ERT/MRT Service and Response Maturity Model

SERVICE LEVEL

**Inclusion of Proactive Elements
* Quality Training
* Business Continuation Plan
* ERT Interface Plan
* Defined SLAs

Predicted Outcome
 * Increased Reliability for Management and Staff
 * Increased Abilities of ERT/MRT Volunteer's Service
 * Increase Reliability in Emergency/Medical Responses

TARGET LEVEL

PROACTIVE

* Consistent Management Leadership
* Written Emergency Response plan
* Evacuation routes posted and updated
* ERT/MRT listed, updated, and vacancies filled
* Annual Earthquake and Fire drills with team debriefing sessions
* Monitoring resulting in continuous plan development

Predicted Outcome
 * *Orderly, timely evacuation.*
 * *Decreased injury, confusion, panic.*
 * *increased confidence for staff and management*

Present Level

REACTIVE

* Inconsistent Management Leadership
* Posted Evacuation Routes not updated
* ERT/MRT Volunteers Posted and updated but vacancies go unfilled
* Annual Fire Drill but no Earthquake drill or protocols for bomb threat or violence
* Minimal monitoring of system & unrealistic expectations of delivery service
* Infrequent and inadequate radio call training

Predicted Outcome
 *Disjointed evacuation process
 *Confusion, Delay, Panic
 *Continued Potential for injury

CHAOTIC

* No Management Leadership
* No Written Emergency Response Plan
* No ERT/MRT Response teams
* Evacuation Routes posted
* No Fire/Earthquake Drills
* No Threats or violence protocols
* No monitoring service delivery

Predicted Outcome
 *No cohesive evacuation plan
 *Increased probability of injury, panic

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