Outpatient Unit Leader

**Mission:** Prepare outpatient service areas to meet the needs of in-house and newly admitted patients.

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| Date: Start: End: Position Assigned to: Initial: **Position Reports to: Medical Care Branch Director** 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, briefing, and any appropriate materials from the Medical Care Branch Director. |  |  |
| 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. |  |  |
| Appoint Outpatient Unit team members and complete the Branch Assignment List (HICS Form 204). |  |  |
| Brief team members on current situation, incident objectives and strategy; outline Unit action plan; and designate time for next briefing. |  |  |
| Assess current capabilities. Project immediate and prolonged capacities to provide outpatient services based on current data. |  |  |
| Conduct outpatient priority assessment; designate those eligible for immediate discharge; admit those patients unable to be discharged. |  |  |
| Regularly report status to Medical Care Branch Director; ensure hospital staff are aware of available outpatient services. |  |  |
| Brief Outpatient Unit team members on current status. Designate time for follow-up meeting. |  |  |
| Ensure that: * Outpatient service admissions and dispositions are tracked and documented.
* Patients are triaged and prioritized to receive care.
* All discharged patients receive written and verbal discharge instructions, including next physician follow up.
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| Ensure staff are using recommended PPE and following other safety recommendations. |  |  |
| Resolve problems and needs; coordinate resource management. |  |  |
| Meet with Medical Care Branch Director to discuss plan of action and staffing in all outpatient service areas. |  |  |
| Receive, coordinate, and submit requests for personnel to the Logistics Section’s Support Branch Director or Labor Pool & Credentialing Unit Leader, and supplies to the Supply Unit Leader, as appropriate.  |  |  |
| 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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| Continue coordinating discharge of patients to home or transfer to another facility. |  |  |
| Advise Medical Care Branch Director immediately of any operational issue you are not able to correct or resolve. |  |  |
| Ensure patient records and documentation are being prepared correctly and collected. |  |  |
| Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques. |  |  |
| Meet regularly with team members for status reports, and report important information to Medical Care Branch Director. |  |  |
| Assess environmental services (housekeeping) needs in all outpatient care areas; contact Infrastructure Branch Director or Environmental Services Unit Leader, as appropriate for assistance. |  |  |
| Report equipment, supply, personnel and medication needs to Medical Branch Director.  |  |  |
| Ensure staff health and safety issues are being addressed; resolve with Medical Care Branch Director, Safety Officer and Employee Health & Well-Being Unit, as appropriate. |  |  |
| Communicate with Patient Tracking Manager to ensure accurate routing of test results. |  |  |
| Upon shift change, brief your replacement on the situation, ongoing operations, issues and other relevant incident information. |  |  |

| **Extended (Operational Period Beyond 12 Hours)** | **Time** | **Initial** |
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| Continue to monitor outpatient services personnel’s ability to meet workload demands, staff health and safety, resource needs, and documentation practices. |  |  |
| Observe all staff, volunteers, and patients for signs of stress and inappropriate behavior. Report concerns to the Medical Care Branch Director and the Employee Health & Well-Being Unit. |  |  |
| Rotate staff on a regular basis. |  |  |
| Continue to document actions and decisions on an Operational Log (HICS Form 214) and send to the Medical Care Branch Director at assigned intervals and as needed.  |  |  |
| Continue to provide the Medical Care Branch Director with regular situation updates. |  |  |
| Continue to provide staff with situation updates and revised patient care practice standards. |  |  |
| Report mental health needs of staff to Employee Health & Well-Being Unit. |  |  |

| **Demobilization/System Recovery** | **Time** | **Initial** |
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| As needs for Outpatient Unit staff decrease, return staff to their normal jobs and combine or deactivate positions in a phased manner. |  |  |
| Assist Medical Care Branch Director and Unit Leaders with restoring outpatient areas to normal operating condition. |  |  |
| 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 Medical Care Branch Director or Operations Section Chief, as appropriate. |  |  |
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| Submit comments to Medical Care Branch Director for discussion and possible inclusion in after action report. Comments should include:* Review of pertinent position descriptions and operational checklists
* Procedures for recommended 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 204 – Branch Assignment List
* 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
* Discharge instruction sheets
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