



Module One



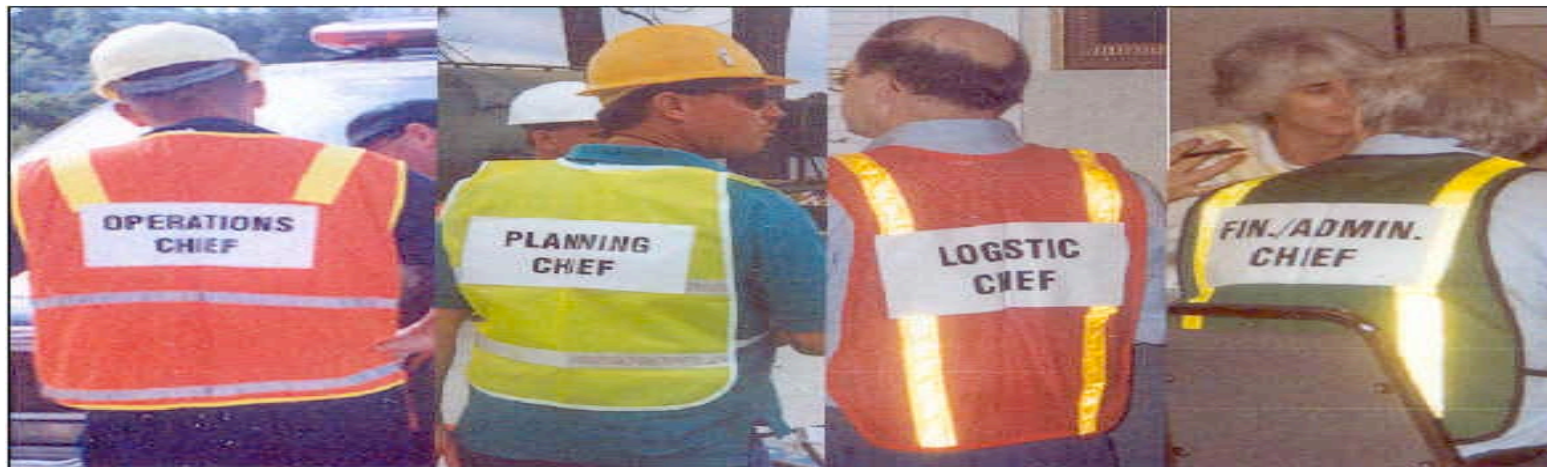
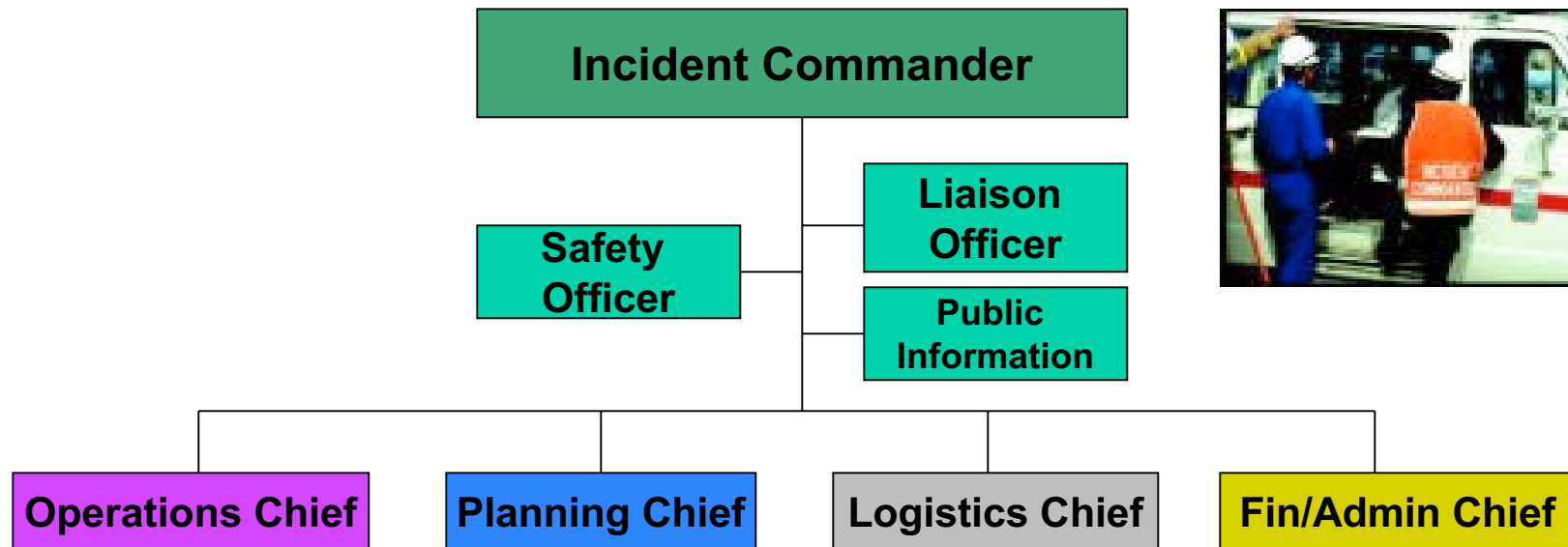
Hospital Emergency Incident Command System



