



Network Of practitioners For  
Emergency medicAl systems and  
cRitical care



This project has received funding from the  
European Union's Horizon 2020 programme,  
under grant agreement no. 786670



# No Fear Security Related Incidents – Lessons Learned

PSCE Paris Conference

5 December , 2019

Chaim Rafalowski | IMDA





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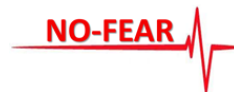
# **NO FEAR**

## **N**etwork **O**f practitioners **F**or **E**mergency medic**A**l systems and c**R**itical care



# A pan-European Challenge

- **Scattered and complex chain of actors in security-related incidents:** EMS, hospital staff, police, firemen, citizens
- **Fear of new threats:** terrorism, armed conflicts, dirty weapons, new infectious diseases
- **Lack of communication between practitioners and suppliers:** suppliers are not aware of the specific needs of practitioners, practitioners are not aware of new products and innovation
- **No common methodologies** and standardized actions



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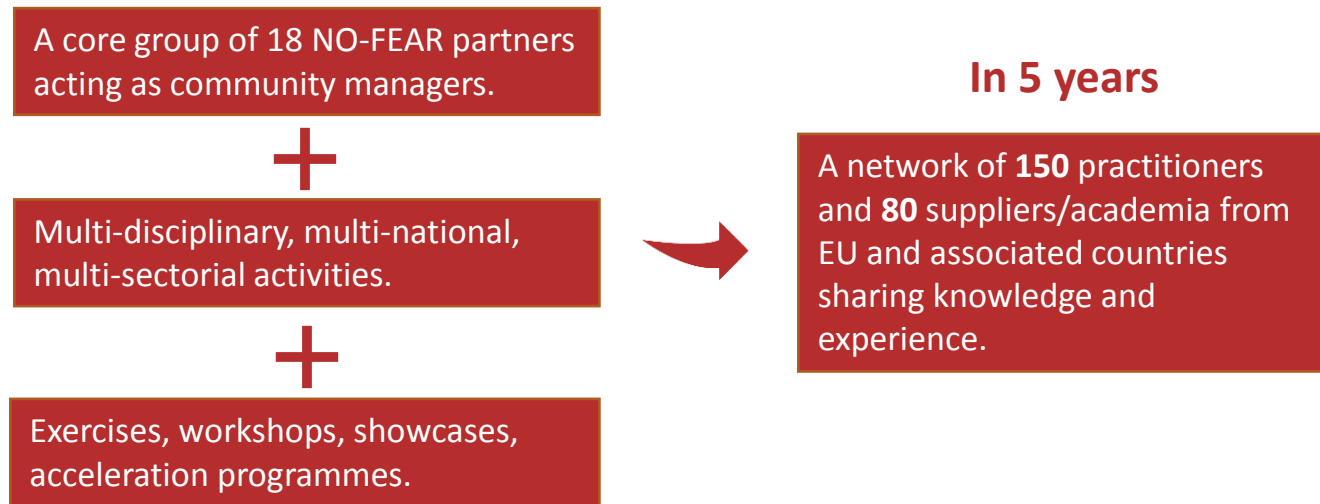


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מרכז לרפואה  
במרחב

# NO-FEAR project: Objectives and structure



1. Create an **active network** of practitioners, decision and policy makers, suppliers and academia in the **field of security**



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## The network will be structured along 3 main pillars, with transversal expert groups

### Acute care of the patient

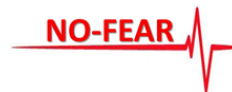
- Care in hospital and pre-hospital setting
- Continuity of care between EMS and receiving hospitals
- Psychological support

### Acute care operations in security related incidents

- Preparedness, planning and coordination with the authorities before the incident
- Calling, activation of system, scene management and on-site coordination
- Transportation and coordination with treatment facilities

### Training and education of personnel and volunteers

- Innovative curricula and training methodologies
- New simulation tools in pre- and in-hospital preparedness and response
- Inclusion of pre-hospital care, disaster and emergency medicine in medical and nursing schools



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# Magen David Adom

# welcome

עניין של חיים



# MDA Law



National blood service



National EMS  
(Emergency Medical Service)



National Red Cross society



Auxiliary arm to the  
IDF medical corps  
in war times, part of  
civil protection  
mechanism



