

Wisconsin Hospital Emergency Preparedness Program

EOC Hospital Liaison – Lesson Plan

# **Mission and Skills**

Presented by

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## **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

- Understand background for position development
- Understand concept of operation
- Understand the core mission
- Understand basic skill needed

## **Background** (Why are we here?)

- Prior to September 11th 2001 presence of hospital liaisons were rare
- 9/11 experience plus subsequent acts of terrorism, natural disasters, and pandemic illness identified need for increased mass casualty preparedness

## **Background** (Why are we here?)

- Key assumption - during mass casualty incident any one or number of hospitals will be overwhelmed
  - Necessitating a regional or multi-regional coordinated response effort
- The EOC Hospital Liaison position is equally new to emergency management personnel
- WHEPP has made consistent and positive advancements:
  - New partnerships with all response organizations
  - Integrate hospital presence in EOCs

## **Position Development Concepts**

- The EOC Hospital Liaison position is neither a decision making position nor a spokesperson for any hospital - Rather:
  - It is a facilitator and communicator
- Liaison candidates should be selected based on tasks identified in “Job Action Sheet”
- Each hospital in Wisconsin encouraged to identify and train two individuals

## **Position Development Concepts**

- During a mass casualty incident it's likely that an affected hospital will need all their available staff on-site
  - Liaisons from unaffected hospitals may be called to activated EOCs that have hospitals under mass casualty stress
- Need for EOC Hospital Liaison will be joint decision by Emergency Management and/or Health Department with input from affected hospitals
  - Hospital management will be informed of this need
  - Hospital management will contact and direct individuals from their organization to an EOC

## **Position Development Concepts**

- Key to providing effective EOC Hospital Liaisons is flexible training program
- Standard response tools and training materials have been developed for all Wisconsin hospitals. These include:
  - Common JAS and Forms
  - Pre-Departure Instructions
  - Common Lesson Plans
  - Power Point Presentations
  - Pre-recorded On-Line training modules
- Training may be provided through:
  - Classroom presentation
  - Self Study
  - On-line, Just-in-time

## **Mission**

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

- Gathering capacity and capability information
- Relaying incident situation and updates to hospitals
- Receiving, submitting, and tracking hospital requests for support from EOC

## **Recommended EOC Hospital Liaison Skills**

- Experienced admin staff member familiar with hospital services, organization, and hospital terminology
- Good oral and written communication
- Ability to work independently
- Individual access to WI Trac and familiar with its functions

# The End

For more information contact your regional Project Coordinator. Contact information may be found on the WI Trac Home Page