

MEDICAL CARE BRANCH DIRECTOR

Mission: Organize and manage the delivery of emergency, inpatient, outpatient, casualty care, behavioral health, and clinical support services.

Position Reports to: Operations Section Chief		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
<p>Receive appointment</p> <ul style="list-style-type: none"> • Obtain briefing from the Operations Section Chief 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 Medical Care Branch Director • 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"> • Determine the scope and impact of the incident; obtain information including: <ul style="list-style-type: none"> ○ Type and location of incident ○ Number and categories of expected patients ○ Estimated arrival time to hospital ○ Unusual or hazardous environmental exposure ○ Any special circumstances that must be addressed due to the nature of the incident, such as special languages, cultural needs, or security concerns • Collaborate with Medical-Technical Specialists concerning medical care guidance • Evaluate Medical Care Branch capacity to perform: <ul style="list-style-type: none"> ○ Inpatient care ○ Outpatient care ○ Casualty care ○ Behavioral health care ○ Clinical support services (e.g., laboratory, diagnostic imaging, pharmacy) • Provide information to the Operations Section Chief of the status 		
<p>Determine the incident objectives, tactics, and assignments</p> <ul style="list-style-type: none"> • Document branch objectives, tactics, and assignments on the HICS 204: Assignment List 		

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<ul style="list-style-type: none"> • Based on the incident objectives for the response period consider the issues and priorities: <ul style="list-style-type: none"> ○ Determine which Medical Care Branch functions need to be activated: <ul style="list-style-type: none"> ▪ Inpatient Care Unit ▪ Outpatient Care Unit ▪ Casualty Care Unit ▪ Behavioral Health Unit ▪ Clinical Support Unit ▪ Patient Registration Unit ○ Consider whether appropriate Medical-Technical Specialists may be needed and, if so, recommend their activation to the Incident Commander ○ Make assignments, and distribute corresponding Job Action Sheets and position identification ○ Determine strategies and how the tactics will be accomplished ○ Determine needed resources • Brief branch personnel on the situation, strategies, and tactics, and designate time for next briefing 		
<p>Activities</p> <ul style="list-style-type: none"> • Ensure the hospital's Surge Plan is activated, as appropriate • Ensure that set up and staffing of triage and treatment areas is appropriate to the incident • Ensure the new patients are rapidly assessed and moved to definitive care locations (e.g., admission, surgery, discharge, transfer) • Ensure pre-existing patients receive needed care and reassurance • Ensure patient care documentation • Coordinate with the Inpatient and Casualty Care Unit Leaders to prioritize patient transfer needs • Provide status updates to the Operations Section Chief regularly, advising of accomplishments and issues encountered • Consider development of a branch action plan; submit it to the Operations Section Chief if requested • Provide regular updates to branch personnel and inform them of strategy or tactical changes, as needed 		
<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 		
<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 Operation Section Chief • Assess issues and needs in branch areas; coordinate resource management • Make requests for external assistance, as needed, in coordination with the Liaison Officer 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		

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Safety and security <ul style="list-style-type: none"> • Ensure that all branch 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 Specialist, if activated 		
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Intermediate Response (2 – 12 hours)	Time	Initial
Activities <ul style="list-style-type: none"> • Transfer the Medical Care Branch Director 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) • Evaluate the capability of the Medical Care Branch to provide inpatient, outpatient, casualty care, behavioral health, and patient registration services • Continue coordinating patient care, disposition of patients, and clinical services support • Ensure patient care needs are met, and that policy decisions to institute crisis standards of care guidelines are determined and communicated effectively • Activate supplemental staffing procedures as needed • Assess environmental services or housekeeping needs in all clinical care and clinical support areas • Meet regularly with the Operations Section Chief for status reports • Advise the Operations Section Chief immediately of any operational issue you are not able to correct • Relay updated clinical information and situation reports to Clinical Support Services Unit Leader and other branch personnel; receive updates regularly • Ensure patient data is collected and shared with appropriate internal and external officials, in collaboration with the Liaison Officer 		
Documentation <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 		
Resources <ul style="list-style-type: none"> • Assess issues and needs in branch areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed 		
Communication <i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i>		
Safety and security <ul style="list-style-type: none"> • Ensure that all branch personnel comply with safety procedures and instructions 		

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<ul style="list-style-type: none"> • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure branch 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
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Medical Care Branch Director 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) • Continue to monitor the capability of the Medical Care Branch to provide patient care and clinical support services • Provide updates to the Operations Section Chief and branch personnel • Provide information to the Logistics and Planning Sections 		
<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 		
<p>Resources</p> <ul style="list-style-type: none"> • Assess issues and needs in branch 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 branch 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 		

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Demobilization/System Recovery	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Medical Care Branch Director 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) • Assist the Operations Section Chief and unit leaders with restoring patient care and clinical support areas to normal operations • Ensure the return, retrieval, and restocking of equipment and supplies • As objectives are met and needs decrease, return branch 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 Operations Section Chief when demobilization and restoration is complete • Coordinate reimbursement issues with the Finance/Administration Section • Upon deactivation of your position, brief the Operations Section Chief on current problems, outstanding issues, and follow up requirements • Debrief branch 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
<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 260 - Patient Evacuation Tracking <input type="checkbox"/> Hospital Emergency Operations Plan <input type="checkbox"/> Hospital Incident Specific Plans or Annexes <input type="checkbox"/> Hospital Surge Plan <input type="checkbox"/> Hospital policies and procedures <input type="checkbox"/> Hospital organization chart <input type="checkbox"/> Hospital telephone directory <input type="checkbox"/> Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication