



## MGH Institute for Health Professionals Health, Safety & Security during for Student and Faculty Travel Abroad

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MGH IHP

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### Agenda

- **Warm-up**
  - Review knowledge
- **Partners *TravelSafe***
  - Reviews
  - Updates
- **Case Examples**
  - Case discussions

Warm-up

Does everyone remember what number to call in case of emergency during travel?

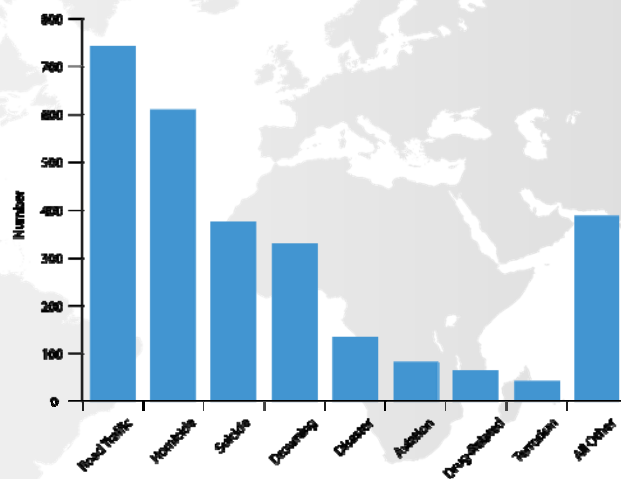
Warm-up

What information do you need for a medical evacuation?

## Warm-up

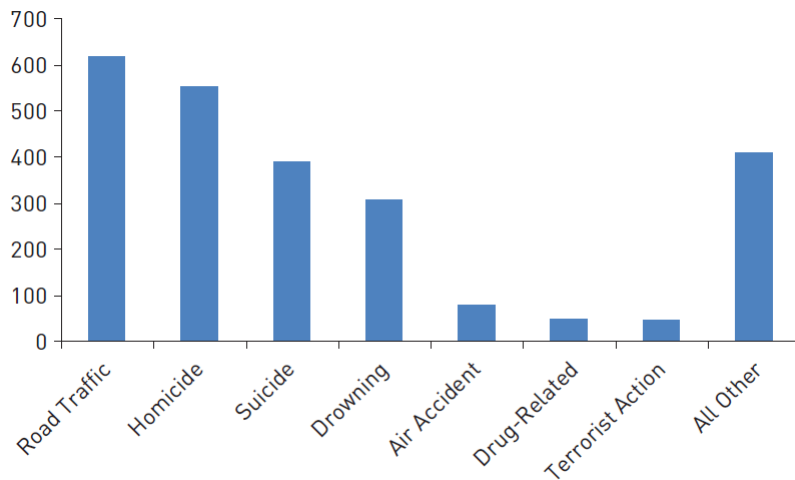
What are the 3 leading causes for injury death of U.S. citizens abroad?

## Leading causes for injury death of U.S. citizens in foreign countries, 2009-2011



CDC, Yellow Book, Chp 2, Counseling and Advice for travelers: Injuries & Safety:  
<http://wwwnc.cdc.gov/travel/yellowbook/2014/chapter-2-the-pre-travel-consultation/injuries-and-safety#3420>

## Leading causes for injury death of U.S. citizens in foreign countries, 2011-2013



CDC, Yellow Book, Chp 2, Counseling and Advice for travelers: Injuries & Safety:  
<http://wwwnc.cdc.gov/travel/yellowbook/2016/the-pre-travel-consultation/injury-prevention#3420>



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## Why is short-term faculty led program travel higher risk?

- Program trips sometimes lack local institutional affiliation
- Program trips may feel academic and financial pressures to stay on schedule or not-cancel if conditions are of concern
- Program trip leaders are often under-prepared for incidents and emergencies
- Internships:
  - Often have students on their own in less than safe locations
  - Students are often under prepared
  - Supervision may be inadequate or even absent
- In all cases, there may be lack of proper insurance and / or proper emergency action plan / planning

Source: Julie Friend, Director Northwestern University, 2013



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## Key Insurance

### Organization (Partners)

- **Business Travel Accident**
  - ACE Insurance (Insurer)
  - [AXA Assistance USA](#) (Emergency Medical Provider)
  - [IJET](#) – Intelligence provider & Security Assistance
    - » Worldcue – web-based travel risk management platform
- **Foreign Package Policy**
  - Chubb (Insurer)
- **CRICO International**
  - MPL
  - Consulting & Advisory E&O

