

A professional development event, in affiliation with



# Health and Emergency Medical Management for Mass Gathering Events



Saturday 14 - Sunday 15  
October 2017

University of Malaya Medical Centre,  
Lembah Pantai, 59100  
Kuala Lumpur, Malaysia

# Health and Emergency Medical M

Saturday 14 and Sunday 15 October 2017 |

## Purpose

This two- day workshop has been designed to provide participants with enhanced skills to plan for mass gathering events within their jurisdiction. Targeted at healthcare professionals from all aspects of the health industry, the workshop will build skills and knowledge on clinical preparedness for large public events, from venue inspection through to mass casualty incident.

This is not a workshop only for the Nurse, Doctor or Ambulance Officer. It is for the Public Health Worker, Venue and Event managers and any Emergency Service personnel.



## Objectives



At the end of this workshop, the participant will be able to:

- ▶ State the difference definitions of Mass Gathering,
- ▶ Demonstrate the use and application of a Risk Assessment matrix
- ▶ Explain healthcare resource needs, deployment strategies and operational arrangements within a mass gathering event.
- ▶ State how a mass gathering event may impact local resources and how they should be informed about their role.
- ▶ Develop a communication matrix and command structure
- ▶ Demonstrate mass gathering planning skills, using planning "tools" provided in the workshop

## Training Approach

The workshop will be a mix of teaching methods. This will ensure participants have the opportunity to manage the information in a manner best suited to their learning patterns. Techniques used will include

- ▶ Didactic lectures (limited)
  - ▶ Small group work
- ▶ Whole of room engagements
  - ▶ Tutorial style presentations, with interactive components
- ▶ Several desk-top exercises and one major practical training scenario
  - ▶ Ability to informally chat with industry experts.
    - ▶ Informal peer engagement
    - ▶ Hard copy "toolbox" sheets
  - ▶ Published research articles from peer-reviewed journals
- ▶ Contemporary healthcare industry professional articles on topics



## Take-Aways for the Participants



- Have an understanding of the theory underpinning healthcare planning needs for mass gatherings
  - Leverage a Mass Gathering tool kit and models for predicting health and resource needs at large events
- Have an enhanced ability for planning and managing major event health services.
  - An increased network of colleagues who are interested and experts in Mass Gathering healthcare management in Malaysia.
  - Experience driven learning to ensure participants have practical knowledge that can be applied in the "real world"

This is a professional development event in affiliation with



**UNIVERSITY  
OF MALAYA**  
MEDICAL CENTRE



**OPERATIONAL  
HEALTH**



# Management for Mass Gatherings

University of Malaya Medical Centre, Kuala Lumpur

## Speakers



**Professor Dr Rashidi bin Ahmad, MBBS, M.Med. (Malaysia)**

Head of the Department of Emergency Medicine, University Malaya Medical Centre, KL

Professor Dr Rashidi has a specialist in Emergency Medicine (Emergency Medicine (Cardiovascular Emergency, Pain, Disaster Medicine) and interest in the impact of artificial intelligence in healthcare. Professor Dr Rashidi obtained his MBBS from the University of Malaysia in 1995 and Master of Medicine in 2002. He has since published a number of research papers, including cutting edge research on triage. His works "Task Knowledge Model for Triage Decision Support" and "A conceptualisation of an Agent-Oriented Triage Decision Support System", as well as Invited speaker on topics such as reacting to Hospital Disaster Management and Disaster Analysis, Management and Structure. He was Head of Level for the Faculty of Medicine Dean's Office at the University of Malaya's Faculty of Medicine and enhanced UMMC's out-of-hospital response services local disasters.



**Assistant Professor Jamie Ranse, RN (Australia)**

PhD (Candidate), Master of Critical Care Nursing, Grad.Cert.Clinical Epi, Grad.Cert.Clinical Ed. B.Nursing. CertIVProjMan.

Deputy Head of Nursing, University of Canberra, Australia

Assistant Professor Jamie Ranse is disaster and mass gathering health specialist with extensive practical and academic experience. He facilitated the Mass Gathering Health Master Class for Flinders University. Previously, Jamie has volunteered as the Chief Nurse for St John Ambulance Australia and was a Clinical Manager of a metropolitan emergency department. Jamie is an Associate Editor for the *Australasian Emergency Nursing Journal*, holding the disaster portfolio and peer-reviews for a number of national and international journals relating to disaster and primary health care. He is a Fellow of the Australian College of Nursing and College of Emergency Nursing Australasia. He is currently the chair-elect of the WADEM Mass Gathering Section.



**Craig Hooper, Paramedic, RN, AFACHSM (Australia)**

Emergency Medical Consultant, Author, Director: Operational Health, Paramedic M.Ed. B.HlthSci(Paramedicine). B.AppSci(Nurs). AssDipHlthSci(Amb). DipNurs.

