PERSONNEL TRACKING MANAGER

**Mission:** Maintain information on the status, location, and availability of on-duty staff and volunteer personnel.

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| Date: Start: End: Position Assigned to: Initial:  **Position Reports to:** **Resources 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 Resources 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 team members as needed 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. |  |  |
| Initiate the Disaster Victim/Patient Tracking Form (HICS Form 254) to track the number of victims received at the facility, basic information and location. |  |  |
| If patient evacuation is planned or in progress, initiate the Master Patient Evacuation Tracking Form (HICS Form 255) to track patient information and evacuation location. |  |  |
| Establish contact with Hospital Staffing Office/Coordinator and hospital department directors to obtain an accounting of all staff personnel on-duty or expected. |  |  |
| Establish access to personnel tracking system. Compare the available information with that obtained from department and division directors. Reconcile variations. |  |  |
| Assist the Labor Pool and Credentialing Unit to establish solicited and unsolicited volunteer credentialing process per the hospital’s standard operating procedures. |  |  |
| Initiate the Volunteer Staff Registration Form (HICS Form 253), in conjunction with the Labor Pool and Credentialing Unit Leader. |  |  |
| Maintain regular contact with the Labor Pool & Credentialing Unit Leader and Personnel Staging Team Leader to share information and personnel status. |  |  |
| 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 the Resources Unit Leader for status reports, and relay important information to Team Members. |  |  |
| Maintain and continually update the Disaster Victim/Patient Tracking Form (HICS Form 254) to track the number of victims received at the facility, basic information and location. |  |  |
| Request additional staffing resources to assist from the Labor Pool and Credentialing Unit, notify the Resource Unit Leader. |  |  |
| Communicate regularly with the Labor Pool & Credentialing Unit to identify critical staff or skills in demand. |  |  |
| Maintain a current census and accounting of on-duty and available off-duty staff, physicians and volunteers, in collaboration with the Labor Pool and Credentialing Unit Leader. |  |  |
| Meet with Public Information Officer, Liaison Officer, Situation Unit Leader, and Labor Pool & Credentialing Unit Leader to update information about staffing needs, personnel on duty/available for assignment and project future staffing needs. |  |  |
| Centralize the receipt and posting of information about shift assignments. |  |  |
| Provide personnel tracking information to the Finance/Administration Section’s Time Unit Leader to assist in reconciliation of time and attendance. |  |  |
| Develop and submit an action plan to the Resources Unit Leader when requested. |  |  |
| Advise the Resources 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 maintain accounting of on-duty staff, labor pool members awaiting assignment, identifying each person and tracking assignments, verifying arrival at assigned duty station, and confirming release from assignment, return to labor pool, and readiness for another assignment. |  |  |
| Continue to communicate with Labor Pool & Credentialing Unit to monitor the emergency credentialing standard operating procedure; assist in resolving problems as necessary. |  |  |
| Continue to monitor the 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 and 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 Personnel Tracking staff decrease, return staff to their usual jobs and combine or deactivate positions in a phased manner. |  |  |
| Compile and submit final reports to the Planning Section Chief. |  |  |
| If IT systems were offline due to the incident, ensure appropriate information from the Volunteer Registration Form (HICS Form 253) is transferred into the normal staff tracking systems. |  |  |
| Finalize the Disaster Victim/Patient Tracking Form (HICS Form 254) and report to the Resources Unit Leader. |  |  |
| 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 Resources Unit Leader or Planning Section Chief, as appropriate. |  |  |
| Upon deactivation of your position, brief the Resources Unit Leader or the Planning Section Chief, as appropriate on current problems, outstanding issues, and follow-up requirements. |  |  |
| Submit comments to the Resources 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 |  |  |
| 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 253 – Volunteer Staff Registration * HICS Form 254 – Disaster Victim/Patient Tracking Form * HICS Form 255 – Master Patient Evacuation Tracking Form * Hospital emergency operations plan * Hospital organization chart * Hospital telephone directory * Radio/satellite phone * Access to IT systems, specially staff tracking systems |