

Facility Site Review Emergency Training

Personnel Training

- What does the FSR team look for to verify Evidence of Staff Training?
 - Informal in-services
 - New staff orientation
 - External training courses
 - Educational curriculum & participant list
- What if documentation not on site?
 - Staff must be able to locate and use training information
 - Example: staff able to describe policies and procedures
- Note: Training requirements may differ between site staff based on roles, job functions and responsibilities, or scope of practice

Personnel Training

- SFHP resources for documenting completed trainings
 - [Evidence of Staff Training Log](#)
 - [Training Crosswalk Template](#)
 - Identify and match internal/external trainings to required trainings

EVIDENCE OF STAFF TRAINING			
Employee's Name: _____		Date of Hire: _____	
Employee's Position: _____		License Number: _____	
Trainer or Learning Management System (LMS): _____			
Annual Trainings			
Topic	Brief description of training content	Training Dates	
Infection Control & Universal Precautions			
Blood Borne Pathogens Exposure/Prevention			
Biohazardous Waste Handling			
Trainings Upon Hire (and as needed)			
Topic	Brief description of training content	Training Date	
Fire Safety & Prevention			
Non-Medical Emergency Procedures: natural disaster (e.g. earthquakes), workplace violence, etc.			
Medical Emergency Procedures & Action Plan			
Patient Confidentiality			
Informed Consent, including Human Sterilization			
Prior Authorization Requests			
Grievance/Complaint Procedure			
Child, Elder, Domestic Violence Abuse			
Sensitive Services/Minors' Rights			
Health Plan Referral Process/Procedures/Resources			
Cultural & Linguistics			
Disability Rights & Provider Obligations			
Trainings as needed			
Topic	Brief description of training content	Training Date	
Medication Administration Methods			
Operation of Medical Equipment or Performance of Clinical Laboratory Procedures			

Training Name	Training Platform/Trainer	Course Name	Description
Infection Control & Universal Precautions			
Blood Borne Pathogens Exposure Prevention			
Biohazardous Waste Handling			
Fire Safety & Prevention			
Non-Medical Emergency Procedures			
Medical Emergency Procedures & Action Plan			
Patient Confidentiality			
Informed Consent, including Human Sterilization			
Prior Authorization Requests			
Grievance/Complaint Procedure			
Child, Elder, Domestic Violence Abuse			
Sensitive Services/Minor's Rights			
Health Plan Referral Process/Procedures/Resources			
Cultural & Linguistics			
Disability Rights & Provider Obligations			

Personnel Training

- Standard: There is evidence that site staff has received information and/or training
 - Non-Medical Emergency Procedures
 - Fire Safety and Prevention
 - Medical Emergency Procedures and Action Plan

Non-Medical Emergencies

What are non-medical emergencies?

- Fire
- Natural disasters (e.g., earthquakes)
- Workplace violence
- Terrorist attack/ Armed individual on-site

Why is it important to be trained on how to respond to non-medical emergencies?

- In the event of a disaster or a non-medical emergency, being prepared and knowing what to do preserves lives and prevents panic
- Knowing what to do will help you to act instead of react

Fire Emergency

Your FSR reviewer may ask:

- What is your role in case of a fire?
- Where is the fire extinguisher located?
- How do you use the extinguisher?
- How do you activate the fire alarm?
- How do you evacuate a building in case of a fire?
- How do you prevent a fire from spreading?

Fire Emergency Procedure



Alert People



Evacuate Patients
(DO NOT USE
ELEVATOR)



Activate fire
alarm



Report fire to
911



If possible confine
fire by closing the
door



Wait for the fire
department to clear the
building before allowing
anyone back inside



If fire extinguished
before the fire
department arrives
inform 911



If it is not a moving/
growing fire use
fire extinguisher



Turn off
electricity, if
there is time

Key Information – Fire

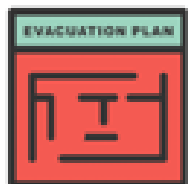
Key information	
Name of person who will call 911	
Person who will escort patients out of the building	
Person who will conduct headcount	
Person who will block the entrance for people not to go inside	
Location of fire extinguisher	
Location of evacuation maps	

Site Evacuation Plan

Your FSR reviewer may ask:

- How do you evacuate the building?
- How do you alert people in the office to evacuate the building?
- Can you walk me through the evacuation process?

