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Contents lists available at ScienceDirect

Journal of Acute Disease

journal homepage: www.jadweb.orgReview article <http://dx.doi.org/10.1016/j.joad.2015.10.001>

Investigation of obstacles against effective crisis management in earthquake

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ARTICLE INFO

Article history:

Received 12 Aug 2015

Received in revised form 27 Aug 2015

Accepted 20 Oct 2015

Available online 8 Jan 2016

Keywords:

Obstacles management

Planning

Service recipients

Bam earthquake

ABSTRACT

Floods, hurricanes, landslides, hurricanes, tornadoes, earthquakes are events that a large group of people on earth are affected. In December 2003, the residents of Bam, Iran experienced an earthquake that measured 6.6 on the Richter scale and destroyed more than 90% of the city. The purpose of this study was to investigate obstacles against effective crisis management with considering service received by individuals in the Bam earthquake. In this study, domestic journals, foreign dissertations in Persian bases such as Google scholar, Magiran, IranMedex, SID and in English bases such as PubMed, Web of Science, Google scholar were used. The results of this study showed that there were many problems in various aspects of planning including: lack of coherent programs, lack of attention to the needs of health care, poor coordination between agencies and organizations and lack of appropriate training of volunteers and people.

1. Introduction

Floods, hurricanes, landslides, hurricanes, tornadoes, earthquakes, wildfires are events that a large group of people on earth are affected. Iran is one of the most earthquake-prone countries in the world, and over the past 90 years has experienced 18 earthquakes of more than seven Richter causing major financial losses, physical, economic, social and hot damaged a large part of the population^[1]. Among the issues and natural disasters, earthquakes are greater surprise and it can be a disaster. The best way to prevent accidents is to prevent its occurrence, but the earthquake that it cannot be prevented, the best way in the first place, is to prevent a crisis after the disaster. The second step is the preparation and coordination of aid resources through a coherent and efficient forces equipped and trained force and the third step, is to face the disaster, the speed category corresponding to of the needs of the disaster^[2].

Among the recent earthquakes occurred in Iran, catastrophic earthquakes Rodbar Manjil and Bam earthquake on 5 January 2003 are important. Richter 6.3 earthquake with an intensity of 100 square kilometers within a period of 12 s-shook the city and

surrounding areas. The most coherent and highest documented estimate of the damage that earthquake has made which World Bank with the cooperation of various ministries and agencies of the country (Iran) has done. Based on these estimates, the earthquake, more than 30 thousand people were killed and over 25 000 wounded^[3]. About 85% of homes, commercial buildings, schools, hospitals and office buildings in the city and surrounding villages were heavily damaged or destroyed. While the earthquake in Bam, has destroyed the place which was for more than 2000 years old^[4].

In recent years, large destructive earthquakes have occurred in many developed countries or developing countries. Followed by them we have been witnessing the damage, loss, various measures of preparedness, response, mitigation and reconstruction and we can say that earthquakes in these countries led to large laboratories of the facts and actions of right and wrong to cause earthquakes. So time should be important and we should learn from the experiences gained in these events and never repeat the wrongs and use the strengths obtained after these events occurred in the preparedness, response, prevention, reconstruction and rehabilitation, in addition to analysis and appropriate planning policies applied in the management of earthquake disaster^[3].

As it is clear, when the plan is more comprehensive and consistent, the earthquake has less damage and better quality and faster service required to receive^[3]. So taking advantage of the service recipient's opinion is one way to evaluate the effectiveness of crisis management in the disaster. Since most

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Peer review under responsibility of Hainan Medical College.

of the studies are from the perspective of service providers, therefore, in this study with regard to this important matter, the authors have tried to determine the management obstacles in disaster with considering service received by individuals in crisis. It is hoped that the results will be useful to the authorities in order to reduce the problems.

2. Materials and methods

2.1. Research question

Although the existence of numerous studies that have been done about the problems of the Bam earthquake, this study seeks to express what are the obstacles management and planning with considering service received by individuals in crisis.

