

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Enterprise Risk Management					
TSC	Emergency Response and Crisis Management					
TSC Description	Support, implement and develop emergency response and crisis management plans and policies					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		HCE-ICM-2023-1.1	HCE-ICM-3023-1.1	HCE-ICM-4023-1.1	HCE-ICM-5023-1.1	HCE-ICM-6023-1.1
		Participate in emergency response and/or crisis management plans	Implement emergency response and/or crisis management plans and suggest improvements to these plans	Supervise the implementation of emergency response and crisis management plans	Coordinate emergency response and/or crisis management plans and contingency plans for implementation during emergency or crisis situations and develop major incident command systems	Lead incident command groups through emergency or crisis situations
Knowledge		<ul style="list-style-type: none"> Emergency response and crisis management plans relevant to the organisation Emergency scenarios relevant to the industry Resources required for responding to emergency scenarios Organisation's emergency response and crisis management plans and procedures Individual's role and responsibilities in designated groups or stations in emergency response and/or crisis management plans De-escalation processes for emergency and crisis situations 	<ul style="list-style-type: none"> Role and responsibilities of designated groups or stations in emergency response and/or crisis management plans Emergency response and crisis management plan details, including response and recovery activities Business continuity plans Communication methods for managing emergencies and/or crises 	<ul style="list-style-type: none"> Emergency and/or crisis response and recovery activities Documentation components for emergency and/or crisis response and recovery activities Resources required for emergency and/or crisis situations Internal communication plans for managing emergencies and/or crises Chain of command in disasters and/or major incident responses Emerging socio-economic factors that can increase susceptibility to emergency or crisis situations Communication processes with internal and external stakeholders 	<ul style="list-style-type: none"> Relevant stakeholders in disruptive events Implications of disruptive events on departments Communication plans and processes with internal stakeholders Methods for training stakeholders on emergencies Industry best practices Types of data sources to evaluate improvements for emergency response and crisis management plans 	<ul style="list-style-type: none"> Approaches for damage assessments of disruptive events Business impact of disruptive events on the organisation Supply chain for resources Manpower resources for mass training External communication plans and processes for managing emergencies and/or crises Implications of effective emergency response on overall Workplace Safety and Health (WSH) system management

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

				<ul style="list-style-type: none"> • Role and responsibilities in incident command groups or crisis response teams 		
<p>Abilities</p>		<ul style="list-style-type: none"> • Respond to emergency or crisis situations in accordance with the emergency response and/or crisis management plans • Alert supervisors of potential escalation of emergency and/or crisis situations • Assist in the conduct of emergency or crisis response drills in accordance with the emergency response and/or crisis management plans • Participate in the organisation's emergency and/or crisis control exercises • Document incidents according to organisational procedures • Report incidents according to organisational procedures 	<ul style="list-style-type: none"> • Assist in the coordination and integration of emergency and/or crisis response and recovery activities in accordance with recovery and business continuity plans • Execute individual roles within the emergency and/or crisis management plans to respond to disruptive events • Communicate updates to team members and team leaders where applicable • Articulate risks relating to emergency response and/or crisis management plans and propose improvements 	<ul style="list-style-type: none"> • Guide and lead team members in emergency or crisis response • Coordinate the implementation of emergency and/or crisis response plans relevant to the identified emergency scenarios • Identify emergency and/or crisis response and recovery activities for implementation in accordance with recovery and business continuity strategies to ensure alignment of activities • Document emergency and/or crisis response and recovery activities data in accordance with information format requirements to facilitate follow-up actions • Implement 'return-to-normal' procedures in accordance with emergency response and/or crisis management plans to ensure alignment of activities • Communicate organisational emergency and/or crisis management key messages to relevant internal stakeholders to provide updates 	<ul style="list-style-type: none"> • Allocate resources to manage emergency response • Develop or implement incident command systems for use during emergency or crisis events • Facilitate collaboration efforts between internal and external stakeholders to execute contingency plans during crisis situations • Activate 'return-to-normal' and/or stand down procedures in accordance with emergency response and/or crisis management plans • Manage communication of disruptive events to relevant stakeholders • Review emergency response and crisis management processes and plans to identify areas for improvement • Document major incident and/or crisis response and recovery activities data in accordance with information format requirements to facilitate follow-up actions • Coordinate the implementation of major incident and/or crisis response plans relevant 	<ul style="list-style-type: none"> • Activate the crisis response, recovery activities and stand down procedures to ensure alignment with business continuity strategies and crisis management plans • Review emergency and/or crisis response, recovery activities and stand down procedures to make improvements for future activation during emergency and/or crisis situations • Identify programmes for staff learning and development in emergency response and crisis management to strengthen organisational capabilities in emergency response and crisis management • Identify the impact of potential emergency or crisis situations at the national level • Direct implementation of major incident and/or crisis response, and recovery activities in accordance with recovery strategies to ensure alignment of activities • Lead damage assessments in consultation with

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

				<ul style="list-style-type: none"> • Coordinate the maintenance of emergency response equipment • Furnish reports relating to possible business impact arising from disruptive events on the organisation 	<p>to the identified emergency scenarios</p> <ul style="list-style-type: none"> • Validate and make improvements to emergency response and/or crisis management plans to ensure organisational readiness • Identify and determine the extent of the business impact of disruptive events on the organisation by reviewing reports 	<p>relevant stakeholders to determine the scale of impact</p> <ul style="list-style-type: none"> • Collaborate with other organisations to execute contingency plans during emergency and crisis situations
--	--	--	--	---	---	--