# Operational Activity - 2018

2,000,000  
Emergency calls

679,082  
Dispatches



500  
Medicycles

1 each  
15sec

1 each  
46sec



>900  
Ambulances

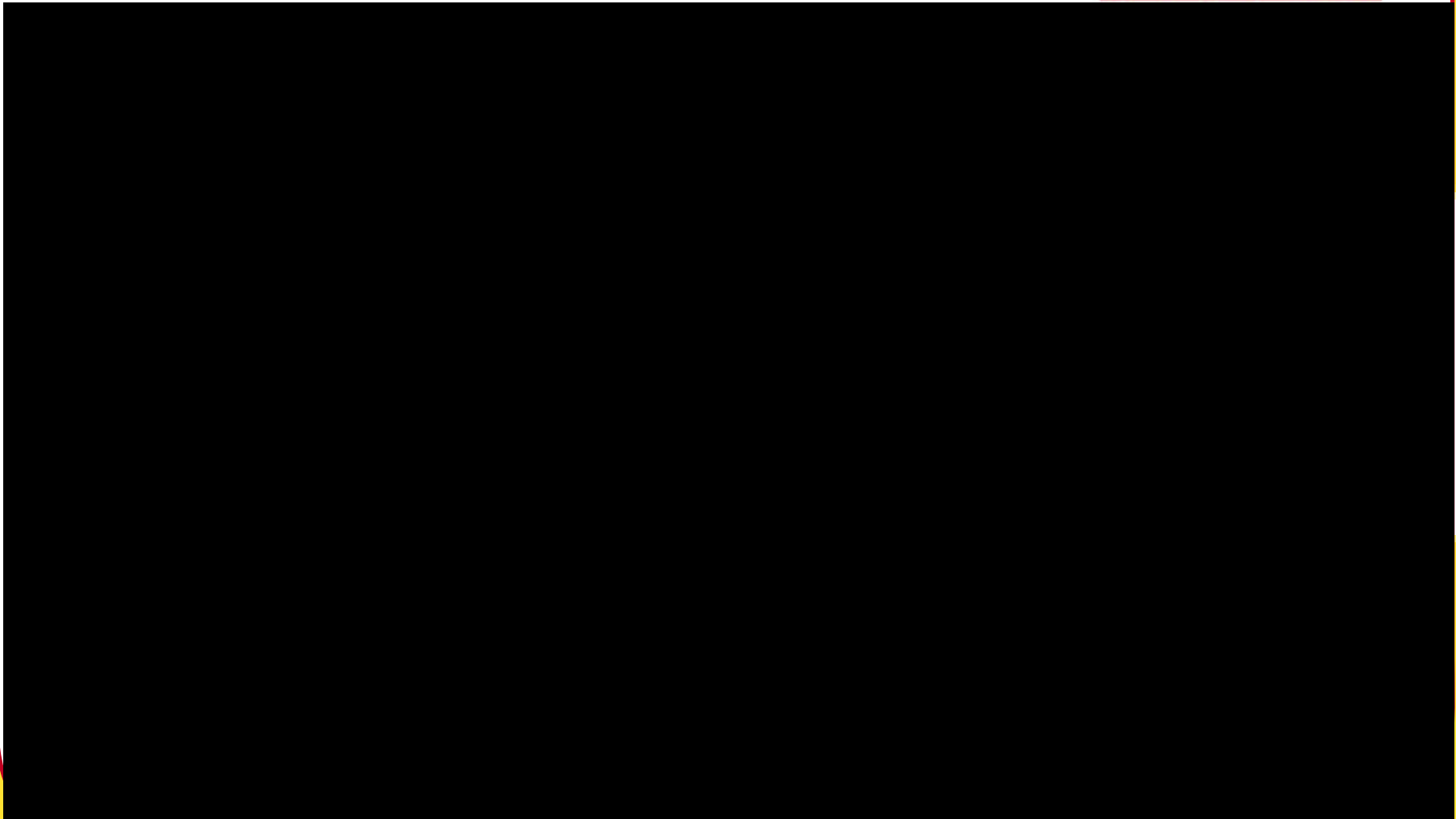


2 Helicopters





זה עניין של חיים





# System overview

## Data Collection








## Automated Resource Identification



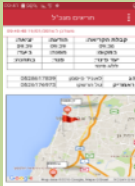



## Decision support multiple tier resource allocation






## Support and supervision



# Mobile Application



## Ambulance Teams

ללא פינוי		
0503830004	סאלם גזאוי	נהג
0528768763	מוחמד זהראן	חובש
0542645600	סגא ורדה	מתנדב

