

# Hospital Incident Command System







https://www.calhospitalprepare.org/post/center-hics



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# Objectives

- 1. Describe roles, responsibilities and command considerations for:
  - > Incident Commander & Command Staff
  - > Operations Section
  - > Planning Section
  - > Logistics Section
  - > Finance and Administration Section
- 2. Describe the Incident Planning Process
- 3. Describe use of HICS Forms & Incident Action Plan Responsibilities
- 4. Describe function and design of Job-Action-Sheets (JAS)
- 5. Describe purpose and use of *Incident Planning Guides and Incident Response Guides (IRG)*

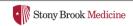


# Lesson #1

#### **HICS Overview**

Describe roles and responsibilities:

- >Incident Commander & Command Staff
- **≻Operations Section**
- **≻Planning Section**
- **≻Logistics Section**
- >Finance/Administration Section

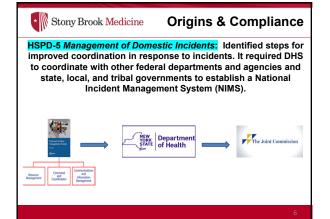


## **HICS Overview**

Assists in management, planning, response, and recovery for unplanned and planned events.

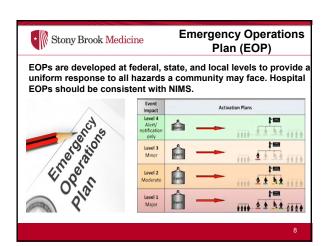
Consistent with ICS and the National Incident Management System (NIMS) principles

- ✓ Logical management structure
- ✓ Defined responsibilities
- √ Clear reporting channels
- ✓ Common nomenclature
- √ Common Operating Picture



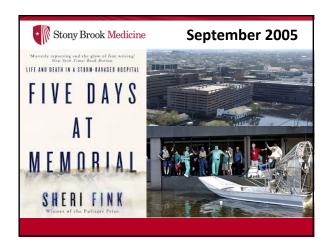
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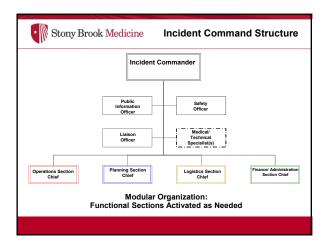














Integration with Unified Command

When no one jurisdiction, agency, or organization has primary authority and/or the resources to manage an incident on its own, Unified Command may be established. There is no one "Commander." The Unified Command can allocate resources regardless of ownership or location.

This illustration shows multiple responsible agencies managing an incident together under a Unified Command.



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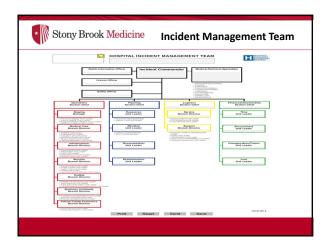


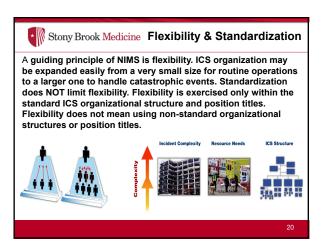
Integration with Healthcare Systems

Corporate member hospitals must also coordinate their planning and response activities with the appropriate administrative section(s) of the parent organization

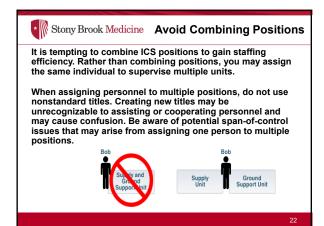


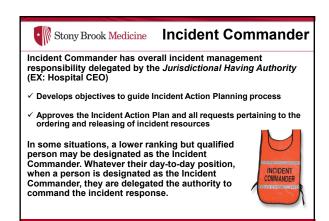
- Done before the incident
- During the incident
- After the incident

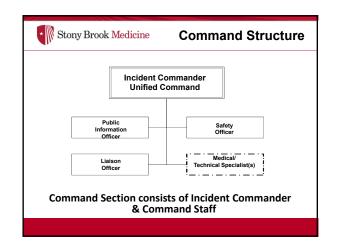




| Stony Brook Medicine |  |  |
|----------------------|--|--|
| Title                | Support Position   |  |
| Incident Commander   | Deputy   |  |
| Officer              | Assistant  |  |
| Chief                | Deputy   |  |
| Director             | Deputy   |  |
| Supervisor           | N/A  |  |
| Unit Leader          | Manager  |  |
| Leader               | Single Resource Boss   |  |
|                      | Title Incident Commander Officer Chief Director Supervisor Unit Leader |  |







