MEDICAL/TECHNICAL SPECIALIST –
HOSPITAL ADMINISTRATION

**Mission:** Maintain hospital’s capability and services. Advise the Incident Commander or Operations Section Chief, as assigned, on issues related to hospital operations.

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| Date: Start: End: Position Assigned to: Initial: **Position Reports to:**  Signature: Hospital Command Center (HCC) Location: Telephone: Fax: Other Contact Info: Radio Title:  |

| **Immediate (Operational Period 0-2 Hours)** | **Time** | **Initial** |
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| Receive appointment and briefing from the Incident Commander or Section Chiefs. |  |  |
| Read this entire Job Action Sheet and review incident management team chart (HICS Form 207). Put on position identification. |  |  |
| Notify your usual supervisor of your HICS assignment. |  |  |
| Document all key activities, actions, and decisions in an Operational Log (HICS Form 214) on a continual basis. |  |  |
| Meet with Command staff and Section Chiefs to determine current status of operations, critical issues and resource needs to continue operations. |  |  |
| Request staffing assistance from the Labor Pool and Credentialing Unit Leader to assist with rapid research as needed to determine hazard and safety information critical to treatment and decontamination concerns for the victims and personnel. |  |  |
| Notify appropriate hospital administrators/managers of the emergency. |  |  |
| Assess hospital resources (staff, supplies, and facilities) to assist as needed during the emergency. |  |  |
| Maintain the routine flow of hospital patients, materials, and information while the emergency is being addressed and respond promptly to issues that may disrupt that flow. |  |  |
| Collaborate with the Operations Section’s Medical Care Branch Director and Operations Section Chief to implement altered (austere) standards of patient care as needed. Ensure the change in patient care standards is communicated to hospital staff and physicians.  |  |  |
| Implement interim measures, as necessary, in response to disruption of patient services. |  |  |
| Participate in briefings and meetings and contribute to the Incident Action Plan, as requested.  |  |  |
| For emergencies directly affecting hospital operations due to being damaged/overwhelmed (including evacuation):* Determine extent of continuation of normal hospital activities based on emergency.
* Update the Incident Commander and request assistance as needed.
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| For emergencies directly affecting clinic operations due to being damaged/overwhelmed:* Provide hospital resources (staff, supplies, and facilities) to assist clinic operations as requested.
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| Coordinate with Business Continuity Unit Leader to facilitate the implementation of business recovery plans in hospital departments. Continue to monitor and evaluate continuity plan use. |  |  |
| Document all communications (internal and external) on an Incident Message Form (HICS Form 213). Provide a copy of the Incident Message Form to the Documentation Unit. |  |  |

| **Intermediate (Operational Period 2-12 Hours)** | **Time** | **Initial** |
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| Establish regular meetings with the Incident Commander or Section Chiefs, as appropriate, for updates on the situation regarding hospital operations needs. |  |  |
| Continue to maintain communications with Command staff and Medical Care Branch Director to co-monitor the delivery and quality of medical care in all patient areas. |  |  |
| Continue to receive updates from the hospital administrators/managers regarding critical response and recovery issues and update Section Chiefs and Command Staff as appropriate.  |  |  |
| Coordinate with Business Continuity Unit Leader to monitor and evaluate business continuity plan use. |  |  |
| Provide input to the Public Information Officer regarding media releases. |  |  |
| Document all communications (internal and external) on an Incident Message Form (HICS Form 213). Provide a copy of the Incident Message Form to the Documentation Unit. |  |  |

| **Extended (Operational Period Beyond 12 Hours)** | **Time** | **Initial** |
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| Continue to meet regularly with the Incident Commander to keep apprised of current conditions. |  |  |
| 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 concerns to the Mental Health Unit Leader. Provide for staff rest periods and relief. |  |  |
| Upon shift change, brief your replacement on the status of all ongoing operations, issues and other relevant incident information. |  |  |

| **Demobilization/System Recovery** | **Time** | **Initial** |
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| Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment. |  |  |
| Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the Incident Commander or assigned Section Chief, as appropriate. |  |  |
| Upon deactivation of your position, brief the Incident Commander or assigned Section Chief, as appropriate, on current problems, outstanding issues, and follow-up requirements. |  |  |
| Submit comments to the Incident Commander or assigned Section Chief, as appropriate for discussion and possible inclusion in the after-action report; topics include:* Review of pertinent position descriptions and operational checklists
* Recommendations for procedure changes
* Section accomplishments and issues
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| Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required. |  |  |

| **Documents/Tools** |
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| * Incident Action Plan
* HICS Form 207 – Incident Management Team Chart
* HICS Form 213 – Incident Message Form
* HICS Form 214 – Operational Log
* Hospital emergency operations plan
* Hospital organization chart
* Hospital telephone directory
* Radio/satellite phone
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