

Exceptional health situations : observation of an immersive exercise in the hospital pharmacy and feedback



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What was done and why ?

In March 2024, our hospital pharmacy (HP) took part in an **inter-departmental exercise** based on the **scenario of managing a massive influx of polytrauma victims at our hospital**.

Quick engagement of mobile medical units and sterilization department, **dependent on the HP**, is a key element in the optimal care of victims, whether in hospital or pre-hospital.



Main objectives : To test the activation of our Pharmacy-Sterilization-Operational-Unit (PS-OU), established in December 2022, and to work on its interaction with the others OU of the different hospital services. The second aim was to continue the training of pharmaceutical teams on exceptional health situations (EHS).



Scenario :



- ✓ 8:30 AM - Collapse of a ceiling in a gymnasium in Nantes
- ✓ Hundreds of victims where 12 victims treated in the operating room
- ✓ Activation of the Hospital Crisis Unit (H-CU) and Operational Units (OU)

How was it done ?

- ✓ Two interns and one pharmacy technician as **observers through the exercise**
- ✓ **Analysis framework** created and completed during the exercise
- ✓ **Feedback questionnaire** was sent to the 9 mains players (PS-OU members, on-call pharmacist...)
- ✓ **Intra-HP and inter-departmental feedback** were provided **immediately**, then a **posteriori**



During the PS-OU activation, various points were observed :



- Global crisis **management**
- Task assignment and **communication between the members**
- Data centralization and **communication with the others OU**
- **Efficiency** and **speed** of response to problems...

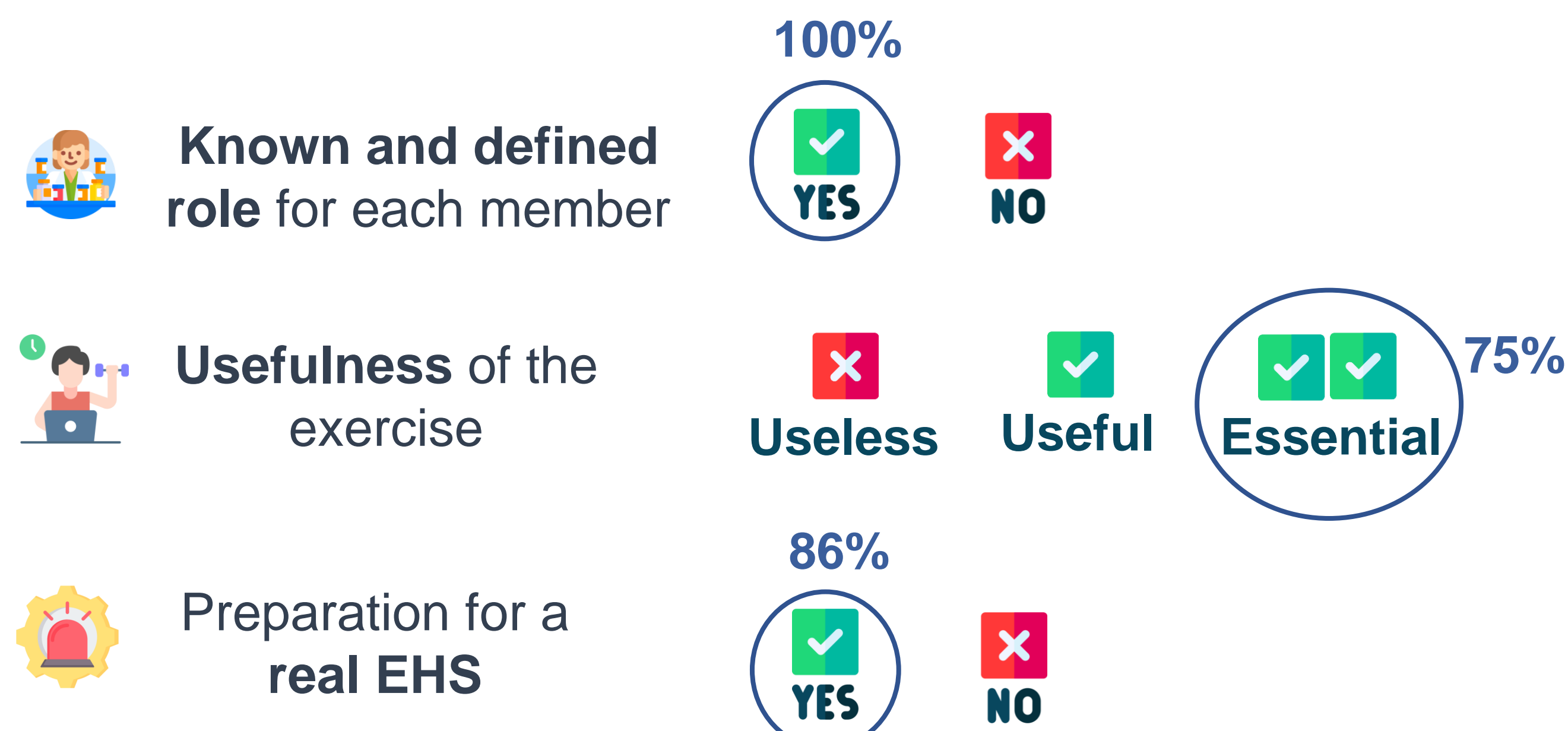
What has been achieved ?



