Mission: Organize and coordinate the delivery of emergency care to arriving patients.

Position Reports to: **Medical Care Branch Director**

Command Location: ____________________________

Position Contact Information: Phone: (______) - __________ Radio Channel: ____________________________

Hospital Command Center (HCC): Phone: (______) - __________ Fax: (______) - __________

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<tr>
<th>Position Assigned to:</th>
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Immediate Response (0 – 2 hours)

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**Receive appointment**
- Obtain briefing from the Medical Care Branch Director 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 Casualty Care Unit Leader
- Review this Job Action Sheet
- Put on position identification (e.g., position vest)
- Notify your usual supervisor of your assignment

**Assess the operational situation**
- Determine the status of casualty care areas; assess current capabilities, and project immediate and prolonged capacity to provide casualty care based on current data
- Assess critical issues and treatment needs in casualty care areas
- Ensure establishment of primary and secondary communication capabilities in casualty care areas
- Provide information to the Medical Care Branch Director on the status

**Determine the incident objectives, tactics, and assignments**
- Document unit objectives, tactics, and assignments on the HICS 204: Assignment List
- Based on the incident objectives for the response period consider the issues and priorities:
  - Appoint Casualty Care Unit personnel in collaboration with the Medical Care Branch Director
  - Determine strategies and how the tactics will be accomplished
  - Determine needed resources
- Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing
# CASUALTY CARE UNIT LEADER

## Activities
- Assist with establishment of casualty care areas in additional or new locations, as needed
- Identify patient receiving areas and implement patient triage procedures with designated locations for patients with Immediate, Delayed, Minor, Expired, and Expectant needs
- Assist with establishment of treatment and morgue areas in additional or new locations, if necessary
- Track and document all casualty care patients and their dispositions
- Triage and prioritize patients to receive care
- Provide status updates to the Medical Care Branch Director regularly to discuss the Incident Action Plan (IAP), advising of accomplishments and issues encountered
- Determine staffing needs and place requests with the Medical Care Branch Director
- Consider development of a unit action plan; submit to the Medical Care Branch Director if requested
- Provide regular updates to unit personnel and inform them of strategy changes as needed
- Facilitate patient dispositions to other areas for diagnostics, studies, observation, admission, or transfer

## 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 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 254: Ensure the Disaster Victim/Patient Tracking form is used to document triage, treatment, and disposition of incident victims
- HICS 259: As directed by the Planning Section Patient Tracking Manager, document injuries and deaths on the Hospital Casualty/Fatality Report
- HICS 260: Provide details on the Patient Evacuation Tracking form

## Resources
- Determine equipment and supply needs; request from the Logistics Section Supply Unit Leader and report to the Medical Care Branch Director
- Assess issues and needs in unit areas; coordinate resource management

## Communication
*Insert communications technology, instructions for use and protocols for interface with external partners*

## Safety and security
- Ensure that all unit personnel comply with safety procedures and instructions
- Ensure personal protective equipment (PPE) is available and utilized appropriately
- Determine if communicable disease risk exists; implement appropriate response procedures; collaborate with appropriate Medical-Technical Specialists, if activated
## Intermediate Response (2 – 12 hours)

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<tr>
<td>• Transfer the Casualty Care Unit Leader role, if appropriate&lt;br&gt;   o 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&lt;br&gt;   o Address any health, medical, and safety concerns&lt;br&gt;   o Address political sensitivities, when appropriate&lt;br&gt;   o 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)&lt;br&gt;• Continue coordination of care and disposition of patients&lt;br&gt;• Ensure patient records are documented correctly and collected&lt;br&gt;• Ensure patient care is prioritized effectively if crisis standards of care are enacted&lt;br&gt;• Activate the Mass Fatality Plan, if needed, including:&lt;br&gt;   o Family notification with law enforcement and medical examiner or coroner assistance&lt;br&gt;   o Patient Family Assistance areas&lt;br&gt;   o Safe and respectful storage of remains&lt;br&gt;   o Area security and privacy&lt;br&gt;   o Proper handling of personal effects&lt;br&gt;   o Evidence preservation and chain of custody&lt;br&gt;   o Documentation&lt;br&gt;   o Coordination with medical examiner or coroner&lt;br&gt;• Assess environmental services or housekeeping needs in all casualty care areas&lt;br&gt;• Meet regularly with the Medical Care Branch Director for status reports&lt;br&gt;• Communicate patient status and location information regularly to the Planning Section Patient Tracking Manager&lt;br&gt;• Advise the Medical Care Branch Director immediately of any operational issue you are not able to correct</td>
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<td>• Assess issues and needs in unit areas; coordinate resource management&lt;br&gt;• Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed</td>
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<td>• Ensure that all unit personnel comply with safety procedures and instructions&lt;br&gt;• Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques&lt;br&gt;• Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit&lt;br&gt;• Ensure personal protective equipment (PPE) is available and utilized appropriately</td>
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## Extended Response (greater than 12 hours)

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<td>• Continue casualty care area supervision, including monitoring quality of care, documentation, and safety practices</td>
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<td>• Provide updates to the Medical Care Branch Director and unit personnel</td>
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### Documentation

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### Resources

- Assess issues and needs in unit 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 unit 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

## Demobilization/System Recovery

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**CASUALTY CARE UNIT LEADER**

- 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)
- Assist the Medical Care Branch Director and Unit Leaders with restoring treatment areas and the morgue to normal operations
- Ensure the return, retrieval, and restocking of equipment and supplies
- As objectives are met and needs decrease, return unit 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 Medical Care Branch Director when demobilization and restoration is complete
- Coordinate reimbursement issues with the Finance/Administration Section
- Upon deactivation of your position, brief the Medical Care Branch Director on current problems, outstanding issues, and follow up requirements
- Debrief unit 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

**Documentation**

- HICS 221: Demobilization Check-Out
- Ensure all documentation is submitted to the Planning Section Documentation Unit

**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 252 - Section Personnel Time Sheet
- HICS 254 - Disaster Victim/Patient Tracking
- HICS 259 - Hospital Casualty Fatality Report
- HICS 260 - Patient Evacuation Tracking
- Mass Fatality Plan
- Hospital Emergency Operations Plan
- Hospital Incident Specific Plans or Annexes
- Hospital Surge Plan
- Crisis Standards of Care Guidelines
- Hospital policies and procedures
- Hospital organization chart
- Hospital telephone directory
- Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication