PATIENT TRACKING MANAGER

**Mission:** Monitor and document the location of patients at all times within the hospital's patient care system, and track the destination of all patients departing the facility.

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| Date: Start: End: Position Assigned to: Initial: **Position Reports to:** **Situation Unit Leader** 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 Situation Unit Leader.  |  |  |
| 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 Patient Tracking team members and complete the Branch Assignment List (HICS Form 204).  |  |  |
| Brief team members on current situation; outline team action plan and designate time for next briefing. |  |  |
| Obtain current in-patient census from Admitting personnel and/or other sources.  |  |  |
| Implement a system, using the Disaster/Victim Patient Tracking Form (HICS Form 254) to track and display patient arrivals, discharges, transfers, locations and dispositions.  |  |  |
| Initiate the Hospital Casualty/Fatality Report (HICS Form 259), in conjunction with Operations Section’s Patient Registration Unit Leader. |  |  |
| Determine patient/victim tracking mechanism utilized by field providers and establish method to ensure integration and continuity with hospital patient tracking systems. |  |  |
| If evacuation of the facility is required or is in progress, initiate the Master Patient Evacuation Tracking Sheet (HICS Form 255). |  |  |
| Contact the Situation Unit Leader and Labor Pool & Credentialing Unit Leader for additional staffing.  |  |  |
| 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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| Meet regularly with Public Information Officer, Liaison Officer and Patient Registration Unit Leader to update and exchange patient tracking information (within HIPAA and local guidelines) and census data. |  |  |
| Track patient movement outside of the facility with local authorities and other health systems through Liaison Officer and Staging Manager.  |  |  |
| Continue to track and display patient location and time of arrival for all patients; regularly report status to the Situation Unit Leader.  |  |  |
| Develop and submit an action plan to the Situation Unit Leader when requested. |  |  |
| Advise the Situation Unit Leader immediately of any operational issue you are not able to correct or resolve. |  |  |

| **Extended (Operational Period Beyond 12 Hours)** | **Time** | **Initial** |
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| Continue to monitor the Patient Tracking team’s ability to meet workload demands, staff health and safety, resource needs, and documentation practices. |  |  |
| 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 appropriate Employee Health & Well Being 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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| As needs for the Patient Tracking staff decrease, return staff to their usual jobs and combine or deactivate positions in a phased manner. |  |  |
| Compile and finalize the Disaster/Victim Patient Tracking Form (HICS Form 254) and submit copies to the Finance/Administration Section Chief for patient billing/collections.  |  |  |
| Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment. |  |  |
| If IT systems were offline due to the incident, assure appropriate information from Disaster/Victim Patient Tracking Form (HICS Form 254) is transferred into the normal patient tracking systems. |  |  |
| Debrief staff on lessons learned and procedural/equipment changes needed. |  |  |
| Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the Situation Unit Leader or Planning Section Chief, as appropriate. |  |  |
| Upon deactivation of your position, brief the Situation Unit Leader or Planning Section Chief, as appropriate, on current problems, outstanding issues, and follow-up requirements. |  |  |
| Submit comments to the Situation Unit Leader 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 204 – Branch Assignment List
* HICS Form 207 – Incident Management Team Chart
* HICS Form 213 – Incident Message Form
* HICS Form 214 – Operational Log
* HICS Form 254 – Disaster/Victim Patient Tracking Form
* HICS Form 255 – Master Patient Evacuation Tracking Form
* HICS Form 259 -- Hospital Casualty/Fatality Report
* Hospital emergency operations plan
* Hospital organization chart
* Hospital telephone directory
* Radio/satellite phone
* Access to IT systems, including hospital admissions/tracking systems
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