



BUSINESS CONTINUITY AND CRISIS MANAGEMENT | BCCM-012

Crisis Management in Healthcare

Contact

+31 85 7444446
info@aractech.com
https://aractech.com

Address

Waarderweg 50, 2031PB Haarlem - Netherlands.

Course content

Why Attend

Hospitals and healthcare systems must continue caring for patients during mass casualty incidents, outbreaks, utility failures, cyberattacks and other crises.

This Aractech course covers healthcare crisis types, hospital incident command, surge capacity, mass casualty management, infection outbreaks, continuity of critical services, communication and staff support. Participants take part in a hospital crisis simulation.

Course Methodology

- Healthcare case studies
- Simulation exercises
- Planning workshops
- Group discussions
- Debriefs

Course Objectives

- Understand healthcare crisis types
- Apply hospital incident command
- Plan surge capacity
- Manage mass casualty incidents
- Maintain critical clinical services
- Communicate and support staff during crises

Target Audience

- Hospital managers
- Emergency planners in health

Course content

- Clinical leaders
- Nursing managers

Course outline

Detailed course outline

Day-by-day outline for Crisis Management in Healthcare.

Day 1 - Healthcare Crises

- 09:00-09:45 | Crisis types
- 09:45-10:30 | Lessons learned
- 10:30-11:00 | Regulatory requirements
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Regulatory requirements (continued)
- 11:45-12:30 | Roles
- 12:30-14:00 | Exercise: Risk review

Day 2 - Incident Command

- 09:00-09:45 | Hospital incident command
- 09:45-10:30 | Activation
- 10:30-11:00 | Roles
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Roles (continued)
- 11:45-12:30 | Coordination
- 12:30-14:00 | Workshop: Command structure

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Day 3 - Surge and Mass Casualty

- 09:00-09:45 | Surge capacity
- 09:45-10:30 | Triage
- 10:30-11:00 | Mass casualty plans
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Mass casualty plans (continued)
- 11:45-12:30 | Resources
- 12:30-14:00 | Simulation: Mass casualty incident

Day 4 - Continuity

- 09:00-09:45 | Critical services
- 09:45-10:30 | Utilities
- 10:30-11:00 | Cyber incidents
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Cyber incidents (continued)
- 11:45-12:30 | Supply chains
- 12:30-14:00 | Case study: Hospital cyberattack

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Day 5 - Communication and Staff

- 09:00-09:54 | Communication
- 09:54-10:48 | Families and media
- 10:48-11:00 | Staff wellbeing
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Staff wellbeing (continued)
- 12:12-13:06 | Recovery
- 13:06-14:00 | Capstone: Healthcare crisis plan

Seminar dates

Available seminar dates

Live dates and pricing for Crisis Management in Healthcare generated from the course details page.

Date	Location	Format	Fee
9 - 13 November 2026	Paris	Classroom	€3,825
14 - 18 December 2026	Barcelona	Classroom	€2,815
18 - 22 January 2027	Kuala lumpur	Classroom	€1,925
15 - 19 February 2027	Dubai	Classroom	€1,845
15 - 19 March 2027	London	Classroom	€2,315
19 - 23 April 2027	Munich	Classroom	€3,225
17 - 21 May 2027	Barcelona	Classroom	€2,815
21 - 25 June 2027	Paris	Classroom	€3,825
19 - 23 July 2027	Barcelona	Classroom	€2,815
16 - 20 August 2027	Kuala lumpur	Classroom	€1,925

Seminar dates

Available seminar dates

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Date	Location	Format	Fee
20 - 24 September 2027	Dubai	Classroom	€1,845
18 - 22 October 2027	London	Classroom	€2,315
15 - 19 November 2027	Munich	Classroom	€3,225
20 - 24 December 2027	Barcelona	Classroom	€2,815
9 - 13 November 2026	Online / Live	Online / Live	€1,815
14 - 18 December 2026	Online / Live	Online / Live	€1,815
18 - 22 January 2027	Online / Live	Online / Live	€1,815
15 - 19 February 2027	Online / Live	Online / Live	€1,815
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19 - 23 April 2027	Online / Live	Online / Live	€1,815

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17 - 21 May 2027	Online / Live	Online / Live	€1,815
21 - 25 June 2027	Online / Live	Online / Live	€1,815
19 - 23 July 2027	Online / Live	Online / Live	€1,815
16 - 20 August 2027	Online / Live	Online / Live	€1,815
20 - 24 September 2027	Online / Live	Online / Live	€1,815
18 - 22 October 2027	Online / Live	Online / Live	€1,815
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