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

October 6, 2017
MGH IHP

Ryan Wildes, Manager, International Risk Management
Treasury | Partners Risk and Insurance Services
Assembly Row | 399 Revolution Drive, Suite 705 | Somerville
T: 857-282-0951 | rwildes@partners.org

Agenda

• Warm-up
  – Review knowledge
• Partners TravelSafe
  – Reviews
  – Updates
• Case Examples
  – Case discussions
Does everyone remember what number to call in case of emergency during travel?

What information do you need for a medical evacuation?
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:
Leading causes for injury death of U.S. citizens in foreign countries, 2011-2013


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
### 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”

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### 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

<table>
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<th>Organizations must develop a CULTURE of S&amp;S:</th>
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<td>• Program leadership &amp; management</td>
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<td>• Others….</td>
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<td>• Develop a travel risk management system</td>
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<td>• Train Travelers</td>
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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

- RESOURCES & SERVICES
  - Utilizes a travel risk management company called iJET and their Worldcue system.
  - Provides
    - 24/7 Hotline
    - Travel Intelligence
    - Itinerary Tracking
    - Response
    - Insurance

Go to: www.partners.org/travelsafe
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

BlueCross BlueShield

- [http://www.bluecardworldwide.com](http://www.bluecardworldwide.com)
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
Knowing where your travelers are
Travelers by Top High & Moderate Risk Destinations
29 September 2015 - 11 January 2016

The Americas
- Peru – 5
- Puerto Rico – 5

Europe
- Turkey – 12

Africa
- South Africa – 57
- Kenya – 22
- Uganda – 44
- Tanzania – 6

Asia
- Bangladesh – 8
- China – 44
- India – 22
- Philippines – 6

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
  • 2nd-6th 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. ...”

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**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


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

Partners TravelSafe

**TravelSafe Program**

For emergency assistance while traveling contact:

[Partners TravelSafe Global Assistance Hotline](http://www.partners.org/travelsafe)

+1 443-965-9242

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

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