Study on the Construction of Urban Community Emergency Management System in Public Health Emergencies

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Abstract. The sudden onset of novel coronavirus epidemic in 2020 broke the social calm. This major public health security incident had a serious impact on people's life and property safety, economic and social development, and posed a challenge to China's emergency management work. In this special battle, China has achieved a major victory. People's confidence in the face of public health emergencies has increased, and social and economic development has gradually improved. However, the imported risk of public health emergencies from abroad still threatens the safety of the country and the people. China must always keep a high alert to prevent the counterattack of public health emergencies. Therefore, the idea of prevention and control of public health emergencies must be integrated into People's Daily life, and the national prevention and control must be achieved at all times.

Keywords: public health emergencies; Urban communities; Emergency management

1   Introduction

In the special period of public health emergencies, how to timely grasp the risk points of public health emergencies and how to guide the people to effectively prevent and control public health emergencies are the key to the prevention and control of public health emergencies. The urban community is the basic unit of a city and the basic cell of social life. In the process of public health emergency prevention and control, the urban community is not only the subject of the impact, but also the grass-roots organization for the country to deal with the crisis, and is at the forefront of public health emergency prevention and control, which is directly related to the people's life. It is the basis and key for the prevention and control of public health emergencies, and plays the role of "first responder" in public health emergencies [1]. Therefore, it is very important to do a good job in the prevention and control of public health emergencies in grass-roots urban communities, find out the hidden dangers of risk prevention and control in grass-roots urban communities, and find out the solutions for the risk prevention and control of public health emergencies in China.

2   Status analysis of public health emergencies in urban communities

2.1   Inconsistent prevention and control of community health emergencies

In the early stage of public health emergency management and control, residents were encouraged to "not go out or gather together". For the community residents, the community is the basic living place [2]. Community staff and volunteers can keep track of the community situation in the shortest time by calling and registering at home. Migrants must be strictly monitored for body temperature and isolated at home. The community staff could enter and leave the community by card, which effectively blocked the community transmission and effectively controlled the risk of public health emergencies. During the period of strict control,large communities have only one entrance and exit, and no outsiders are allowed to enter, which brings inconvenience to residents' work and life. In addition to assuming the responsibility for prevention and control of public health emergencies, communities should also ensure the supply of basic living materials for residents. If the new responsibilities imposed by public health emergencies cannot be completed within a short period of time, harmony and trust between communities and residents cannot be established. Relations, leading to contradictions and frictions between communities and residents.

2.2   Asymmetric community information transmission

With the rapid development of network information, community residents have diversified channels to obtain information on public health emergencies, including official information and unofficial information. Official information included press conferences held by the government, and unofficial information included we-media forms such as WeChat, microblog, moments and so on. Government official information was the most reliable, and media information was mainly government announcements. However, the release time of government official information is not fixed, the release channel is single and vertical, and some local governments have delayed or hidden reports [3]. As the bottom end of receiving official information, the community is unable to receive and convey information on public health emergencies in a timely and accurate manner. At present, little information has been released to guide residents on how to prevent and control the risk of public health emergencies and how to return to work and school. The lack of authentic and authoritative reports can easily lead to rumors. We media such as WeChat, microblog and moments can quickly and timely release information about public health emergencies, but their credibility and authority need to be verified. In order to win attention and compete for traffic, some we media privately exaggerate the information of public health emergencies, amplify the terror of public health emergencies, cause continuous fermentation of public opinion, trigger panic among community residents, and control is out of control [4].

2.3   The enthusiasm of community residents to participate in risk prevention and control is uneven

There are many urban communities in China, with different sizes, and the degree of community management standardization is uneven. The ability of epidemic prevention propaganda in some old communities is limited, and community residents are unable to understand the situation of public health emergencies and how to effectively prevent and control public health emergencies. Community management in some emerging cities is in place and public health emergencies are reported in time, but there are also some cities with lax community management. Good living habits such as wearing masks and eating separate meals outside. Most residents passively comply with the community epidemic prevention requirements, and even a few residents refuse to comply with the community epidemic prevention requirements, which bring hidden dangers to the normal management of public health emergencies in the community.

3   Cause analysis of public health emergencies in urban communities

3.1   Inadequate community management

From an objective point of view, in recent years, our country has experienced frequent population movements, the process of urbanization has been accelerating, and the situation of urban communities is complex and changeable. On the one hand, a large number of unfamiliar faces flood into urban communities, and the community's neighborhood relations are weak, so it is difficult for the community to establish a new relationship network in time. On the other hand, many old communities retain household registration information, but some houses are usually unoccupied or occasionally occupied. The inability of communities to keep track of residents' trends in time leads to the normalization of community management of public health emergencies. In addition, the lack of emergency medical and health facilities and professional emergency medical personnel greatly increased the risk of the spread of public health emergencies [5].