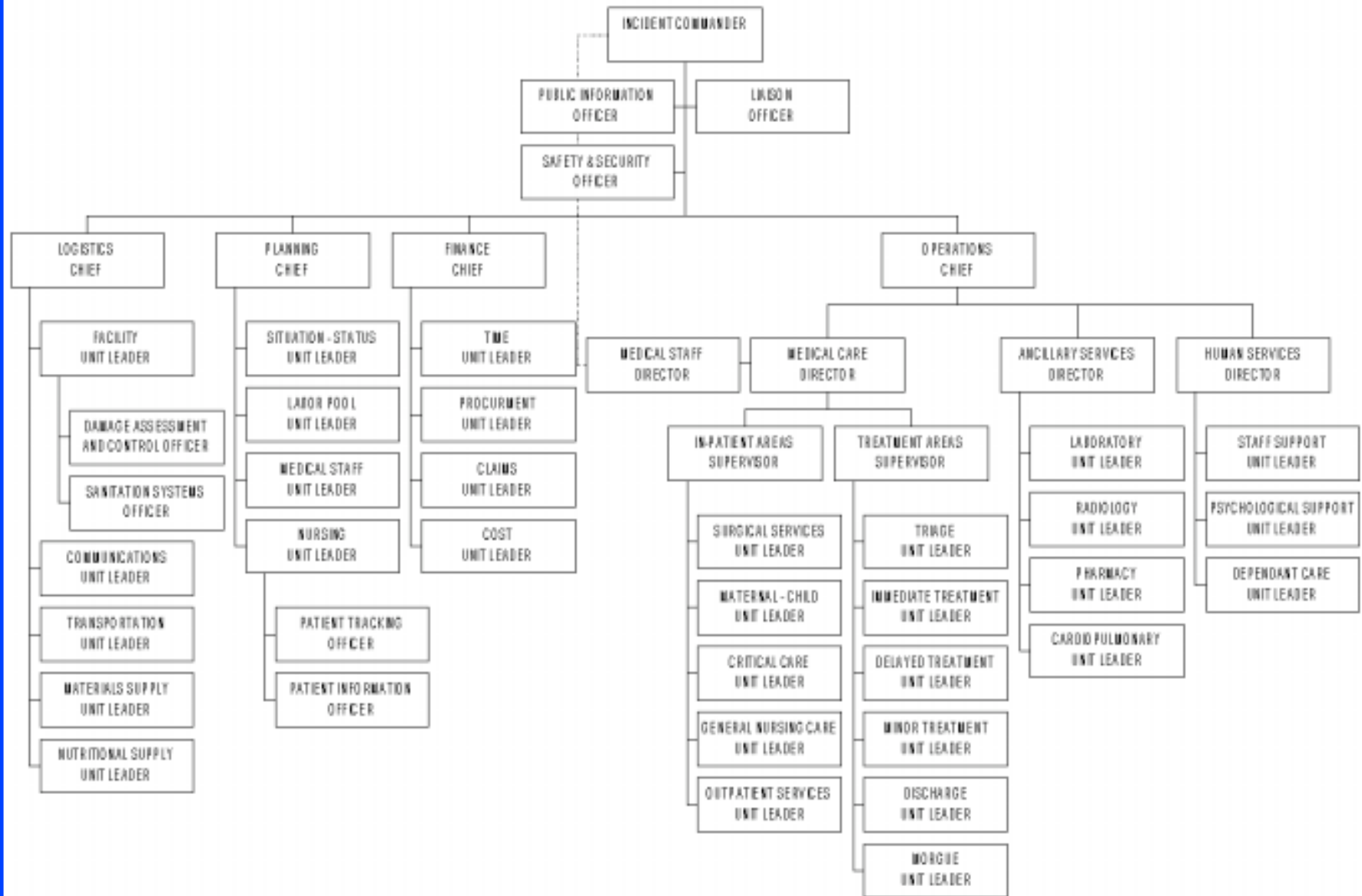
Module Objectives

- Explain the structure of the Hospital Emergency Incident Command System
- Identify the functional roles within HEICS
- Crosswalk the roles within a HEICS structure with the functional hospital roles

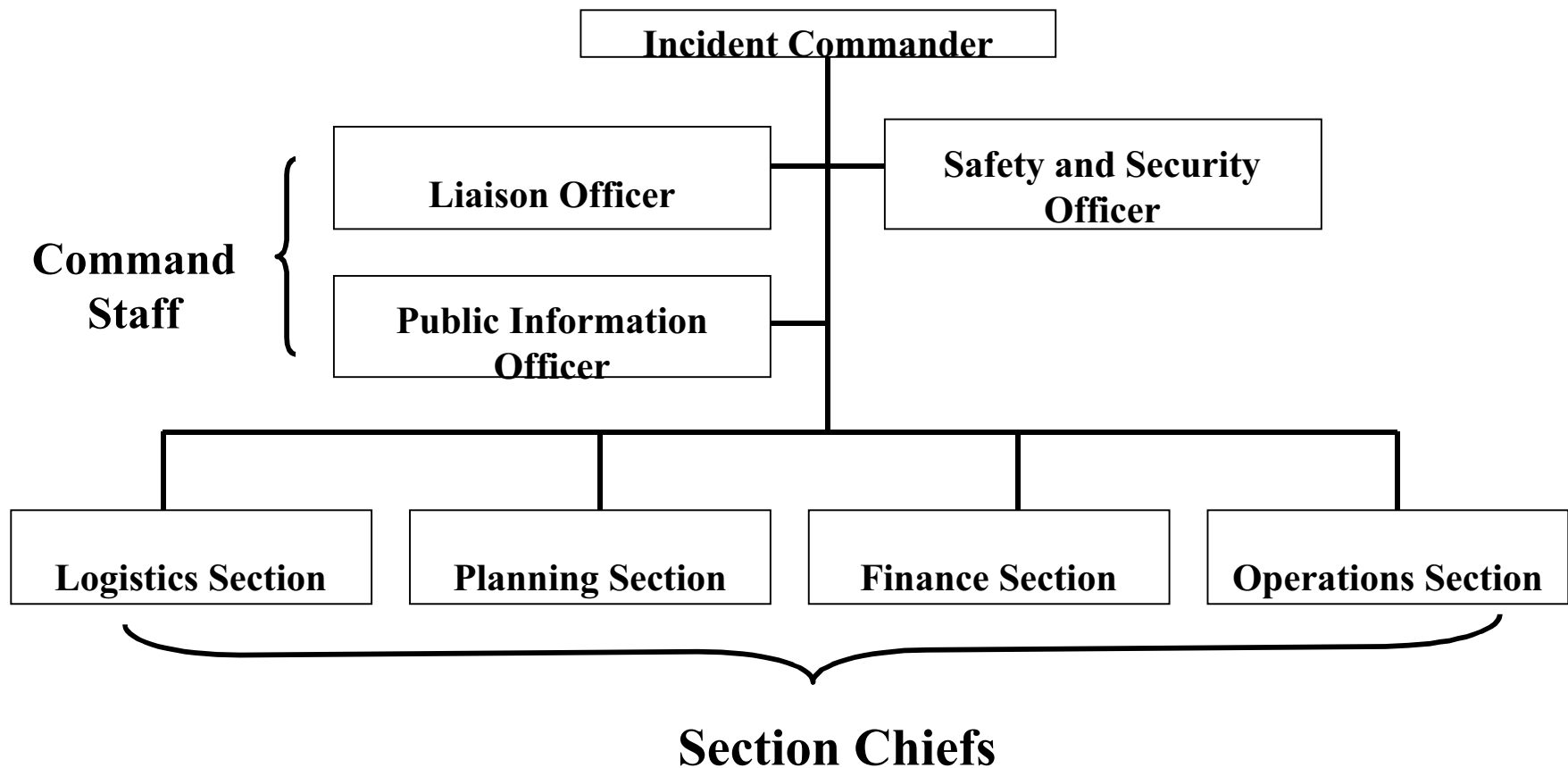
Generic ICS Organization Tree



HOSPITAL EMERGENCY INCIDENT COMMAND SYSTEM



HEICS Table of Organization



HEICS Command Staff Positions

- Incident Commander – overall responsibility for management of the incident.
- Liaison – “go between” or point of contact for hospital and local municipal authorities. Should be the radio/phone contact with local authorities.

HEICS Command Staff Positions

- Public Information – collects accurate and complete information about the incident and then serves as facilities' contact for the media.
- Safety and Security – immediate responsibility is to minimize the risk to staff from the incident; facility perimeter security and continued safety of staff, patients, and visitors.

FUNCTIONAL RESPONSIBILITY

COMMAND = OVERALL RESPONSIBILITY

**OPERATIONS
ACTIONS = DIRECT TACTICAL**

**PLANNING
INTELLIGENCE = COLLECT/ANALYZE DATA,
PREPARE ACTION PLAN**

LOGISTICS = PROVIDE SUPPORT

**FINANCE /
ADMINISTRATION = COST ACCOUNTING &
PROCUREMENT**

Role of the Hospital Executive

- Executive can be or does not have to be the Incident Commander
- Clearly state the agency policies
- Evaluate the effectiveness of response and correct deficiencies
- Ensure that a multi-agency approach has been supported