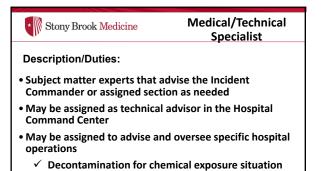
| Stony Brook Medicine Public Information Officer   |
|---|
| Description/Duties:   |
| <ul> <li>Communicate with internal &amp; external stakeholders:         <ul> <li>✓ Staff</li> <li>✓ Patients, visitors and family</li> <li>✓ Media</li> </ul> </li> <li>Determine information to be released</li> </ul> |
| <ul> <li>Collaborate with local community officials (Joint<br/>Information Center) for consistent content</li> </ul>  |
| Obtains Incident Commander approval on messages   |
| Reports to: Incident Commander  |
|   |
|   |
| Stony Brook Medicine Safety Officer   |

# Stony Brook Medicine

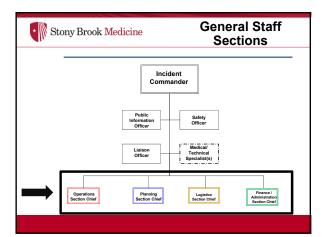
- **Description/Duties:**
- Ensure safety of staff, patients and visitors • Monitor and have authority over the safety of rescue operations and hazardous conditions
- Determine safety risks
- Initiate corrective/protective actions
- Completes the HICS Form 215A, Incident Action Plan Safety Analysis

Reports to: Incident Commander

| Stony Brook Medicine   | Liaison Officer            |
|--|----------------------------|
| Description/Duties:  |                            |
| Contact to external supporting                               | gagencies and organization |
| Make facility requests for assistant                         | stance and resources       |
| <ul> <li>Provides Situation Reports (Sit partners</li> </ul> | Rep) to government         |
| Reports to:  | Incident Commander         |



Reports to: Incident Commander

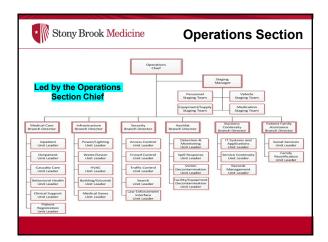


# Stony Brook Medicine

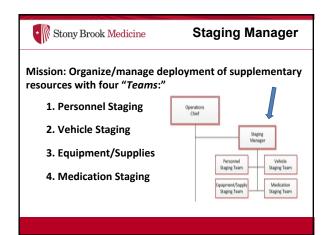
**Operations Section** 

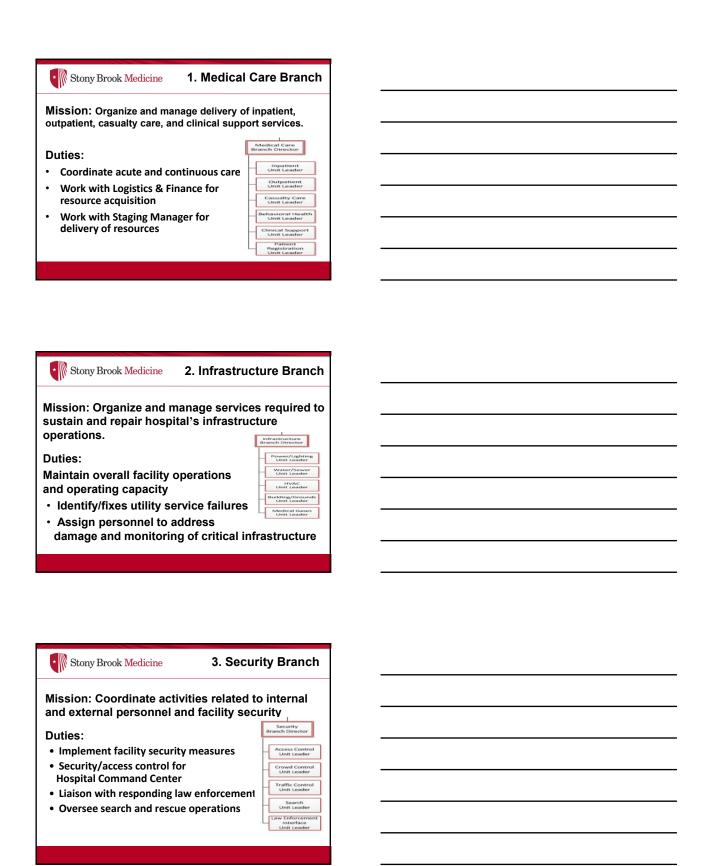
Mission: Manage all tactical operations, directs all tactical resources, develops and conducts all response activities supporting accomplishment of incident objectives.