מיקומים מדומים      מרכז מפה אוטומטי

## First Responders

## Management

## Emergency landings

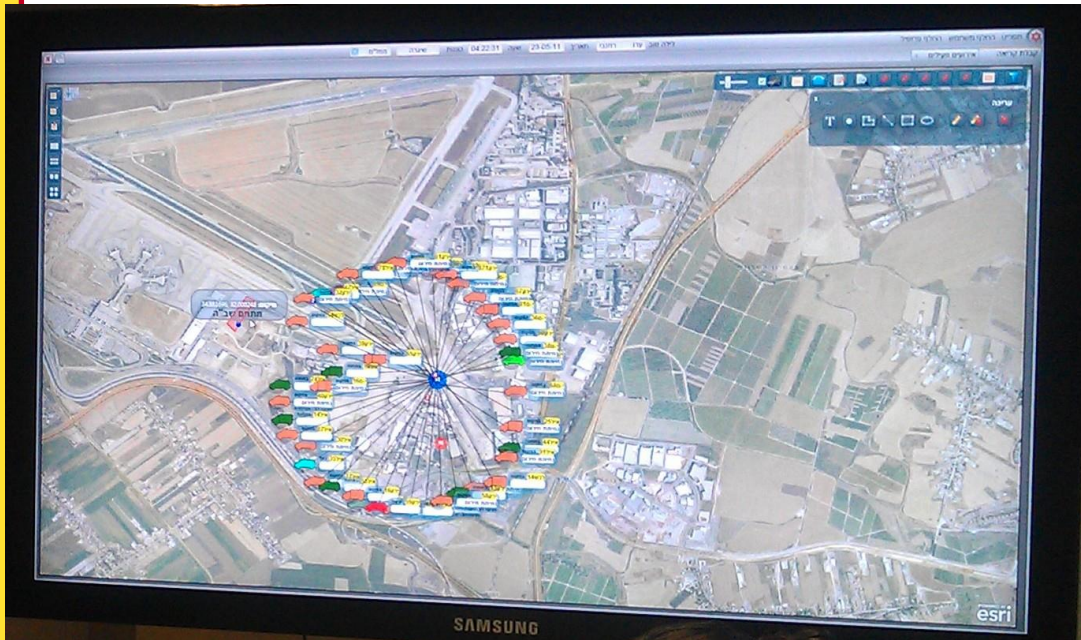
דוחות	ראשי	מפקד כח מר"א	עמדת שיגור
0	0	0	0
0	0	0	0
0	2/3	2/2	3/2

סה"כ:	סה"כ	19/20	8/8	5/5	3/2	2/2	0/0	0/0	0/0	0/0	0/0	0/0
סה"כ	19	8	5	3	2	2	0	0	0	0	0	0
מוכנים	19	8	5	3	2	2	0	0	0	0	0	0
מפנים	0	0	0	0	0	0	0	0	0	0	0	0
בית	0	0	0	0	0	0	0	0	0	0	0	0
חולים	0	0	0	0	0	0	0	0	0	0	0	0

הודעות שנשלחו:

שעה	פירוט ההודעה

# Information Overload



בקרת נסיעות

אופי האירוע: נחיתת חירום

רמת מצב חירום: מצב חירום 2

סוג מטוס: אדום

מס' נוסעים: זמן נחיתה משוער (בדק'): שעה

תרגיל

אמב' ראשון באירוע:

מפקד כח מד"א: בחר

מפקד כח חלוצי: בחר

מפקד שיגור: בחר

מפקד חניון: בחר

מרחב	אמבולנס	נט"ן	אופנוע	תאר"ן	חפ"ק	ג"פ ספרוויור
תקן	תקן	תקן	תקן	תקן	תקן	תקן
בפועל	בפועל	בפועל	בפועל	בפועל	בפועל	בפועל
הפרש	הפרש	הפרש	הפרש	הפרש	הפרש	הפרש
45	15	3	5	2	2	2
0	0	0	0	0	0	0
3	2	0	0	0	0	0
14	4	4	2	2	1	1
15	5	5	3	3	1	1
9	2	2	0	1	1	0
4	2	2	0	0	0	0
0	0	0	3	0	0	0
0	0	0	0	0	0	0

אירי 443: שדה תעופה תרגיל נחיתת חירום מצב חירום 2 מ"ח

נמשך: 00:00:11

הודעה	בדרך	מקום	מספר	ביעד	פעילות	סה"כ
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

סטטוס פנימיים

קל: 0, בינוני: 0, קשה: 0, הרעים: 0, סה"כ פגועים: 0

יערה | במקום | מפנה | ביעד | פנוי | בתחנה | המשך

יעדי סיבוי אחרונים נפגעים קל 0 בינוני 0 קשה 0

נ"ן

133	124	120	107	88	40	31	28	16
192	186	172	170	166	160	157	139	134
295	292	283	258	247	222	217	214	205
2988	2982	1475	1438	987	324	320	300	297
				3112	3110	3106	3101	3071

רגלי

829 813 807 770 648 635 627 617 602



# Crisis Management

11:11 68%

חזרה

נתב"ג

זמן מתחילת האירוע: 00:24:20

זמן נחיתה משוער: 11:01

כתובת: שדה תעופה נתב"ג נחיתת חירום מצב חירום 2

מטוס: לבן

עדו רוזנבלט

קו פתוח עם המוקד הארצי

ראשי מפקד כח מד"א עמדת שיגור דוחות

יוזשנין	סה"כ	19/20	8/8	5/5	3/2	2/2	2/3
0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
0	0	0	0	0	0	0	0
0	0	0	1/0	0/0	0/0	0/0	0/0
0	0	2/3	2/2	3/2	5/5	8/8	19/20

