

Wisconsin Hospital Emergency Preparedness Plan (WHEPP)  
Emergency Operations Center (EOC) Hospital Liaison – Lesson Plan  
**Working in an EOC**

**Objectives:**

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

**Competencies:**

Upon completion of this lesson plan the student will:

- ❖ Review the EOC Hospital Liaison Mission statement
- ❖ Identify the purpose and organization of an EOC and how the Liaison will interface with that organization.
- ❖ Understand the four phases of Emergency Management
- ❖ Recognize the functional scope of an EOC response effort

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<b>Subject Matter</b>	<b>Instructor Notes:</b>
	<ol style="list-style-type: none"> <li>1) Information provided in this lesson plan was obtained from the following sources:               <ol style="list-style-type: none"> <li>a) FEMA/EMI Independent Study (IS 275, July 1995), “EOC’s Management and Operations Course.”</li> <li>b) EPTEC, INC., Lenora G. Borchardt, “Introduction to the Emergency Operations Center (EOC).</li> </ol> </li> <li>2) Instructor notes are provided for guidance on:               <ol style="list-style-type: none"> <li>a) Classroom presentation of this lesson plan.</li> <li>b) Background information concerning the facts and information presented in this lesson.</li> </ol> </li> <li>3) For classroom presentation the instructor will need:               <ol style="list-style-type: none"> <li>a) A copy of this lesson plan.</li> <li>b) A copy of the supporting Power Point presentation for this lesson plan.</li> <li>c) Copies of the Power Point presentation in handout format for each student.</li> </ol> </li> </ol>

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<b>Subject Matter</b>	<b>Instructor Notes:</b>
<p><b>Mission:</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>a) Gathering responding hospital capacity and capability information for EOC leadership.</li> <li>b) Relaying incident situation and updates to responding and standby hospitals.</li> <li>c) Receiving, submitting, and tracking requests by hospitals for support from the EOC organization.</li> </ul>	<ul style="list-style-type: none"> <li>• This mission is to be consistent for any individual assigned to the EOC Hospital Liaison position in any state, local, or tribal EOC.</li> <li>• 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).</li> </ul>

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<b>Subject Matter</b>	<b>Instructor Notes:</b>
<p><b><u>The EOC – A Practical Definition:</u></b></p> <p>“Where uncomfortable officials meet in unaccustomed surroundings to play unfamiliar roles making unpopular decisions based on inadequate information in much too little time!”</p>	<ul style="list-style-type: none"> <li>• Liaisons will not be the only one’s uncomfortable in their role in an activated EOC.</li> <li>• EOC activities are a “TEAM EFFORT” and liaisons can rely on their counterparts in the EOC to help.</li> </ul>
<p><b><u>Purpose of an EOC:</u></b></p> <p>To provide a central location where government, at any level, can provide inter-agency coordination and executive decision-making for managing response and recovery activity.</p>	<ul style="list-style-type: none"> <li>• The EOC Hospital Liaison position is not a decision making position nor is it a spokesperson for any hospital.</li> <li>• The liaison is a facilitator and communicator of information.</li> </ul>

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<p><b><u>Advantages of a Single EOC Location:</u></b></p> <ol style="list-style-type: none"> <li>1) Centralized direction and control.</li> <li>2) Facilitates long-term operation.</li> <li>3) Increases continuity.</li> <li>4) Provides ready access to available information.</li> <li>5) Simplifies information verification.</li> <li>6) Aids resource identification and use.</li> </ol>	<ul style="list-style-type: none"> <li>• Liaisons will have a direct influence and input into items 4, 5, &amp; 6.</li> </ul>
<p><b><u>EOC Functions:</u></b></p> <ol style="list-style-type: none"> <li>1) Direction and control.</li> <li>2) Information collection, evaluation, and display.</li> <li>3) Coordination.</li> <li>4) Priority establishment.</li> <li>5) Resource management.</li> </ol>	