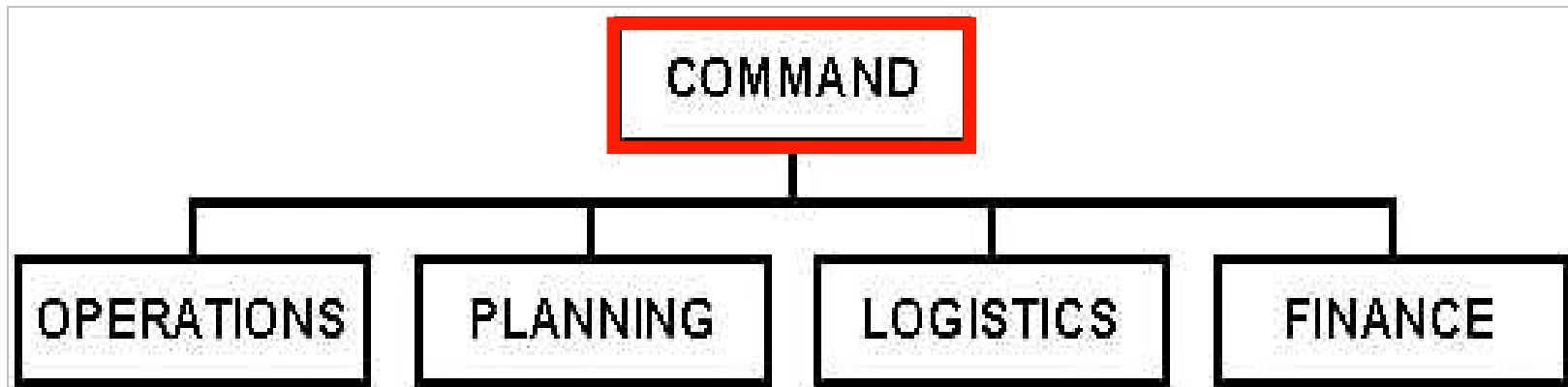
Role of the Hospital Executive

- Receive briefing from on-scene Incident Commander including:
 - General overview of incident
 - Potential for further incident or injury
 - Incident action plan
 - Constraints or barriers to accomplishing the plan
 - Schedules for future required briefings

Incident Commander



Command



- Directed by the Incident Commander
- IC-Person in charge of Incident
- IC-Must be fully qualified to manage the response

Command Cont'd

- Ensure responder safety
- Access incident priority
- Develop IAP
- Develop appropriate organizational chart
- Maintain span of control
- Manage incident recourses
- Coordinate outside agencies
- Authorize release of information to press
- Keep track of cost

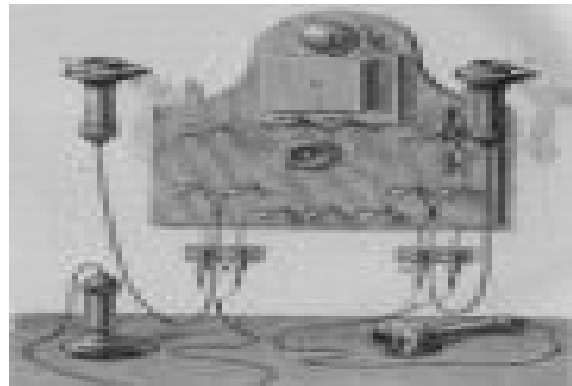
Command Staff

- Information Officer-Point of contact for the media and other organizations seeking information.
- Safety Officer-Monitors and maintains worker and workplace safety.
- Liaison Officer- coordinates between command and other agencies and/or jurisdictions.



Command Challenges

- Personal risk to citizens and responders
- Incident complexity
- Uncertainty/confusion
- **Communication**



Generally Accepted Command Priorities

- Preservation of lives (of the public and responding emergency workers)
- Incident stabilization
- Protection of property and the environment
- Continuity of government operations

Establishing Command

- Accomplished by the first response agency at the incident scene
- May be set up prior to incident!!!!
- Must establish and clearly identify a command post
- Assess situation and call for additional resources if needed
- Communicate identity of commander and location of command post to new arrivals

Transferring Command



Why?

- A better qualified and/or experienced person becomes available within the lead responding agency
- A change in situation or priorities requires that a different agency take command
- Fatigue or injury
- Routine shift changes
- Crew Resource Management