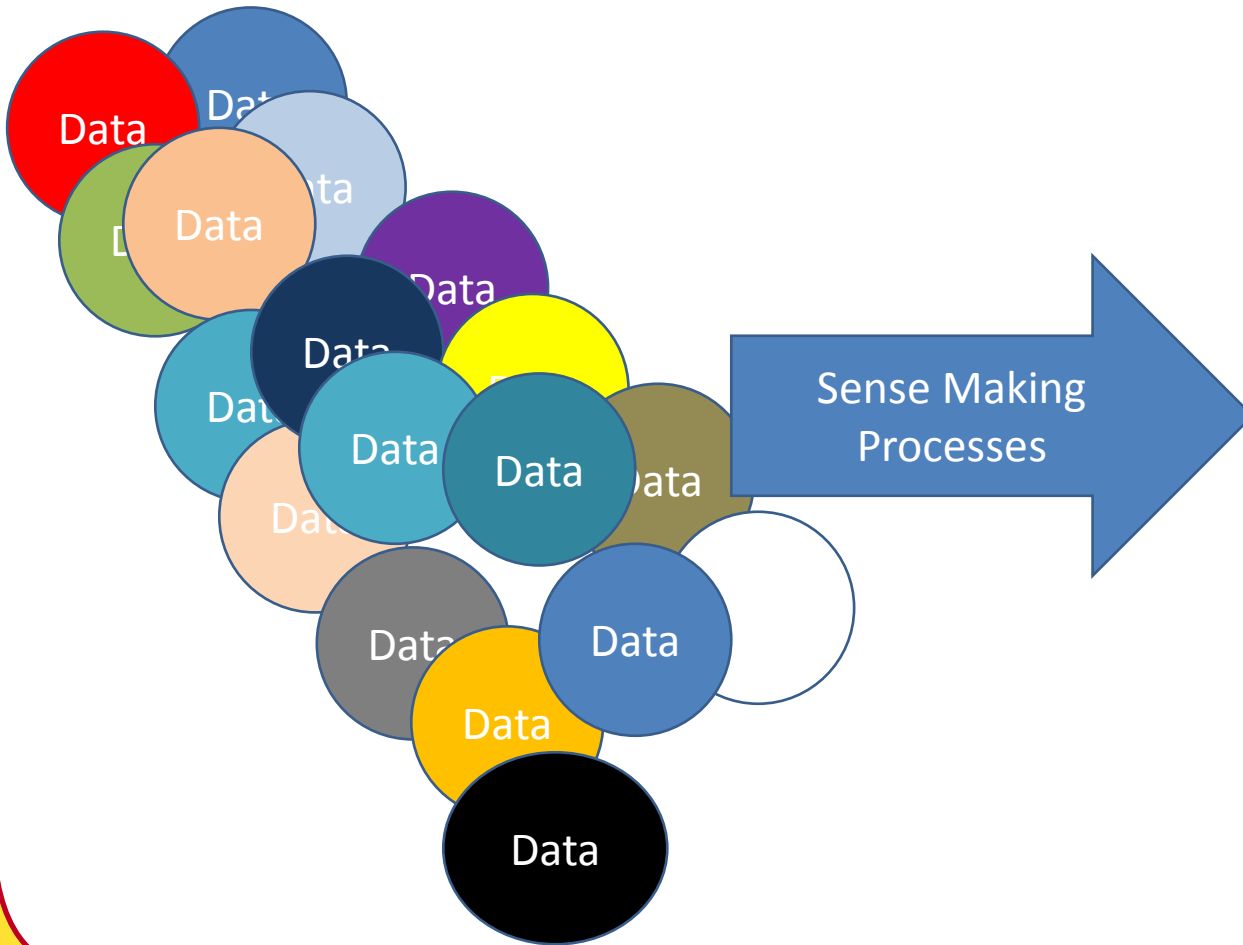
## סה"כ

סטטוס	אמב'	נט"ן	תאר"ן	חפ"ק	סופר	אופ'	אחר
מוכנים	19	8	5	3	2	2	0
מפנים	0	0	0	0	0	0	0
בית חולים	0	0	0	0	0	0	0

