**Mission:** Ensure business functions are maintained, restored, or augmented as needed to minimize the financial or other impact of business interruptions.

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| Position Reports to: **Operations Section Chief** Command Location:  |
| Position Contact Information: Phone: ( ) - Radio Channel:  |
| Hospital Command Center (HCC): Phone: ( ) - Fax: ( ) -  |
| Position Assigned to: | Date:  **/ /** | Start: \_\_\_\_:\_\_\_\_ hrs. |
| Signature: | Initials: | End: \_\_\_\_:\_\_\_\_ hrs. |
| Position Assigned to: | Date:  **/ /** | Start: \_\_\_\_:\_\_\_\_ hrs. |
| Signature: | Initials: | End: \_\_\_\_:\_\_\_\_ hrs. |
| Position Assigned to: | Date:  **/ /** | Start: \_\_\_\_:\_\_\_\_ hrs. |
| Signature: | Initials: | End: \_\_\_\_:\_\_\_\_ hrs. |

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| **Immediate Response (0 – 2 hours)** | **Time** | **Initial** |
| **Receive appointment** * Obtain briefing from the Operations Section Chief on:
* Size and complexity of incident
* Expectations of the Incident Commander
* Incident objectives
* Involvement of outside agencies, stakeholders, and organizations
* The situation, incident activities, and any special concerns
* Assume the role of Business Continuity Branch Director
* Review this Job Action Sheet
* Put on position identification (e.g., position vest)
* Notify your usual supervisor of your assignment
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| **Assess the operational situation*** Provision of time sensitive data, records, and information (e.g., patient records, contracts, payroll, etc.)
* Intranet and internet capabilities and functionality
* Data and business function recovery operations, including server, computer, application support, and virus removal
* Expansion or relocation of business functions, including server, computer, and application support
* Data access and security
* Access to business interruption insurance, in coordination with the Finance/Administration Section
* Provide information to the Operations Section Chief of the status
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| **Determine the incident objectives, tactics, and assignments** * Document branch objectives, tactics, and assignments on the HICS 204: Assignment List
* Based on the incident objectives for the response period consider the issues and priorities:
* Determine which Business Continuity Branch functions need to be activated:
* IT Systems and Applications Unit
* Service Continuity Unit
* Records Management Unit
* Make assignments, and distribute corresponding Job Action Sheets and position identification
* Determine strategies and how the tactics will be accomplished
* Determine needed resources
* Brief branch personnel on the situation, strategies, and tactics, and designate time for next briefing
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| **Activities*** Participate in the Operations Section planning meeting and incident action planning; obtain and provide key information for operational activities
* Implement branch plans and monitor activities
* Communicate between Hospital Incident Management Team (HIMT) to determine business recovery objectives and timeframes based on recovery capability, risk, and recovery priorities
* In conjunction with the Finance/Administration Section, assess financial implications of interruption; consult legal counsel and the hospital’s business insurance carrier as needed
* Ensure implementation of the hospital’s Business Continuity Plans
* Support department-level recovery operations (e.g., radiology, pharmacy, purchasing, payroll, business office)
* Determine the ability to meet any recovery objectives for all impacted business functions, and develop alternate systems to meet needs
* Ensure a system to access essential business records (e.g., patient medical records, purchasing contracts)
* Assure activation of plans for expansion or relocation to alternate business operation sites as needed, including:
* Occupancy permits
* Contractors for building modifications, communications and information technology (IT) networking, and acquisition and transportation of furniture, equipment, and supplies
* Staffing plan (employees or vendor supplied)
* Building security, housekeeping, and trash removal services
* Assure activation of hospital-wide Information Technology (IT) Support Plan, including:
* Support the Hospital Command Center (HCC) with equipment and software; coordinate with the Logistics Section Information Technology/Information Services (IT/IS) and the Equipment Unit Leader on equipment issues
* Expansion of computer help-desk services
* Vendor agreements to support operations
* Utilization of downtime paperwork, and post event transfer of information from hard copy to computer after system restoration when applicable
* Evaluation of existing applications to include projected needs for additional licenses, password permissions, storage, and hardware to support existing operations as well as those in an alternate location
* Virus removal operations
* Obtain information and updates regularly from the Operations Section Chief
* Maintain current status of all areas
* Inform the Operations Section Chief of activities that have occurred; keep updated with status and utilization of resources and anticipated resource needs
* Monitor and support as needed Infrastructure Branch, and the Logistics Section Information Technology/Information Services (IT/IS) and the Equipment Unit Leader
* Consider development of a branch action plan;submit it to the Operations Section Chief if requested
* Provide regular updates to branch personnel and inform of strategy changes as needed
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| **Documentation*** HICS 204: Document assignments and operational period objectives on Assignment List
* HICS 213: Document all communications on a General Message Form
* HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis
* HICS 251: As directed by the Infrastructure Branch Director, review and document information in appropriate sections of the Facility System Status Report
* HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period
* HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report
* HICS 257: As directed by the Operations Section Chief, use the Resource Accounting Record to track equipment used during the response
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| **Resources** * Determine equipment and supply needs; request from the Logistics Section Supply Unit Leader and report to the Operation Section Chief
* Assess issues and needs in branch areas; coordinate resource management
* Make requests for external assistance, as needed, in coordination with the Liaison Officer
 |  |  |
| **Communication***Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners* |  |  |
| **Safety and security*** Ensure that all branch personnel comply with safety procedures and instructions
* Ensure personal protective equipment (PPE) is available and utilized appropriately
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| **Intermediate Response (2 – 12 hours)** | **Time** | **Initial** |
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| **Activities*** Transfer the Business Continuity Branch Director role, if appropriate
* Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
* Address any health, medical, and safety concerns
* Address political sensitivities, when appropriate
* Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
* Communicate regularly with the Operations Section Chief
* Designate times for briefings and updates with Unit Leaders to develop or update the Business Continuity Plans
* Schedule planning meetings with Unit Leaders to update the action plan and demobilization procedures
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| **Documentation*** HICS 204: Document assignments and operational period objectives on Assignment List
* HICS 213: Document all communications on a General Message Form
* HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis
 |  |  |
| **Resources*** Assess issues and needs in branch areas; coordinate resource management
* Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed
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| **Communication***Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners* |  |  |
| **Safety and security*** Ensure that all branch personnel comply with safety procedures and instructions
* Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques
* Ensure branch personnel health and safety issues are being addressed; report issues to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit
* Ensure personal protective equipment (PPE) is available and utilized appropriately
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| **Extended Response (greater than 12 hours)** | **Time** | **Initial** |
| **Activities*** Transfer the Business Continuity Branch Director role, if appropriate
* Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
* Address any health, medical, and safety concerns
* Address political sensitivities, when appropriate
* Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
* Continue to monitor the ability of the Business Continuity Branch to meet workload demands, personnel health and safety, resource needs, and documentation practices
* Continue to assist in maintaining the HICS 257: Resource Accounting Record to track equipment used during the response
* Conduct regular situation briefings
* Meet with unit leaders to address ongoing issues
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| **Documentation*** HICS 204: Document assignments and operational period objectives on Assignment List
* HICS 213: Document all communications on a General Message Form
* HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis
* HICS 257: As directed by the Operations Section Chief, use the Resource Accounting Record to track equipment used during the response
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| **Resources*** Assess issues and needs in branch areas; coordinate resource management
* Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed
 |  |  |
| **Communication***Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners* |  |  |
| **Safety and security*** Ensure that all branch personnel continue to comply with safety procedures and instructions
* Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit Leader
* Provide for staff rest periods and relief
* Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques
* Ensure personal protective equipment (PPE) is available and utilized appropriately
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| **Demobilization/System Recovery** | **Time** | **Initial** |
| **Activities** * Transfer the Business Continuity Branch Director role, if appropriate
* Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital
* Address any health, medical, and safety concerns
* Address political sensitivities, when appropriate
* Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)
* Ensure the return, retrieval, and restocking of equipment and supplies
* As objectives are met and needs decrease, return branch personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader
* Notify the Operations Section Chief when demobilization and restoration is complete
* Coordinate reimbursement issues with the Finance/Administration Section
* Upon deactivation of your position, brief the Operations Section Chief on current problems, outstanding issues, and follow up requirements
* Debrief branch personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes, as needed
* Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include:
* Review of pertinent position descriptions and operational checklists
* Recommendations for procedure changes
* Accomplishments and issues
* Participate in stress management and after action debriefings
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| **Documentation*** HICS 221: Demobilization Check-Out
* Ensure all documentation is submitted to the Planning Section Documentation Unit
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| **Documents and Tools** |
| * HICS 203 - Organization Assignment List
* HICS 204 - Assignment List
* HICS 213 - General Message Form
* HICS 214 - Activity Log
* HICS 215A - Incident Action Plan (IAP) Safety Analysis
* HICS 221 - Demobilization Check-Out
* HICS 251 - Facility System Status Report
* HICS 252 - Section Personnel Time Sheet
* HICS 256 - Procurement Summary Report
* HICS 257 - Resource Accounting Record
* Hospital Emergency Operations Plan
* Hospital Incident Specific Plans or Annexes
* Business Continuity Plans
* Data Recovery Plan
* Access Control policies and procedures
* Information and Data Security Plan
* Records Management Plan
* Business interruption insurance documentation
* IT Application Support Plan
* Computer with intranet and internet connection
* Hospital schematics, blueprints and maps
* Hospital organization chart
* Hospital telephone directory
* Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication
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