CASUALTY CARE UNIT LEADER

Mission: Organize and coordinate the delivery of emergency care to arriving patients.

Position Reports to: **Medical Care 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
Receive appointment • Obtain briefing from the Medical Care Branch Director on: o Size and complexity of incident o Expectations of the Incident Commander o Incident objectives o Involvement of outside agencies, stakeholders, and organizations o The situation, incident activities, and any special concerns • Assume the role of Casualty Care Unit Leader • Review this Job Action Sheet • Put on position identification (e.g., position vest) • Notify your usual supervisor of your assignment		
Assess the operational situation • Determine the status of casualty care areas; assess current capabilities, and project immediate and prolonged capacity to provide casualty care based on current data • Assess critical issues and treatment needs in casualty care areas • Ensure establishment of primary and secondary communication capabilities in casualty care areas • Provide information to the Medical Care Branch Director on the status		
Determine the incident objectives, tactics, and assignments • 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: o Appoint Casualty Care Unit personnel in collaboration with the Medical Care Branch Director o Determine strategies and how the tactics will be accomplished o Determine needed resources • Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing		

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Activities • Assist with establishment of casualty care areas in additional or new locations, as needed • Identify patient receiving areas and implement patient triage procedures with designated locations for patients with Immediate, Delayed, Minor, Expired, and Expectant needs • Assist with establishment of treatment and morgue areas in additional or new locations, if necessary • Track and document all casualty care patients and their dispositions • Triage and prioritize patients to receive care • Provide status updates to the Medical Care Branch Director regularly to discuss the Incident Action Plan (IAP), advising of accomplishments and issues encountered • Determine staffing needs and place requests with the Medical Care Branch Director • Consider development of a unit action plan; submit to the Medical Care Branch Director if requested • Provide regular updates to unit personnel and inform them of strategy changes as needed • Facilitate patient dispositions to other areas for diagnostics, studies, observation, admission, or transfer		
Documentation • 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 254: Ensure the Disaster Victim/Patient Tracking form is used to document triage, treatment, and disposition of incident victims • HICS 259: As directed by the Planning Section Patient Tracking Manager, document injuries and deaths on the Hospital Casualty/Fatality Report • HICS 260: Provide details on the Patient Evacuation Tracking form		
Resources • Determine equipment and supply needs; request from the Logistics Section Supply Unit Leader and report to the Medical Care Branch Director • Assess issues and needs in unit areas; coordinate resource management		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • Ensure that all unit personnel comply with safety procedures and instructions • Ensure personal protective equipment (PPE) is available and utilized appropriately • Determine if communicable disease risk exists; implement appropriate response procedures; collaborate with appropriate Medical-Technical Specialists, if activated		

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Intermediate Response (2 – 12 hours)	Time	Initial

Activities
 • Transfer the Casualty Care Unit Leader role, if appropriate
   o 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
   o Address any health, medical, and safety concerns
   o Address political sensitivities, when appropriate
   o 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 coordination of care and disposition of patients
 • Ensure patient records are documented correctly and collected
 • Ensure patient care is prioritized effectively if crisis standards of care are enacted
 • Activate the Mass Fatality Plan, if needed, including:
   o Family notification with law enforcement and medical examiner or coroner assistance
   o Patient Family Assistance areas
   o Safe and respectful storage of remains
   o Area security and privacy
   o Proper handling of personal effects
   o Evidence preservation and chain of custody
   o Documentation
   o Coordination with medical examiner or coroner
 • Assess environmental services or housekeeping needs in all casualty care areas
 • Meet regularly with the Medical Care Branch Director for status reports
 • Communicate patient status and location information regularly to the Planning Section Patient Tracking Manager
 • Advise the Medical Care Branch Director immediately of any operational issue you are not able to correct		

Documentation • 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		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • 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		

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Extended Response (greater than 12 hours)	Time	Initial

Activities
• Transfer the Casualty Care Unit Leader role, if appropriate
   o 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
   o Address any health, medical, and safety concerns
   o Address political sensitivities, when appropriate
   o 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 casualty care area supervision, including monitoring quality of care, documentation, and safety practices
• Provide updates to the Medical Care Branch Director and unit personnel		

Documentation • 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		
Resources • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed		
Communication *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*		
Safety and security • 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

Activities
• Transfer the Casualty Care Unit Leader role, if appropriate
   o 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
   o Address any health, medical, and safety concerns
   o Address political sensitivities, when appropriate		

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- o 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) - Assist the Medical Care Branch Director and Unit Leaders with restoring treatment areas and the morgue to normal operations - Ensure the return, retrieval, and restocking of equipment and supplies - 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 Medical Care Branch Director when demobilization and restoration is complete - Coordinate reimbursement issues with the Finance/Administration Section - Upon deactivation of your position, brief the Medical Care 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: - o Review of pertinent position descriptions and operational checklists - o Recommendations for procedure changes - o Accomplishments and issues - Participate in stress management and after action debriefings		
Documentation - HICS 221: Demobilization Check-Out - Ensure all documentation is submitted to the Planning Section Documentation Unit		

Documents and Tools
☐ HICS 203 - Organization Assignment List   ☐ HICS 204 - Assignment List   ☐ HICS 213 - General Message Form   ☐ HICS 214 - Activity Log   ☐ HICS 215A - Incident Action Plan (IAP) Safety Analysis   ☐ HICS 221 - Demobilization Check-Out   ☐ HICS 252 - Section Personnel Time Sheet   ☐ HICS 254 - Disaster Victim/Patient Tracking   ☐ HICS 259 - Hospital Casualty Fatality Report   ☐ HICS 260 - Patient Evacuation Tracking   ☐ Mass Fatality Plan   ☐ Hospital Emergency Operations Plan   ☐ Hospital Incident Specific Plans or Annexes   ☐ Hospital Surge Plan   ☐ Crisis Standards of Care Guidelines   ☐ Hospital policies and procedures   ☐ Hospital organization chart   ☐ Hospital telephone directory   ☐ Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication