



Module Two



Emergency Activation



Module Objectives

- Explain the initial steps in activating the HEICS at your facility
- Describe the Emergency Operations Center
- Discuss the Incident Action Plan
- Identify the importance of Job Action Sheets

Activation Protocol

- Four levels of activation based on facility historical events
- Activation authorized by Incident Commander which is usually the highest ranking administrator in your facility based on policy
- Staff notification dependent on level
- Command Center established by IC

What level HEICS ?

- Level One
- Level Two
- Level Three
- Level Four



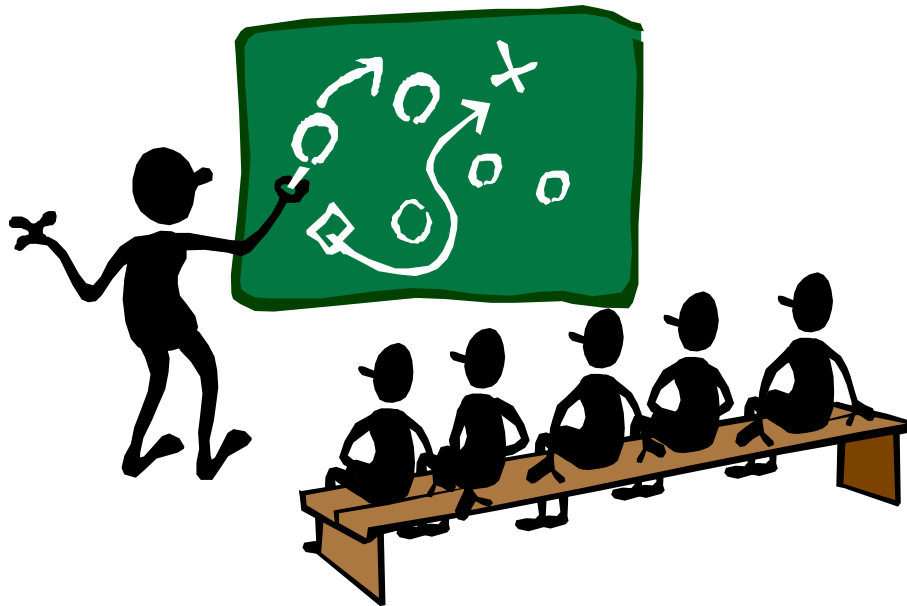
Activation Matrix

HOSPITAL EMERGENCY INCIDENT COMMAND SYSTEM

EMERGENCY EVENT CLASSIFICATION MATRIX

Level	Event Phase	Definition/Parameters	Authority to Activate	Anticipated HEICS Activations	Notifications
I	Alert/Notif	Information received indicating a situation or event that will have an actual or potential unusual impact on network operations. Event expected to be manageable with existing resources.	Incident Commander	Incident Commander	Emergency Response Team Group paged
II	Minor Impact	An actual situation or event that is having a minor unusual impact on network operations. *Local or site resources are taxed * More than one facil	Incident Commander	Incident Commander Operations Section Logistics Section Planning as needed Command Staff as needed	Departments/ units/managers/ as conditions warrant All Network Facilities Affected Governmental OC's
III	Moderate Impact	An actual situation or event that is having a moderate unusual impact on network operations. *Multiple site resources are exceeded * More than one facilit	Incident Commander	Incident Commander Operations Section Logistics Section Planning Section Command Staff Finance/Administration (as needed)	Departments/ units/managers/ as conditions warrant All Network Facilities Affected Governmental EOC's
IV	Major Impact	An actual situation or event that is having a major unusual impact on network operations.	Incident Commander	Incident Commander Operations Section Logistics Section Planning Section Command Staff Finance/Administration (as needed)	Departments/ units/managers/ as conditions warrant All Network Facilities Affected Governmental EOC's

Organizing the Emergency Management Team



Lines of Communication

- Immediately have open lines of communication with:
 - Nursing leadership
 - Admitting
 - Security
 - Engineering
 - Emergency department
 - On-scene local municipality
 - Network EOC
- Telephone, Portable radio, Nextel, foot soldier, smoke signals, carrier pigeon, etc.



Emergency Operations Center (EOC)

- Moves emergency away from ground zero
- Central location for
 - Communications
 - Decision makers
 - Internal/external activity



First: The Purpose of the EOC

The EOC's purpose is to coordinate incident information and resources for management.

- The EOC must receive, analyze, and display information about the incident to enable CEO decision-making.
- The EOC must find, prioritize, deploy, and track critical resources.
- The EOC must enhance decision making, communication, collaboration, and coordination.

What Makes the EOC Work?

- A Good Concept of Operations
- Good Space
- Good Teams
- Good Staff
- Good Communications
- Good Technology



Key EOC Organization Elements

- Common information structure
- Communication efficiency
- Coordination efficiency
- Private versus public decision space
- Data distribution
- Efficiency of interface



EOC Manager

- Manages the EOC - not the incident
- Makes sure everything is working
- Maintains a safe environment
- Optimizes efficiency
- Facilitates and coordinates
- Solves problems



Command Center Layouts

EOC seating arrangements should maximize communication and eye contact between decision-makers. There are basic EOC layouts:

- Boardroom
- Mission Control
- Classroom



The Board Room

New York City Mayor's Emergency Board Room



NYC's Executive Boardroom for the Mayor at OEM prior to September 11th

E.O.C Operations

- Requests for assistance are directed to the EOC operations area.
- Operations determines a course of action and assigns/coordinates tasks with appropriate state agency reps.
- Agency reps coordinate field activities as needed to accomplish operational tasks and report back on progress.