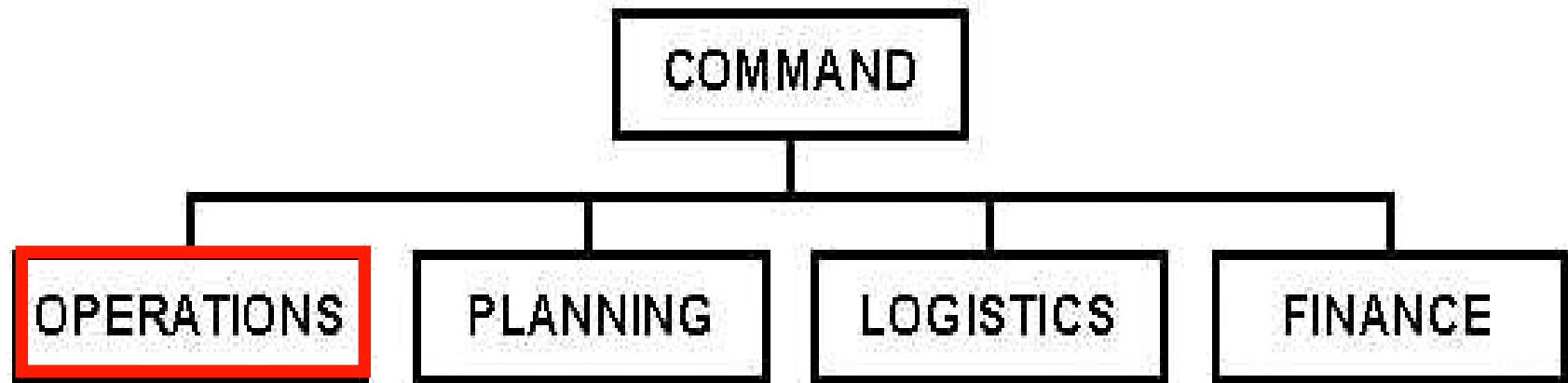
Transfer Briefing Components

- A situation report
- Strategies and priorities
- Tactical measures planned or underway
- Outstanding logistical or administrative issues
- An overview of recent key internal and external communications

Command Resource Management Role

- A key responsibility of the Incident Commander is to strategically deploy the resources needed to respond to an incident
- Resources are reassigned or released as an incident progresses

Operations Section



Directs and coordinates all tactical response activities in support of the strategic priorities established by command.



Operations Section Cont'd

- Direct and coordinate all operations
- Assist IC in developing response goals
- Implement the IAP
- Request or Release resources through the IC
- Keep IC informed of situation and resources status within operations

Operations Activities Specific to Health/Medical Services

Triage

- Sorting patients into categories based on the severity of their injuries.

Treatment

- This is based on the triage assessment (i.e., critical, non-critical, walking wounded, worried well, etc.).

Transport

- Pre-coordination with area hospitals is critical for larger magnitude incidents.



