

Abstract

With an increase of bioterrorism and mass casualty incidents (MCIs), emergency department personnel are not adequately equipped and supported to respond to such incidents. This project aims to increase leadership support to frontline staff by implementing Prosci's Change Management Process to equip management with the necessary skills to support their staff through a new protocol implementation for MCIs. This project included an implementation of an MCI protocol into the Emergency Department (ED) in which ED personnel participated in a mock code to demonstrate the new protocol in case of an MCI. The ED staff participated in a quality improvement questionnaire that determined the leadership support was increased during this project timeline.

Keywords: mass casualty incidents, emergency department protocols, MCI's,