

Knox/East TN Healthcare Coalition

Regional HVA 2024-2025

Top Concerns

EVENT	Big South Fork Medical Center	Blount Memorial Hospital	Claiborne Medical Center	East Tennessee Children's Hospital	Fort Loudon Medical Center	Fort Sander Regional Medical Center	Jefferson Memorial Medical Center	LaFollette Medical Center	LeConte	Methodist Medical Center	Morristown Hamblen	Newport Medical Center	North Knoxville Medical Center	Parkwest Medical Center/Peninsula	Roane Medical Center	Select Specialty Knoxville	Select Specialty North	Sweetwater Hospital	Turkey Creek Medical Center	University of Tennessee Medical Center	Average	2024-2025	2023-2024
Communication/Telephony Failure	2	3	3	3	2	2	2	3	3	3	3	2	2	2	3	1	2	3	3	2	2.45	T1st	2nd
Inclement Weather Ice, Snow, Heavy Rain, Flooding...	3	3	2	2	2	3	2	3	3	2	2	2	2	2	3	2	2	3	3	3	2.45	T1st	3rd
Seasonal Influzena	3	3	2	3	2	3	3	2	3	3	3	2	2	2	2	2	2	2	2	3	2.45	T1st	4th
Epidemic	2	3	3	2	3	2	3	2	3	1	3	2	2	2	3	2	2	3	2	3	2.4	2nd	T6th
Forensic Admission	2	3	2	2	1	3	2	3	3	3	3	2	2	2	3	1	2	1	2	3	2.25	3rd	T7th
Infectious Disease Outbreak	2	3	3	2	2	2	3	1	2	2	2	2	2	2	3	2	2	2	2	3	2.2	T4th	T6th
IT System Outage	2	3	2	3	1	2	2	3	3	3	2	1	2	2	2	2	2	3	2	2	2.2	T4th	T7th
Pandemic	1	2	3	2	2	2	3	2	3	2	2	2	2	1	3	2	2	3	2	3	2.2	T4th	1st
Patient Surge	2	3	2	2	2	3	2	2	3	2	2	2	2	2	3	1	2	2	2	3	2.2	T4th	5th
Patient Elopement	1	3	1	3	1	3	2	3	3	3	1	2	2	2	3	2	2	2	2	2	2.15	T5th	T6th
Power Outage	2	1	1	2	2	3	2	3	2	3	2	2	2	2	3	2	2	2	3	2	2.15	T5th	T8th
Trauma	3	2	3	2	2	2	2	3	3	3	3	1	2	1	2	1	2	1	2	3	2.15	T5th	T10th
Workplace Violence/Treat	2	3	2	3	2	3	2	1	2	3	2	1	2	3	2	2	2	2	1	3	2.15	T5th	T6th

HUMAN EVENTS

EVENT	Big South Fork Medical Center	Blount Memorial Hospital	Claiborne Medical Center	East Tennessee Children's Hospital	Fort Loudon Medical Center	Fort Sander Regional Medical Center	Jefferson Memorial Medical Center	LaFollette Medical Center	LeConte	Methodist Medical Center	Morristown Hamblen	Newport Medical Center	North Knoxville Medical Center	Parkwest Medical Center/Peninsula	Roane Medical Center	Select Specialty Knoxville	Select Specialty North	Sweetwater Hospital	Turkey Creek Medical Center	University of Tennessee Medical Center	Average	
Forensic Admission	2	3	2	2	1	3	2	3	3	3	3	2	2	2	3	1	2	1	2	3	2.25	Human
Patient Surge	2	3	2	2	2	3	2	2	3	2	2	2	2	2	3	1	2	2	2	3	2.2	Human
Patient Elopement	1	3	1	3	1	3	2	3	3	3	1	2	2	2	3	2	2	2	2	2	2.15	Human
Trauma	3	2	3	2	2	2	2	3	3	3	3	1	2	1	2	1	2	1	2	3	2.15	Human
Workplace Violence/Treat	2	3	2	3	2	3	2	1	2	3	2	1	2	3	2	2	2	2	1	3	2.15	Human
Weapon	2	3	2	2	2	2	2	1	3	2	3	1	2	2	2	1	2	3	2	3	2.1	Human
Mass Casualty Incident - Trauma	2	2	1	1	1	2	3	3	3	2	2	2	2	2	2	1	2	2	2	3	2	Human
Mass Casualty Incident - Medical	2	2	2	1	1	2	2	3	3	2	2	1	2	2	2	1	2	2	2	2	1.9	Human
Act of Terrorism	2	1	2	2	2	2	2	1	2	2	2	2	2	2	1	1	2	3	2	2	1.85	Human
Suicide	2	1	2	2	1	3	2	2	2	2	2	1	1	1	2	1	2	2	1	1	1.65	Human
Civil Unrest / Protesting	1	1	1	2	2	3	2	1	1	2	2	1	2	1	1	1	2	1	2	2	1.55	Human
Planned Power Outage	2	1	1	2	1	3	2	2	2	2	1	1	1	1	1	1	2	2	1	1	1.5	Human
VIP Situation	1	2	1	1	1	2	1	1	2	2	2	1	2	1	1	1	2	1	2	3	1.5	Human
Bomb Threat	2	1	1	2	1	1	2	1	1	1	1	1	2	1	1	1	2	2	2	2	1.4	Human
Child Abduction	2	1	1	3	1	2	2	1	1	1	1	2	1	1	1	1	1	3	1	1	1.4	Human
Hostage Situation	2	1	1	1	1	1	2	1	1	2	1	2	2	1	1	1	2	1	2	2	1.4	Human
Shelter in Place	2	1	1	2	1	2	2	1	2	1	2	1	1	1	1	1	2	1	1	1	1.35	Human
Active Shooter	1	1	1	2	1	1	2	1	1	1	1	1	2	1	1	1	2	1	2	1	1.25	Human
Gas / Emissions Leak	2	2	1	1	1	1	2	0	1	1	1	1	1	1	1	1	2	2	2	1	1.25	Human
Evacuation	1	1	1	1	1	1	2	1	1	1	1	1	1	1	1	1	2	3	1	1	1.2	Human
Picketing	1	1	0	1	1	3	1	1	1	2	1	1	1	1	1	1	2	1	1	1	1.15	Human
Strikes / Labor Action / Stoppage	1	1	0	1	1	0	1	1	1	2	1	1	1	1	1	1	2	1	1	0	0.95	Human

HAZARDOUS MATERIAL EVENTS

EVENT	Big South Fork Medical Center	Blount Memorial Hospital	Claiborne Medical Center	East Tennessee Children's Hospital	Fort Loudon Medical Center	Fort Sander Regional Medical Center	Jefferson Memorial Medical Center	LaFollette Medical Center	LeConte	Methodist Medical Center	Morristown Hamblen	Newport Medical Center	North Knoxville Medical Center	Parkwest Medical Center/Peninsula	Roane Medical Center	Select Specialty Knoxville	Select Specialty North	Sweetwater Hospital	Turkey Creek Medical Center	University of Tennessee Medical Center	Average	Column1
Chemical Exposure External	2	1	1	2	2	2	1	2	1	2	1	1	2	2	1	1	2	2	2	3	1.65	Hazardous Material
Mass Casualty Incident - Hazmat	2	2	1	1	1	2	2	1	2	2	1	1	2	2	2	1	2	2	2	2	1.65	Hazardous Material
Chemical Spill	2	1	1	1	1	2	1	2	1	1	1	1	1	2	2	1	2	1	1	2	1.35	Hazardous Material
Suspicious Package / Substance	2	1	2	1	1	1	2	1	1	3	1	1	1	1	1	1	2	1	1	1	1.3	Hazardous Material
Explosion	2	1	2	1	1	1	2	1	1	1	1	1	1	1	1	1	2	1	1	1	1.2	Hazardous Material
Radiation Exposure	1	1	1	1	1	1	2	1	1	2	1	1	1	1	1	1	2	1	1	1	1.15	Hazardous Material
Chemical Exposure Internal	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	1	2	0	1.05	Hazardous Material

