

Wisconsin Hospital Emergency Preparedness Plan (WHEPP)  
Emergency Operations Center (EOC) Hospital Liaison – Lesson Plan  
**Job Action Sheet (JAS) – Part A**  
Immediate / Intermediate

**Objectives:**

The objective of this lesson plan is to prepare an 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 purpose and parts of the JAS “Liaison Position Filled by” header
- ❖ Review the mission of the EOC Hospital Liaison
- ❖ Understand the tasks associated with the first two sections of the Job Action Sheet
  - Immediate
  - Intermediate

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<b>Subject Matter</b>	<b>Instructor Notes:</b>
	<ol style="list-style-type: none"><li>1) 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>2) 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><li>d) Copies of the EOC Hospital Liaison, “Job Action Sheet” to each student.</li></ol></li></ol>

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<p><b>Liaison Position Filled by:</b></p> <p>1) Purpose:</p> <ul style="list-style-type: none"> <li>a) To clearly identify one individual as the EOC Hospital Liaison for an identified period of time.</li> <li>b) To help the liaison, early in their response to an EOC, capture:               <ul style="list-style-type: none"> <li>i) The basic communication systems available to them and</li> <li>ii) The position title and name of the individual to whom they should report in the EOC organization.</li> </ul> </li> </ul>	<p>1) Reasons for clearly identifying an individual to a position and given time period:</p> <ul style="list-style-type: none"> <li>a) Identifying one individual to a position is in keeping with good incident command practices.</li> <li>b) Identifying the time period an individual holds the position also link that person to the forms generated should there be questions about them in the future.</li> <li>c) It identifies an individual to the EOC organization during a declared emergency for liability protection.</li> <li>d) It is important for individual and organization financial compensation.</li> </ul>

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<p><b>Liaison Position Filled by:</b></p> <p>2) Elements:</p> <ul style="list-style-type: none"> <li>a) Name:</li> <li>b) From (date / time):</li> <li>c) To (date / time):</li> <li>d) EOC Phone No.:</li> <li>e) EOC Fax No.:</li> <li>f) Reporting to (in EOC):                             <ul style="list-style-type: none"> <li>i) Title:</li> <li>ii) Name:</li> </ul> </li> </ul> <p>3) Good Practice:</p> <ul style="list-style-type: none"> <li>a) It is a good practice for each liaison relieving another to start with a fresh copy of the JAS.</li> <li>b) To document the period of time the relieving liaison fills the position.</li> <li>c) To provide a blank check list for the each relieving liaison to use.</li> </ul>	<p>2) Talk about each of the elements even though it seems to be stating the obvious.</p>

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<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, county, or tribal EOC.</li> <li>• WI Trac can be a useful tool to the EOC Hospital Liaison to communicate with affected and un-affected hospitals to complete tasks a) and b).</li> </ul>

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<p><b>Immediate</b> (Operational Period 0-2 Hours):</p> <p>1) <u>Follow</u> this Job Action Sheet.</p> <p>2) <u>Go to</u> the EOC check-in area:</p> <p style="padding-left: 40px;">a) Inform them that you have arrived to fill the EOC Hospital Liaison position.</p> <p style="padding-left: 40px;">b) Ask them who or which EOC position you should report to.</p> <p>3) <u>Report to</u> the individual identified above:</p> <p style="padding-left: 40px;">a) <u>Inform</u> them that you have arrived to fill the Hospital Liaison position, <u>and ask</u> the following questions:</p> <p style="padding-left: 80px;">i) Where is my work location?</p> <p style="padding-left: 80px;">ii) Which telephone may I use?</p> <p style="padding-left: 80px;">iii) Is there an available telephone directory for the EOC that includes in-coming and out-going FAX machines?</p> <p style="padding-left: 80px;">iv) Is there a copy of the EOC Incident Action Plan objectives available?</p>	<p>2) Remember – you will need to present at least a picture ID to the security person at EOC such as a drivers’ license. It is better if you have both a license and a hospital ID badge.</p> <p>3) iv) – The EOC Incident Action Plan objectives may or may not be available. It will provide the overall prioritized goals of the EOC.</p>