- Led by the Operations Section Chief
- Has direct involvement in preparation of Incident Action Plan
- Operations Section Chief may have a Deputy











#### 4. HazMat Branch

Mission: Direct hazardous material incident responses:

- · Technical and emergency decontamination
- · Facility and equipment decontamination

#### **Duties:**

- Oversee hazmat event
- · Decontamination of victims, staff, facility
- · Safe and appropriate use of PPE
- · Clean up operations
- Collaborates w/ Medical Care Branch Director



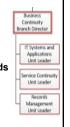


# 5. Business Continuity Branch

Mission: Ensure business functions maintained, restored or augmented as needed.

#### **Duties:**

- Facilitate acquisition and access to essential recovery resources, including business records
- Coordinate IT services with Logistics Section
- Assist Branches and impacted areas to restore normal operations





#### 6. Patient Family Assistance Branch

Mission: Organize and manage assistance for patient family needs, including communication, lodging, food, health care, spiritual, and emotional needs.

#### Outies:

- · Ensure patient family assistance resources
- Coordinate community resources requests
- · Reunification, Social Service, Spiritual needs
- Communication with law, government and non-governmental agencies, and media through the Liaison Officer and Public Information Officer

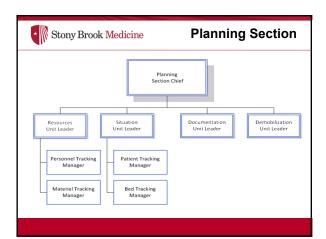




# **Planning Section**

Mission: Collect, evaluate, and disseminate incident action information and intelligence to Incident Commander.

- Led by the Planning Section Chief
- Prepare status report
- Develop the Incident Action Plan

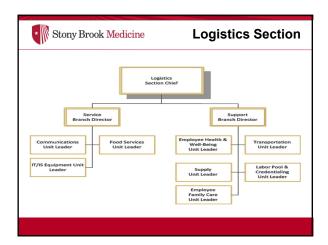


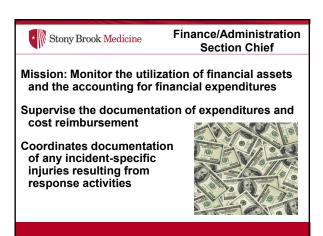


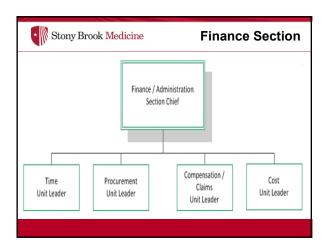
**Logistics Section** 

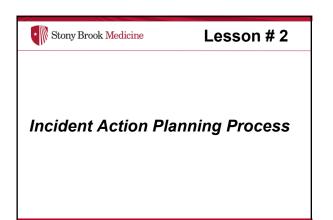
Mission: Organize/direct maintenance of the physical environment – providing human resources, material, and services.

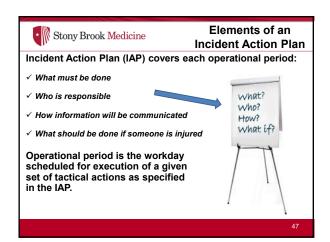
- Led by Logistics Section Chief
- Provides support (stuff) to other sections
- Acquires resources from internal/external sources
- Through Liaison, links to local EOCs for resource requests

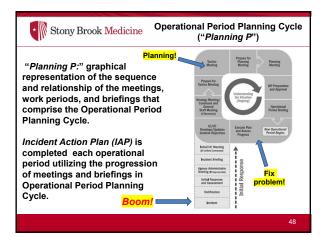


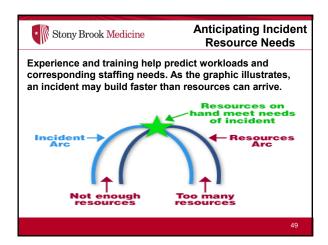


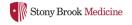












# Hospital Incident Action Planning

- 1. Assess the Situation
- 2. Determine Safety Priorities and Incident Objectives
- 3. Set the Operational Period
- 4. Determine Branch/Section Objectives
- 5. Determine Strategies and Tactics
- 6. Determine Needed Resources
- 7. Issue Assignments
- 8. Implement Actions
- 9. Reassess and Adjust Plans



