# Emergency Operations Center (EOC) Hospital Liaison – Lesson Plan
## Mission and Skills

**Objective**:

The objective of this lesson plan is to prepare an Emergency Operation Center (EOC) Hospital Liaison to actively and successfully participate in state, local, or tribal EOC activities during an emergency involving a mass casualty incident.

**Competencies**:

Upon completion of this lesson plan the student will:

- ❖ Understand the background leading to the development of the EOC Hospital Liaison position
- ❖ Understand the general concept of operation for this position.
- ❖ Understand the core mission for this position
- ❖ Understand the recommended basic skill for an individual to fill this position

| Subject Matter | Instructor Notes: |
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| | 1) Instructor notes are provided for guidance on: <br><br> a) Classroom presentation of this lesson plan. <br><br> b) Background information concerning the facts and information presented in this lesson. <br><br> 2) For classroom presentation the instructor will need: <br><br> a) A copy of this lesson plan. <br><br> b) A copy of the supporting Power Point presentation for this lesson plan. <br><br> c) Copies of the Power Point presentation in handout format for each student. |

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| **Background: (Why are we here?):**<br>1) Prior to September 11th 2001 (9/11) the presence of hospital liaisons in state, county, or tribal Emergency Operations Center (EOC) organizations were rare if not non-existent.<br><br>2) The 9/11 experience as well as subsequent acts of terrorism, natural disasters, and pandemic illness have identified the need for increased mass casualty preparedness on a local and state level.<br><br>3) A key assumption is that during a mass casualty incident any one or any number of hospitals in a given community or region will be overwhelmed by demand for patient care.<br><br>   a) This situation will necessitate a regional or multi-regional coordinated response effort.<br><br>4) The concept of this EOC Hospital Liaison position is equally new to emergency management personnel.<br><br>5) The Wisconsin Hospital Emergency Preparedness Program has made consistent and positive advancements to form new partnerships with all emergency response organizations as well as integrate hospital presence in an EOC. | 3) Cooperative effort and the sharing of resources is the core principle of the Wisconsin Hospital Emergency Preparedness Memorandum of Understanding signed by each hospital across the State of Wisconsin.<br><br><br>5) The goal is for consistent hospital emergency response planning between all hospital within a given region and to the extent possible within the State of Wisconsin. |

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| **Position Development Concepts**: <br><br> 1) During a mass casualty incident all activated local EOCs may need a Hospital Liaison to provide hospital information for the overall local command and control effort. <br><br> 2) WI Trac can be a useful tool to the EOC Hospital Liaison to communicate with affected and un-affected hospitals. <br><br> 3) The EOC Hospital Liaison position is not a decision making position nor is it a spokesperson for any hospital: <br><br> a) The liaison is a facilitator and communicator of information. <br><br> b) Therefore, WHEPP Leadership recommends that liaison candidates be selected based on the tasks and activities identified in the position "Job Action Sheet." <br><br> 4) Each hospital in the State of Wisconsin is encouraged to identify and train two individuals from their hospital who can effectively fill the role of EOC Hospital Liaison. | 1) Notes: <br> a) The number of local EOCs activated will depend on the scope and magnitude of the incident. <br><br> b) The State of Wisconsin EOC in Madison may be activated to coordinate and support the local EOCs that are activated. <br><br> c) Emergency Management Directors generally understand that they are responsible for providing the space and basic communication tools needed by the agencies and organizations supporting a local EOC activation. <br><br> 3) Notes: <br><br> a) The liaison's job is to compile requests, deliver the requests to the EOC Manager, and monitor their completion. <br><br> b) There is limited individual hospital resource information in WI Trac. |

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| 5) During a mass casualty incident it is very likely that an affected hospital will need all their available staff on-site.<br><br>a) Therefore, liaisons from unaffected hospitals may be called to fill the EOC Hospital Liaison position in activated EOCs that have hospitals under mass casualty stress.<br><br>6) The need for an EOC Hospital Liaison will be a joint decision made by local Emergency Management and/or Health Department with input from affected hospitals.<br><br>a) Hospital management will be informed of this need by either the local Emergency Management Director or the local Health Officer.<br><br>b) Hospital management will contact and direct individuals from within their organization to fill the EOC Hospital Liaison position at the identified state, county, or tribal EOC. | 6) The Pre-Departure Instruction and Activity package was written to help both the hospital Incident Commander (management) and the individual assigned the task of EOC Hospital Liaison to prepare to implement the JAS |

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| 7) The key to providing effective EOC Hospital Liaisons is a flexible training program.<br><br>8) To this end standard response tools and training materials have been developed for all hospitals in the State of Wisconsin to use.  These include:<br><br>  a) Common Job Action Sheet and Forms<br>  b) Pre-Departure Instruction and Activity package<br>  c) Common Lesson Plans<br>  d) Power Point Presentations<br>  e) Pre-recorded On-Line training modules<br><br>9) Training may be provided through:<br><br>  a) Classroom presentation<br>  b) Self Study<br>  c) On-line, Just-in-time, training | 8) Notes:<br><br>  a) Whenever possible forms are based on or linked to existing HICS or ICS form.<br><br>  b) The Pre-Departure Instruction and Activity package provides:<br><br>    i) Cross referenced forms<br>    ii) Web links to on-line training<br><br>9) On-line training may also be used during a classroom setting. |

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| **Mission:**<br><br>To serve as a hospital point of contact in any Emergency Operations Center (EOC) to assist hospital activities by facilitating and coordinating the flow of information between hospitals and the EOC; by:<br><br>  a) Gathering responding hospital capacity and capability information for EOC leadership.<br><br>  b) Relaying incident situation and updates to responding and standby hospitals.<br><br>  c) Receiving, submitting, and tracking requests by hospitals for support from the EOC organization. | • This mission is to be consistent for any individual assigned to the EOC Hospital Liaison position in any state, county, or tribal EOC.<br><br>• WI Trac can be a useful tool for an EOC Hospital Liaison to communicate with affected and un-affected hospitals to accomplish tasks a) and b). |

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| **Recommended Individual Skills for EOC Hospital Liaison include:**<br><br>1) An experienced administrative staff member familiar with general or basic hospital services, organization, and hospital terminology.<br><br>2) Good oral and written communication skills.<br><br>3) Ability to work independently with little direct supervision.<br><br>4) Have individual access to WI Trac and familiar with its functions. | |

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