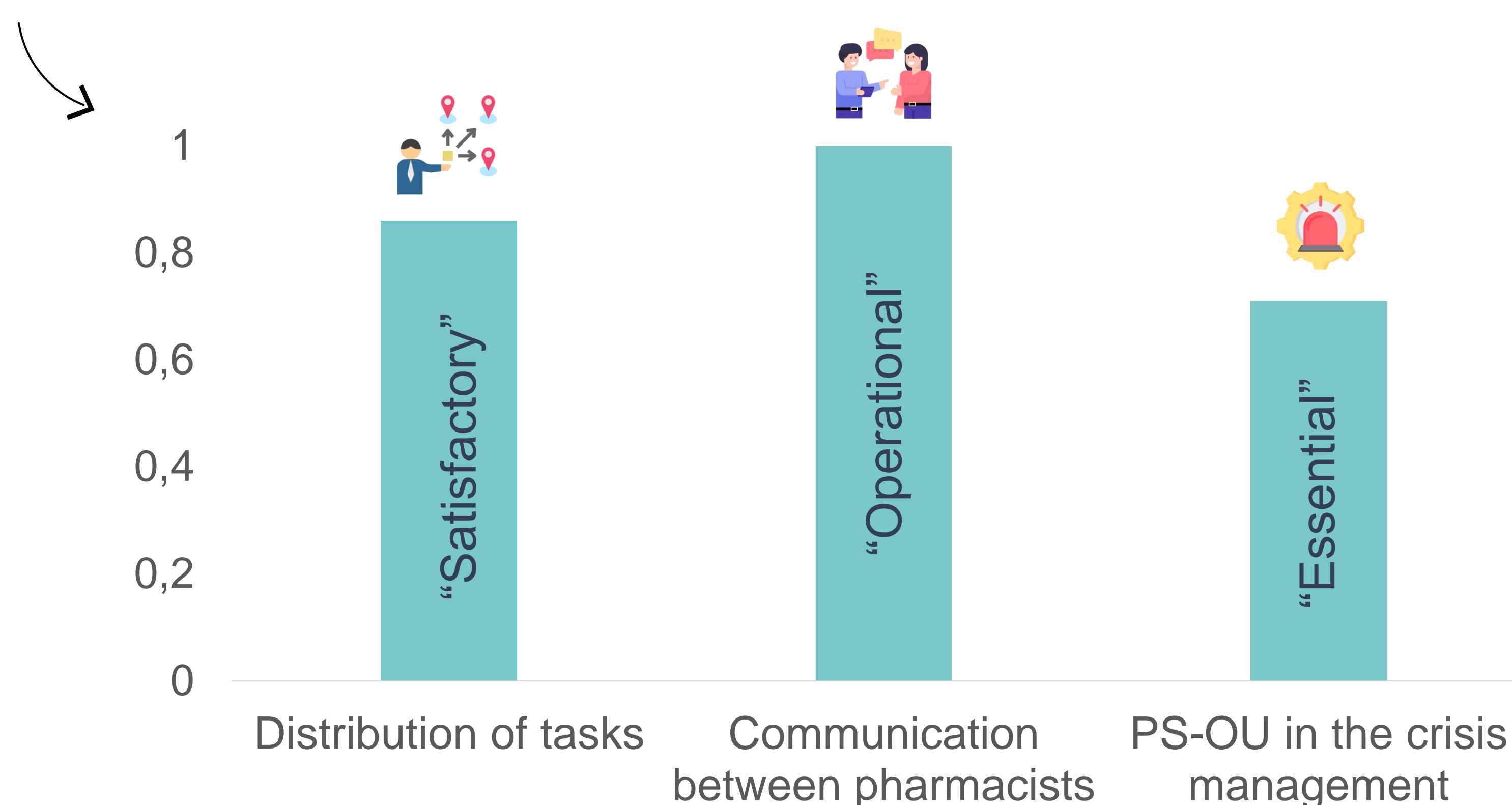
For 3 hours, our HP had activated its OU to provide the best possible response to this exercise. **9 main players feedbacks** (89% answered)



