

Hospital Emergency Communications Assessment

**EVALUATE YOUR HOSPITAL'S READINESS
TO COMMUNICATE DURING CRITICAL EVENTS**

Healthcare emergencies demand more than fast notifications. They require the ability to deliver accurate, actionable information to the right people at the right time while maintaining operational continuity.

Use this assessment to evaluate the maturity of your emergency communications program across key areas of healthcare resilience, including emergency alerting, workplace violence response, cybersecurity communications, business continuity, and incident management.

How to Score Your Organization

SCORE	DESCRIPTION
0	NOT IMPLEMENTED
1	PARTIALLY IMPLEMENTED
2	FULLY IMPLEMENTED

* Record your score for each question and total your results at the end.

Emergency Alerting & Notification

- ☐ We can notify staff through multiple channels (SMS, mobile app, email, voice, desktop alerts, digital signage).
- ☐ Emergency alerts can be delivered to all facilities and campuses simultaneously.
- ☐ Emergency notification templates are pre-built and approved for common incidents.
- ☐ Alerts can be sent within minutes without requiring multiple approvals.
- ☐ We regularly test emergency communications across all delivery channels.

Section Total: / 10

Code Standardization & Plain-Language Communications

- ☐ Emergency codes are standardized across our organization.
- ☐ Staff receive training on emergency code procedures.
- ☐ We use plain-language alerts for incidents where clarity is critical.
- ☐ Travelers, contractors, and temporary staff can understand emergency alerts without additional training.
- ☐ Emergency messages include clear response instructions, not just incident notifications.

Section Total: / 10

Targeted Alerting & Staff Accountability

- ☐ Alerts can be targeted by department, role, responsibility, or location.
- ☐ We can notify only the personnel directly involved in an incident response.
- ☐ Staff can acknowledge receipt of emergency notifications.
- ☐ Alert acknowledgments are tracked in real time.
- ☐ Escalation workflows automatically notify additional personnel when alerts go unanswered.

Section Total: / 10

Workplace Violence & Security Response

- ☐ We have dedicated communication procedures for workplace violence incidents.
- ☐ Security teams can rapidly alert staff during active threat situations.
- ☐ Emergency communications are integrated with duress or panic alert systems.
- ☐ Security incidents can be managed through a centralized response process.
- ☐ We conduct regular workplace violence communication drills.

Section Total: / 10

Cybersecurity & Operational Continuity

- ☐ We have communication plans for ransomware or cyber incidents.
- ☐ Emergency notifications can be sent even if primary systems are unavailable.
- ☐ IT, clinical, security, and executive teams can communicate through a shared emergency platform.
- ☐ Cyber incident communication procedures are regularly tested.
- ☐ Business continuity communications are included in our emergency preparedness plans.

Section Total: / 10

Incident Management & Situational Awareness

- ☐ Incident communications are coordinated through a centralized platform.
- ☐ Leadership teams have visibility into ongoing incidents and response activities.
- ☐ Response actions and communications are documented during incidents.
- ☐ Emergency communications support both response and recovery operations.
- ☐ After-action reviews include evaluation of communication effectiveness.

Section Total: / 10

Your Results
Total Score: _____ / 60

Unprepared (0–20)

Your organization may rely heavily on manual communications, legacy paging systems, or disconnected processes. Significant opportunities exist to improve notification speed, consistency, and response coordination.

Needs Improvement (21–40)

Foundational emergency communication capabilities are in place, but gaps may exist in automation, accountability, targeted alerting, or operational resilience. Focus on strengthening workflows and improving visibility during critical events.

Prepared (41–50)

Your organization demonstrates strong emergency communication practices and supports a broad range of incident response scenarios. Continued investment in integration, automation, and mobile communications can further enhance preparedness.

Prepared and Resilient (51–60)

Your emergency communications program supports enterprise-wide resilience. Communications are integrated into security, incident management, business continuity, and operational response processes, helping ensure rapid, coordinated action during any disruption.

Key Questions for Healthcare Leaders

As you review your score, consider:

- Do staff receive clear instructions during emergencies, or only notifications?
- Can we identify, notify, and coordinate the personnel closest to an incident?
- Are communications integrated into our workplace violence response strategy?
- Can leadership maintain situational awareness throughout an evolving incident?
- Are we leveraging our emergency communication platform beyond traditional code alerts?

Next Steps

Modern healthcare organizations are expanding emergency communications beyond traditional code alerting to support workplace violence response, cybersecurity incident management, operational continuity, and enterprise resilience.

By identifying gaps today, healthcare leaders can better prepare their organizations to communicate clearly, coordinate efficiently, and respond confidently when every second matters.

Request a Healthcare Communication Readiness Review
with Regroup Today!