TECHNOLOGY EVENTS

EVENT	Big South Fork Medical Center	Blount Memorial Hospital	Claiborne Medical Center	East Tennessee Children's Hospital	Fort Loudon Medical Center	Fort Sander Regional Medical Center	Jefferson Memorial Medical Center	LaFollette Medical Center	LeConte	Methodist Medical Center	Morristown Hamblen	Newport Medical Center	North Knoxville Medical Center	Parkwest Medical Center/Peninsula	Roane Medical Center	Select Specialty Knoxville	Select Specialty North	Sweetwater Hospital	Turkey Creek Medical Center	University of Tennessee Medical Center	Average	
Communication/Telephony Failure	2	3	3	3	2	2	2	3	3	3	3	2	2	2	3	1	2	3	3	2	2.45	Technology
IT System Outage	2	3	2	3	1	2	2	3	3	3	2	1	2	2	2	2	2	3	2	2	2.2	Technology
Cyberattack	2	2	2	3	1	2	2	2	2	2	1	1	3	1	2	2	2	3	2	3	2	Technology
HVAC Failure	2	2	3	2	1	3	2	1	1	2	2	2	2	1	2	2	2	3	3	2	2	Technology
Supply Chain Shortage/Failure	2	2	3	2	2	2	2	2	2	2	1	1	2	2	2	1	2	2	1	3	1.9	Technology
Utilities Failure	2	2	1	2	2	3	2	3	2	2	2	1	2	1	1	2	2	2	2	1	1.85	Technology
Fire - Internal	2	2	1	2	2	2	2	2	1	2	1	1	1	2	2	1	2	3	1	2	1.7	Technology
Generator Failure	2	1	2	2	1	3	2	2	1	1	1	1	1	1	1	1	2	3	2	2	1.6	Technology
Transportation Failure	2	0	2	1	1	1	2	3	1	1	1	1	2	1	2	1	2	2	2	1	1.45	Technology
Water Disruption	2	1	1	2	1	2	2	2	2	2	1	1	1	1	1	2	2	1	1	1	1.45	Technology
Natural Gas Disruption	1	1	1	2	1	2	2	1	1	2	1	1	2	1	1	1	2	2	2	1	1.4	Technology
Sewage Failure	3	1	1	1	1	1	2	1	1	3	1	1	1	1	1	1	2	1	1	3	1.4	Technology
Medical Gas Disruption	1	1	1	2	1	2	2	1	1	1	1	1	1	1	1	2	2	2	1	1	1.3	Technology
Water Contamination	2	1	1	1	1	1	2	1	1	1	2	1	1	1	1	1	2	1	1	1	1.2	Technology

NATURAL EVENTS

EVENT	Big South Fork Medical Center	Blount Memorial Hospital	Claiborne Medical Center	East Tennessee Children's Hospital	Fort Loudon Medical Center	Fort Sander Regional Medical Center	Jefferson Memorial Medical Center	LaFollette Medical Center	LeConte	Methodist Medical Center	Morristown Hamblen	Newport Medical Center	North Knoxville Medical Center	Parkwest Medical Center/Peninsula	Roane Medical Center	Select Specialty Knoxville	Select Specialty North	Sweetwater Hospital	Turkey Creek Medical Center	University of Tennessee Medical Center	Average	
Inclement Weather Ice, Snow, Heavy Rain, Flooding...	3	3	2	2	2	3	2	3	3	2	2	2	2	2	3	2	2	3	3	3	2.45	Natural
Seasonal Influzena	3	3	2	3	2	3	3	2	3	3	3	2	2	2	2	2	2	2	2	3	2.45	Natural
Epidemic	2	3	3	2	3	2	3	2	3	1	3	2	2	2	3	2	2	3	2	3	2.4	Natural
Infectious Disease Outbreak	2	3	3	2	2	2	3	1	2	2	2	2	2	2	3	2	2	2	2	3	2.2	Natural
Pandemic	1	2	3	2	2	2	3	2	3	2	2	2	2	1	3	2	2	3	2	3	2.2	Natural
Power Outage	2	1	1	2	2	3	2	3	2	3	2	2	2	2	3	2	2	2	3	2	2.15	Natural
Emerging Infectious Disease	2	2	3	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	3	2.05	Natural
Fire - External (forest fire/external building)	2	2	2	2	1	2	2	1	2	2	2	1	2	1	2	1	2	3	2	2	1.8	Natural
Temperature Extremes	1	2	2	2	1	3	2	3	2	2	2	1	1	2	1	1	2	2	1	2	1.75	Natural
Tornado	3	2	1	2	2	2	2	2	1	2	1	1	2	1	2	1	2	2	2	2	1.75	Natural
Drought	1	1	1	2	1	2	2	2	3	2	3	2	1	1	1	1	1	3	1	1	1.6	Natural
Air Quality Issues	1	1	1	2	2	2	2	2	2	1	2	1	2	1	1	1	2	3	2	0	1.55	Natural
Earthquake	1	1	1	2	2	2	2	1	2	2	2	2	1	1	1	1	1	1	1	2	1.45	Natural
Building Move	1	1	1	0	1	1	1	1	1	1	1	1	1	1	0	1	2	1	2	2	1.05	Natural
Dam Failure	1	1	0	1	1	0	1	1	1	1	1	2	2	0	1	1	1	1	2	1	1	Natural
Hurricane	1	0	0	0	0	1	1	0	1	0	1	0	0	1	1	1	1	1	0	1	0.55	Natural

