

## Tool kit for Health/Communication Managers and Staff involved in daily communication activities

**Resource:** Country information sheet - SPAIN

**Objective:** Provide a general overview of the Spanish context in terms of levels of responsibility and entities involved in the management of health crisis.

### Levels of responsibility in crisis management

**Health Emergency Services (SEMs)** are the main actor in Spain in the protection against catastrophes, disasters and crises as they are responsible for providing medical attention to the affected population. They are coordinated with security and civil organizations to oppose the crisis.

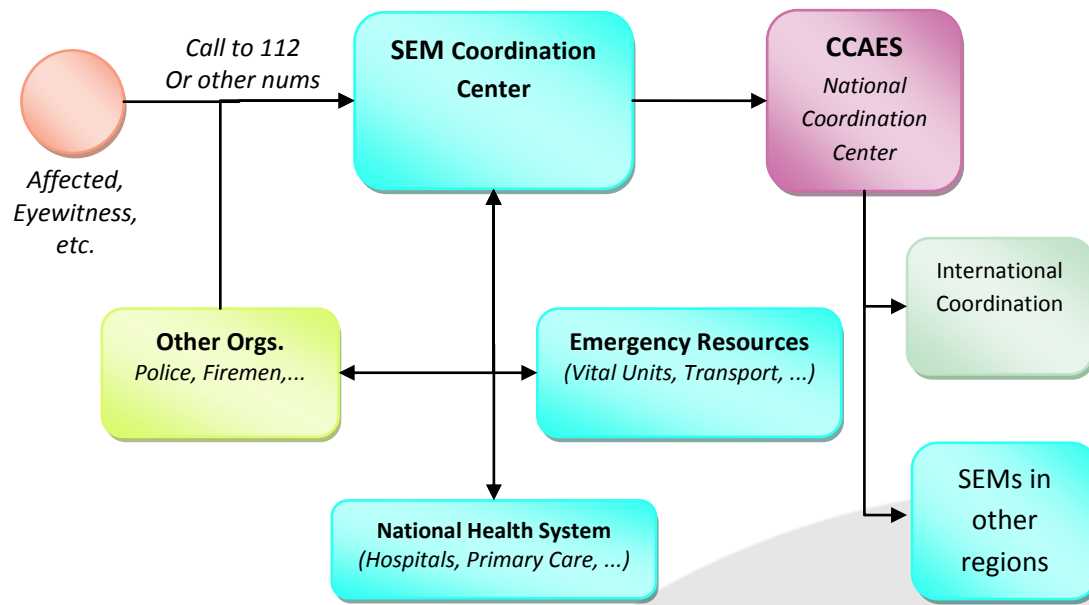
SEMs in Spain are responsibility of each **Autonomous Community** and, therefore, there are 17 SEMs, each coordinated and regulated at a regional level. This means that management is near the region affected, but there are some inefficiencies at national level due to the lack of standard methods and practices across different SEMs.

- **National level:** in case of major alerts or health risk to the population at a national scope SEMs are coordinated by the **Health Alerts and Emergencies Coordination Centre (CCAES)** that depend from the Ministry of Health. The CCAES is also coordinated with international centres to answer public health threats.
- **Regional level:** each SEM is coordinated with the Spanish National Health System that manages Hospitals and Primary Care centres and with regional Civil Protection entities (Police, Firemen, Civil Organizations, etc.) to coordinate efforts in emergencies.

The operative coordination of the SEMs is done in regional coordination centres where they get the incoming calls from population or other entities and work on the resources allocation in each emergency.

Each coordination centre communicates with other emergency services, such as police and firemen. Some Autonomous Communities have integrated all emergency services within the same Coordination centre and, therefore, gathered in the same workspace emergency coordinators for police, firemen and health services. This resulted in an improved coordination among different services.

The chart below illustrates the organization and communication of SEMs in Spain.



## Main entities involved in health crisis situations:

### National level

- Ministry of Health
- Health Alerts and Emergencies Coordination Centre
- Civil Protection National Organization

### Regional level

- Public Health Services and Emergency Services – (17 Autonomous Communities)
- Regional Civil Protection entities (Police, Firemen, etc.)

More information can be found on the “HEALTH C Background report” available at: [http://healthc-project.eu/wp-content/uploads/2013/10/D2.3-Background-report\\_final1.pdf](http://healthc-project.eu/wp-content/uploads/2013/10/D2.3-Background-report_final1.pdf)