



Project on Training for Public Health Emergency Operation Centres

ProTECT

Development and Implementation of a Training Concept to Strengthen Health Emergency Operations Centre

Duration

2020 – 2021

Budget/year

approx. 290,000 EUR

Partner countries

WHO South-East Asia Region
Member States



Challenges addressed by the project

The countries of the World Health Organization South-East Asia Regional Office (SEARO), home to 25 % of the world's population, are highly vulnerable to public health emergencies due to both natural hazards and outbreaks of communicable diseases. The International Health Regulations (IHR) require all WHO South-East Asia Region Member States (MS) to develop and maintain capabilities to respond rapidly and effectively to public health threats and risks. In this context, health emergency operation centres play a crucial role in preparing for and managing crisis and emergency events.

To comply with the IHR and in order to manage public health emergencies, MS in the WHO SEARO region have improved their existing Emergency Operation Centres (EOCs) and/or established dedicated Health Emergency Operations Centres (HEOCs) to strengthen communication and coordination during a public health emergency. While the initial focus was on the physical infrastructure of the HEOC, the effective activation and operation of a HEOC equally depends on appropriate plans, procedures, protocols and capacities.

In the framework of this GHPP project, a country-specific workshop on strengthening relevant HEOC capacities and capabilities will be developed and conducted in one selected SEARO MS. Following the pilot workshop, the concept will be evaluated and adapted as necessary. The main objective of the capacity building workshop will be a detailed analysis of existing gaps for the efficient operation of a HEOC. In interactive and practical sessions based on a fictitious scenario, the participants will review their national HEOC capacities (plans, procedure, protocols). They will train and exercise required competencies and if necessary, develop a roadmap for further development of the HEOC set-up and mechanism. Depending on the level and familiarity with the existing standards and procedures of HEOC, the workshops may be preceded by introductory training or online training.

Objectives

- » WHO SEARO and RKI will conduct a pilot workshop in at least one SEARO MS to build and strengthen capacity for HEOCs
- » The staff of health ministries of the WHO SEARO MS will be able to better plan, activate and operate their HEOC

Supported by:



on the basis of a decision
by the German Bundestag



Impression of the virtual exchange meeting from
the RKI

- » The workshop concept for HEOC capacity building will also be made available to WHO and EOC-NET partners in other regions to contribute to HEOC strengthening in other regions
- » The experience gained from this project will also feed into the RKI's own Situation Centre plans and procedures and will contribute to improving cooperation and exchange with other international actors

Overview of activities

- » Survey among MS to assess needs, gathering and preparation of HEOC workshop material
- » Multinational exchange with MS in the WHO South East Asia Region on their crisis management experience including emergency operations centres, successes and challenges in dealing with the COVID-19 situation

Partner institutions

- » WHO Regional Office for South-East Asia (SEARO), India
- » WHO SEARO Member States

Supporting institution in Germany/Contact

Robert Koch Institute
Unit 38 | Unit for Crisis Management, Outbreak Investigation and Training
Programmes

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PHEOC at RKI – work organisation

- Detailed Standard Operation Procedures (SOPs)
 - General manual on the work in the EOC
 - How to handle incoming information
 - Situation protocol
 - Protocol for tasks
 - Telephone protocol
 - ...



Slide of the presentation during the web seminar
with all WHO South-East Asia Region Member
States

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