IMPACT SEVERITY

EVENT	People	Property Infrastructure	Business Operations	Communications
Communication/Telephony Failure	Low	Low	Medium	Medium
Inclement Weather Ice, Snow, Heavy Rain, Flooding...	Medium	Medium	Medium	Medium
Seasonal Influenza	Medium	Low	Medium	Medium
Epidemic	Medium	Medium	Medium	Medium
Forensic Admission	Low	Low	Low	Medium
Infectious Disease Outbreak	Medium	Medium	Medium	Medium
IT System Outage	Medium	Medium	Medium	Medium
Pandemic	High	Medium	High	High
Patient Surge	Medium	Medium	Medium	Medium
Patient Elopement	Low	Low	Medium	Medium
Power Outage	Low	Medium	Medium	Medium
Trauma	Medium	Low	Medium	Medium
Workplace Violence/Treat	Low	Medium	Low	Medium

PRIORITY ACTIONS

<p>Communication /Telephony Failure</p>	<p>Internal Communication Landline Telephone System: Maintain separate landline systems for reliable internal communications. Mobile Phones: Use if functional; cell phones can supplement internal and external communications. 2-Way Radios: Primary tool for department-to-department communication within the facility. IT Systems: Continuously enhanced to support reliable communications and manage potential downtime. Internal Trunked Radio System: For consistent, secure communication within the facility. EMS to Hospital Radio: Dedicated radio link for emergency medical services.</p> <p>External Communication TACN Radio (State TACN Radio): Primary channel for communicating with state emergency response teams. Facility Radios For communications with the Regional Medical Coordination Center (RMCC) and other nearby facilities. HAM Radio: Backup communication system for external outreach during emergencies.</p>
<p>Inclement Weather Ice, Snow, Heavy Rain, Flooding...</p>	<p>Internal Preparations Inclement Weather Policy: Policy revisions to ensure up-to-date protocols. Team Member (TM) Emergency Plans: Encourage personal emergency preparedness for all staff. Electronic Scheduling System: Development underway for handling TM pickup requests and accommodations. Supplies: Increase linen inventory as an improvement area to meet demands during weather events. Partner with medical staff to prioritize emergent cases and reschedule elective procedures affected by weather.</p> <p>External Coordination Weather Briefings: Sent to facilities as weather updates become available. Facility Status Forms: Used to track and communicate facility conditions during inclement weather. Road Access: Coordinate with Public Works and private companies to clear access roads, exit ramps, and bridges.</p>
<p>Seasonal Influzena</p>	<p>Hand Hygiene: Departments conduct 270 handwashing observations monthly to ensure compliance. Flu Vaccinations: Encourage flu shots for patients during hospitalization, with seasonal signage discouraging symptomatic visitors from entering. Seasonal Influenza Monitoring: Track flu trends in coordination with public health data. Participation in statewide Fight Flu Day High-Consequence Pathogen Monitoring: Ongoing surveillance for potential threats. Reporting Compliance: Regular reporting of flu and COVID-19 data to NHSN. Daily Monitoring: Infection Control team monitors daily to identify and address potential issues early.</p>

PRIORITY ACTIONS

Epidemic	See Seasonal Flu above
Forensic Admission	<p>Internal Actions Law Enforcement Communication: Regular communications with law enforcement to ensure effective coordination. Policy Development: New "Care of Incarcerated Patients" policy created to guide care practices.</p> <p>External Coordination Collaboration with Sheriff's Department: Recent meetings held to address improvement opportunities. Policy Communication: Need to improve communication of new policies to law enforcement partners.</p>
Infectious Disease Outbreak	See Seasonal Flu above
IT System Outage	<p>System network is backed up to designated local hard drives with data from the last 24 hours.</p> <p>Support Resources</p> <p>Physical Forms: Hard copy forms are available to maintain operations during system downtimes.</p> <p>Mobile Hotspots: Accessible mobile hotspots ensure continued connectivity if primary internet services are interrupted.</p> <p>IT departments actively working on continuous improvements to enhance the reliability and performance of IT systems.</p> <p>Facility and Department Coordination</p> <p>Facility management collaborates across all departments to prepare for potential system downtimes, ensuring readiness and minimizing operational impacts.</p> <p>Internal Improvements in Awareness and Procedures</p> <p>Staff are trained on downtime procedures and Continuity of Operations Plan (COOP).</p> <p>Clear, established downtime procedures are ready for immediate implementation in the event of an outage.</p> <p>System network is backed up to designated local hard drives with data from the last 24 hours.</p> <p>Physical Forms: Hard copy forms are available to maintain operations during system downtimes.</p>
Pandemic	See Seasonal Flu above

PRIORITY ACTIONS

Patient Surge	<p>Outpatient Areas: Designated outpatient areas and staff can be repurposed for minor treatment care during surge events.</p> <p>Elective Procedures: Ability to temporarily discontinue elective procedures to prioritize resources for surge patient care.</p> <p>Emergency Department/Nursing Surge Plan: ED and nursing teams are actively developing an enhanced surge plan focused on better management of high-acuity trauma and surgical cases.</p> <p>Continuous improvements in staffing levels, pediatric supplies, and clear signage for efficient response during surges.</p> <p>Utilization of HRTS (Hospital Resource Tracking System) and patient tracking systems to monitor and manage patient flow effectively.</p> <p>Regional Medical Coordination Center (RMCC) is available to provide notifications and alerts for real-time surge response coordination.</p> <p>Coalition Coordination: Ongoing collaboration with regional coalition partners for efficient patient distribution and discharge transportation during surge events.</p>
Patient Elopement	<p>Routine patient rounding to monitor well-being and safety.</p> <p>Physician-ordered one-on-one sitters are provided as needed for patients who require close monitoring.</p> <p>A comprehensive surveillance system is in place to enhance patient safety.</p> <p>Elopement monitoring system is installed in Health & Rehab areas to prevent unauthorized patient departures.</p> <p>Staff Training and Awareness</p> <p>Continuous training for all staff on elopement risks specific to Health & Rehab and Geriatric Behavioral Health.</p> <p>Departmental safety huddles include daily alert notifications about high elopement-risk patients to maintain staff awareness.</p>
Power Outage	<p>On-site generator with a 72-hour fuel supply, with capability to switch to alternate fuel if needed.</p> <p>Additional generator support available through coalition partners for added backup.</p> <p>Bulk storage of oxygen sufficient for 72 hours to support critical patient needs.</p> <p>Redundant feeds, additional generators, and backup communication equipment (radios and cell phones) to maintain critical operations.</p> <p>Collaboration with local utilities to relocate transformers and poles prone to issues.</p> <p>Established communication and priority restoration agreements with local Emergency Management Agency (EMA) and utility companies to ensure healthcare facilities are prioritized in emergencies.</p>

PRIORITY ACTIONS

Trauma	<p>Use of coalition-supported patient tracking systems during MCI events to monitor patient movement and status.</p> <p>Designated minor treatment areas per the patient surge plan to efficiently manage incoming patients.</p> <p>Activation of on-call teams to ensure sufficient staffing during MCI or surge events.</p> <p>Development of an advanced surge plan by ED and nursing staff, focusing on trauma and surgical case management.</p> <p>Additional pediatric supplies and specialized training for EMS and hospital staff to better support pediatric care needs in high-demand situations.</p>
Workplace Violence/Treat	<p>Staff are encouraged to report incidents to ensure timely response and continuous safety improvements.</p> <p>Incidents are reviewed by multidisciplinary teams to identify both strengths and areas for improvement.</p> <p>System in place to flag known offenders, enabling staff to be alerted of individuals with previous incidents during future visits.</p> <p>Ongoing internal education, investigations, and support mechanisms for staff in handling and reporting incidents.</p> <p>Regular drills and exercises to prepare staff for potential security threats.</p> <p>Additional training on defensive maneuvers and securing rooms and areas.</p> <p>Strengthened relationships with local agencies for mutual support.</p> <p>Participation in workshops and training sessions with Homeland Security and other external partners.</p>