### Individual/Student

- **Personal Health/Medical**
  - worldwide claims coverage
- **Additional Emergency Medical Coverage *may be required***
  - E.g. Medjet Assist
- Key terms: “**in-patient**” and “**medically necessary**”

## Fundamental ‘Truths’ About Insurance

- Insurance is
  - In general, a financial instrument to prevent significant financial loss
  - Reactionary (generally a loss occurs and a claim is made)
  - Not a substitute for poor decision making
  - Not a substitute for lack of planning



## Health, Safety, Security is EVERYONE'S JOB

### Organizations must develop a CULTURE of S&S:

- Program leadership & management
- Travelers/Staff
- HR
- Security
- Risk Management
- Occupational Health
- Finance
- EAP
- Others....

- **Develop a travel risk management system**
- **Resource it properly**
- **Train Travelers**
- **Prepare to Respond**

## Your responsibility as Global Health Professional

### Global Health Professional Knowledge/Skills/Abilities:

Ethics  
Clinical  
Public Health  
Health Systems  
Low Resource  
Research...

**AND: Personal/Team/Organization Health, Safety, & Security**



## Partners *TravelSafe* Program

- ❖ Review
- ❖ Updates



## *TravelSafe* Program

- *RESOURCES & SERVICES*

- Utilizes a travel risk management company called **iJET** and their **Worldcue system**.

Go to:

[www.partners.org/travelsafe](http://www.partners.org/travelsafe)

- Provides
  - 24/7 Hotline
  - Travel Intelligence
  - Itinerary Tracking
  - Response
  - Insurance

## Resources & Services

- Worldcue Travel Intelligence Database
- US Dept of State Country Specific Information
- US Embassy Messages
- CDC Travel Notices and Travel Health Information
- Be sure your Worldcue Profile is up-to-date
- Register your group with US Dept of State STEP program
- Keep copies of passports, visas, and other important info on file



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## BlueCross BlueShield

- <http://www.bluecardworldwide.com>

Paris, France Change

**BlueCross BlueShield Association**

Enter the first three letters of the Identification Number on your insurance ID Card.  Login

**Welcome to BlueCard Worldwide®**

As an eligible Blue Cross/Blue Shield member, you can use this app to find doctors and hospitals outside of the United States, Puerto Rico, and U.S. Virgin Islands. You can also find other valuable resources to help you stay safe and healthy around the world.

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## Partners *TravelSafe*

### **TravelSafe Program**

For emergency assistance while traveling contact:



Partners *TravelSafe*

Global Assistance Hotline

**+1 443-965-9242**

Within the U.S. 1-866-647-9716

[www.partners.org/travelsafe](http://www.partners.org/travelsafe)



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### **TravelSafe Program**

#### **TravelSafe Program**

1-866-647-9716 (US only)

1-443-965-9242

(US & International)

Manual  
Trip Entry  
(MTE)

**WORLDUCUE®**  
TRAVELER  
PLANNER

Travel Agencies:  
*Egencia*  
*Great GetAways*

**AXA Assistance USA**  
Emergency Medical Provider  
Insurer: ACE  
(Business Travel Accident)

**iJET**  
Intelligence and security  
provider

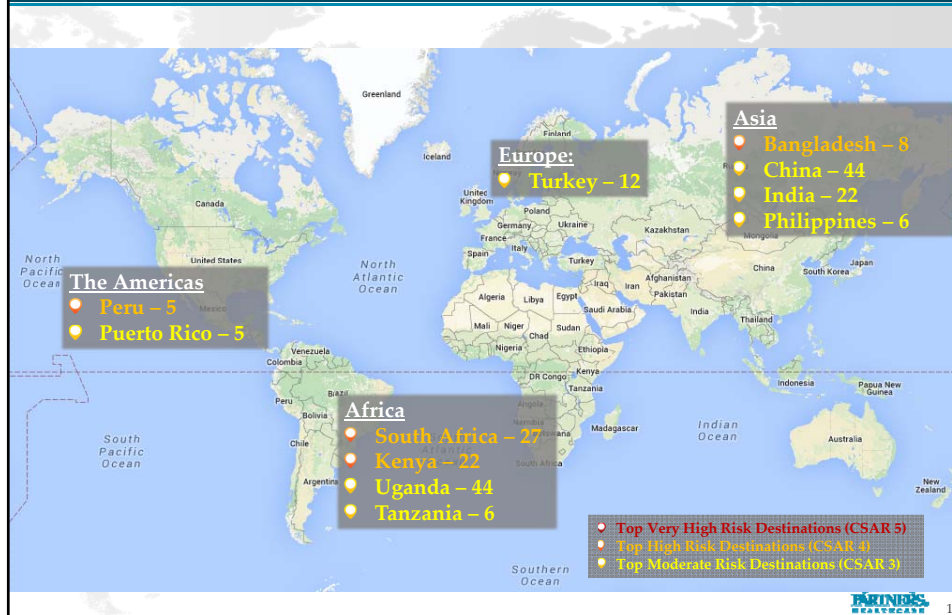
Partners/BWH/MGH  
- *TravelSafe* IMT  
- critical  
points of contact