Unified Command Post

- The unified command post includes Hospital senior staff and senior leadership from the municipality that is operating on campus (I.e. Fire Chief, Police Sergeant)
- If unavailable to join your post, you must have your liaison be a part of their Command Post (Extremely Important !)
- Remember: You are responsible for the patients in that facility, fire or police personnel should not be operating on your campus without your direct involvement

Unified Command Post

- Each representative from local agencies must have the capability to make decisions and communicate directly to the senior most representative from that agency

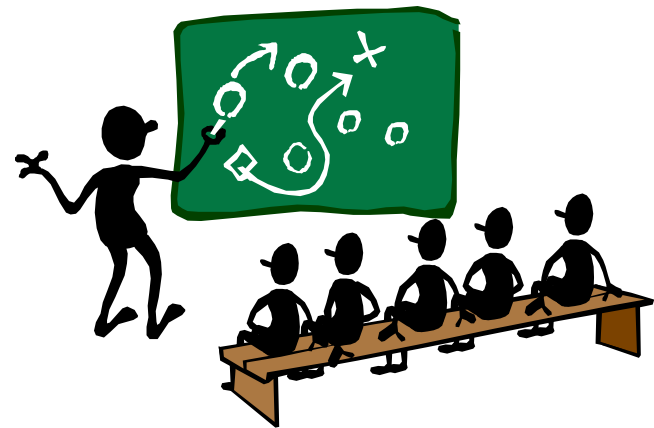


Incident Action Plan

- General control and response objectives reflecting the strategy of a safe and effective conclusion to the incident
- Time of incident, location, patients or staff affected
- May include resources affected or needed
- Includes time frame for Commands briefings

Incident Action Plan

- Placed in EOC on board easily read or distributed to Command and General staff
- Quick outline of current plan in action and is updated as modifications to the plan are necessary



Incident Action Planning

- The Incident Action Plan must be updated regularly
- The planning sector must look at scheduled events in the facility for the next 4, 8, 12, 24, 48 hours and see how they will be impacted upon by the current event
- Are the staffing resources that are currently being used the same resources that are needed in 4, 8, 12, 24 hours



Incident Action Planning

- Dependant care coverage – department specific, should be pre-planned and should be taken into consideration when departmental ops are planned
- Staffing should meet the needs of the event now, 2 hours, 4 hours, 6 hours, 8 hours, and 12-24 hours into an event (predominantly regional disasters will tax staffing resources for longer periods of time – Blizzard, Hurricane, Strike)

Job Action Sheets



- One sheet for each staff position
- Gives the mission and function for the position with a focused objective
- Prioritized activity list
- Outlines chain of command
- Role of the IC is to have staff follow JAS as guide for first few minutes of acclimation to EOC

Termination of Incident / Command

- As with establishing and transferring command, the commander must follow protocols and adequately communicate when terminating command.
- Personnel and other resources are released back to their parent agencies.
- Post Incident Review Process- Quality Management, DOH notifications....

Your Role

- Every employee of every organization has a role in the management of an incident
- Your role may be pre-defined or assigned as the incident develops
- Prepare your family for an emergency!!!!!!!!!!!!
- You may not be home so make arrangements now for your families needs
- Job Action Sheets- will be used as a reference as to the responsibility for each job title

Scenarios

- Scenario One

- Engineering notifies you, as the weekend ADN, that there is a flood in the basement. The Fire Department is responding for a water flow alarm and you have lost primary power because the water has risen above the electrical panels. The water level is four feet and if it rises 5 more inches, you will have water in the air intake of your generators and may lose generator power.

Scenarios

- Scenario Two
 - The telephone operator notifies administration that she was reading her “People” Magazine when she turned the page and white powder spilled out of the magazine. She was so concerned that she called the police and then brought the magazine down to the security office in another wing of the hospital. The NYPD arrive and ask that the area where she works, the route she has taken to the security office, and the security suite be closed off as they await a Hazardous Materials team to respond to investigate.

Website's

- <http://www.gnyha.org/>
- <http://ksgnotes1.harvard.edu/BCSIA/ESDP.nsf/www/Research>
- <http://cpmcnet.columbia.edu/dept/nursing/institute-centers/chphsr/ERMMain.html>
- <http://www.ojp.usdoj.gov/odp/>
- http://www.fema.gov/tab_education.shtm
- <http://www.all-hands.net/pn/index.php>
- http://www.eaicorp.com/home_page.htm
- <http://www.ida.liu.se/~reggr/related/em.html>
- <http://www.heics.net/> (vests)
- <http://www.emsa.cahwnet.gov/Dms2/download.htm>
- <http://www.jcaho.org/index.htm>
- <http://www.northshorelij.com/> (Follow Link to CEMS and its Regional Healthcare Emergency Management Training Center ...coming soon)

Thank for your attention

Questions?