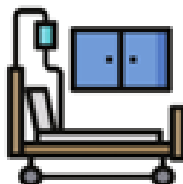
Evacuation Procedure



Be familiar with
evacuation route and
post it at visible
locations



Evacuate Patients
(DO NOT USE
ELEVATOR)



Evacuate exam
rooms



Do not let
anyone back into
the building



Once outside
conduct headcount



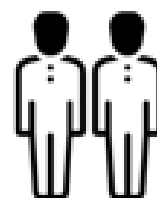
Patients should stay
in the assigned safe
area



Retrieve emergency
kit to provide care to
any individual in
need



Unplug machinery,
Lock cabinets
Turn off gas, water
and electricity



Once it is safe,
employees can
enter in pairs

Key Information – Evacuation



Key information	
Person who will guide the evacuation	
Person who will conduct headcount	
Person who will call the practice manager (if not on-site)	
Person who will block the entrance for people not to go inside	
Outside meeting place	
Person who will retrieve the emergency medication, if needed	

Workplace Violence

What is workplace violence?

- An act of threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at work

Why is it important to learn about workplace violence?

- You need to know how to identify it, how to deescalate the situation and when to request help
- Knowing what to do will help you act instead of react

Workplace Violence

Your FSR reviewer may ask:

- What do you do if you are having a conversation with a patient or visitor, and you perceive it as escalating?
- Where do you find your supervisor's phone number?
- How do you alert people in the office?
- What would you do if you see this happening to your co-worker?

Workplace Violence Procedure



Ask individual to remain calm



If discussion escalates notify supervisor



If you feel threatened dial 911 and summon police



If you see this happening to your coworker, notify supervisor



If person refuses to leave or you feel threatened call 911 and summon the police



If alone in the office ask individual to leave



Ensure the safety of staff, patients, and visitors

Earthquake

Your FSR reviewer may ask:

- What do you do if there is an earthquake?
- How do you alert people in the office to evacuate the building?
- Could you walk me through the evacuation process?
- What do you do if someone is injured?
- What do you do if someone is injured and trapped?
- Can you re-enter the building?
- What is the outside meeting location?

Earthquake Procedure



Key Information - Earthquake



Key information	
Person who will guide the evacuation	
Person who will conduct headcount	
Person who will call the practice manager (if not on-site)	
Outside meeting point	

Bomb Threat

Your FSR reviewer may ask:

- What do you do if you receive a bomb threat call?
- What needs to be documented during that call?
- When do you notify the office lead/manager?
- What area are you in-charge of checking?
- Who checks which areas?
- What do you do if you find a suspicious item?
- When do you evacuate the building?

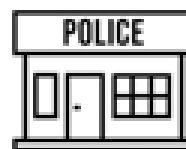
Bomb Threat Procedure



Document as much
as possible about
the threatening call



Time, gender of
caller and pay
attention to
background noises



Notify the staff of the
threat and ask each
person to search an area
for suspicious objects



If suspicious object
found, seal area
and notify office
lead



Continue patient care
unless instructed
different by office lead
or law enforcement



If determined unsafe,
evacuate building

Key Information - Bomb Threat

Key information	
Person who will call the practice manager (if not on-site)	
Person who will search the exam rooms	
Person who will search bathrooms and waiting area	
Person who will search common areas (ex: stairs, office entrance, utility closet)	
Person who will guide evacuation if required	
Person who will notify police	

