MEDICAL CARE BRANCH DIRECTOR

**Mission:** Organize and manage the delivery of emergency, inpatient, outpatient, and casualty care, and clinical support services.

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| Date: Start: End: Position Assigned to: Initial:  **Position Reports to:** **Operations Section Chief** 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 Operations Section Chief. Obtain packet containing Medical Care Branch 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. |  |  |
| Determine need for and appropriately appoint Medical Care Branch Unit Leaders, distribute corresponding Job Action Sheets and position identification. Complete the Branch Assignment List (HICS Form 204). |  |  |
| Document all key activities, actions, and decisions in an Operational Log (HICS Form 214). |  |  |
| Collaborate with Medical/Technical Specialist(s) concerning medical care guidance. |  |  |
| Brief the Medical Care Branch Unit Leaders on current situation, incident objectives and strategy; outline Branch action plan and designate time for next briefing. |  |  |
| Evaluate Medical Care Branch capacity to perform:   * Inpatient * Outpatient * Casualty Care * Mental Health * Clinical Support Services (lab, diagnostic radiology, pharmacy) * Patient Registration |  |  |
| Ensure new patients are being rapidly assessed and moved to definitive care locations (i.e., admission, surgery, discharge, transfer.) |  |  |
| Ensure pre-existing patients receive needed care and reassurance. |  |  |
| Assess problems and needs in Branch areas; coordinate resource management. |  |  |
| Ensure Branch personnel comply with safety policies and procedures. |  |  |
| Instruct all Unit Leaders to evaluate on-hand equipment, supply, and medication inventories and staff needs in collaboration with Logistics Section Branches; report status to the Operations Section Chief. |  |  |
| Determine need for surge capacity plan implementation and/or modification of existing plan. |  |  |
| Coordinate with Inpatient and Casualty Care Unit Leaders to prioritize patient transfer needs. |  |  |
| Determine if communicable disease risk exists; implement appropriate response procedure(s). Collaborate with the appropriate Medical/Technical Specialist, if activated. |  |  |
| Regularly meet with the Operations Section Chief to discuss plan of action and staffing in all service areas. |  |  |
| 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 meet regularly with Operations Section Chief for status reports, and relay important information to Branch staff. |  |  |
| Continue coordinating patient care, disposition of patients, and clinical services support. |  |  |
| Ensure patient transfer coordination and tracking is being done according to the Emergency Operations Plan and hospital procedures. |  |  |
| Ensure patient records are being done correctly and collected. |  |  |
| Ensure patient care needs are being met and policy decisions to institute austere care (altered level of care) practices are determined and communicated effectively. |  |  |
| Advise the Operations Section Chief immediately of any operational issue you are not able to correct or resolve. |  |  |
| Assess environmental services (housekeeping) needs in all clinical care and clinical support areas; contact the Infrastructure Branch Leader or Environmental Services Unit Leader, as appropriate, with identified needs. |  |  |
| Review personnel protection practices; revise as needed. |  |  |
| Ensure patient safety issues are identified and addressed. |  |  |
| Report equipment and supply needs to Operations and Logistics Section Chiefs. |  |  |
| Continue to provide updated clinical information and situation reports to Unit Leaders and staff. |  |  |
| Ensure patient data is collected and shared with appropriate internal and external officials, in collaboration with the Liaison Officer. |  |  |
| Ensure staff health and safety issues are being addressed; resolve with the Safety Officer and Employee Health & Well-Being Unit, as appropriate. |  |  |
| Develop and submit a Branch action plan to the Operations Section Chief when requested. |  |  |
| Communicate with Clinical Support Services Unit Leader to ensure accurate routing of test results. |  |  |

| **Extended (Operational Period Beyond 12 Hours)** | **Time** | **Initial** |
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| Continue to monitor Medical Care Branch’s ability to meet workload demands, staff health and safety, resource needs, and documentation practices. |  |  |
| Continue to ensure patient transfer coordination and tracking; mitigate identified issues. |  |  |
| Rotate staff on a regular basis. |  |  |
| Continue to document actions and decisions on an Operational Log (HICS Form 214) and submit to the Operations Section Chief at assigned intervals and as needed. |  |  |
| Continue to provide the Operations Section Chief with regular situation updates. |  |  |
| Provide Branch Unit Leaders with situation update information and revised patient care practice standards. |  |  |
| 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 Medical Care Branch staff decrease, return staff to their usual jobs, and combine or deactivate positions in a phased manner. |  |  |
| Assist Operations Section Chief and Unit Leaders with restoring patient care and clinical support areas to normal operations. Notify the Operations Section Chief when restoration is complete. |  |  |
| 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 Operations Section Chief 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 Operations Section Chief. |  |  |
| Submit comments to the Operations Section Chief 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 * Hospital emergency operations plan * Hospital organization chart * Hospital telephone directory * Radio/satellite phone |