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## **#1 Assess Situation**

## **Incident Commander conducts initial assessment:**

- Type, location, magnitude, possible duration
- On-going hazards and safety concerns
- Establishes Hospital Command Center activation level
- Determine initial priorities based on:
  - 1 Life saving
  - 2 Incident stabilization
  - 3 Property preservation

| * Stony Brook Medicin   |
|---|
| 1. Incident Objectives Broad organizational ob not change during respo operational period. Exar > "Provide adequate co > "Provide for the safet |
| 2. Section & Branch  Documented on the  "Ensure all critical ed within 1 hour."   |
|   |

# 2 Determine two types of **Objectives** 

jectives that are foundational and do onse and recovery; not limited to an nples:

- are to all incident patients"
- ty of hospital personnel"
- -specific Objectives:
- 204(s) Assignment List
- quipment plugged into red outlets

| Stony Brook Medicine | # |
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# 2 Determine Priorities and **Objectives (Continued)** 

## Safety Officer identifies safety priorities

• Document hazards and potential hazards, along with mitigation activities on the 215A

## **Examples:**

- Hazard: Smoke from nearby wildfire
- Mitigation: Close outside air intake valves
- Assigned Personnel: Infrastructure Branch Director



## Operational Period (OP):

- The time period scheduled for execution of tactical actions in the Incident Action Plan
- Set by the Incident Commander

# OP usually set in hours

- Does not have to conform to shift times
- Can be long or short, depending on intensity of incident

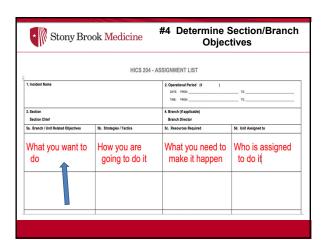
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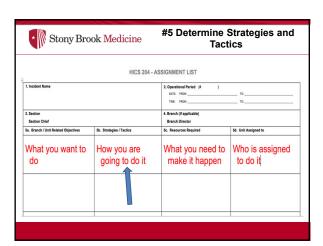
# #4 Determine Section/Branch Objectives

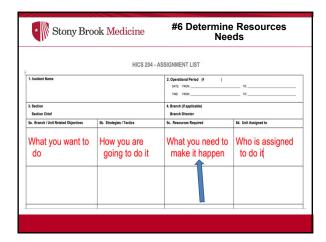
## **Individual Section/Branch Objectives**

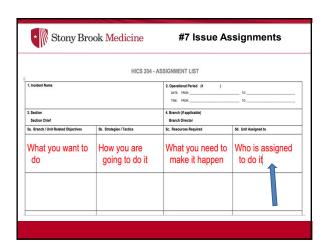
- Steps to take during that Operational Period
- Should be tangible and measurable
- Documented on HICS 204 Assignment List
- There can be multiple HICS 204 forms one for each Section and Branch

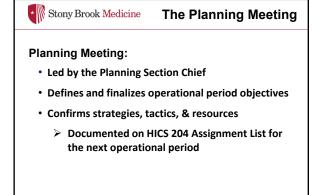
Documented in 5A of HICS 204 form











| Stony Brook Medicine Planning Meeting  |
|--|
|  |
| Planning Meeting is conducted after:   |
| <ul> <li>Incident Commander provided incident briefing and</li> </ul>  |
| determined the Incident Objectives and identified<br>the Operational Period (HICS 201)   |
| the operational relies (thes 201)  |
| <ul> <li>Sections have met to discuss their response prioritie<br/>and identified Section/Branch objectives (HICS 204s)</li> </ul> |
| and identified Section/ Branch Objectives (Files 2045)   |
|  |
|  |
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|  |
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|  |
| Stony Brook Medicine Planning Meeting  |
|  |
| At the end of the Planning Meeting:  |
| <ul> <li>The Section Chiefs submit completed HICS Form 204<br/>Assignment List to the Planning Chief</li> </ul>                    |
| The Safety Officer submits completed HICS Form   |
| 215A Incident Action Plan Safety Analysis to the   |
| Planning Chief   |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
| Stony Brook Medicine #8 Implement Actions  |
| "8 Implement Actions   |
| Direct monitor and avaluate recommen   |
| Direct, monitor and evaluate response:  • Constant monitoring of strategies and tactics  |
| Assess the Branch/Section Objectives   |
| ✓ Are the objectives being achieved? ✓ Is the strategy/tactics safe?   |
| ✓ Is the strategy/tactics effective?   |
| Evaluation is an ongoing process throughout  |
| response and recovery.   |

