



PUBLIC HEALTH EMERGENCY OPERATIONS CENTRES SAVE LIVES



PUBLIC HEALTH EMERGENCY OPERATIONS CENTRE



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PUBLIC HEALTH EMERGENCY OPERATIONS
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WHO HEALTH EMERGENCIES PROGRAMME (WHE)



WHAT IS A PUBLIC HEALTH EMERGENCY OPERATIONS CENTRE?

A public health emergency operations centre (PHEOC) is a hub for coordinating the preparation for and response to public health events. A PHEOC brings together experts from various disciplines and sectors to coordinate responses to public health events in a structured manner, using an incident management system. PHEOCs enable communication, collaboration and the availability of real-time, quality information for evidence-based decision making and effective operations.



WHY DO WE NEED AN INCIDENT MANAGEMENT SYSTEM IN PUBLIC HEALTH EMERGENCY OPERATIONS CENTRE?

THE INCIDENT MANAGEMENT SYSTEM IS USED IN PHEOCs TO SERVE AS A UNIFIED COMMAND, CONTROL AND COORDINATION STRUCTURE FOR PUBLIC HEALTH EMERGENCY MANAGEMENT. THE INCIDENT MANAGEMENT SYSTEM FACILITATES THE FOLLOWING COMPONENTS:

- 1 **MANAGEMENT:** setting the incident objectives, strategies and priorities, including public communication, liaising with agencies and the safety of responders.
- 2 **OPERATIONS:** guiding the use of resources to directly respond to the event. At the highest level, it provides coordination and technical guidance; at the field level it provides direct response to the event.
- 3 **PLANNING:** supporting the event action planning process by tracking resources, collecting/analysing information and maintaining documentation.
- 4 **LOGISTICS:** acquiring, tracking, storing, staging, maintaining and disposing of material resources required for response.
- 5 **ADMINISTRATIVE AND FINANCE:** organizing all financial and administrative tasks, including accounting, procurement, human resources, etc.

WHAT IS THE ROLE OF A PUBLIC HEALTH EMERGENCY OPERATIONS CENTRE AT THE NATIONAL LEVEL?

- To serve as a single point of coordination by bringing together actors from various relevant disciplines and sectors in a single location to make strategic decisions and perform the functions of the incident management system
- To establish a working space that allows all response personnel assigned to work together to respond from a central location
- To ensure effective communication and information flow within the incident management system
- To enable real-time communication between the national PHEOC and the Rapid Response Team in the field, as well as between regional and global stakeholders
- To coordinate information, including monitoring of trends of Integrated Disease Surveillance and Response priority diseases and conditions, operational information etc.
- To mobilize and coordinate all resources
- To enhance communication and collaboration among stakeholders in order to synergize efforts and avoid duplication
- To develop and implement plans, including training and exercises for the effective and efficient operation of the PHEOC



WHAT MAKES A PUBLIC HEALTH EMERGENCY OPERATIONS CENTRE FUNCTIONAL?

- Legal backing by the national authority
- Leadership provided by the national task force
- Clearly defined objectives and purpose
- Permanent location or, if not possible, a designated temporary location
- Response structure (incident management system) in place with clearly defined functions, roles and responsibilities
- Operational plans/guidelines/standard operating procedures, including concept of operation
- Reliable information system and standards
- Information and communications technology infrastructure
- Training and exercise capabilities
- Trained personnel (an emergency operations centre is as strong as the people who staff it)
- Monitoring and evaluation system
- Sufficient budget

WHAT IS AN INCIDENT MANAGEMENT SYSTEM?

An incident management system is an emergency management structure and set of protocols that provides an approach to guiding government agencies, the private sector, non-governmental organizations and other actors to work in a coordinated manner, primarily to respond to and mitigate the effects of all types of emergencies. The incident management system may also be utilized to support other aspects of emergency management, including preparedness and recovery.

INCIDENT MANAGEMENT SYSTEM (MODEL STRUCTURE)

