Labor Pool & Credentialing UNIT LEADER

**Mission:** Collect and inventory available staff and volunteers at a central point (Labor Pool) for assignment by the Staging Officer.  Maintain adequate numbers of both medical and non-medical personnel.  Assist in the maintenance of staff morale.

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| Date: Start: End: Position Assigned to: Initial:  **Position Reports to:** **Support 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 and briefing from the Support Branch Director. Obtain packet containing the Unit’s Job Action Sheets. |  |  |
| 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 Labor Pool and Credentialing Unit team members and complete the Branch Assignment List (HICS Form 204). |  |  |
| Brief Unit members on current situation, incident objectives and strategy; outline Unit action plan; and designate time for next briefing. |  |  |
| Establish Labor Pool area in a designated location and communicate location and status to the Support Branch Director and Section Chiefs. |  |  |
| Inventory the number and classify staff presently available by category:  MEDICAL PERSONNEL   * Physician (In coordination with the Medical Staff Technical Specialist)   + Critical care   + General care * Residents * Students * Physician Assistants * Nurses   + Critical care   + General care * Fellows * Students * Nurse Practitioners * Medical technicians/specialists * Patient care (aides, technicians, EMTs, paramedics, etc.) * Diagnostics * Respiratory Therapists   NON-MEDICAL PERSONNEL   * Engineering/maintenance/materiel management * Environmental services/housekeeping/nutritional services * Business/financial * Volunteers * Others |  |  |
| Establish a registration desk to obtain Labor Pool personnel information including area normally assigned, licensure, specialty and contact information. |  |  |
| Direct personnel to designated work assignment areas recording the information on Labor Pool log. |  |  |
| Anticipate need for and implement the facility’s emergency credentialing standard operating procedure when volunteers present.   * Establish a credentialing desk in the Labor Pool Area. * Initiate intake and processing procedures for solicited and unsolicited volunteers presenting to the facility, record information on the Volunteer Staff Registration form (HICS Form 253). * Obtain assistance from the Security Branch Director in the screening and identification of volunteer staff. |  |  |
| 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 to prepare and maintain records and reports, as appropriate. |  |  |
| Maintain a message center in Labor Pool area to inform staff and volunteers of the current situation in coordination with the Support Branch Director, Situation Unit Leader, and IT/IS Unit Leader. |  |  |
| Maintain contact with Operations Section’s Personnel Staging Team Leader and Planning Section’s Personnel Tracking Manager to share information and personnel status. |  |  |
| Assist the Situation Unit Leader in publishing an informational sheet to be distributed at frequent intervals to update the hospital staff. |  |  |
| Monitor and evaluate the effectiveness of the emergency credentialing standard operating procedure; record and resolve problems as necessary. |  |  |
| Advise the Support Branch Director immediately of any operational issue you are not able to correct or resolve. |  |  |
| Contact the Staff Food & Water Unit Leader to arrange for nutrition and hydration for the Labor Pool area. |  |  |

| **Extended (Operational Period Beyond 12 Hours)** | **Time** | **Initial** |
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| Continue to monitor Unit personnel’s ability to meet workload demands, staff health and safety, resource needs, and documentation practices. |  |  |
| Continue to document actions and decisions on an Operational Log (HICS Form 214) and send to the Support Branch Director at assigned intervals and as needed. |  |  |
| Brief Planning Section Chief regularly on the status of labor pool numbers and composition. |  |  |
| Provide regular situation briefings to Unit staff and to labor pool staff and volunteers waiting assignment. |  |  |
| 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 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 Unit’s staff decrease, return staff to their usual jobs and combine or deactivate positions in a phased manner. |  |  |
| Ensure complete documentation of volunteer information on the Volunteer Staff Registration Form (HICS Form 253) |  |  |
| Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment. |  |  |
| Debrief staff on lessons learned and procedural/equipment changes needed. |  |  |
| Upon deactivation of your position, brief the Support Branch Director or Logistics 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 the Support Branch Director or Logistics Section Chief, as appropriate. |  |  |
| Submit comments to the Support Branch Director 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 Sheet * HICS Form 207 – Incident Management Team Chart * HICS Form 213 – Incident Message Form * HICS Form 214 – Operational Log * HICS Form 253 – Volunteer Staff Registration * Hospital emergency operations plan * Hospital organization chart * Hospital telephone directory * Radio/satellite phone * PC with internet access, as available |