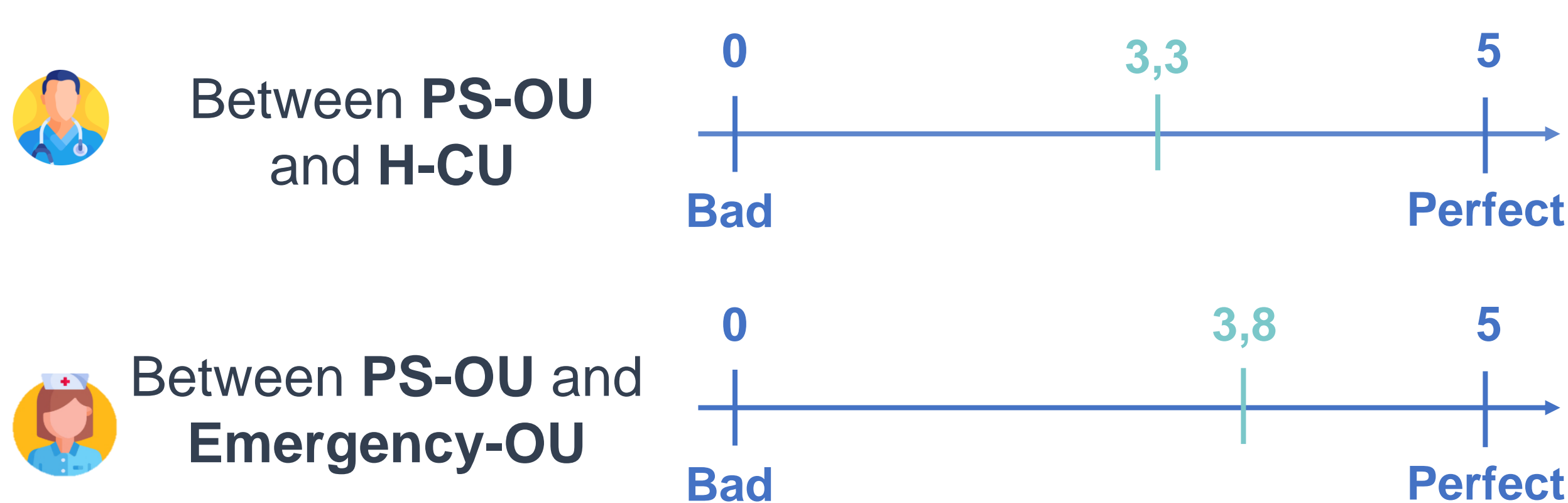
A training exercise



Organization and internal communication



Communication with others Operational Units



Points to improve and identified risks

- ✗ **Communication** with others units
- ✗ Optimization of **available tools**
- ✗ **Congestion** of transportation resources
- ✗ Tactical stocks located **far away** from emergency/critical care services

What next ?

- ✓ **Aims of this exercise were achieved.**

These results also strengthen our determination **to pursue our annual exercise program**. An exercise with the supply members of our PS-OU will be organized, in order to **train the less experienced members as well**.



Preparing, hosting and then analyzing this kind of exercise, although seemingly time-consuming, enables us to **validate** and, where required, **consolidate** the intended organization for EHS.



More information

