Engineering.
- Infection Prevention and Control.
- Communications and Public Relations.
- Supply Chain and Logistics Management.
- Human Resources.
- Information Technology.

## Course Offerings:

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

- Develop a comprehensive Hazard Vulnerability Analysis (HVA) for a healthcare facility.
- Design and implement a robust Emergency Operations Plan (EOP) based on an all-hazards approach.
- Apply the principles of the Hospital Emergency Incident Command System (HEICS) to manage incidents effectively.
- Master mass casualty incident triage techniques such as START and SALT.
- Plan and execute hospital evacuation procedures for various scenarios.
- Establish and manage decontamination protocols for CBRNE events.
- Develop strategies for managing surge capacity and critical resource allocation.
- Implement effective crisis communication plans for internal and external stakeholders.
- Integrate with external agencies like public health and emergency services during a response.
- Design and evaluate disaster drills and exercises to test and improve preparedness.
- Formulate a business continuity and post-disaster recovery plan for the facility.

## Course Methodology:

The training methodology at BIG BEN Training Center is grounded in adult learning principles, emphasizing active participation and practical application. This course utilizes a blended approach that combines expert-led instruction with dynamic, interactive learning experiences. Participants will engage in detailed case study analyses of real-world hospital disaster responses, deconstructing successes and failures to extract valuable lessons. A significant portion of the training is dedicated to hands-on, scenario-based learning, including tabletop exercises that challenge participants to make critical decisions under simulated pressure. Collaborative group work will be used to develop components of an emergency plan, fostering teamwork and shared problem-solving. Interactive sessions, facilitated discussions, and Q&A panels with experienced practitioners ensure that theoretical concepts are firmly linked to real-world operational challenges. Continuous feedback is provided throughout the course, enabling participants to refine their understanding and skills in a supportive and professional environment, ensuring they leave with a tangible and applicable skill set.

# Course Agenda (Course Units):

## Unit One: Foundations of Hospital Emergency Management

- Introduction to Disaster Management and Terminology.
- The Four Phases of Emergency Management: Mitigation, Preparedness, Response, Recovery.
- Conducting a Comprehensive Hazard Vulnerability Analysis (HVA).
- Understanding the All-Hazards Approach in Healthcare Planning.
- Legal and Ethical Considerations in Disaster Medicine.
- The Role of the Hospital in Community-Wide Disaster Response.
- Key Regulatory and Accreditation Standards (e.g., The Joint Commission).

## Unit Two: Preparedness and Planning

- Developing a Comprehensive Emergency Operations Plan (EOP).
- Introduction to the National Incident Management System (NIMS).
- Implementing the Hospital Emergency Incident Command System (HEICS).
- Establishing and Managing a Hospital Emergency Operations Center (EOC).
- Resource and Supply Chain Management for Disasters.
- Mutual Aid Agreements and Inter-Agency Coordination.
- Training, Drills, and Exercise Program Design.

## Unit Three: Emergency Response Operations

- Incident Recognition and Activation of the EOP.
- Mass Casualty Incident (MCI) Management and Triage Systems.
- Managing Patient Surge and Augmenting Staffing.
- Decontamination Procedures for Chemical, Biological, and Radiological Events.
- Hospital Evacuation Planning and Execution Strategies.
- Patient Tracking and Family Reunification Processes.
- Managing Utilities, Infrastructure, and Facility Security During a Crisis.

## Unit Four: Communication and Special Scenarios

- Crisis and Emergency Risk Communication (CERC).
- Role of the Public Information Officer (PIO) and Media Relations.
- Internal Communication Strategies for Staff and Patients.
- Managing Special Pathogen Events and Pandemic Preparedness.
- Responding to Active Shooter and other Man-Made Threats.
- Psychological First Aid and Mental Health Support for Responders and Victims.
- Considerations for Pediatric, Geriatric, and other Vulnerable Populations.

## Unit Five: Recovery, Resilience, and Improvement

- Transitioning from Response to Recovery Operations.
- Damage and Impact Assessment Post-Disaster.
- Developing a Hospital Business Continuity Plan (BCP).
- Financial and Administrative Recovery Strategies.
- Conducting After-Action Reviews and Implementing Improvement Plans.
- Building Organizational and Staff Resilience.
- The Future of Hospital Preparedness: Emerging Threats and 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 and interconnected threats, how can a hospital's disaster plan evolve from a static document into a dynamic, living framework that fosters true organizational resilience?

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

This course distinguishes itself by moving beyond the mere recitation of protocols and regulations to cultivate critical thinking and adaptive leadership skills essential for real-world crisis management. While many programs focus on the "what," we emphasize the "how" and "why," using a curriculum rich with in-depth case studies from recent global events. Participants don't just learn the Hospital Emergency Incident Command System (HEICS); they apply it in high-fidelity tabletop exercises that simulate the stress and ambiguity of an actual disaster. Our approach is uniquely holistic, integrating often-siloed topics such as supply chain resilience, staff psychological well-being, and financial recovery into a single, cohesive framework. The curriculum is designed to build leaders who can make sound decisions with incomplete information, communicate with clarity and empathy under pressure, and foster a culture of preparedness throughout their entire organization. It focuses on building resilient systems and empowered teams, rather than simply creating a compliant plan, ensuring that the learning translates into a tangible increase in the hospital's capacity to safeguard its community.