2.2. Search strategy

In this study, published studies in electronic sources in domestic journals between 2003 and 2015, were searched in Persian bases such as Google scholar, Magiran, IranMedex, SID and English bases such as PupMed, Web of Science, Google scholar were used. English and Persian articles with keyword search strategy and main vocabulary is possible combination. Search using keywords Persian earthquake, planning and management and English bam earthquake, management, planning was done. Search in a period of 9–14 June 2015 was performed.

2.3. Selection of studies

Firstly extracted full texts or abstracts of all papers and documents were searched. Then, after the studies were reviewed, duplicate studies were deleted and unrelated cases were removed, and a detailed study of the remaining documents and issues related to the chosen topic was for the study. After documentation was read and reviewed in the first search, initial results were compared again.

2.4. Data extraction

Data were based on article and sample, and the results of each study using content analysis and classification were taken in notes. It was important to pay a special attention to the parts containing the main message of the article. Those sections included the end of introduction, which included purposes, important results and messages presented in the discussion, especially in the conclusion.

2.5. Inclusion criteria

All foreign and domestic studies on Bam earthquake from 2003 to 2015 selected from the perspective of the service recipients in generally all aspects of planning, outreach, information, design, assessment, coordination and control, human resources and support-support were examined. After studying the documents, studies that did not serve the recipients, were deleted. Also, studies that only state health problems were eliminated. In addition, the studies of systematic review were excluded from study.

3. Results

A total of 2 513 documents in search databases referred to, in the format of writing, research and review and validate reports

published in reputable sites were assessed. Eventually after the elimination of irrelevant content, 26 subject-related studies, 16 articles in Persian and 10 articles in English were reviewed. The number of affected households in some examples was considered, while some studies also examined the number of people affected, which was why exact numbers were not available in all samples (Figure 1).

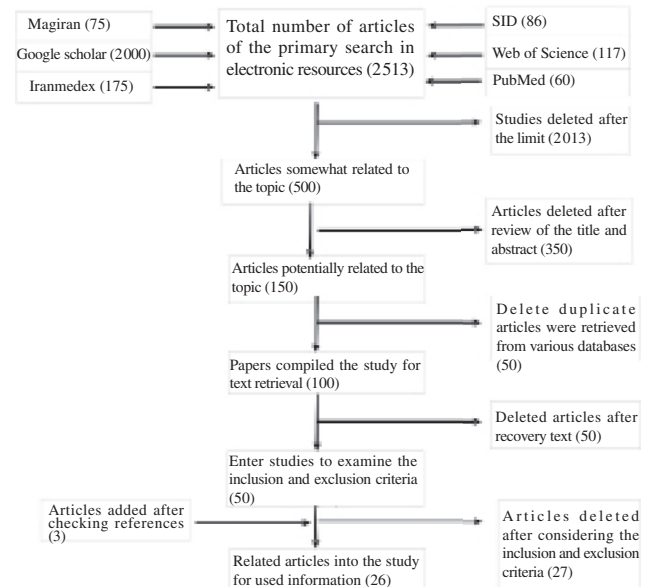


Figure 1. The flowchart of reviews and search articles.

The results obtained showed that there were many problems in various aspects of planning that was classified (Table 1).

3.1. Design

3.1.1. Lack of coherent programs

Most studies showed the absence of a coherent post-earthquake. A retrospective study on the strategy and management of the victims of the Bam earthquake shows that the lack of a comprehensive program had a direct impact on the people affected^[5]. Lack of an orderly plan, even the use of the resources delayed and management of optimal utilization of resources in the first days after the disaster in Bam was very weak.

3.1.2. Lack of proper information

Information systems and information management in the earthquake were ineffective and inefficient. It is suggested that a wide variety of information received from the quake, which was confusing people and government planners. In general, the main sources of information on the earthquake in Bam were communication, interpersonal, that means that other information tools coherent planning and targeted there^[6], so that 94 percent of survivors did not have access to items such as radio TV, etc.^[7].

3.2. Need assessment

3.2.1. Lack of attention to the needs of health care

Surveys taken after the earthquake in Bam, suggesting that good condition, and the health care needs do not show, which implies the lack of attention to the health needs of the people of the region^[6]. Bam earthquake survivors stated that only

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