ICED:
Incident Command For Emergency Departments

Results of a customer satisfactions survey for a novel command and control tool

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Introduction

- Disaster management in Emergency Departments is often problematic

- Likely some type of organizational tool is needed

- Current tools are very comprehensive and may be overwhelming
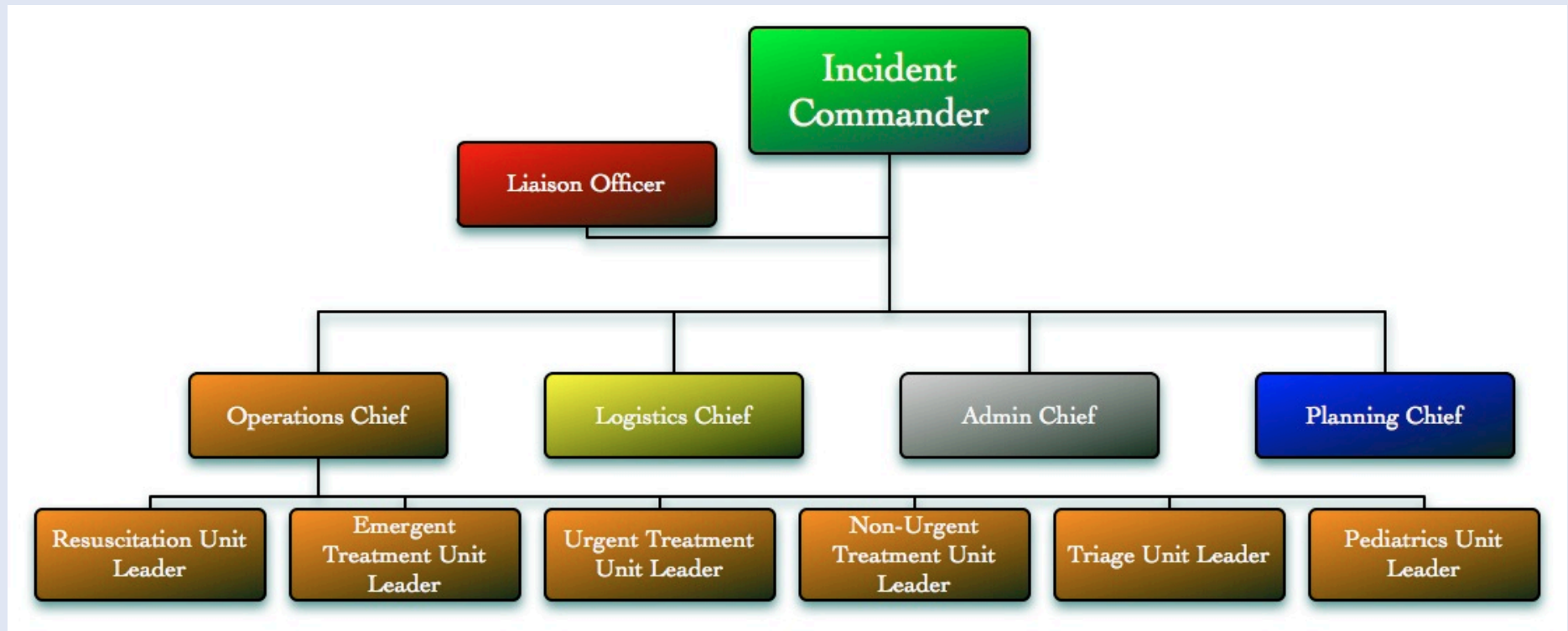
ICED Tool

- *Simplified* Command-and-Control
- Emergency Department based
- Incident Command System Compliant
- Focuses on functional stepwise approach to organizational structure

ICED Components

- Short introductory text
- Org structure with 13 Positions
- Job action sheet for each position
- 5 Forms

Incident Command Organizational Chart

Methods

1. Introduction to ICED System
   - Approximately 30 min session
   - Lecture / Online Lecture
2. Computer Simulation
   - 60 Minute Exercise
   - SurgeSim® simulation software
     - (Group Computer Simulation Exercise)
   - ICED disaster plan given
   - Encouraged to use plan
3. Satisfaction Survey

MedStatStudio

Product Evaluation Survey
ICED: Incident Command for Emergency Departments

This survey pertains to the ICED (Incident Command for Emergency Departments) command-and-control package, including the printed disaster manual, organizational chart, job action sheets, and forms. You have been asked to provide your feedback so that the system can be improved for future versions. Your feedback is anonymous, and you do not need to put your name on the survey.

