

Interview Guide

Objective: To explore the perspectives of hospital incident command system (HICS) members to identify key gaps in hospital disaster preparedness and set recommendations to enhance hospital resilience and disaster response capacity in Nepal.

Target Participants

- Members of HICS except the finance office (includes incident commander, planning officer, operation officer, communication officer, logistics officer, triage officer, and security officer)

Interview format

- **Duration:** Approximately 60 minutes
- **Number of participants:** 7 from each hospital (21 in total)

1. Introduction and background

- Please introduce yourself, including your professional background and your current role in the hospital.
- How long have you been working at this hospital?
- Have you participated in any training related to disaster management, emergency preparedness, or mass casualty incident (MCI) response? If yes, what type of training did you receive?

2. Experience with disasters and mass casualty incidents

- Can you describe the various disasters or MCIs you have encountered or managed throughout your professional career?
- Could you share your experiences with disasters or MCIs that the hospital has managed during your tenure?
- What responsibilities did you take on during those events?
- In your view, how effectively did the hospital respond to those situations?

- What were the most significant challenges faced during the response?

3. Hospital infrastructure and safety

- What structural or architectural issues became evident during these events?
- How did these challenges affect the hospital's ability to deliver care during the disaster?
- How safe or prepared do you feel the hospital is today?

4. Critical systems resilience

- Reflecting on those events, what issues did you observe related to essential systems such as electricity, oxygen supply, generators, or communication tools?
- What specific steps would you recommend to improve the reliability and resilience of these systems in future emergencies?

5. Disaster planning and preparedness

- How are roles and responsibilities assigned and managed during emergencies?
- Have there been any drills, tabletop exercises, or emergency simulations? If yes, what lessons were learned from them?

6. Communication and coordination

- How is internal communication handled during disaster scenarios (e.g., between departments or units)?
- How does the hospital coordinate with external stakeholders, such as government agencies and local authorities, during emergencies?
- Have there been any notable communication failures in past incidents?

7. Functional capacity and human resources

- How does the hospital manage surge capacity in terms of both space and staffing during large-scale emergencies?
- Are there established protocols for triage and patient flow during MCIs?

8. Logistics, supply chain, and stockpile management

- What difficulties have you faced related to the procurement, storage, or distribution of emergency supplies?
- What strategies would you suggest to improve logistics and supply chain management during crises?

9. Reflections and recommendations

- In your opinion, what are the top three weaknesses in your hospital's disaster preparedness?
- What immediate improvements are necessary to strengthen hospital resilience?

10. Closing

- Is there anything we have not discussed that you believe is important for improving hospital disaster preparedness and emergency response?