## הודעות שנשלחו:

שעה	פירוט ההודעה

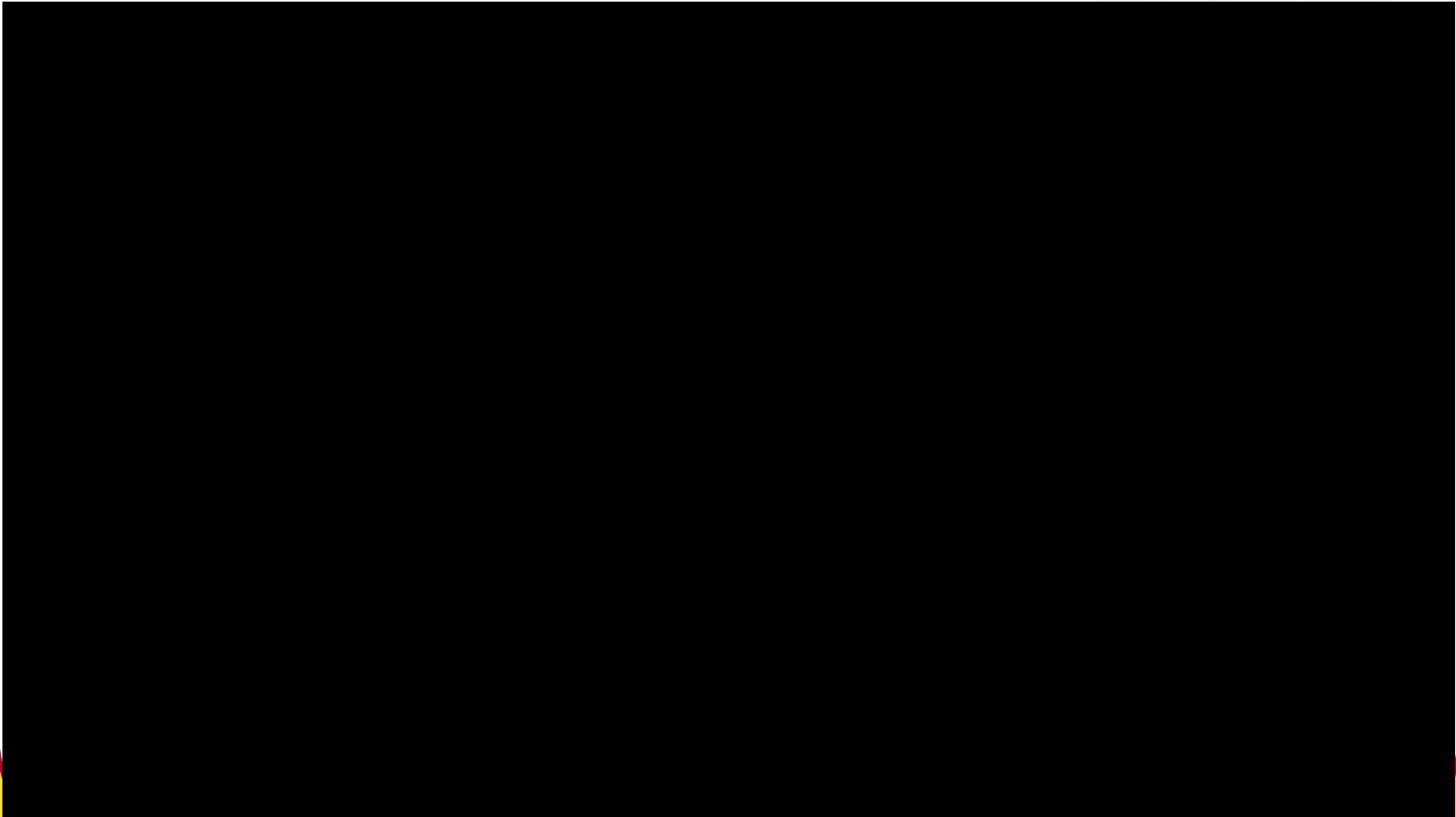
# What have we learned



Actionable  
Intelligence



זה עניין של חיים







# What have we learned

- The nature of incidents is – multi-site / evolving incidents.
- Technology is key to creating and sharing a “common operational picture” on real time.
- Sharing across organizations is a challenge.
- Overload of information (new function – “intelligence officer”).  
At – command post, commanders, responders on the field
- “We see only what we see” (and focus on that).
- Managers need to be trained in the use of technology.
- Technology will fail – preserve the paper and pencil!

# Lessons from Security Related Incident

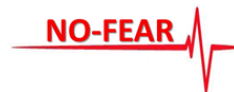
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We found:

- 141 lessons from past incidents
- From 8 countries
- From at least 10 different incidents

The lessons were organized and categorized



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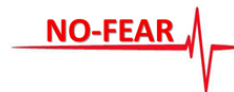
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# Lessons from Security Related Incident



## Repeating topics:

- Communication between responding organizations (14 lessons)
- EMS safety and security (17 lessons)
- Mental distress (8 lessons)
- Dispatch of units to the incident (7 lessons)
- Communication on the field (7 lessons)



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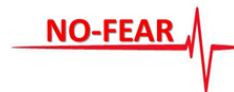
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# Lessons from Security Related Incidents



Communication between responding organizations:

- Need for dedicated lines for communication between emergency response organizations (not always used).
- Good cross sectorial cooperation.
- Common language is key for a successful operation.
- Identification of commanders of the different organizations is crucial (especially police commander).
- Police reported a suspected terror incident, but the medical and fire responders on the field didn't receive this information
- The noise on the scene was a major problem hampering communications, sun light as well.
- The cellular network was overloaded and collapsed



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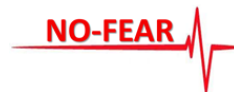
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בְּיִשְׂרָאֵל

# Lessons from Security Related Incidents



## EMS safety and security(1):

- EMS personnel active in a scene where a potential perpetrator is still active.
- Security of responders was a major challenge.
- While EMS personnel are trained to act according to the “zooning” of police (RED / YELLOW / GREEN zones), due to the evolving nature of the incidents, zooning took time and was not always clear. At the end, EMS personnel treated patients in unsafe sites.
- Zooning created challenges reaching some of the victims.
- An increased police presence at the hospitals to ensure security and safety. Private security contracts were quickly activated, provided hospitals with additional security officers (both armed and unarmed).
- Facility lock-down helped keeping the hospitals safe- specific entrances for patients, a separate for visitors and a third for staff.



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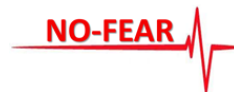
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# Lessons from Security Related Incidents

- Responders were not aware of the scene security issue during the incident.
- Only one hospital took precautions and increased its security measures.
- During the entire response phase, police was working on "clearance" of the scene, but it wasn't officially "cleared" until the end of the transportation of the casualties.
- Ethical dilemma- if the scene is unsafe, should the medical responders not to treat casualties?
- Need for Psychosocial plan for victims/relatives, by-standers and responders was evident. Buses with private counseling rooms and trained personnel were deployed and spent weeks at the area of hospitals, helping those in need.
- The numbers of broken families and the emotionally drained friends all looking for answers took significant time to deal with appropriately.
- Post-traumatic reactions of responders (casualties casualties crying "don't leave us", casualties were dying in front of them).



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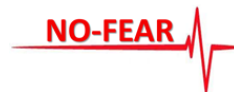
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# Lessons from Security Related Incidents



Dispatch of units to the incident :

- The decision not to send resources to a call is a dilemma, as there are many “none verified calls” that could be a real incident, while resources are very limited.
- Requests for additional resources were not always based on full operational picture.
- mobilization of the off-duty staff and keep units to cover the ordinary emergencies.
- Not all available resources were involved: keeping back-up for possible third and more attacks (similar to what has been done in Paris).
- IT issues diverted the attention of dispatchers from the incident.



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Thank you for your attention



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