Craig Hooper is a health management consultant who specialises in emergency and pre-hospital healthcare operations with over 25 years industry experience in the public and private sector of 10 countries. He established the first domestic national emergency ambulance service for East Timor, managed projects in hospitals around Australia, Solomon Islands and India. In Malaysia, Craig managed operational re-design for a private ambulance service. Craig developed healthcare services for mass gatherings including international V8 racing, concerts, marathons and 2000 Olympics. He undertook pandemic planning for ACT Ambulance Service and redesigned clinical governance arrangements for a major metropolitan hospital. He is an Associate Fellow of the Australasian College of Health Service Management and member of the Australia Malaysia Business Council.



**Azli Hj. Abd. Latif, Lecturer- Asia Metropolitan University, Paramedic (Malaysia)**

Dip. Aviation medicine (UK). Degree in aviation medicine. EMT-B. EMT-I (LIJ USA)

In addition to being a lecturer in Prehospital Emergency Care at Asia Metropolitan University in Kuala Lumpur Azli Latif is a highly sought-after prehospital care clinician, with a professional interest in mass gathering management. He has an extensive background in emergency ambulance care and aviation medical evacuation and has been deployed to a number of domestic and international destinations with Malaysian and international humanitarian agencies, providing emergency medical and operational leadership to crisis and disaster areas. He is actively involved in a range of consulting roles in healthcare education and management, and been responsible for mass gathering planning for a number of large events in Kuala Lumpur and other areas of Malaysia.

# Health and Emergency Medical

Saturday 14 and Sunday 15 October 2017

## Day One Agenda

**0830 Registration and coffee**

**0900- 0930 Opening Remarks**

**0930 - 1030 Session One: Setting The Scene**

Establishing a Base Line: Definitions, size, scope and partnerships. Craig Hooper

This session introduces the themes and scope of mass gathering planning and management. While providing definitions to the topic and a shared approach to the topic.

Mass Gathering Exercise: Establishing a Base Line. Craig Hooper and Azli Latif

This table top exercise will immediately immerse the participants into strategic and tactical healthcare considerations for a large event, while quickly establishing cross- participant engagement, team work and networking.

Risk Assessment 101: Baseline your risk. Craig Hooper

One of the most critical aspects of planning for mass gathering events of any size is to fully understand the layout of the venue (or geography). Access and egress, resources and a range of practical considerations need to be considered. This session will provide insight into assessing the event location and understanding of how the event will occur within that space.

**1030- 1050 Tea Break**

**1050 - 1320 Session Two: Surveillance and Public Health Considerations**

Understanding patient presentations among people at mass gatherings. From research to reality. Jamie Ranse

This session will examine the characteristics of people who presented as patients to on-side health facilities at large events, using four different events in four Australian states as case studies. It will review the relative proportion and type of injury and illness presentations at these events and extrapolate the findings to other mass gathering events and discuss the relevance of the findings upon planning considerations.

Hospital Readiness: Ensuring Tertiary Hospital readiness to support mass gathering events. Dr Rashidi bin Admad

Mass gathering is an emerging specialty within healthcare that has a direct, although sometimes unspoken, direct link to mass casualty mitigation. The role of the local tertiary hospital in being involved in and supporting mass gathering planning is vital as they will be the facility impacted the most by ill-events. This session will provide an overview of the function of the tertiary hospital in pre-planning, as well as highlight its capacity to manage mass casualty situations, on and off site.

**1155- 1205 Leg Stretch Break**

Involving Public Health Professionals: Disease surveillance and food inspection. TBC

Mass gathering is an emerging specialty within healthcare that has a direct, although sometimes unspoken, direct link to mass casualty mitigation. The role of the local tertiary hospital in being involved in and supporting mass gathering planning is vital as they will be the facility impacted the most by ill-events. This session will provide an overview of the function of the tertiary hospital in pre-planning, as well as highlight its capacity to manage mass casualty situations, on and off site.

Table Top Exercise: Silo versus Integrated Teams. Craig Hooper.

This table top exercise will demonstrate the different planning outcomes and communication pathways when a siloed planning approach is used, compared to an integrated team approach. This will be used as a reference point for all participants for the rest of the day.

**1320- 1410 Lunch** (includes Dhuhr 1359- 1410)

**1410 - 1710 Session Three: Health Planning and Response**

The impact of mass gatherings on ambulance services and hospitals. Jamie Ranse

During a mass-gathering, some participants may receive health care for injuries or illnesses that occur during the event. When further definitive care is required, municipal ambulance services provide additional assessment, treatment and transport of participants to acute care settings, such as hospitals. The impact on both ambulance services and hospitals from mass-gathering events is the focus of this presentation. A case study of one outdoor music festival in 2012 in the Australian Capital Territory with approximately 20,000 participants will be analyzed.

Use and management of aeromedical services for patient extrication for mass gathering events. Azli Latif and Dr Rashidi bin Admad.

