OUTPATIENT UNIT LEADER

Mission: Organize and manage the delivery of outpatient services to meet the needs of existing patients and those that are incident related.

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

Command Location: ____________________________

Position Contact Information: Phone: (____) - ________ Radio Channel: ____________________________

Hospital Command Center (HCC): Phone: (____) - ________ Fax: (____) - ________

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

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 Outpatient 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 outpatient care areas
  - Assess current capabilities and project immediate and prolonged capacities to provide outpatient services based on current data
  - Assess critical issues and treatment needs in outpatient care areas
  - Consider the impact transportation disruption may have on scheduled patient appointments
- 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 Outpatient 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
### OUTPATIENT UNIT LEADER

#### Activities
- Monitor transportation situations that impact scheduled outpatient appointments
- Consider the ability of outpatient areas to operate under current conditions (e.g., environmental, power or water outage, computer failure, etc.)
- Track and document all outpatient service admissions and dispositions; provide data to the Planning Section Patient Tracking Manager
- Triage and prioritize patients to receive care
- Provide discharged patients with verbal and written follow up instructions including physician follow up and rescheduled appointments
- Provide status updates to the Medical Care Branch Director regularly to discuss Incident Action Plan (IAP), advising of accomplishments and issues encountered
- 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

#### 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 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)

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<tr>
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<td>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</td>
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<td>o Address any health, medical, and safety concerns</td>
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### OUTPATIENT UNIT LEADER

- Continue to monitor environmental, transportation, and utility impacts on operations
- Continue coordination of care and disposition of patients
- Ensure patient records are correctly documented and collected
- Ensure patient care is prioritized effectively if crisis standards of care are enacted
- Assess environmental services or housekeeping needs in all outpatient care areas
- Meet regularly with the Medical Care Branch Director for status reports
- 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

### Extended Response (greater than 12 hours)

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<td>Continue to monitor environmental, transportation, and utility impacts on operations</td>
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<td>Monitor hospital or local pharmacy’s ability to fill prescriptions</td>
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<td>Continue outpatient care 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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### OUTPATIENT UNIT LEADER

- 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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<td>Ensure the return, retrieval, and restocking of equipment and supplies</td>
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<td>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</td>
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<td>Notify the Medical Care Branch Director when demobilization and restoration is complete</td>
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<td>Coordinate reimbursement issues with the Finance/Administration Section</td>
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<td>Upon deactivation of your position, brief the Medical Care Branch Director on current problems, outstanding issues, and follow up requirements</td>
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<td>Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed</td>
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<td>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:</td>
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<td>o Review of pertinent position descriptions and operational checklists</td>
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<td>o Recommendations for procedure changes</td>
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<td>o Accomplishments and issues</td>
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<td>Participate in stress management and after action debriefings</td>
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### 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 260 - Patient Evacuation Tracking
- 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