

COMPENSATION/CLAIMS UNIT LEADER

Mission: Responsible for receiving, investigating, and documenting all claims reported to the hospital that are alleged to be the result of an accident or action occurring on hospital property during the incident.

Position Reports to: Finance/Administration 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.

Immediate Response (0 – 2 hours)	Time	Initial
<p>Receive appointment</p> <ul style="list-style-type: none"> • Obtain briefing from the Finance/Administration Section Chief on: <ul style="list-style-type: none"> ○ 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 Compensation/Claims Unit Leader • Review this Job Action Sheet • Put on position identification (e.g., position vest) • Notify your usual supervisor of your assignment 		
<p>Assess the operational situation</p> <ul style="list-style-type: none"> • Obtain information and status from the Finance/Administration Section Chief • Provide information to the Finance/Administration Section Chief on the operational status of the Compensation/Claims Unit 		
<p>Determine unit objectives, tactics, and assignments</p> <ul style="list-style-type: none"> • Based on the unit's objectives for the response period consider the issues and priorities: <ul style="list-style-type: none"> ○ Determine strategies and how the tactics will be accomplished ○ Determine needed resources • Brief unit personnel on situation, strategies, and tactics, and designate time for next briefing 		
<p>Activities</p> <ul style="list-style-type: none"> • Receive, investigate and document claims issued by employees and non-employees; use photographs or video documentation when appropriate • Obtain statements as quickly as possible from all claimants and witnesses 		

COMPENSATION/CLAIMS UNIT LEADER

<ul style="list-style-type: none"> Enlist the assistance of the Safety Officer, Operations Section Security Branch Director, and Logistics Section Employee Health and Well-Being Unit Leader as needed Provide status updates to the Finance/Administration Section Chief regularly to discuss Incident Action Plan (IAP), advising of accomplishments and issues encountered Provide regular updates to unit personnel and inform of strategy changes as needed 		
Documentation <ul style="list-style-type: none"> 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 Time Unit Leader at the completion of a shift or end of each operational period 		
Resources <ul style="list-style-type: none"> Assess issues and needs in unit areas; coordinate resource management Make requests for external assistance, as needed, in coordination with the Logistics Section Supply Unit Leader 		
Communication <i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i>		
Safety and security <ul style="list-style-type: none"> Ensure that all unit personnel comply with safety procedures and instructions 		

Intermediate Response (2 – 12 hours)	Time	Initial
Activities <ul style="list-style-type: none"> Transfer the Compensation/Claims Unit Leader role, if appropriate <ul style="list-style-type: none"> 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) Document claims on hospital risk/loss forms; coordinate with Medical-Technical Specialist: Risk Management, if appropriate Ensure that records required for loss recovery by insurers, government, and other agencies are accurately compiled, maintained, and available Address line of duty injury/death compensation questions from family members of personnel Meet regularly with the Finance/Administration Section Chief for status reports Advise the Finance/Administration Section Chief immediately of any operational issue you are not able to correct Maintain a log of all purchases related to the incident on HICS 256: Procurement Summary Report, and forward to the Procurement Unit Leader every eight hours or as requested 		

COMPENSATION/CLAIMS UNIT LEADER

<p>Documentation</p> <ul style="list-style-type: none"> • 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 Time Unit Leader at the completion of a shift or end of each operational period • HICS 256: Log all purchases on Procurement Summary Report 		
<p>Resources</p> <ul style="list-style-type: none"> • Assess issues and needs in unit areas; coordinate resource management • Make requests for external assistance, as needed, in coordination with the Logistics Section Supply Unit Leader 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> • 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 		

Extended Response (greater than 12 hours)	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Compensation/Claims Unit Leader role, if appropriate <ul style="list-style-type: none"> ○ 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) • Report any cost incurred as a result of a claim to the Cost Unit Leader as soon as possible • Prepare a summary of all claims reported during the incident every eight hours or as requested 		
<p>Documentation</p> <ul style="list-style-type: none"> • 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 Time Unit Leader at the completion of a shift or end of each operational period 		

COMPENSATION/CLAIMS UNIT LEADER

<p>Resources</p> <ul style="list-style-type: none"> • Assess issues and needs in unit areas; coordinate resource management • Determine equipment and supply needs; request them from the Logistics Section Supply Unit Leader 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> • 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 your physical readiness through proper nutrition, water intake, rest, and stress management techniques 		

Demobilization/System Recovery	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Compensation/Claims Unit Leader role, if appropriate <ul style="list-style-type: none"> ○ 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) • 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 • Assist coordination of resupply, ordering and restocking of equipment • Notify the Finance/Administration Section Chief when clean-up and restoration is complete • Upon deactivation of your position, brief the Finance/Administration Section Chief 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: <ul style="list-style-type: none"> ○ Review of pertinent position descriptions and operational checklists ○ Recommendations for procedure changes ○ Accomplishments and issues • Participate in stress management and after action debriefings 		
<p>Documentation</p> <ul style="list-style-type: none"> • HICS 221: Demobilization Check-Out • Compile final claims reports and submit to the Finance/Administration Section Chief • Ensure all documentation is submitted to the Planning Section Documentation Unit 		

COMPENSATION/CLAIMS UNIT LEADER

Documents/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 256 - Procurement Summary Report
- Standard claims protocols and procedures
- Line of Duty Death Procedure
- Workman's Compensation Policy
- Union contracts if applicable
- Hospital financial data forms
- FEMA reimbursement guidance and forms
- State and Department of Homeland Security reimbursement forms
- Hospital Emergency Operations Plan
- Incident Specific Plans or Annexes
- Hospital organization chart
- Hospital telephone directory
- Insurer information
- Relevant government protocols
- Claims log form
- Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication