**Mission:** Ensure the provision of logistical, psychological, and medical support of staff and their dependents.

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| Position Reports to: **Support 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 Support 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 Employee Health and Well-Being Unit Leader
* 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*** Obtain critical information from the Operations Section Chief, Staging Manager, and Branch Directors to assess critical issues and resource needs for employees and volunteers
* Provide information to the Support Branch Director on the operational situation of the Employee Health and Well-Being Unit
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| **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 Employee Health and Well-Being Unit personnel in collaboration with the Support 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 a time for the next briefing
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| **Activities*** Ensure injured staff and volunteers receive care as needed
* Project potential injury and illness impacts with the Operations Section Medical Care Branch Director
* Develop a medical care plan for staff, assign staff, levels of care, and identify needed personnel and resources
* Document plan on HICS 206: Staff Medical Plan and submit to the Support Branch Director for approval and incorporation into the Incident Action Plan (IAP)
* Coordinate claims with the Finance/Administration Section Compensation/Claims Unit
* Track and trend staff illness and absenteeism; in coordination with the Operations Section Medical Care Branch Director implement additional intervention plans to address identified issues
* Institute monitoring programs for staff exposed to biological, chemical, or radioactive agents
* Implement behavioral health services for employees and volunteers as needed:
* Determine strategies to address issues created by extended work hours, family separation, injuries and illness exposures, and frequent poor patient outcomes
* Ensure that there is a process to refer personnel to needed resources (e.g., Employee Assistance Programs, faith based services, counseling)
* Work with the Operations Section Behavioral Health Unit to assign therapists to strategic locations (e.g., cafeteria, staff lounges, emergency department) to provide easy access for staff
* Ensure line-of-duty death procedures are implemented as appropriate and according to the Hospital Fatality Management Plan
* Ensure behavioral health services and staff are available for the Hospital Incident Management Team (HIMT)
* Implement Staff Prophylaxis Plan if indicated:
* Augment unit staffing to provide services; request supplementation from the Labor Pool and Credentialing Unit Leader
* Prepare Point of Dispensing (POD) location as per staff prophylaxis procedures
* Determine medication, dosage, and quantity with the Operations Section Medical Care Branch Director
* With the Operations Section Medical Care Branch Director and the appropriate Medical-Technical Specialist, recommend to the Incident Commander the priority of staff to receive medication or immunization
* Acquire and distribute medication from the pharmacy, a vendor, or local public health
* Prepare documentation related to medication administration
* Provide educational materials for distribution
* Track the side effects and efficacy
* Obtain information and updates regularly from other Support Branch Units
* Maintain current status of all Employee Health and Well-Being Unit areas
* Inform the Support Branch Director of activities that have occurred; keep updated with status and utilization of resources and anticipated resource needs
* Consider development of a unit action plan; submit to the Support Branch Director if requested
* Consider use of outside contract personnel and equipment as needed; coordinate with the Service and Support Branch Directors
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| **Documentation*** HICS 204: Document assignments and operational period objectives on Assignment List
* HICS 206: Initiate Staff Medical Plan
* 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 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 Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response
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| **Resources*** Assess issues and needs in unit areas; coordinate resource management
* Ensure equipment, supplies, and personal protective equipment (PPE) are available 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 unit personnel comply with safety procedures and instructions
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| **Intermediate Response (2 – 12 hours)** | **Time** | **Initial** |
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| **Activities*** Transfer Employee Health and Well-Being 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 to monitor the ability of the Employee Health and Well-Being Unit to meet workload demands, personnel health and safety, resource needs, and documentation practices
* Continue to monitor the success and need for Point of Dispensing (POD) operation
* Ensure unit personnel participate in behavioral health monitoring programs
* Meet regularly with the Support Branch Director for status reports
* Advise the Support Branch Director immediately of any operational issue you are not able to correct
* Designate times for briefings and updates with the Employee Health and Well-Being Unit personnel to develop or update the unit action plan and demobilization procedures
* Ensure that Employee Health and Well-Being Unit staffing and supply issues are addressed
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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 Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response
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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
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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 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 coordinate resolution
* Ensure personal protective equipment (PPE) is available and utilized appropriately
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| **Extended Response (greater than 12 hours)**  | **Time** | **Initial** |
| **Activities*** Transfer Employee Health and Well-Being 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 to monitor unit personnel's ability to meet workload demands, resource needs, and documentation practices
* Continue to monitor the success and need for Point of Dispensing (POD) operation
* Submit requested documentation to local health department
* Provide updates to the Support Branch Director
* Meet with unit personnel 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 Logistics Section Chief, use the Resource Accounting Record to track equipment used during the response
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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
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| **Communication***Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners* |  |  |

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| **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 coordinate resolution
* 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 Employee Health and Well-Being 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)
* Restore Point of Dispensing (POD) location to normal operating mode
* Repair, return, or replace POD used materials
* Coordinate medication return and documentation submission with local health department
* Ensure staff with ongoing physical or behavioral health problems receive needed care and that required documentation is prepared and sent to the Finance/Administration Section Compensation/Claims Unit Leader
* Submit final POD data and report to local health department
* 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 Support Branch Director when demobilization and restoration is complete
* Coordinate reimbursement issues with the Finance/Administration Section
* Upon deactivation of your position, brief the Support 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
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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 206 - Staff Medical Plan
* 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
* HICS 257 - Resource Accounting Record
* Hospital Emergency Operations Plan
* Hospital Incident Specific Plans or Annexes
* Hospital organization chart
* Behavioral Health Support Plan
* Line-of-duty death procedures
* Hospital Fatality Management Plan
* Mass Vaccination and Prophylaxis Plan
* Staff prophylaxis procedures or Point of Dispensing (POD) Plan for Employees
* Supply, equipment, and personnel vendor directories and support agreements
* Hospital telephone directory
* Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication
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