Crisis Management

BDMS sets up the guidelines and assigns responsible personnel for crisis management such as an emergency, pandemic or natural disaster according to the corporate quality and safety standards. The guidelines are to ascertain an efficient and systematic response plan to the crisis. BDMS collaborates with the stakeholders to establish the guidelines for crisis management considering both internal and external factors of the organization and prepares response plans for all scenarios.

Responsibilities in Crisis Management

Executive Committee

Review the policy and crisis management plan from the Environment of Care Committee (ECC) and Quality Management Committee (QMC) for budget approval in case of a crisis.

Joint Executive Committee - JEXCO

Organize a quarterly meeting to review the patient safety and quality management according to the current regulations and hospital's plan.

Hospital Executive Committee - HEC

HEC Review the crisis management plan from the Environment of Care Committee (ECC) and provide suggestions.

Human Resources Departments

Organize orientation and training. Maintain employee and contractor training records related to the crisis management plan.

Head of Departments

Raise awareness and follow the crisis management plan such as the establishment of guidelines, orientation and training. Follow up the training attendance of the employees in the department.

Environment of Care Committee - ECC

Support the crisis management plan covering a continuous plan development and quarter and annual crisis trend evaluation. Set out the policy and guideline and report the performance to the Environment of Care Committee (ECC) and Quality Management Committee (QMC).

Individual Staff Members & Contractors

Attend crisis management training to understand the related responsibilities and follow the guidelines. Report the occurrences to the Quality and Patient Safety Department, Safety Occupational Health and Environment Department for analysis.

Crisis Management Plan

Code 1
Infant and child abduction prevention

Code 2
Natural disaster

Code 3
Patient management for mass casualty incident

Code 4
Power outage in hospital

Code 5
Firefighting and prevention

Code 6
Injury sustained by falls

Code 7
Computer systems malfunction

Code 8
Cardiopulmonary Resuscitation

Code 9
Threats or critical crisis

Risk Management Monitoring

Continuous follow-up

The Environment of Care Committee (ECC) organizes a meeting at least monthly to follow up the risk management and related factors and presents the minutes of meeting to the Quality Management Committee (QMC) for further discussion and provision of measures.

Annual Performance Review

The Quality Management Committee (QMC) reviews and approves the annual performance of the risk management, referring to the policy and guideline, occurrence report and minutes of meeting on safety, environment, occupational health and safety. Other related factors are observations from the auditors or external consultants. The performance is then presented to the Hospital Executive Committee (HEC) to determine the operational target in the following year.

Crisis Management Performance

100
of crisis management plan testing compared with the target of no less than 90%

100
of After Action Review (AAR) to follow up compared with the target of 100%