

Wisconsin Hospital Emergency Preparedness Program

EOC Hospital Liaison – Lesson Plan

Working in an EOC

(Emergency Operations Center)

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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

- Review the mission of the EOC Hospital Liaison
- Understand the purpose of an EOC:
 - It's advantages
 - It's functions
- Understand the four phases of Emergency Management
- Recognize the functional scope of an EOC response effort

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.

The EOC – A Practical Definition

“Where uncomfortable officials meet in unaccustomed surroundings to play unfamiliar roles making unpopular decisions based on inadequate information in much too little time!”

Purpose of an EOC

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.

Advantages of a Single EOC Location:

- Centralized direction and control
- Facilitates long-term operation
- Increases continuity
- Provides ready access to available information
- Simplifies information verification
- Aids resource identification and use

EOC Functions:

- Direction and control
- Information collection, evaluation, and display
- Coordination
- Priority establishment
- Resource management

The Big Picture

- There are four phases of emergency management:
 - Mitigation
 - Preparedness
 - Response
 - Recovery

The Big Picture

- Mitigation – 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.

- Hospital Contribution:
 - Common hospital planning on a regional level.
 - Trained liaisons
 - Pre-identified resources

The Big Picture:

- Preparedness – Developing plans to ensure an effective and efficient response; Steps to minimize damage:
 - Installing forecasting and warning systems
 - Equipping EOC for operation
 - Training and exercising
- Hospital Contribution:
 - Interface and meetings during non-emergency times with:
 - Health Departments
 - Emergency Management
 - Etc
 - Regular participation in community level drills and exercises.

The Big Picture:

- Response – First phase that occurs after onset of an emergency or disaster.
 - Focused on providing emergency assistance:
 - Search and rescue, shelter, and medical care
 - Reduces probability of secondary damage
- Hospital Contribution:
 - Liaisons need to respond promptly and be ready to actively participate

The Big Picture:

- Recovery – Activities undertaken to return all organizations and systems to normal operation
 - Includes such functions such as
 - Damage assessment
 - Redevelopment loans
 - Legal assistance
 - Community planning.
- Hospital Contribution:
 - Need for liaison presence will diminish as patient care load subsides and hospitals are able to sustain operation without outside assistance.

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Scope of Response:

- All local emergency management organizations are expected to have Emergency Operations Plans that contain the following elements:
 - Direction and Control
 - Communications
 - Warning
 - Emergency Public Information
 - Evacuation
 - Reception and Care
 - In-Place Protective Shelter
 - **Health and Medical**
 - Law Enforcement
 - Public Works
 - Fire and Rescue
 - Radiological Defense
 - Human Services
 - Resource Management
 - Continuity of Government
 - Damage Assessment

The End

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