CLINICAL SUPPORT SERVICES UNIT LEADER

**Mission:** Organize and manage clinical support services. Assist in providing the optimal functioning of these services. Monitor the use and conservation of these resources.

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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 Clinical Support Services Unit team members and complete the Branch Assignment List (HICS Form 204). |  |  |
| Brief team members on current situation, incident objectives and strategy; outline team action plan; and designate time for next briefing. |  |  |
| Appoint teams for:* Pharmacy services
* Diagnostic radiology services
* Laboratory services
* Morgue services
* Blood donor services
* Patient mental health/social work
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| Brief Clinical Support Services Unit team members on current status. Designate time for follow-up meeting. |  |  |
| Assist in maximizing capability of service areas to meet work demands. |  |  |
| Instruct all Clinical Support Services Unit team members, in collaboration with the Logistic Section Units to evaluate on-hand equipment, supply, medication inventories and staff needs; report status to Medical Care Branch Director, Logistics Section’s Supply Unit Leader and Planning Section’s Materiel Tracking Manager. |  |  |
| Assess critical issues and needs in each clinical support services areas; coordinate resource management. |  |  |
| Meet with Medical Care Branch Director to discuss plan of action/cancellation of routine services and staffing in all clinical support areas. |  |  |
| Receive, coordinate, and forward requests for personnel and supplies to the Medical Care Branch Director. |  |  |
| 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 coordination of rapid care and disposition of patients. |  |  |
| Ensure patient records are being prepared correctly and collected. |  |  |
| Ensure patient care is being prioritized effectively when austere conditions are implemented. |  |  |
| Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques. |  |  |
| Advise Medical Care Branch Director immediately of any operational issue you are not able to correct or resolve. |  |  |
| Meet regularly with Clinical Support Services Unit staff for status reports, and relay important information to Medical Care Branch Director. |  |  |
| Assess environmental services (housekeeping) needs in all ancillary care areas; contact Environmental Services Unit Leader for assistance. |  |  |
| Report equipment needs to Medical Branch Director. |  |  |
| Ensure staff health and safety issues are being addressed; resolve with Medical Care Branch Director when appropriate. |  |  |
| 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 Clinical Support Services Unit’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 and Well-Being Unit Leader. |  |  |
| Rotate staff on a regular basis. |  |  |
| Continue to document actions and decisions on an Operational Log (HICS Form 214) and submit to the Medical Care Branch Director at assigned intervals and as needed.  |  |  |
| Continue to provide 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 Clinical Support Services 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 service areas to normal operations. |  |  |
| Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment.  |  |  |
| Upon deactivation of your position, brief the Medical Care Branch Director and Operations Section Chief, as appropriate, on current problems, outstanding issues, and follow-up requirements. |  |  |
| Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to Medical Care Branch Director or Operations Section Chief, as appropriate. |  |  |
| 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 Sheet
* 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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