Medical Emergency

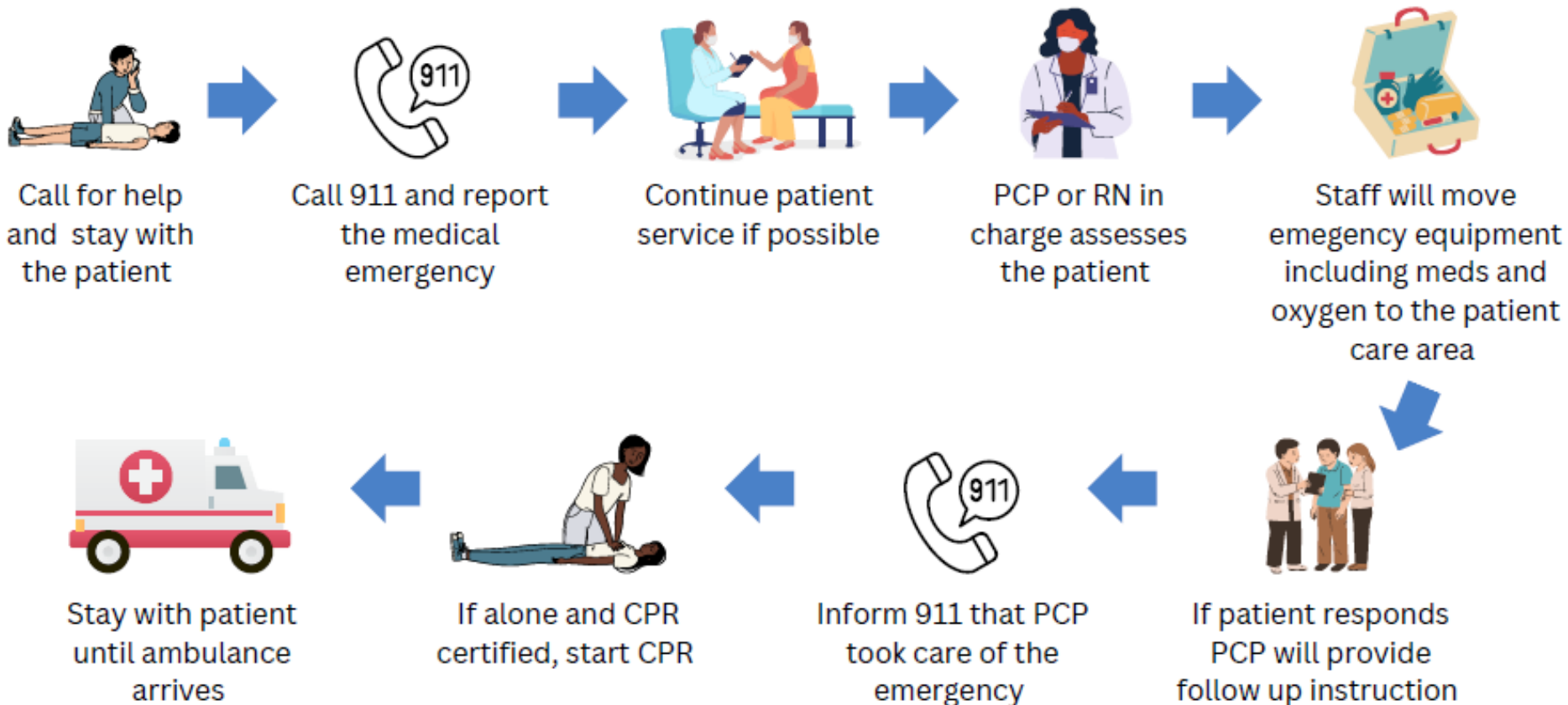
- Medical Emergency is any situation in which medical assistance is urgently required
- Regardless of site proximity to emergency care facilities, the office must be prepared to provide immediate care to patients on-site until the patient is stable or EMS has taken over
- When a PCP, NP or PA are not on-site, staff/MA may call 911 and stay with patient until help arrives
- CPR certified staff may initiate CPR, if needed
- It is recommended that all PCPs and at least 1 staff member maintain CPR certification

Medical Emergency

Your FSR reviewer may ask:

- What is your role and responsibility in case of a medical emergency?
- Who will call 911?
- Where are the emergency medications located?
- Where is the oxygen tank located?
- Who is responsible for taking the emergency equipment and oxygen tank to the patient who needs assistance?

Medical Emergency Procedure



Key Information – Medical Emergency

Key information	
Person who will call 911	
Person who will call the PCP	
Person who will bring the emergency meds	
Person who will bring the oxygen tank	

THANK YOU

For more information or if you have questions about the FSR, please email FSR@sfhp.org