Part I
For each of the following statements, please pick a number from the scale to show how much you agree or disagree with each statement and write it in the space.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

A) _____ An organized command-and-control structure is needed during a disaster

B) _____ Training in command-and-control prior to a disaster is important

C) _____ ICED improved the groups ability to manage the simulated disaster

D) _____ I would encourage my department to adopt the ICED system

E) _____ I would be comfortable using the ICED system in the event of a true disaster

Part II
For each of the following questions, rate your satisfaction on the following scale.

    1   2   3   4   5   6   7
    ^   ^
  Not at All Satisfied   Very Satisfied

F) _____ How satisfied were you overall with the ICED product?

G) _____ How satisfied were you with the training session on command-and-control?

H) _____ How satisfied were you with the ability to quickly learn ICED?

I) _____ How satisfied were you with the ease of implementation of ICED during the simulation?

J) _____ How satisfied were you with the ICED introductory text?

K) _____ How satisfied were you with the ICED organization chart?

L) _____ How satisfied were you with the ICED color coding?

M) _____ How satisfied were you with the ICED job action sheets?

N) _____ How satisfied were you with the ICED forms?

Survey Tool

1. Perceived Needs

    • 5 questions

    • Modified Likhert

2. Product Satisfaction

    • 9 questions

    • Rate 1-7

        • 1=Not at all satisfied

        • 7=Very satisfied
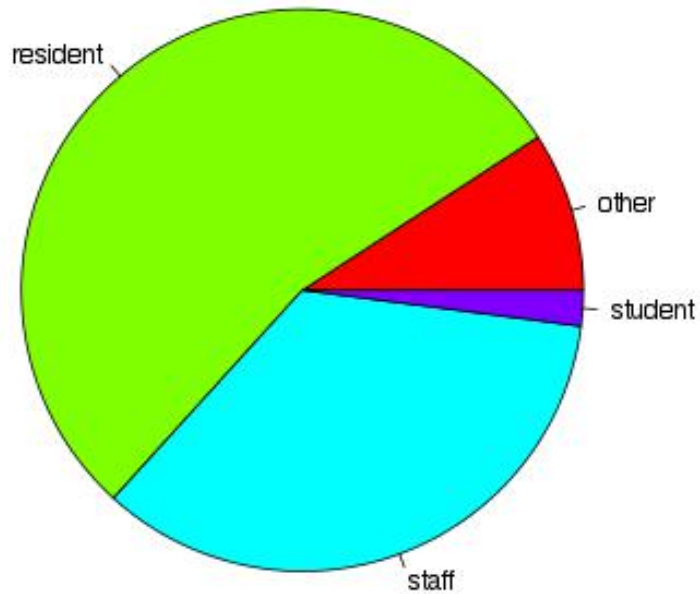
3. Features

    • Checklist

    • Open ended

4. Demographics

Results: Respondents
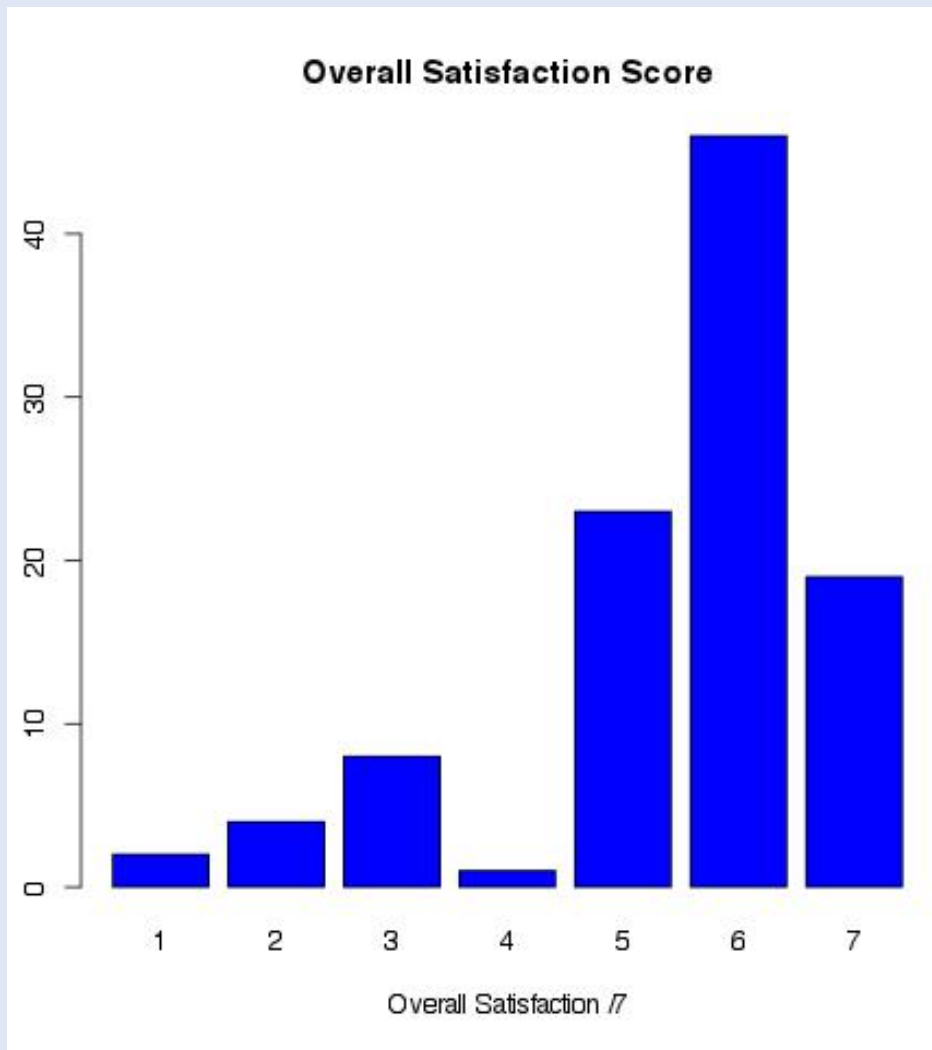

Occupation of Survey Respondants

- 103 Respondents
  - 53 Residents
  - 34 Staff
  - 2 Students
  - 9 Other

Results: Perceived Needs

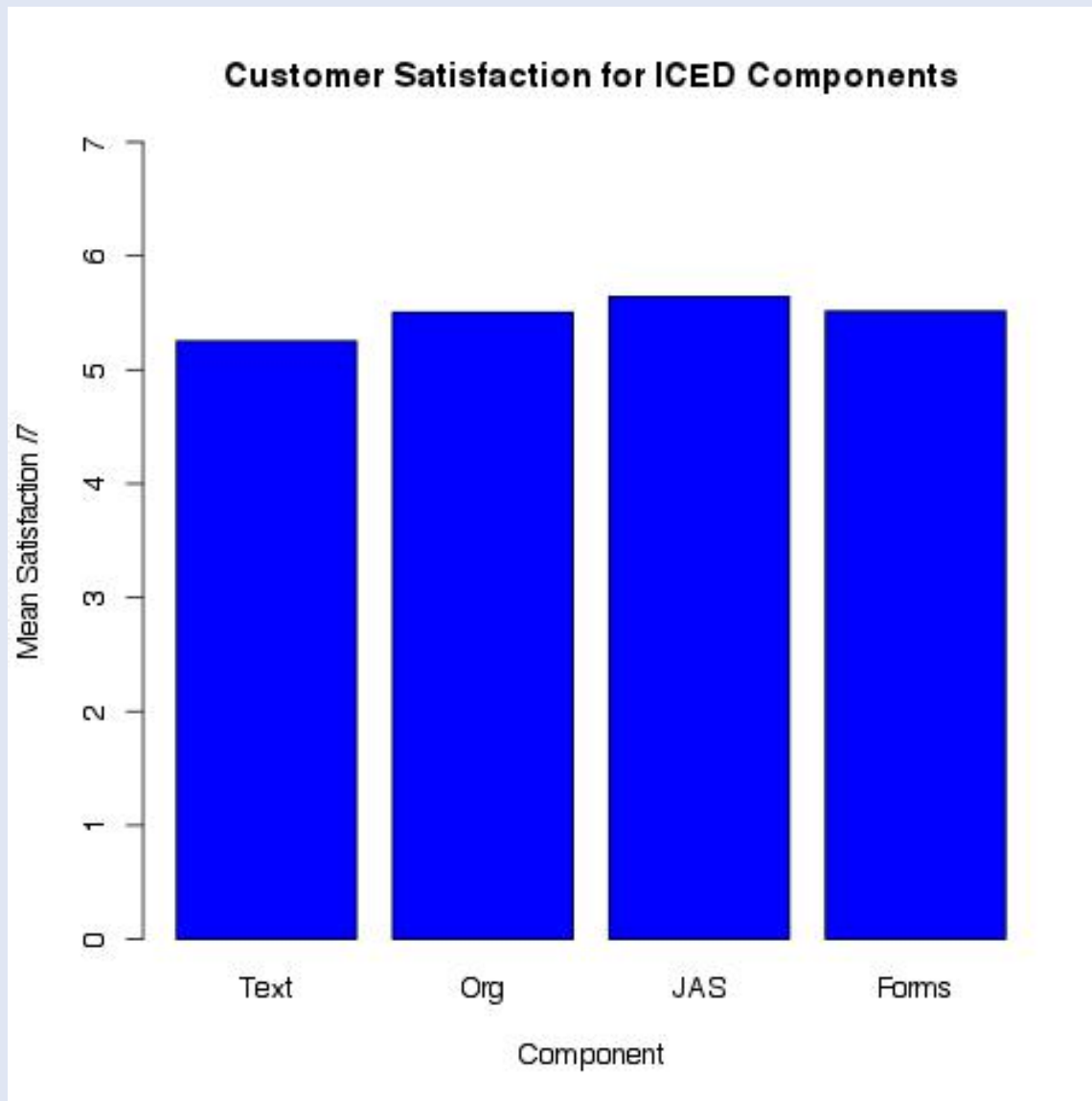"An organized command and control structure is needed during a disaster" (91% agree)