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## Knowing where your travelers are

### Travelers by Top High & Moderate Risk Destinations 29 September 2015 - 11 January 2016



## Intro to IHSS Sessions

Training: [Introduction to International Health, Safety and Security](#)

Typically 2 sessions monthly

Covers a range of personal health, safety, security topics and the following concepts to keep you safe:

**Know before you go**

**Situational Awareness**

**Low Profile**

**Manage Your Movement**

**Communications**

## Travel Preparation

- ❖ What to do before you go
- ❖ What to do while you are there
- ❖ What to do if something happens

## What to do before you go - Packing

- Money belt
- First Aid Kit – customized for your trip
- Bring safety equipment with you
  - PPE (rubber gloves, mask, gown, etc.)
  - Smoke detector
  - Flash light
  - Locks, door stop, motion alarm
- Compass
- Toilet paper



## What to do before you go - Review

- Understand your role in emergency preparation and response
- Understand the health, safety, and security concerns of the location you intend to travel to. Keep apprised of local news leading up to the trip.
- Keep a hardcopy and also Pre-program emergency numbers into your mobile phone:
  - Local emergency number
  - Local host(s) who can assist in emergency
  - Partners TravelSafe
  - The local embassy and or consulate where you will be traveling
- Ensure all travelers information and in case of emergency contacts are on file in the appropriate places
  - MGH IHP
  - Worldcue Profiles
  - Photocopies of passports, visas, etc.

## All travel should have a WRITTEN PLAN

Who for? You, your organization, your family, etc.

What?

- Routine contacts
- EMERGENCY CONTACTS
- ALL INSURANCE Info
- ITINERARY [Air, Ground, Hotel] & Travel Agency
- Copy of important documents; recent photo
- Reasonably approximation of daily routine; update as necessary
- Where will you go to get help:
  - Medical – hospital, physician, pharmacy
  - Police
  - Fire, etc.

## Transportation

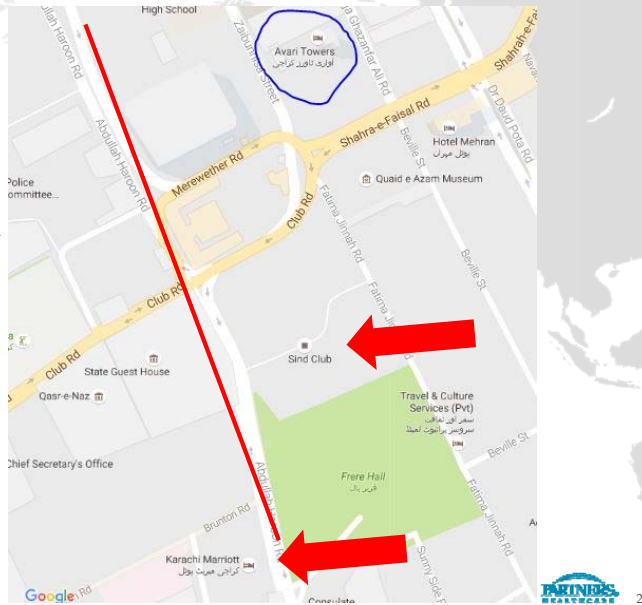
- Is your driver...
  - Trained?
  - Licensed professional?
  - Insured?
  - Part of an organization (with resources)
- Vehicle(s)....
  - Maintained?
  - Inspected?
  - Worn parts?
  - Working seat belts?
  - Records?
  - Properly documented?
  - First Aid Kit?
  - Tools?
  - Water?