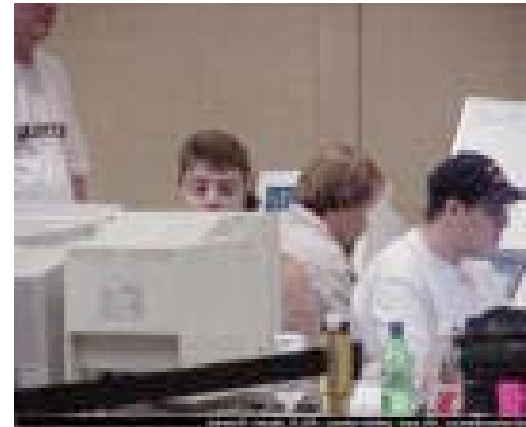
Planning Section



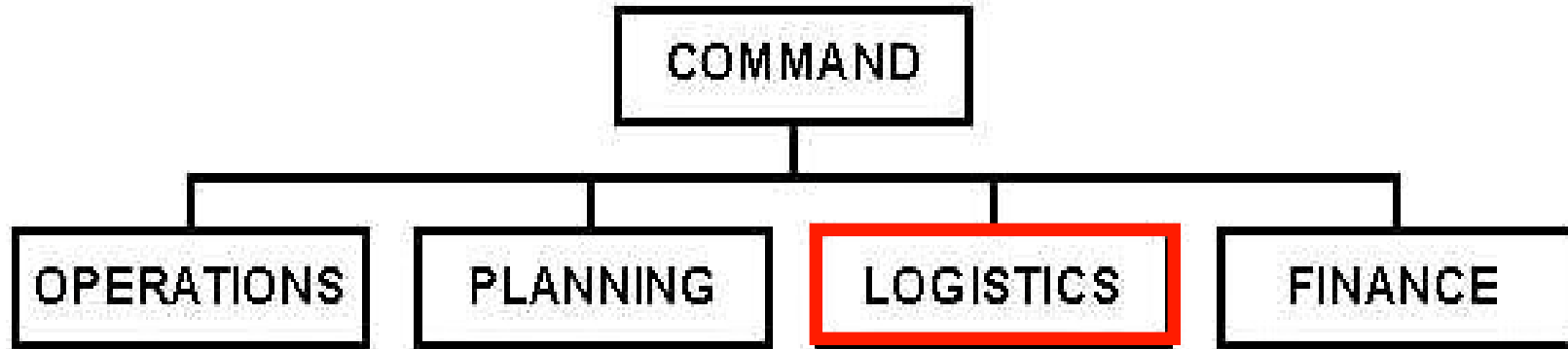
Collects, evaluates, and, when appropriate or so-directed, disseminates information about the incident and response resources; develops an action plan to implement strategic and/or tactical objectives.

Planning Section

- Mainly utilized in larger scale events
- Collects and evaluates data about incident
- Maintains the status of resources
- Creation of the incident action plan (IAP) by defining resource utilization



Logistics Section



Delivers equipment, supplies, facilities, services, specially-trained personnel, and other resources in support of the incident response.

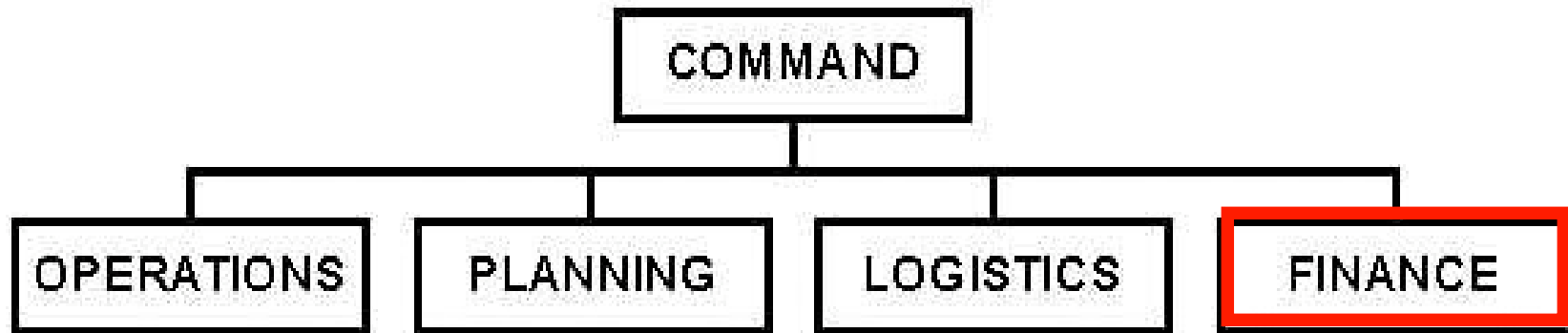


Logistic Examples



- Pre-plan resources needed
- Have vendors on retainer for certain supplies
- Automatic Delivery set up with vendors
- Know your neighbors and their plans prior to the incident, many use same vendor and create false sense of security

Finance/Administration Section



Provides incident cost tracking, analysis, and recovery, time recording, resource procurement, and other emergency/disaster-related financial and administrative services.



Finance Examples

- Track overtime of staff
- Track “Lost Revenue”
- Track supplies sent to other agencies
- Track special supplies ordered for specific event from vendors
- Track room and board cost of staff

HEICS Staff Responsibilities

- Receive / confirm assignment through Job Action Sheets
- Obtain briefing from direct supervisor
- Collect specialized equipment
- Acquire necessary work materials
- Organize and brief subordinates
- Complete required paperwork

HEICS Staff Responsibilities

- Ensure operational safety
- Complete assigned objective
- Monitor staff progress
- Request resources
- Provide updates to command