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## Internal and External Audits <sup>1</sup>

Business and management experts recognize an extremely effective strategy for establishing the present status and future direction on any business or organization. There must be an internal audit of practices and philosophy followed by an external audit. An adaptation of that process for emergency management might be as follows:

**INTERNAL AUDIT:** Oral or written questions for all Service Chiefs and the Director of the facility. The object is to identify the factors that may affect the program in some way; both positive and negative. The internal audit may also bring out the "skeletons in the closet" as well.

Some suggestions of internal audit questions for the Emergency Preparedness Coordinator, Service Chiefs and the Director might include:

1. *What role do you feel that you play in emergency management, Before, During, After, a disaster?*
2. *What is your assessment of the facility's overall preparedness?*
3. *Where do you think the facility's strengths and weaknesses are in emergency management?*

4. *Do you think the staff feel assured that the facility is prepared for a disaster?*

5. *Where do you think the staff believe your strengths and weaknesses are?*

6. *Do you see any real barriers to coordination and cooperation in preparing for, responding to, and recovering from disasters?*

7. *Do you see any changes that are needed to up-grade the facility's capability and how long should those changes take to be accomplished?*

8. *Is it better to concentrate on mitigation efforts or develop response capabilities?*

9. *What are the key factors that will influence change in the facility's capabilities?*

**EXTERNAL AUDIT:** This could be conducted with the hospital staff to establish their level of awareness.

Some suggestions include:

1. *How well is the facility prepared? (Broad assessment)*
  2. *How do they see themselves as a group, individual or organization fitting into the community's overall disaster or emergency response?*
  3. *Do you feel comfortable with the facility's level of disaster response capability?*
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4. *Who is responsible to see that emergency management is addressed adequately in this facility?*

5. *Where did you learn about disaster preparedness and response, and do you know enough about it?*

6. *What actions is the facility responsible for in the event of a disaster?*

7. *How will you know if the facility is not prepared?*

8. *Whose job is it to inform the patients and visitors about what to do during a disaster?*

9. *Who decides what is an acceptable level of preparedness for your facility?*

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<sup>11</sup> Erwin, Charles, LaValla, Patrick and Stoffel, Robert, **Community Emergency Management: Program Development and Strategies**, Emergency Response Institute, Inc., Olympia, WA., 1993.

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