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

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

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| **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**  *Hospital to complete: 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)** | **Time** | **Initial** |
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| **Activities**   * Transfer the Casualty Care Unit Leader 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 coordination of care and disposition of patients * Ensure patient records are documented correctly and collected * Ensure patient care is prioritized effectively if crisis standards of care are enacted * Activate the Mass Fatality Plan, if needed, including: * Family notification with law enforcement and medical examiner or coroner assistance * Patient Family Assistance areas * Safe and respectful storage of remains * Area security and privacy * Proper handling of personal effects * Evidence preservation and chain of custody * Documentation * Coordination with medical examiner or coroner * Assess environmental services or housekeeping needs in all casualty care areas * Meet regularly with the Medical Care Branch Director for status reports * Communicate patient status and location information regularly to the Planning Section Patient Tracking Manager * Advise the Medical Care Branch Director immediately of any operational issue you are not able to correct |  |  |
| **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 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 comply with safety procedures and instructions * Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques * 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 * 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 Casualty Care Unit Leader 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 casualty care area supervision, including monitoring quality of care, documentation, and safety practices * Provide updates to the Medical Care Branch Director and unit personnel |  |  |
| **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 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 |  |  |

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| **Demobilization/System Recovery** | **Time** | **Initial** |
| **Activities**   * Transfer the Casualty Care Unit Leader 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) * 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 |  |  |

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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 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 |