Wisconsin Hospital Emergency Preparedness Program

EOC Hospital Liaison – Lesson Plan

Job Action Sheet – Part A
Immediate / Intermediate

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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 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

Liaison Position Filled by

- **Purpose:**

  - To clearly identify one individual as EOC Hospital Liaison for an identified period of time.

  - To help the liaison to capture:

    - The basic communication systems available to them

    - The title and name of the individual to whom they should report in the EOC.

Liaison Position Filled by

- **Elements:**
  - Name:
  - From (date / time):
  - To (date / time):
  - EOC Phone No.:
  - EOC Fax No.:
  - Reporting to (in EOC):
    - **Title:**
    - **Name:**

Liaison Position Filled by

- **Good Practice:**

  - Each liaison relieving another should start with a fresh copy of the JAS.

  - To document the period of time the relieving liaison fills the position.

  - To provide a blank check list for the each relieving liaison to use.

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.

Immediate (0-2 Hours)

- <u>Follow</u> this Job Action Sheet.

- <u>Go to</u> the EOC check-in area:

  - Inform them that you have arrived to fill the EOC Hospital Liaison position.

  - Ask them who or which EOC position you should report to.

Immediate (0-2 Hours)

- <u>Report to</u> the individual identified

  - <u>Inform</u> them you have arrived to fill Hospital Liaison position, <u>and ask</u>:

    - Where is my work location?
    - Which telephone may I use?
    - Is there a telephone directory for the EOC that includes in-coming and out-going FAX machines?
    - Is there a copy of the EOC Incident Action Plan objectives available?

Immediate (0-2 Hours)

- <u>Report to</u> (continued)

  - Is there wireless or hardwire internet hook-up for my work location?

    - **IF YES**; is there a specific "User ID" and "Password" to be used?

    - **IF NO**:
      - Is there another location to access the internet?

      - **If Yes**, is there a "user ID" and "Password" for this location?

Immediate (0-2 Hours)

- <u>Complete</u> the "Liaison Position Filled by" blocks on Job Action Sheet.

- <u>Initiate and maintain</u> an "Operations Log."

Immediate (0-2 Hours)

- <u>Perform</u> Communication System Checks:

  - Assigned EOC Telephone
    - <u>Contact</u> your hospitals' command center
      - <u>Inform</u> them that you have arrived and are setting up your work location.
      - <u>Provide</u> your EOC phone number

  - Hospital provided or Personal Cellular phone

  - Hospital provided Radio

  - Access to internet
    - <u>Open</u> WI Trac at: https://www.witrac.org
    - <u>Go to</u> "Alerts" and review the alert message for this incident and associated "updates."

Immediate (0-2 Hours)

- <u>Review</u> the forms and material brought to the EOC.

  - **IF NEEDED**, make additional copies

- <u>Use</u> a blank copy of "EOC Position Roster" to identify all active EOC positions, by name.

  - Then, introduce yourself to the people in those positions

Immediate (0-2 Hours)

- <u>Gather</u> information on the overall incident status – specifically victim numbers and conditions at incident scene:

  - Status boards
  - Briefings conducted in the EOC
  - EMS
  - Public Health
 - Others as appropriate

Immediate (0-2 Hours)

- <u>Contact</u> the individual you initially reported to in the EOC and inform them you are ready to perform the hospital liaison function.

- <u>Contact</u> your hospitals' command center and inform them you are ready to perform the hospital liaison function.

Immediate (0-2 Hours)

- <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.

  - **The message should include**:
    - Your name
    - The position you are filling
    - The name of the hospital you were dispatched from
    - The name of the EOC in which you are stationed
    - All the communications methods by which you can be reached

  - <u>**Send**</u> **this update or alert to**:
    - All hospitals in the WHEPP region for the county EOC you are assigned
    - Plus adjacent WHEPP regions
    - And the State contact list
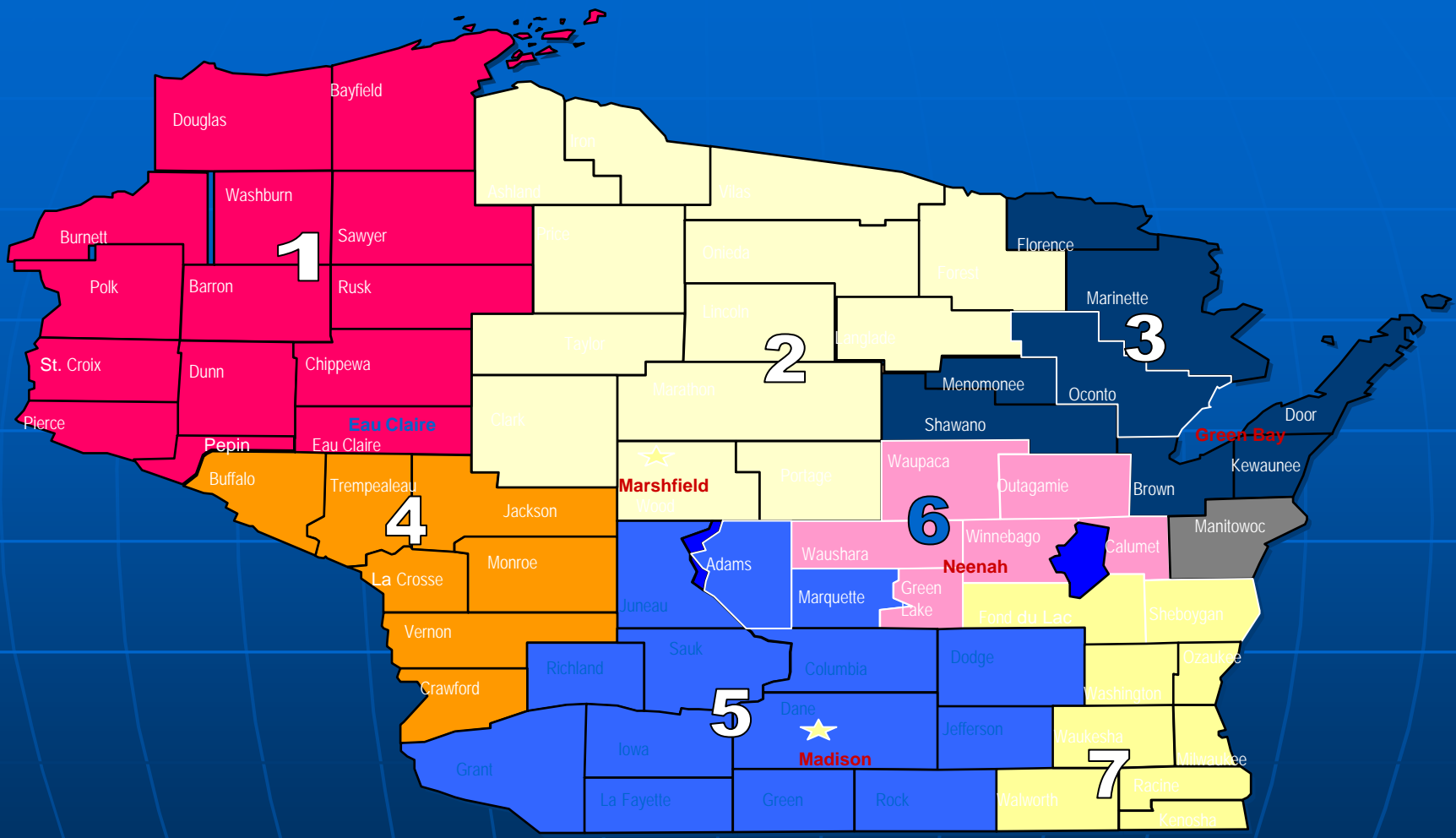
Intermediate (2-12 Hours):

- ### Document, on the "Operational Log" information affecting hospitals:

  - Current and changing incident conditions

  - Incident events that are new and emerging or resolved and terminated

  - EOC response action decisions

  - EOC generated notification

Intermediate (2-12 Hours):

- <u>Upon Request, provide</u> a brief status of hospital conditions to EOC members.

  - Tools and sources to help prepare:

    - Individual Hospital Status form
    - Incident Briefing form
    - WI Track

      - Regional Status page
      - Alert Manager page

Intermediate (2-12 Hours)

- <u>Upon Request, provide</u> a brief status of hospital conditions to EOC members.

  - Key points may include but not limited to:

    - Names and locations of all hospitals that activated a command center

    - Names and locations of all hospitals that implemented patient surge plans

    - Any hospital that is conducting patient decontamination

    - Hospital support requests that have not yet been met or fulfilled

    - Bed availability for each hospital receiving patients from the incident

    - Total number of "hospital confirmed" deaths

Intermediate (2-12 Hours)

- Determine, with Public Health Representative and EOC individual you report to;

  - The geographical size of the area affected by the incident.

  - The hospitals that:
    - Are impacted by the incident.
    - May be impacted by the incident

Intermediate (2-12 Hours):

- <u>Contact</u> all hospitals directly affected by the incident first, then hospitals that may be affected.

  - <u>Provide</u> information on how they can contact you.

  - <u>Provide</u> information pertinent to hospitals from incident status briefings and reports.

  - <u>Complete</u> an "Individual Hospital Status" form (to the extent possible) for each hospital contacted.

Intermediate (2-12 Hours):

- ## Contact all hospitals . . . (continued)

    - ### Complete, as needed, "Hospital Support Request" form

        - **IMPORTANT**: use only one request form for each "Nature of Request" option identified by a given hospital

        - Make a copy of each initiated request form, keep one for yourself and deliver the original to the individual you report to or the EOC Manager

Intermediate (Operational Period 2-12 Hours):

- <u>Monitor</u> WI Trac updates and alerts for hospital situations, conditions, or events that may be of interest to EOC leadership.

The End

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