| Stony Brook Medicine  | #9 Evaluate and<br>Revise Plans |
|---|---------------------------------|
| Conduct a current situation   |                                 |
| ✓ Update situation/incide<br>✓ Assess the impact on the<br>✓ Length and duration of i | nt information<br>c hospital    |
| <ul> <li>✓ Resource availability</li> <li>Assess the Incident Objecti</li> </ul>      |                                 |
| <ul> <li>Assure objectives achieved</li> </ul>  | in a safe and timely manner     |
| <ul> <li>Revise objectives, strategies<br/>needs for the upcoming op</li> </ul>       |                                 |
|   |                                 |
|   |                                 |
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|   |                                 |
| Stony Brook Medicine  | Lesson # 2                      |
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| Questi  | OHS?                            |
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| * Stony Brook Medicine  | Lesson # 3                      |
| <b>■</b> 1/2  |                                 |
|   |                                 |
| HICS / IC   | S Forms                         |
| &   |                                 |
| Incident Action Pla   | n Resnonsihilities              |
| miciuent Action Pla   | n kesponsibilities              |

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## Importance of **HICS Forms**

- Provides the documents needed for an Incident **Action Plan**
- Serve as foundation for corrective action
- Ensure consistency and compliance with regulatory guidelines
- Complies with documentation for FEMA reimbursement

# Stony Brook Medicine

# **HICS Forms**

| No.    | Name                                 | Responsible                        |  |
|--------|--------------------------------------|------------------------------------|--|
| 200    | Incident Action Plan Cover Sheet     | Planning Section Chief             |  |
| 201    | Incident Briefing                    | Incident Commander                 |  |
| 202    | Incident Objectives                  | Section Chiefs                     |  |
| 203    | Organizational Assignment List       | Resource Unit Leader               |  |
| 204    | Assignment List                      | Branch Directors                   |  |
| 205    | Communications Log                   | Communications Unit Leader         |  |
| 206    | Staff Medical Plan                   | Support Branch Director            |  |
| 207    | Organization Chart                   | Incident Commander                 |  |
| 213    | Incident Message Form                | All Positions                      |  |
| 214    | Operational Log                      | All HIMT Staff                     |  |
| 215a   | Incident Action Plan Safety Analysis | Safety Officer                     |  |
| IAP QS | IAP QuickStart                       | Incident Commander and<br>Planning |  |

# Stony Brook Medicine

# **HICS Forms**

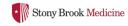
| No. | Name                                | Responsible  |
|-----|-------------------------------------|--|
| 221 | Demobilization Check-Out            | Demobilization Unit Leader   |
| 251 | Facility System Status Report       | Infrastructure Branch Director   |
| 252 | Section Personnel Time Sheet        | Section Chiefs   |
| 253 | Volunteer Staff Registration        | Labor Pool and Credentialing Unit<br>Leader                                |
| 254 | Disaster Victim / Patient Tracking  | Patient Tracking Manager   |
| 255 | Master Patient Evacuation Tracking  | Patient Tracking Manager   |
| 256 | Procurement Summary Report          | Procurement Unit Leader  |
| 257 | Resource Accounting Record          | Section Chiefs   |
| 258 | Hospital Resource Directory         | Resource Unit Leader   |
| 259 | Hospital Casualty / Fatality Report | Patient Tracking Manager   |
| 260 | Patient Evacuation Tracking Form    | Inpatient Unit Leader Outpatient Unit<br>Leader, Casualty Care Unit Leader |



# Incident Action Plan Responsibilities

## **Incident Commander**

- Develops the Incident Briefing (HICS 201)
- Provides overall Incident Objectives
- Sets the Operational Period
- Develops major strategies (priorities)
- Activates Hospital Incident Management Team
- · Establishes policy for resource orders
- Approves initial actions and the Incident Action Plan



# Incident Action Plan Responsibilities

## Safety Officer

- Develops the Safety Plan (HICS 215A)
- Advises the Incident Commander and Section Chiefs on safety issues and measures
- Oversees the safety of operations and tactics
- Has responsibility and authority to halt response activities based on safety concerns



# Incident Action Plan Responsibilities

## **Operations Section Chief**

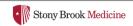
- Determines Section/Branch objectives, strategies and tactics, resource requirements and issues assignments (HICS 204)
- Advises Incident Commander of activated Operations positions and work assignments
- Communicates needs with Logistics



## Incident Action Plan Responsibilities

## **Planning Section Chief**

- Completes HICS 202 Incident Objectives
- Prepares for the Planning Meetings
  - ✓ Gathers information for the Incident Action Plan (HICS 201, 202, 203, 204s and 215A)
  - ✓ Develops demobilization plans
- Conducts the Planning Meeting
- Coordinates and submits the Incident Action Plan to the Incident Commander for approval
- Disseminates the Incident Action Plan



# Incident Action Plan Responsibilities

#### **Logistics Section Chief**

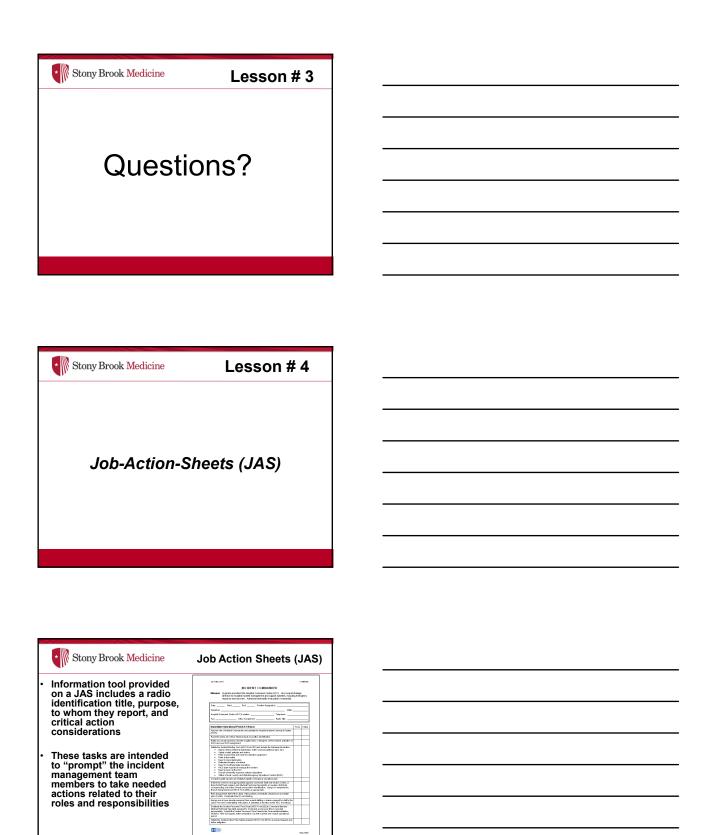
- Determines Section/Branch objectives, strategies and tactics, resources and issues assignments (HICS 204)
- Activates Logistics positions and advises Incident Commander of work assignments
- Communicates with Operations and Finance
- Ensures resources to support Incident Action Plan
  - ✓ Communications Plans
  - √ Transportation Plans



# Incident Action Plan Responsibilities

#### Finance/Administration Section Chief

- Determines Section/Branch objectives, strategies and tactics, resource requirements and issues assignments (HICS 204)
- Tracks personnel and materiel costs and provides cost implications of the Incident Objectives
- Ensures Incident Action Plan is within cost limitations





Position Assigned to:

Stony Brook Medicine Job Action Sheets (JAS)

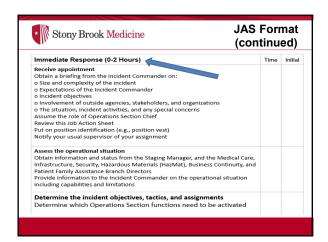
Series of action steps to "prompt" team members to take needed actions related to their roles and responsibilities. One for each position:

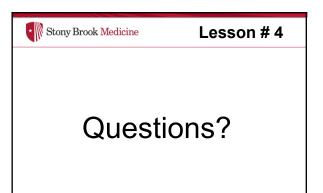
- · Includes title, mission/function and duties
- Can be adjusted to meet hospital needs
- · Refers to supporting HICS forms for the position

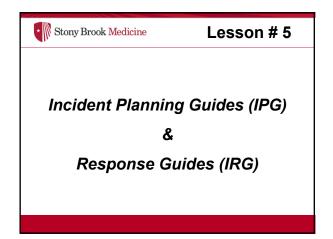
#### Stony Brook Medicine **JAS Format Operations Section Chief** Mission: Develop and implement strategies and tactics to carry out the objectives established by the Incident Commander. Organize, assign, and supervise the resources of the Stagling Area, the Medical Care, Infrastructure, Security, Hazardous Materials (HazMat), Business Continuity, and Patient Family Assistance Branches. Position Reports to: Incident Commander Command Location: Position Contact Information: Phone: (\_\_\_ Hospital Command Center (HCC): Phone: (\_\_\_\_) Position Assigned to: Date: / Start: Signature: Initials: End: Position Assigned to: Date: Start: Signature: Initials End: hrs.

Date:

| Stony Brook Me    | dicine JAS Format  |
|-------------------|--|
|                   | provides position action steps &<br>response time periods: |
| Immediate         | 0 – 2 hours  |
| Intermediate      | 2 – 12 hours   |
| Extended          | Beyond 12 hours  |
| Demobilization/Sy | stem Recovery  |





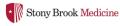


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# **IPGs & IRGs**

There are 16- Scenario Incident Planning and Response Guides to assist in planning and training:

- 1. Active Shooter
- 2. Chemical Incident
- 3. Earthquake
- 4. Evacuation, Shelter-in-Place, and Hospital Abandonment
- 5. Explosive Incident
- 6. Hostage or Barricade Incident
- 7. Infectious Disease



# Scenarios

- 8. Information Technology (IT) Failure
- 9. Mass Casualty Incident
- 10. Missing Person
- 11. Radiation Incident
- 12. Severe Weather with Warning
- 13. Staff Shortage
- 14. Tornado
- 15. Utility Failure
- 16. Wildland Fire

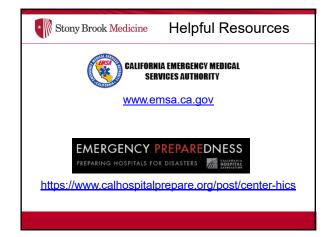


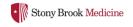
# Incident Planning Guides

Incident Planning Guides assist hospitals with evaluating existing plans or writing needed plans

- They address 16 scenarios
- They are intended to identify actions or strategies to prepare for identified hazards
- Assess current plans and identify gaps
- Develop event-specific response guides

| Stony Brook Medicine                                       | Incident Response<br>Guides        |
|--|------------------------------------|
| Provides Incident Specific:                                |                                    |
| • Directions   |                                    |
| • Incident Objectives                                      |                                    |
| Management tasks by fu                                     | unction and timeframes             |
| Sample Hospital Incident                                   |                                    |
|  |                                    |
| Should compliment:   |                                    |
| Emergency Operations P                                     | Plan and Job Action Sheets         |
|  |                                    |
|  |                                    |
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|  |                                    |
|  |                                    |
|  |                                    |
| Stony Brook Medicine                                       | Section Review                     |
|  |                                    |
| Incident Planning Guides & Ir                              | ncident Response Guides:           |
| -  | assist with planning, training and |
| response/recovery  | assist with planning, training and |
| Assist in meeting regulatory in                            | requirements                       |
| Guide Command and Genera                                   | al Staff with decision-making and  |
| actions  | · ·                                |
| <ul> <li>Should be consistent with the<br/>Plan</li> </ul> | e hospital Emergency Operations    |
| Do not replace the Job Action                              | n Shoots                           |
| - Do not replace the Job Action                            | i Sirects                          |
|  |                                    |
|  |                                    |
|  |                                    |
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|  |                                    |
|  |                                    |
| Stony Brook Medicine                                       | Lesson # 5                         |
|  | Lesson # 5                         |
|  |                                    |
|  |                                    |
|  |                                    |
|  |                                    |
| Quest  | tions?                             |
| l Quesi  | 110119 :                           |





# **ICS RECORDED SESSIONS**

https://www.nylearnsph.com

RTC-IS700 Recorded

RTC-IS100 Recorded

RTC-IS200 Recorded

RTC-HICS Recorded