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

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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 Outpatient 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*** 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
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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 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
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| **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
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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 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
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| **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
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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 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
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| **Intermediate Response (2 – 12 hours)** | **Time** | **Initial** |
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| **Activities*** Transfer the Outpatient 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 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
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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
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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 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 Outpatient 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 environmental, transportation, and utility impacts on operations
* Monitor hospital or local pharmacy’s ability to fill prescriptions
* Continue outpatient care supervision, including monitoring quality of care, documentation, and safety practices
* Provide updates to the Medical Care Branch Director and unit personnel
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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
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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 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 Outpatient 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)
* 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
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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 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
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