Subjectively, before the occurrence of public health emergencies, there were basically no emergency management departments in communities. Most of the emergency plans are for natural disasters, and there is a lack of complete emergency plans for major public health events. After the occurrence of public health emergencies, leading institutions for emergency management are set up at the national level, and emergency headquarters are also set up at the grassroots level. Most of them are stuck in normal work, unable to truly play the role of public health emergency command departments.

3.2   Insufficient community mobilization capacity

The normalization of community public health emergencies requires the joint participation and joint efforts of every community resident. But so far, it has been difficult for the community to form a situation where managers and community residents work

together to fight the epidemic. Most community residents passively accept community management and scheduling with the attitude of enjoying and consumers, and are highly dependent on the government. They completely blamed the government for the risk of normal public health emergencies, and did not really actively participate in community public health emergencies [6]. In the process of prevention and control, some residents even had conflicts with community managers, resulting in conflicts between community managers and residents, greatly increasing the difficulty of prevention and control of public health emergencies.

3.3   The needs of community residents are not met

In addition to the basic needs of daily life, residents also have higher-level needs, such as social needs, medical treatment, weddings, funerals, visits to relatives and friends. Urban communities should meet the basic living needs of their residents. However, the infrastructure of many communities is relatively backward, and most communities cannot meet the needs of residents such as medical treatment, shopping and leisure. Chinese people have strong cultural customs of marriage, funerals and visiting relatives and friends, which are difficult to change in a short time. Forcing people to go out will cause conflicts and conflicts, and increase the risk of public health emergencies.

4   Strategies for urban communities to respond to public health emergencies

4.1   Strengthen publicity and education on the rule of law

The rule of law is the basic strategy of our country's governance. Therefore, China should formulate and improve laws and regulations on the prevention and control of public health emergencies in urban communities, establish and improve the emergency management plan for public health emergencies, and guide and restrain community residents with laws. We should cooperate with epidemic prevention work. Since the outbreak of COVID-19, although various departments have responded in a timely and effective manner, there is still a lack of rules and regulations to standardize emergency management.

   Urban communities should play a leading and publicity role in coping with the risk of regular public health emergencies, and realize the transformation from managers to service providers. In the risk management of public health emergencies in communities, we should have the courage to bear and actively participate in the emergency response. Prevention and control of public health events. After the risk of public health emergencies has passed, we should summarize the experience and lessons of prevention and control in time, constantly update our own emergency management knowledge, improve community autonomy and emergency disposal ability, actively respond to public health emergencies, and regularly undertake public health emergency publicity and education work.

4.2   Strengthen informatization

Today's society is an information society with rapid development of science and technology. Population movements in urban communities need to be accurately identified, a task that cannot be accomplished by manpower alone, and advanced technical information software must be used. Risk information monitoring and identification is the basis and important work for urban communities to deal with the risk of regular public health emergencies. Urban communities should organize and simulate the process of public health emergencies to find out various risk factors that may affect the spread of public health emergencies, and use information technology to realize big data monitoring, risk management and information sharing on this basis. Urban communities in China should also be committed to the use of advanced technology, construction and improvement of community contact network, timely collection of information, focus on the investigation of possible public health emergencies, timely detection and treatment, and minimize community information asymmetry. To avoid irreversible impacts. At the same time, the community should also use cloud computing and other technologies to transform the collected information and data, and effectively provide convenience for community residents.

4.3   Optimize community spatial planning and resource allocation

Urban communities should be committed to spatial optimization and resource allocation construction for the prevention and control of regular public health emergencies. Urban communities should strengthen the construction of leisure, entertainment, fitness and other infrastructure to meet people's normal life needs. Illegal construction buildings and old facilities should be demolished or renewed to improve the satisfaction of community residents. In addition, special emergency isolation sites should be set up in urban communities to ensure that there is no contact between the isolated people and normal residents in the isolated communities, so as to block the transmission of public health emergencies. In terms of resource allocation, communities should reasonably plan to store living and emergency supplies and fixed places, and communities should store a certain amount of living and medical emergency supplies to prevent public health emergencies. In addition, the community should also widely expand the procurement channels of daily living and emergency supplies to ensure that people's basic livelihood can be protected during regular public health emergencies.

5   Conclusion

Urban communities should also reasonably and moderately optimize community governance regulations. The formulation of community management regulations should first of all be people-oriented, take into account the anxiety and impatience of the residents, think about what the people are thinking, urgency the people's urgency, issue efficient and convenient regulations on the prevention and control of public health emergencies as much as possible, improve the application space of the regulations, and effectively serve the people.

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