While it is important to determine the level of medical care required for mass gatherings, patient extrication from the scene is vital. Often this comes down to two choices: road transport or aerial transport. In this session, the two different approaches to patient transport will be reviewed from different perspectives, providing the participant with an understanding of the pros and cons for each method and enhanced ability to select the appropriate mix of resources.

Venue Assessment: Consideration of the venue, logistics and communication. Azli Latif

One of the most critical aspects of planning for mass gathering events of any size is to fully understand the layout of the venue (or geography). Access and egress, resources and a range of practical considerations need to be considered. This session will provide insight into assessing the event location and understanding of how the event will occur within that space.

**1530- 1545 Tea Break**

Resource Planning and Deployment. Balancing Risk, Need and Cost. Azli Latif

Using his experience in major event planning as real-life examples, Craig will provide an a scalable model for large event medical resource need assessment and deployment. This model will serve as a tool for participants to apply to their own planning situations. (Here's a hint: Make sure you have a map of the event before you deploy your teams!)

Mass Casualty Incident. Something we do not want, but must prepare for. Jamie Ranse

There is a dark side to risk management- the risk of a mass casualty incident occurring. This is an event we always want to avoid and is often not possible for health teams to stop an MCI occurring. However, it is something we need to both mitigate and, if it occurs, manage. Contemporary approaches to MCI will be discussed in this session, with a concluding short MCI exercise.

**1710 End of Day One**



# Management for Mass Gatherings

University of Malaya Medical Centre, Kuala Lumpur

## Day Two Agenda

**DAY TWO**  
**0830**

**Coffee**

**0900 - 1145 Session Four: Coordination and Communication**

Coordination: The role of the Agency Operations Center Craig Hooper

Mass gatherings often bring together organizations that have never worked together, and some of these groups may not have experience working with public health. It is important to establish effective coordination systems, supported with inter-agency agreements, to ensure all organizations involved understand their respective roles and responsibilities. You will also need to establish a command and control function to manage situations.

Panel Debate: Should Mass gathering Planning be under Medical Command or work as an Integrated Healthcare Team?

Each Panel member will make a 10 minute presentation to present their opinion on the topic. Workshop participants are invited to ask questions after each presenter. At the end of the presentations, the workshop participants will summarize the presenter talks and cast their decision whether Mass Gathering Planning should be under Medical Command or work as an Integrated Healthcare Team

**1025-1040 Short Tea Break**

Managing Social Media (Guest Speaker)

An expert of social media will speak about how social media can be leveraged in large scale events to assist with healthcare issues

Managing Traditional Media (Guest Speaker)

An expert from traditional media (Print/ TV/ Radio) will speak about how to engage with members of the press when things go wrong

Pulling the planning tools together Craig Hooper

Throughout the workshop, participants have been provided (hard copy, templated) tools to guide their approach to large event and mass gathering planning. This session will review the documents and undertake a planning needs gap-analysis.

**1145- 1230 Lunch**

**1230 - 1500 Session Four: Putting it into practice \* (self-manage Dhuhr @1359)**

Major Exercise: Mass Gathering Scenario Craig Hooper

Participants will be separated into three or four groups and will be tasked to develop a mass gathering plan for a major event. At the end of the session, participants should have developed a mass gathering plan and be able to make a short presentation about how the plan will operate. Members of the Workshop Faculty will be continually available to assist participants in the plan's development.

**1500- 1510 Tea Break**

Roleplay Stakeholder Presentation and exercise debrief TBC

Roleplay: Presentation of Mass Gathering plan to the stakeholder group. This session will provide participants the opportunity to role play presentation of their event management plans to the other members of the group (who will also be role-playing as the event organizers, City Council and other event stakeholders). (Bring your cup of tea into the session). The session will conclude with a debrief of the afternoons activity.

Closing Remarks and Certificates (Workshop Faculty)

**1630 Close**

Can you spot the common error? It is surprising how many times this situation arises during Mass Gathering events and Mass Casualty Incidents. This arrangement damages the medical resource's ability to efficiently respond.





## Registration

Government/ NGO/ Student: RM 750

Private: RM 900

International : RM 1,050

### Sponsorship and Partnership Opportunities

While there are some set sponsorship and partnership packages, we would be pleased to design a tailored to reflect your support of the event. For more information about sponsorship and partnership arrangements, please contact Norolhidayah Majid

For more information, and group discounts, contact:

**Norolhidayah Majid**

**Norolhidayah@ummc.edu.my**

**Phone: 03 7949 6350/ 3970**

**019 5624 055**

This is a professional development event in affiliation with



**UNIVERSITY  
OF MALAYA**  
MEDICAL CENTRE



PEMBANGUNAN SUMBER MANUSIA BERHAD  
MINISTRY OF HUMAN RESOURCES

**OPERATIONAL  
HEALTH**