

PREPARING FOR THE NEXT SURGE

MOHAMMED SALAHUDDIN

DIRECTOR OF EMERGENCY MANAGEMENT
NYC HEALTH + HOSPITALS/QUEENS

My Role: I lead our COVID-19 response team as the Incident Commander, and I manage our Command Center, which was activated in response to COVID-19 to coordinate operational and logistical operations.

My responsibilities include preparing, training and coaching our staff in Emergency Preparation and Management while representing the hospital at the city and state level. We take care of logistical and operational needs while helping with critical activities that arise, including managing supplies, equipment and staff.

We are also working with the Army Medical Corps and Air

Force Medical Corps who deployed doctors, nurses, physician assistants, dietitians and psychologists to help us. Just to see them here lifted all our spirits.

Biggest Challenge: We faced logistical challenges with securing and transporting supplies to the hospital and then to our people. Thankfully, we have had a lot of support from our supply chain team, central office, coalition members and the community as a whole. There are so many stories of people going above and beyond what they normally do. To do that now, at a time like this, takes courage and heroism. It shows the character of our staff and community. Queens is unified.

Planning for the Future: Right now, we're hearing that things are looking better. In emergency management though, my goal is to plan and prepare for the worst and hope it's not the case. We're already considering what happens if this situation takes a wrong turn. What if this isn't the apex? When is the next surge? What are we going to need to do? After COVID-19, how can we better prepare ourselves for the next emergency? We're putting contingencies in place. That means considering an increase in patients, and looking at what we need for supplies, equipment and staff. Our plan is to have things in place so when we need it, we just activate it.

Helping Frontline Staff: We help staff by showing that we are here for them. We have asked how we can help, and with their feedback we have created programs to support them and provide all critical supplies they need to make them feel safe and comfortable. We are making rounds throughout the facility to address any gaps and fulfill requests. Our staff see how committed we are in supporting the frontline staff. Our presence and assurance ease tensions, but our actions help the most. I take pride in my supportive role, because I'm supporting heroes.



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