**Mission:** Function as the incident contact person in the Hospital Command Center for representatives from other agencies.

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| Position Reports to: **Incident Commander** 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 Incident Commander 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 Liaison Officer
* 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*** Establish contact with local, county, and state emergency organization agencies as appropriate to ascertain current status, contacts, and message routing
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| **Determine the incident objectives, tactics, and assignments** * Determine response objectives, tactics, assignments, and if supporting staff are assigned, document on HICS 204 - Assignment List
* Brief liaison team members, if assigned, on current situation, incident objectives and their assignments
* Develop response strategy and tactics; outline action plan
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| **Activities*** Obtain initial status and information from the Planning Section Chief to provide surge capacity status; provide an update to external stakeholders and agencies
* Establish communication for information sharing with other hospitals and local agencies (e.g., emergency medical services, fire, law, public health, and emergency management)
* Respond to information and or resource inquiries from other hospitals and response agencies and organizations
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| **Documentation*** HICS 204: Appoint liaison team members, if assigned, and complete the 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
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| **Resources** * Consider the need to deploy a liaison representative to the local public health or emergency management Emergency Operations Center (EOC); if warranted, make a recommendation to the Incident Commander
* Request one or more recorders as needed from the Logistics Section Labor Pool and Credentialing Unit Leader, if activated, to perform all necessary documentation
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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 your physical readiness through proper nutrition, water intake, rest, and stress management techniques
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| **Intermediate Response (2 – 12 hours)** | **Time** | **Initial** |
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| **Activities*** Transfer the Liaison Officer 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)
* Attend all briefings and Incident Action Planning meetings to gather and share incident and hospital information
* Provide information on local hospitals, community response activities, and Liaison goals to the Incident Action Plan (IAP)
* Report to appropriate authorities the following minimum data on HICS 259: Hospital Casualty/Fatality Report:
* Number of casualties received and types of injuries treated
* Current patient capacity and census
* Number of patients admitted, discharged home, or transferred to other hospitals
* Number deceased
* Individual casualty data: name or physical description, sex, age, address, seriousness of injury or condition
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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 actions, decisions, and information received on Activity Log
* HICS 259: Report data from the Hospital Casualty/Fatality Report
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| **Resources*** Consider the need to deploy a liaison representative to the local public health or emergency management Emergency Operations Center (EOC); if warranted, make a recommendation to the Incident Commander
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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 your physical readiness through proper nutrition, water intake, rest, and stress management techniques
* Observe all staff and volunteers for signs of stress and inappropriate behavior; report issues to the Safety Officer and Logistics Section Employee Health and Well-Being Unit
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| **Extended Response (greater than 12 hours)** | **Time** | **Initial** |
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| **Activities*** Transfer the Liaison Officer 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)
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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 259: Report updated data on the Hospital Casualty/Fatality Report
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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 your physical readiness through proper nutrition, water intake, rest, and stress management techniques
* 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
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| **Demobilization/System Recovery** | **Time** | **Initial** |
| **Activities** * Transfer the Liaison Officer 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)
* As objectives are met and needs decrease, return liaison team to their usual roles
* Coordinate the release of patient information to external agencies with the Public Information Officer
* Upon deactivation of your position, brief the Incident Commander on outstanding issues, and follow up requirements
* Submit comments to the Planning Section for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include:
	+ Review of pertinent position activities 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 Planning Section Documentation Unit
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| **Documents and Tools** |
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| * Incident Action Plan
* HICS 203 - Organization Assignment List
* HICS 204 - Assignment List
* HICS 205A - Communications List
* HICS 213 - General Message Form
* HICS 214 - Activity Log
* HICS 221 - Demobilization Check-Out
* HICS 252 - Section Personnel Timesheet
* HICS 259 - Hospital Casualty/Fatality Report
* Hospital Emergency Operations Plan
* Incident Specific Plans or Annexes
* Hospital policies and procedures
* Hospital organization chart
* Hospital telephone directory
* Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication
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