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<b>Subject Matter</b>	<b>Instructor Notes:</b>
<p><b><u>The Big Picture:</u></b></p> <p>There are four phases of emergency management:</p> <p>1) <u>Mitigation</u> – This phase includes any activities that prevent an emergency, reduce the chance of an emergency occurring, or reduce the damaging effects of unavoidable hazards. Mitigation activities should be considered long before an emergency occurs.</p> <p>a) Hospital Contribution:</p> <ul style="list-style-type: none"><li>i) Common hospital planning on a regional level.</li><li>ii) Trained liaisons</li><li>iii) Pre-identified resources</li></ul>	

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<p><b><u>The Big Picture:</u></b> four phases</p> <p>2) <u>Preparedness</u> – This phase includes <b>developing</b> plans to ensure an effective and efficient response; <b>taking steps</b> to minimize damage, such as installing forecasting and warning systems; <b>equipping</b> the EOC for operations during an emergency; and <b>training and exercising</b> the EOC and the personnel who will be staffing it.</p> <p>a) Hospital Contribution:</p> <ul style="list-style-type: none"><li>i) Periodic interface and meetings during non-emergency times with:<ul style="list-style-type: none"><li>(1) Health Departments</li><li>(2) Emergency Management</li><li>(3) Law Enforcement</li><li>(4) EMS</li><li>(5) Human Services</li><li>(6) Fire Service</li></ul></li><li>ii) Regular participation in community level drills and exercises.</li></ul>	

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<p><b><u>The Big Picture:</u></b> four phases</p> <p>3) <u>Response</u> – Response is the first phase that occurs after the onset of an emergency or disaster. It is focused on providing emergency assistance such as: search and rescue, shelter, and medical care to incident victims; reduces the probability of secondary damage by efforts such as evacuation or sandbagging.</p> <p>a) Hospital Contribution:</p> <p style="padding-left: 40px;">i) Liaisons need to respond promptly and be ready to actively participate</p> <p>4) <u>Recovery</u> – The activities undertaken during this phase involve steps to return all organizations and systems to normal operating condition. This phase includes such functions as damage assessment, redevelopment loans, legal assistance, and community planning.</p> <p>a) Hospital Contribution:</p> <p style="padding-left: 40px;">i) The need for liaison presence will diminish as patient care load subsides and hospitals are able to sustain operation without outside assistance.</p>	<p>3) WHEPP Leadership strongly encourage:</p> <p style="padding-left: 40px;">a) Each hospital to pre-train candidates for the EOC Hospital Liaison position</p> <p style="padding-left: 40px;">b) Conduct periodic refresher training</p> <p style="padding-left: 40px;">c) Participate in local EOC exercises whenever possible.</p> <p>4) Good record, log, and form maintenance by the EOC Hospital Liaison will greatly assist each hospital to recover on both an operational and financial basis.</p>



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<p><b><u>Scope of the Response:</u></b></p> <p>All local emergency management organizations are expected to have Emergency Operations Plans that contain the following elements:</p> <ul style="list-style-type: none"> <li>✓ Direction and Control</li> <li>✓ Communications</li> <li>✓ Warning</li> <li>✓ Emergency Public Information</li> <li>✓ Evacuation</li> <li>✓ Reception and Care</li> <li>✓ In-Place Protective Shelter</li> <li>✓ <b>Health and Medical</b></li> <li>✓ Law Enforcement</li> <li>✓ Public Works</li> <li>✓ Fire and Rescue</li> <li>✓ Radiological Defense</li> <li>✓ Human Services</li> <li>✓ Resource Management</li> <li>✓ Continuity of Government</li> <li>✓ Damage Assessment</li> </ul>	<ul style="list-style-type: none"> <li>• This information is presented to show the overall scope of an EOC response effort and that “Medical” preparedness is one of their identified functions.</li> <li>• Not all county/tribal emergency management organizations are highly developed in all areas of preparedness.</li> <li>• WHEPP efforts in regional planning, liaison training, and resource development are having a positive influence to establish a high level of medical readiness and preparedness.</li> </ul>