

DOM Crisis Communication Plan

The Department of Medicine's mission when facing crisis is to provide clear communication with all constituents while maintaining the mission and vision of the Department.

Stakeholders	This stakeholder's importance and key themes to emphasize in talking to them?
DOM Faculty & Staff	Internal stakeholders; security, significance
DOM Trainees	
UAB/SOM/HSF/Hospital Sr. Leadership	Sr. Leadership; compliance, transparency
Patients	Customers; support, collaboration, wellness
Donors	Sustainability; stewardship, collaboration, financial security

Crisis Communication Team Line-up

In the event a crisis occurs within the Department. The following chain of command shall occur:

- Notify Seth Landefeld, MD, Chairman, Department of Medicine: Cell: 205-306-9683; 415-299-0083/Office: 205-934-1088/sethlandefeld@uab.edu; Jason K. Daniel, Executive Administrator: Cell: 205-999-4387/Office: 205-934-3285/jasond@uab.edu or Megann Cain/DOM Chief of Staff/Cell: 205-613-1985/Office: 205-934-7408/mbcain@uab.edu
- If Seth/Jason/Megann are unavailable, contact Robert Bourge, MD, Vice-Chair for Clinical Affairs: Cell: 205-410-4885/Office: 205-934-7400/rbourge@uab.edu
- If Robert Bourge, MD is unavailable please contact Stuart Frank, MD, Vice-Chair for Research: Cell: 205-515-2676/Office: 205-934-9877/sjfrank@uab.edu
- If Stuart Frank, MD is unavailable, please contact Lisa Willett, MD, Vice-Chair for Education and Clinical Research: Cell: 205-222-3821/Office: 205-934-2490/lwillett@uab.edu

The following are key staff members that will help implement a crisis communication plan:

Roles/Duties	Name/Title/Contact Info	Alternate Name/Title/Contact Info
Crisis Manager	Megann Cain/DOM Chief of Staff/Cell: 205-613-1985/Office: 205-934-7408/ mbcain@uab.edu	Jason Daniel/Executive Administrator/Cell: 205-999-4387/Office: 205-934-3285/ jasond@uab.edu
Spokesperson	Carolyn Walsh/Communication Director/Cell: 205-585-0234/Office: 205-934-4512/ walsh@uab.edu	Megann Cain/DOM Chief of Staff/Cell: 205-613-1985/Office: 205-934-7408/ mbcain@uab.edu
Employee Liaison	Ted Clark/HR Generalist/Cell: 205-999-7176/Office: 205-934-5237/ clark@uab.edu	Jason Daniel/Executive Administrator/Cell: 205-999-4387/Office: 205-934-3285/ jasond@uab.edu
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Financial Community Liaison	Jason Daniel/Executive Administrator/Cell: 205-999-4387/Office: 205-934-3285/ jasond@uab.edu	Seth Landefeld, MD, DOM Chairman: Cell: 205-306-9683; 415-299-0083 /Office: 205-934-1088/ sethlandefeld@uab.edu
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