## Hotel

- Located in safe location? Neighborhood?
- Double locks work on all rooms?
- Responsive management?
- Life safety
  - Smoke / fire alarms?
  - Marked exits for egress?
  - Exits free and clear of obstacles and usable?
  - Fire extinguishers visible and audited?
- Walk through
- 2<sup>nd</sup>-6<sup>th</sup> floors
- Walk around
- Location relative to other services

## Hotel Selection Example

- *Diplomatic warnings:*
  - ...." warning of possible terror attacks targeting Marriott Hotel, Sind Club, and nearby locations on Abdullah Haroon Road. ...."



## When something happens, HAVE A PLAN

- **"The second crisis in an emergency is communications"**
- Be prepared: know who and how to contact someone
- Have number pre-programmed into your phone
- If you become ill or are injured, TELL SOMEONE IMMEDIATELY.
- If you are the victim of a crime, TELL SOMEONE IMMEDIATELY
- When in doubt, TELL SOMEONE IMMEDIATELY
- Methods:
  - International mobile
  - Local mobile
  - Text message
  - Landline
  - Fax

## Communications Apps



WhatsApp: <https://www.whatsapp.com/> mobile messaging app proven to work in times of emergency



FireChat: <https://itunes.apple.com/us/app/firechat/id719829352?mt=8> communicate phone to phone and in groups without cellular or internet service from 40-70 yards.



Viber: <http://www.viber.com/en/> free messages (texts) and calls to other Viber users globally.



Skype <https://www.skype.com/en/> computer and mobile communications

## Case Studies

❖ Case Discussion

## But I sent them medical information....!

### Case Discussion

- Cara Munn was 15 y/o at the time she went on a travel abroad experience thru her private school.
  - Hotchkiss School faculty organized the trip and provided information packets and briefing to all students and parents.
  - During the trip, a hiking/cable car excursion was planned. Cara and some fellow students decide to walk down the mountain, instead of taking the cable car.
  - The group gets lost on way down but finally rejoin the others. In the coming days, Cara gets very sick and is taken to the hospital.
- DISCUSSION POINT
  - How well prepared are students for your trip, particularly with TRIP SPECIFIC briefing materials and risks?
  - What situations are ok for 'break-out' groups and when is it not?
  - What things should they have in all instances?

## General Legal Concepts

- Organization
  - Duty of Care
  - Duty to Warn
  - "Foreseeable Risk"
  - "Prudent and Reasonable"
- Individual / Employee
  - Duty of Loyalty
  - "Foreseeable Risk"
  - "Prudent and Reasonable"
- ❖ Product Liability Law
- ❖ OSHA Regulation
- ❖ Workers Compensation Law
- E.g. MGH IHP
  - Title IX
  - ADA
  - Jeanne Cleary Act reporting



## But I go running by myself every day....!

### *Case Discussion*

- Kelly, one of your students is an avid runner and she opts to go running alone as she normally does at 5:30AM.
  - Everyone shows up to breakfast for an early start except for Kelly. It is now 7:15AM .
  - 7:35 – hotel staff come to you and say you have a message that Kelly has broken her leg and is at the local hospital.
- DISCUSSION POINT
  - Give clear direction that individuals should not travel alone, particularly before sunrise and after sunset.
  - Contact details for hotel for everyone.
  - Emergency Action Plan
  - Assistant Team Leader in time of crisis?

## Hurricane Season

### *Case Discussion*

- You as faculty and 9 students are traveling in Dominican Republic. You've seen a weather report that a hurricane has formed.
  - The hurricane is 5 days out. It is Cat 1 currently and expected to strengthen by the time it makes landfall.
  - 24 hours later, the hurricane is now Cat 2 and still expected to increase in strength.
- DISCUSSION POINT
  - Your original EAP should have planning options for Hurricane or Tropical Storm.
  - Selection of good hotel would be part of that, if you have to shelter in place.
  - Preparation should begin immediately, especially if you will try to depart by plane early.
  - If you have not done so, assign Assistant Team Leader in time of crisis.

## International Risk Management Resources

- Ryan Wildes, Manager, International Risk Management
- Task Force on International Activities Management (TFIAM) soon to become a standing committee ....(?)
- [www.partners.org/travelsafe](http://www.partners.org/travelsafe) and Travel intranet sites
  - Partners TravelSafe Google Maps : [Highly Infectious Care and Transportation](#)
- [Partners Risk & Insurance Services intranet site](#)
- ijET and Worldcue Planner – travel intel requests and database
- Overseas Security Advisory Council, Diplomatic Security, US Department of State - Partners has been a constituent member since 2009.
  - Currently executive board member of Middle East & North Africa Regional Council (MENA-RC)
- Training: [Introduction to International Health, Safety and Security](#)

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