"ICED improved the groups ability to manage the simulated disaster" (88% agree)

Results: Overall Satisfaction

- 88% scored >= 5
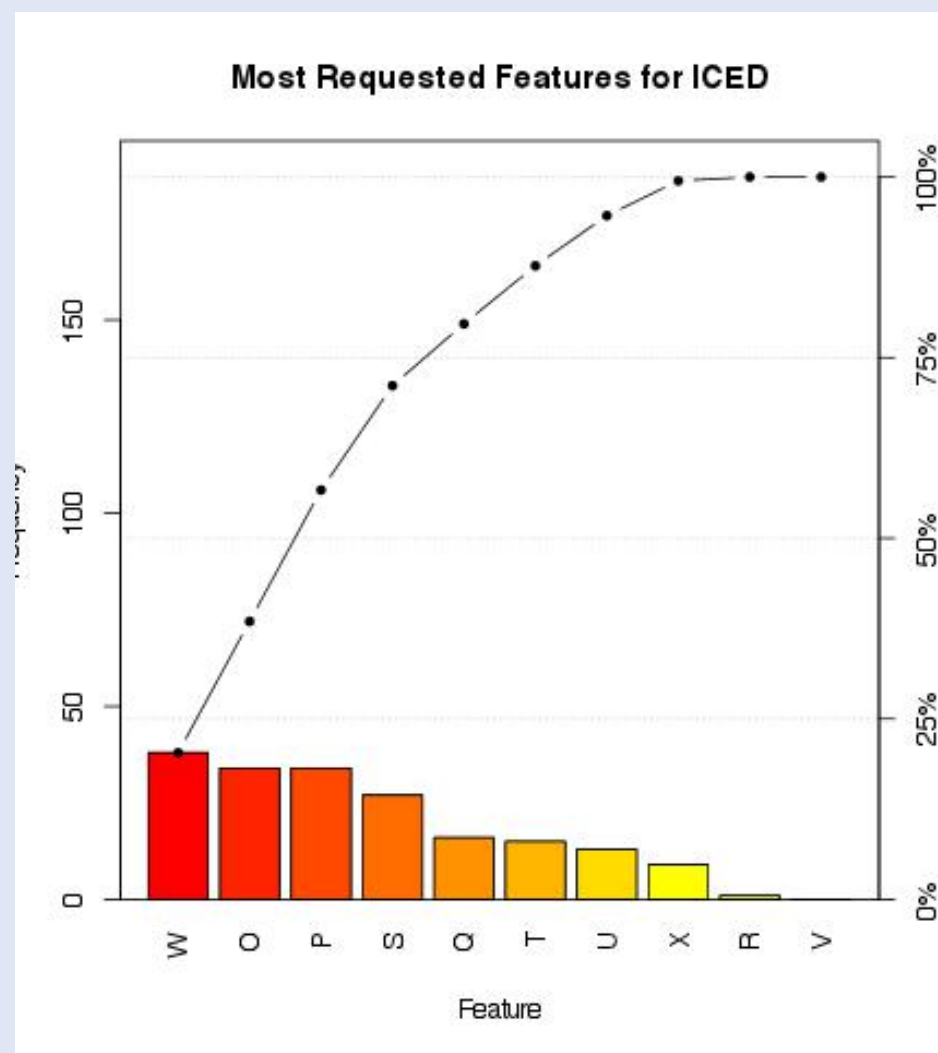
Results:
Satisfaction by Component

Results: Most Requested Features

W: Electronic Version (37% of Participants)

O: Longer Training session (33%)

P: Online Training (33%)

S: Additional Job Positions Outside of the ED (26%)

Most Requested Features for ICED

Results: Needs

"I would be comfortable using ICED in the event of a true disaster"(73% agree)

"I would encourage my department to adopt the ICED system" (86% agree)

Limitations

- Survey Based
- Many of the participants were volunteers
- Computer Simulation
- Has not yet been correlated to patient outcomes

Conclusions

- Perceived need for an organized command and control system is high

- Overall satisfaction with ICED system is high

- Tablet version is most requested feature

- Most participants felt the system to be useful and would adopt ICED for their department