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<p><b>Immediate:</b></p> <p>3) <u>Report to</u> (continued)</p> <p style="padding-left: 40px;">v) Is there wireless or hardwire internet hook-up for my work location?</p> <p style="padding-left: 40px;">(1) <b>IF YES</b>; is there a specific “User ID” and “Password” to be used?</p> <p style="padding-left: 40px;">(2) <b>IF NO</b>:</p> <p style="padding-left: 80px;">(a) Is there another location, in or near the EOC, at which I can access the internet?</p> <p style="padding-left: 80px;">(b) <b>If Yes</b>, is there a specific “user ID” and “Password” to be used in the remote location?</p> <p>4) <u>Complete</u> the “Liaison Position Filled by” blocks at the top of this Job Action Sheet.</p> <p>5) <u>Initiate and maintain</u> an “Operational Log.”</p>	<p>4) At this point the Liaison should have all the information needed to complete the “Liaison Position Filled by” section of the JAS</p>

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<p><b>Immediate:</b></p> <p>6) <u>Perform</u> Operational Communication System Checks (on available equipment):</p> <p style="padding-left: 20px;">a) Assigned EOC Telephone</p> <p style="padding-left: 40px;">i) <u>Contact</u> your hospitals' command center</p> <p style="padding-left: 60px;">(1) <u>Inform</u> them that you have arrived and are setting up your work location.</p> <p style="padding-left: 60px;">(2) <u>Provide</u> your EOC phone number</p> <p style="padding-left: 20px;">b) Hospital provided or Personal Cellular phone</p> <p style="padding-left: 20px;">c) Hospital provided Radio</p> <p style="padding-left: 20px;">d) Access to internet</p> <p style="padding-left: 40px;">i) <u>Open</u> WI Trac at: <a href="https://www.witrac.org">https://www.witrac.org</a></p> <p style="padding-left: 40px;">ii) <u>Go to</u> "Alerts" and review the alert message for this incident and associated "updates."</p>	<p>6) Communication Checks:</p> <p style="padding-left: 20px;">a) The various communications systems available to you will vary from EOC to EOC – Check those that are available.</p> <p style="padding-left: 20px;">b) The physical location and building structure may prohibit the use of cellular phones or point to point radios – this will not be know until you arrive at the EOC.</p> <p style="padding-left: 20px;">c) It is a good practice to work with the Emergency Management Director for your county to help you understand the capabilities in their EOC prior to the need to participate in a real response.</p>



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<p><b>Immediate:</b></p> <p>7) <u>Review</u> the forms and materials brought with you to the EOC.</p> <p style="padding-left: 20px;">a) <b>IF NEEDED</b>, make additional copies</p> <p>8) <u>Use</u> a blank copy of the “EOC Position Roster” to identify all active EOC positions, by name. Then, introduce yourself to the people in those positions:</p> <p>9) <u>Gather</u> information on the overall incident status – specifically victim numbers and condition at the incident scene from:</p> <p style="padding-left: 20px;">a) Status boards</p> <p style="padding-left: 20px;">b) Briefings conducted in the EOC</p> <p style="padding-left: 20px;">c) EMS</p> <p style="padding-left: 20px;">d) Public Health</p> <p style="padding-left: 20px;">e) Others as appropriate</p>	<p>8) Don’t hesitate to ask questions of or admit your newness to your position to other individuals at the EOC, response is a team effort.</p> <p>9) EOC status boards will contain key and milestone type information.</p> <p style="padding-left: 20px;">a) <b>BE AWARE</b>, there may be a roundtable briefing while you are getting ready. Stop what you are doing and listen to the briefing for information that hospitals may want to know. Then continue with JAS steps</p> <p style="padding-left: 20px;">b) During this briefing take the opportunity to introduce yourself. Your input to the briefing is that you are in the process of activating the Hospital Liaison position.</p>

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<p><b>Immediate:</b></p> <p>10) <u>Contact</u> the individual you initially reported to in the EOC and inform them you are ready to perform the hospital liaison function.</p> <p>11) <u>Contact</u> your hospitals' command center and inform them you are ready to perform the hospital liaison function.</p>	

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<p><b>Immediate:</b></p> <p>12) <u>Initiate</u> a WI Trac “Update” to an existing alert for the incident or a new “Alert” to announce your readiness to perform the Hospital Liaison.</p> <p>a) The message should include:</p> <ul style="list-style-type: none"><li>i) Your name</li><li>ii) The position you are filling (EOC Hospital Liaison)</li><li>iii) The name of the hospital you were dispatched from</li><li>iv) The name of the EOC in which you are stationed</li><li>v) All the communications methods by which you can be reached (include phone numbers)</li></ul> <p>b) <u>Send</u> this update or alert to:</p> <ul style="list-style-type: none"><li>i) All hospitals in the WHEPP region at which the county EOC you are assigned is located – as well as adjacent WHEPP regions.</li><li>ii) The State contact list</li></ul>	<p>12) b)</p> <ul style="list-style-type: none"><li>• This selection may vary depending on the EOC you are assigned and adjacent counties also affected by the incident.</li><li>• For a map of the WHEPP Regions Go To: WI Trac, the “Knowledgebase” tab (top of screen). Then from the index on the left side of the screen Click on the “Contact Information” file.</li><li>• Example: If the incident were in Brown County, send Alerts and updates to WHEPP Region 3 (for Brown County) and Regions 2, 6, and 7.</li></ul>
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<p><b>Intermediate</b> (Operational Period 2-12 Hours):</p> <p>1) <u>Document</u>, on the “Operational Log” significant information affecting hospitals:</p> <ul style="list-style-type: none"> <li>a) Current and changing incident conditions.</li> <li>b) Incident events that are new and emerging or resolved and terminated</li> <li>c) EOC response action decisions</li> <li>d) EOC generated notifications</li> </ul>	<p>1) Rule of Thumb:</p> <ul style="list-style-type: none"> <li>a) Focus on the “Who, What, When, and Where”</li> <li>b) Capture the facts</li> <li>c) Do not write a long narrative</li> </ul>

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<p><b>Intermediate:</b></p> <p>2) <u>Upon Request, provide</u> a brief status of hospital conditions to EOC members.</p> <p>a) Tools and sources to help prepare:</p> <ul style="list-style-type: none"> <li>i) Individual Hospital Status form</li> <li>ii) Incident Briefing form</li> <li>iii) WI Track                             <ul style="list-style-type: none"> <li>(1) Regional Status page</li> <li>(2) Alert Manager page</li> </ul> </li> </ul> <p>b) Key points may include but not limited to:</p> <ul style="list-style-type: none"> <li>i) Names and locations of all hospitals that have activated their command centers.</li> <li>ii) Names and locations of all hospitals that have implemented their patient surge plans.</li> <li>iii) Any hospital that is conducting patient decontamination activities.</li> <li>iv) Hospital support requests that have not yet been met or fulfilled.</li> <li>v) The general bed availability for each hospital receiving patients from the incident.</li> <li>vi) Total number of hospital confirmed deaths.</li> </ul>	<p>2) An EOC roundtable briefing may be called before you have contacted all the affected hospitals.</p> <p>a) Your brief should include what you know up to this point.</p> <p>b) You can also state that you are in the process of conducting initial contacts to the hospitals you have identified.</p>

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<p><b>Intermediate:</b></p> <p>3) <u>Determine</u>, with the help of the Public Health Representative and the EOC individual you are to report to;</p> <p style="padding-left: 20px;">a) The geographical size of the area affected by the incident.</p> <p style="padding-left: 20px;">b) The hospitals that:</p> <p style="padding-left: 40px;">i) Are impacted by the incident.</p> <p style="padding-left: 40px;">ii) May be impacted by the incident.</p>	<p>3) This will help define the priority of the hospitals you contact.</p>

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<p><b>Intermediate:</b></p> <p>4) <u>Contact</u> all hospitals directly affected by the incident first, then hospitals that may be affected.</p> <p>a) <u>Provide</u> information on how they can contact you.</p> <p>b) <u>Provide</u> information pertinent to hospitals from incident status briefings and reports.</p> <p>c) <u>Complete</u> an “Individual Hospital Status” form (to the extent possible) for each hospital contacted.</p> <p>d) <u>Complete</u>, as needed, “Hospital Support Request” form.</p> <p>i) <b>IMPORTANT:</b> <u>use</u> only one request form for each “Nature of Request” option identified by a given hospital.</p> <p>ii) <u>Make</u> a copy of each initiated request form, <u>keep</u> one for yourself and <u>deliver</u> the original to the individual you are to report to or the EOC Manager or Director.</p> <p>5) <u>Monitor</u> WI Trac updates and alerts for hospital situations, conditions, or events that by be of interest to EOC leadership.</p>	