



**COMMUNICATION CONTINUITY:
Can You Hear Me Now?
Building the Best Healthcare
Emergency Radio Systems**

**June 19, 2013
2:00-3:15 PM EST**

Purpose

Are you overwhelmed with communication planning, equipment purchase and coverage issues for your facility emergency radio communications?

After every real event or disaster exercise; failure of communications can usually be found at the top of the improvement plan.

Dependable and effective communications systems in a healthcare facility are essential for healthcare continuity of operations in an emergency or large planned event.

This webinar gives an overview of best practices for building and maintaining reliable emergency radio systems and devices within a healthcare facility.

Issues with transmission capability, user knowledge, maintenance, interoperability and access to equipment are common complaints listed by many healthcare facilities. Other technical issues such as potential interference with other equipment, compliance and par levels for communication equipment are also concerns expressed.

This webinar is designed for anyone in the healthcare setting responsible for emergency communication equipment and systems, who may not have a strong background in communications technology.

The speaker, Mr. Dirk Palmer, has faced and successfully conquered many of these issues and will share best practices and lessons learned with you during this program.



This program will answer those questions that plague the healthcare emergency management staff in planning, building and maintaining communications systems.

- What is a radio communication system?
- What is digital, analog, 400, 800, UHF, VHF radios?
- What is narrow banding, frequencies, Encryption and what is their use?
- Do radio frequencies interfere with patient care equipment?
- How can you improve transmission of signal to all areas of the facility?



Learner Objectives

Upon completion of the program, the participant will be able to:

- List mitigation and planning issues for communications for healthcare facilities.
- The difference between analog, digital, UHF, VHF, 400, 800.
- Describe narrow banding, encryption, and other radio terminology.
- Discuss methods for resolving coverage issues.
- Discuss ways to improve end user knowledge.



PRESENTERS

Dirk Palmer
Emergency Preparedness Coordinator
Morton Plant Mease Healthcare
 Clearwater, Florida

AGENDA		
Time	Title/Topic	Presenter
2:00	Welcome, Purpose & Objectives	Hospital Preparedness Program Florida Department of Health
2:05	Introduction of Speaker	Hospital Preparedness Program Florida Department of Health
2:10	What is a healthcare radio communication system?	Dirk Palmer Emergency Preparedness Coordinator Morton Plant Mease Healthcare
2:20	What is essential equipment for a dependable system?	Dirk Palmer Emergency Preparedness Coordinator Morton Plant Mease Healthcare
2:30	Building a dependable radio communication system.	Dirk Palmer Emergency Preparedness Coordinator Morton Plant Mease Healthcare
2:40	Solving coverage issues.	Dirk Palmer Emergency Preparedness Coordinator Morton Plant Mease Healthcare
2:45	Healthcare radio communication systems user education and training	Dirk Palmer Emergency Preparedness Coordinator Morton Plant Mease Healthcare
2:55	Questions	Hospital Preparedness Program Florida Department of Health
3:00	Wrap Up & Next Steps for the Future	Hospital Preparedness Program Florida Department of Health

One CEU / CME is available at no cost to webinar participants.

Registered participants will receive further information and instructions for joining the webinar and receiving CEU/CME credit. In addition, the contact for each group will receive a roster to record signatures of attendees who want to receive CEU/CME credit.

Please contact Debbie Kelley at Debbie.kelley@doh.state.fl.us or (850) 245-4444 Ext 2060 if you have any questions regarding the upcoming program.



CME Statement

This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education through the joint sponsorship of the Florida AHEC Network and the Florida Department of Health – Bureau of Preparedness and Response. The Florida AHEC Network is accredited by the Florida Medical Association to provide continuing medical education to physicians.

The Florida AHEC Network designates this live activity for a maximum of 24.0 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.



****CEU/CME – Florida AHEC Network Program Disclosure** All faculty (presenters) and planners participating in any Florida AHEC Network sponsored activity have confirmed they or their spouse/partner do not have any real or apparent conflicts of interest that may have a direct bearing on the subject matter of the continuing education activity.

Additional Resources:

Florida Department of Health, Bureau of Preparedness & Response – Communications Plan

Florida Department of Health Hospital and Healthcare System Preparedness Overview
Hospital Contracts

<http://www.doh.state.fl.us/demo/BPR/hospitalcontract.htm>

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DOH Mission Statement: To protect and promote the health of all residents and visitors in the state through organized state and community efforts, including cooperative agreements with counties.

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