

RECORDS MANAGEMENT UNIT LEADER

Mission: Ensure vital business and medical records are maintained and preserved with limited or no interruption to essential information requests.

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| Position Reports to: Business Continuity Branch Director Command Location: _____ | | |
| Position Contact Information: Phone: (_____) - _____ Radio Channel: _____ | | |
| Hospital Command Center (HCC): Phone: (_____) - _____ Fax: (_____) - _____ | | |
| Position Assigned to: | Date: / / | Start: ____:____ hrs. |
| Signature: | Initials: | End: ____:____ hrs. |
| Position Assigned to: | Date: / / | Start: ____:____ hrs. |
| Signature: | Initials: | End: ____:____ hrs. |
| Position Assigned to: | Date: / / | Start: ____:____ hrs. |
| Signature: | Initials: | End: ____:____ hrs. |

| Immediate Response (0 – 2 hours) | Time | Initial |
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| <p>Receive appointment</p> <ul style="list-style-type: none"> • Obtain briefing from the Business Continuity Branch Director on: <ul style="list-style-type: none"> ○ Size and complexity of incident ○ Expectations of the Incident Commander ○ Incident objectives ○ Involvement of outside agencies, stakeholders, and organizations ○ The situation, incident activities, and any special concerns • Assume the role of Records Management Unit Leader • Review this Job Action Sheet • Put on position identification (e.g., position vest) • Notify your usual supervisor of your assignment | | |
| <p>Assess the operational situation</p> <ul style="list-style-type: none"> • Identify services that have been suspended and when they may be reestablished • Provide information to the Business Continuity Branch Director on the status | | |
| <p>Determine the incident objectives, tactics, and assignments</p> <ul style="list-style-type: none"> • Document unit objectives, tactics, and assignments on the HICS 204: Assignment List • Based on the incident objectives for the response period consider the issues and priorities: <ul style="list-style-type: none"> ○ Appoint Records Management Unit personnel in collaboration with the Business Continuity Branch Director ○ Determine strategies and how the tactics will be accomplished ○ Determine needed resources • Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing | | |
| <p>Activities</p> <ul style="list-style-type: none"> • Assess and maintain hospital records; restore or expand services as required • Identify specific activities or resources needed to ensure ongoing access to, or preservation of, hospital records | | |

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| <ul style="list-style-type: none"> • Activate Hospital Record Preservation Plan as needed: <ul style="list-style-type: none"> ○ Develop prioritization of document preservation or recovery, as directed by the Business Continuity Branch Director: <ul style="list-style-type: none"> ▪ Paper-based medical and laboratory records ▪ Electronic Medical Records ▪ Business contracts, financial records ▪ Billing records ▪ Library materials ▪ Personnel records • Help to coordinate medical records to travel with any evacuated or transferred patients • Ensure proper documentation of damage (e.g., pictures, videos, etc.) for the Finance/Administration Compensation/Claims Unit • Evaluate if salvage can be done in-house with staff, or if a consultant or disaster recovery service is required • Assess the need for relocation of critical records; coordinate space and staff with the Logistics Section • Coordinate activities with the other Business Continuity Units as needed • Provide status updates to the Business Continuity Branch Director regularly, advising of accomplishments and problems encountered • Provide regular updates to unit personnel and inform of strategy changes as needed • Consider development of a unit action plan; submit to the Business Continuity Branch Director if requested | | |
| <p>Documentation</p> <ul style="list-style-type: none"> • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period • HICS 257: As directed by the Operations Section Chief, use the Resource Accounting Record to track equipment used during the response | | |
| <p>Resources</p> <ul style="list-style-type: none"> • Determine equipment and supply needs; request from the Logistics Section Supply Unit Leader and report to the Business Continuity Branch Director • Assess issues and needs in unit areas; coordinate resource management | | |
| <p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p> | | |
| <p>Safety and Security</p> <ul style="list-style-type: none"> • Ensure that all unit personnel comply with safety procedures and instructions • Ensure personal protective equipment (PPE) is available and utilized appropriately | | |
| <p>Intermediate Response (2 – 12 hours)</p> | <p>Time</p> | <p>Initial</p> |
| <p>Activities</p> <ul style="list-style-type: none"> • Transfer the Records Management Unit Leader role, if appropriate | | |

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| <ul style="list-style-type: none"> ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital ○ Address any health, medical, and safety concerns ○ Address political sensitivities, when appropriate ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) ● Monitor unit work performance, ability of unit personnel to meet workload demands, staff health and safety, resource needs, and documentation practices ● Maintain current status of all areas ● Inform the Business Continuity Branch Director of activities that have occurred; keep updated with status and utilization of resources, as well as anticipated resources ● Meet regularly with the Business Continuity Branch Director for status reports ● Advise the Business Continuity Branch Director immediately of any operational issue you are not able to correct ● Relay important information and updates to unit personnel | | |
| <p>Documentation</p> <ul style="list-style-type: none"> ● HICS 204: Document assignments and operational period objectives on Assignment List ● HICS 213: Document all communications on a General Message Form ● HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis ● HICS 257: As directed by the Operations Section Chief, use the Resource Accounting Record to track equipment used during the response | | |
| <p>Resources</p> <ul style="list-style-type: none"> ● Assess issues and needs in unit areas; coordinate resource management ● Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed | | |
| <p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p> | | |
| <p>Safety and Security</p> <ul style="list-style-type: none"> ● Ensure that all unit personnel comply with safety procedures and instructions ● Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques ● Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit ● Ensure personal protective equipment (PPE) is available and utilized appropriately | | |

| Extended Response (greater than 12 hours) | Time | Initial |
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| <p>Activities</p> <ul style="list-style-type: none"> ● Transfer the Records Management Unit Leader role, if appropriate <ul style="list-style-type: none"> ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital ○ Address any health, medical, and safety concerns ○ Address political sensitivities, when appropriate | | |

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| <ul style="list-style-type: none"> ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) ● Continue to monitor the ability of the Records Management Unit to meet workload demands, personnel health and safety, resource needs, and documentation practices ● Meet with unit personnel to address ongoing issues ● Monitor levels of all supplies, equipment, and needs relevant to all system performance operations ● Continue Records Management Unit supervision including monitoring, documentation, and safety practices ● Provide updates to the Business Continuity Branch Director and unit personnel | | |
| <p>Documentation</p> <ul style="list-style-type: none"> ● HICS 204: Document assignments and operational period objectives on Assignment List ● HICS 213: Document all communications on a General Message Form ● HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis ● HICS 257: As directed by the Operations Section Chief, use the Resource Accounting Record to track equipment used during the response | | |
| <p>Resources</p> <ul style="list-style-type: none"> ● Assess issues and needs in unit areas; coordinate resource management ● Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed | | |
| <p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p> | | |
| <p>Safety and security</p> <ul style="list-style-type: none"> ● Ensure that all unit personnel continue to comply with safety procedures and instructions ● Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit Leader ● Provide for staff rest periods and relief ● Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques ● Ensure personal protective equipment (PPE) is available and utilized appropriately | | |

| Demobilization/System Recovery | Time | Initial |
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| <p>Activities</p> <ul style="list-style-type: none"> ● Transfer the Records Management Unit Leader role, if appropriate <ul style="list-style-type: none"> ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital ○ Address any health, medical, and safety concerns ○ Address political sensitivities, when appropriate ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) ● Ensure the return, retrieval, and restocking of equipment and supplies | | |

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| <ul style="list-style-type: none"> • As objectives are met and needs decrease, return unit personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader • Notify the Business Continuity Branch Director when demobilization and restoration is complete • Coordinate reimbursement issues with the Finance/Administration Section • Upon deactivation of your position, brief the Business Continuity Branch Director on current problems, outstanding issues, and follow up requirements • Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed • Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include: <ul style="list-style-type: none"> ○ Review of pertinent position descriptions and operational checklists ○ Recommendations for procedure changes ○ Accomplishments and issues • Participate in stress management and after action debriefings | | |
| <p>Documentation</p> <ul style="list-style-type: none"> • HICS 221: Demobilization Check-Out • Ensure all documentation is submitted to the Planning Section Documentation Unit | | |

| Documents and Tools |
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| <ul style="list-style-type: none"> <input type="checkbox"/> HICS 203 - Organization Assignment List <input type="checkbox"/> HICS 204 - Assignment List <input type="checkbox"/> HICS 213 - General Message Form <input type="checkbox"/> HICS 214 - Activity Log <input type="checkbox"/> HICS 215A - Incident Action Plan (IAP) Safety Analysis <input type="checkbox"/> HICS 221 - Demobilization Check-Out <input type="checkbox"/> HICS 252 - Section Personnel Time Sheet <input type="checkbox"/> HICS 257 - Resource Accounting Record <input type="checkbox"/> Hospital Emergency Operations Plan <input type="checkbox"/> Hospital Incident Specific Plans or Annexes <input type="checkbox"/> IT Failure Incident Response Guide <input type="checkbox"/> Hospital Record Preservation Plan <input type="checkbox"/> Business Continuity and Recovery Plans <input type="checkbox"/> Hospital organization chart <input type="checkbox"/> Hospital telephone directory <input type="checkbox"/> Supply, equipment, and vendor directories <input type="checkbox"/> Computer with intranet and internet access <input type="checkbox"/> Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication |