Session 6
Emergency Operations and Incident Management System (IMS)

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WHO’s Core Commitments in Emergencies

- Rapid Risk Assessment and Situation Analysis
- Establish a clear management structure
- Early deployment of resources (No-Regrets)
- Promote and monitor technical standards and best practices
- Evidence-based health sector response
- Surveillance: EWARS
- Provide up-to-date information
- Coordinate the health sector response
- Provide technical expertise
WHO’s Emergency Response Framework

- Risk assessment
- Grading
- Incident Management System
- No regrets policy
- Emergency response
  - procedures
  - standards
What is an IMS?

- Combination of facilities, equipment, personnel, procedures and communications
- Operating within WHE/WHO structure
- Designed to help in the management of resources during incidents
- Grading will trigger activation of IMS to manage the Organizational response
  - establishment of an in-country Incident Management Team (IMT)
## What IMS is and is not

<table>
<thead>
<tr>
<th>What IMS is</th>
<th>What IMS is not</th>
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</thead>
<tbody>
<tr>
<td>• An approach: systematic</td>
<td>• A Response Plan</td>
</tr>
<tr>
<td>• A set of concepts and principles</td>
<td>• Only an Organizational Chart</td>
</tr>
<tr>
<td>• Interoperability of ICT</td>
<td>• A communication plan</td>
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<tr>
<td>• Standard resource management procedure</td>
<td>• Only applicable to some emergency response personnel</td>
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<tr>
<td>• Scalable and flexible to be used for all emergencies</td>
<td>• Only used during large scale emergencies</td>
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</tbody>
</table>
## Applying IMS in 2017-18

<table>
<thead>
<tr>
<th>Events in 2017 – 2018</th>
<th>Grade</th>
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<tbody>
<tr>
<td>Maldives H1N1 outbreak</td>
<td>Grade 1</td>
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<tr>
<td>Sri Lanka Floods/ Landslides</td>
<td>Grade 1</td>
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<tr>
<td>Bangladesh Cyclone Mora</td>
<td>Grade 1</td>
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<tr>
<td>Sri Lanka Dengue outbreak</td>
<td>Grade 1</td>
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<tr>
<td>Myanmar H1N1 outbreak</td>
<td>Grade 1</td>
</tr>
<tr>
<td>Rohingya crisis, Cox’s Bazar, Bangladesh</td>
<td>Grade 2</td>
</tr>
<tr>
<td>Rohingya crisis, Cox’s Bazar, Bangladesh (escalated grading)</td>
<td>Grade 3</td>
</tr>
<tr>
<td>Maldives cyclone</td>
<td>No grading call</td>
</tr>
<tr>
<td>DPR Korea Influenza outbreak</td>
<td>Grading call done but decision: ungraded emergency</td>
</tr>
</tbody>
</table>
WHO’s IMS structure

Leadership/Incident Management

Partner Coordination
- Health & Intersectoral Coordination
- Liaison

Information
- Risk and Needs Assessment, EWARS
- Monitoring and evaluation
- Information Products

Health Operations & Technical Expertise
- Prevention & Control Measures
- Risk Communication & Community Engagement
- Health Service Delivery
- Technical Expertise, Science & Research
- Training

Operation Support & Logistics
- Supply Chain Management
- Field Support
- Health Logistics

Finance & Administration
- Finance, Budget/Grant Management
- Procurement
- HR & Surge
- Resource Mobilization
- Project Management

Planning
- Staff Health Wellbeing & Security
- Communication/Public Information
- External Relations
- EOC Management
Features of IMS

• **Organizing structure**
  – Clear lines of accountability & authority
  – Functional interoperability

• **SOPs**
  – Emergency grading & EOC activation
  – Deployment & accelerated release of funds
  – Partner engagement and coordination procedures

• **Planning & response templates**
  – Strategic response plan
  – Joint partner operational plan
  – WHO Incident Action Plan

• **Information management**
  – Health information
  – Operational response info.
  – Contextual information
  – Documentation management & technical interoperability
Leadership

- Incident management
- Staff health, wellbeing and security
- Communications
- External relations
- EOC Management

Incident Manager

- Serves as operational manager
- Supervises all functional area leads
- Ensures fulfilment of all critical IMS functions as they are established
- Retains direct responsibility for any functions that are not delegated

**IMS Escalation**
- Needs Based; scaled up or down to suit the changing requirements
- Selective activation/expansion of IMS Functions
Emergency Operations Center (EOC)

A place
where personnel responsible for planning, coordinating, organizing, acquiring and allocating resources and providing direction and control can focus these activities on responding to the emergency

A concept
embracing a range of emergency management facilities from an on-scene incident command post at an emergency site to a national emergency coordination center

Core components

- Plans and procedures
- Physical infrastructure
- Human resources
- Information system
- Info & comm. technology
EOCs in the Region

Most countries have:
- Type A or Type B
- Legal authority
- Objectives and organizational structure
- Support of in-country subject matter experts
- Public communications
- Partner liaison and coordination
- Multi-use facility or room (HEOC in an hour)

Opportunities/gaps:
- Steering committee
- Trained dedicated EOC staff for 24/7
- Costing and funding plan
- ICT infrastructure
- Business continuity plan
- Backup facility site
- A training programme for IMS personnel
- Clarity on roles and responsibilities
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Implementation of IMS in SEARO

Meeting/training of Member States

- Nov 2016: Flagship meeting
- Sept 2017: Risk Assessment and EWARS Training
- Oct 2017: Operational partnership
- Nov 2017: Regional EOC Meeting

Several missions to countries

Operational Readiness Training of WHO offices

- July 2017: assessment, grading, IMS, ERF
- Dec 2017: vSHOC, BCP, CP
- April 2018: A & F, Project Management
- Sept 2018: Information management
Thank you...