

PATIENT TRACKING MANAGER

Mission: Monitor and document the location of incoming and outgoing patients at all times within the hospital's patient care system, and track the destination of all patients departing the hospital.

Position Reports to: Situation Unit Leader 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 Situation Unit Leader 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 Patient Tracking Manager • 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"> • Obtain information and status from the Situation Unit Leader • Obtain current patient census from admitting personnel or other sources • Provide information to the Situation Unit Leader on the operational situation 		
<p>Determine objectives, tactics, and assignments</p> <ul style="list-style-type: none"> • Document 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 Patient Tracking Team personnel in collaboration with the Situation Unit Leader ○ Determine strategies and how the tactics will be accomplished ○ Determine needed resources • Brief team personnel on the situation, strategies, and tactics, and designate time for next briefing 		
<p>Activities</p> <ul style="list-style-type: none"> • Activate a system, using the HICS 254: Disaster/Victim Patient Tracking form to track and display patient arrivals, discharges, transfers, locations, and dispositions 		

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<ul style="list-style-type: none"> • Determine the patient tracking mechanism utilized by field providers and establish methods to ensure integration and continuity with hospital patient tracking systems • Initiate the HICS 259: Hospital Casualty/Fatality Report in conjunction with the Operations Section Patient Registration Unit Leader • If evacuation of the hospital is required or is in progress, initiate the HICS 255: Master Patient Evacuation Tracking form • Consider development of a team action plan; submit to the Situation Unit Leader 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 254: Document patient treatment and disposition on Disaster/Victim Patient Tracking Form • HICS 255: As directed by the Situation Unit Leader, prepare the Master Patient Evacuation Tracking form, if needed • HICS 257: As directed by the Planning Section Chief, use the Resource Accounting Record to track equipment used during the response • HICS 259: Document victim information on the Hospital Casualty/Fatality Report 		
<p>Resources</p> <ul style="list-style-type: none"> • Assess issues and needs in team areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are available 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 team personnel comply with safety procedures and instructions 		

Intermediate Response (2 – 12 hours)	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Patient Tracking Manager 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) • Track patient movement outside of the hospital with local authorities and other health systems through the Liaison Officer and the Operations Section Staging Manager • Continue to track and display patient location and time of arrival for all patients; regularly report status to the Situation Unit Leader 		

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<ul style="list-style-type: none"> • Monitor and report to the Situation Unit Leader, projected shortages of critical supplies or equipment that may affect response capacity or strategy • Meet regularly with the Public Information Officer, the Liaison Officer, and the Operations Section Patient Registration Unit Leader to update and exchange patient tracking information and census data within Health Insurance Portability and Accountability Act [HIPAA] and local guidelines • Advise the Situation Unit Leader immediately of any operational issue you are not able to correct or resolve • Meet regularly with the Situation Unit Leader for status reports, and to relay important information to team 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 254: Update patient treatment and disposition on Disaster/Victim Patient Tracking Form • HICS 255: As directed by the Situation Unit Leader, update the Master Patient Evacuation Tracking form • HICS 257: As directed by the Planning Section Chief, use the Resource Accounting Record to track equipment used during the response • HICS 259: Update victim information on the Hospital Casualty/Fatality Report 		
<p>Resources</p> <ul style="list-style-type: none"> • Assess issues and needs in team 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 team personnel continue to comply with safety procedures and instructions • Ensure team 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 physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure personal protective equipment (PPE) is available and utilized appropriately 		

Extended Response (greater than 12 hours)	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Patient Tracking Manager 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 Patient Tracking Team to meet workload demands, personnel health and safety, resource needs, and documentation practices 		
<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 254: Update patient treatment and disposition on Disaster/Victim Patient Tracking Form ● HICS 255: As directed by the Situation Unit Leader, update the Master Patient Evacuation Tracking form ● HICS 257: As directed by the Planning Section Chief, use the Resource Accounting Record to track equipment used during the response ● HICS 259: Update victim information on the Hospital Casualty/Fatality Report 		
<p>Resources</p> <ul style="list-style-type: none"> ● Assess issues and needs in team 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 team 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
<p>Activities</p> <ul style="list-style-type: none"> ● Transfer the Patient Tracking Manager 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 personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Demobilization Unit Leader • If information technology (IT) systems were offline, ensure appropriate information from HICS 254: Disaster/Victim Patient Tracking Form is transferred into patient tracking systems • Compile and finalize the HICS 254: Disaster/Victim Patient Tracking Form and submit copies to the Finance/Administration Section Chief, if requested • Notify the Planning Section Chief when demobilization and restoration is complete • Upon deactivation of your position, brief the Planning Section Chief on current problems, outstanding issues, and follow up requirements • Debrief 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 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 254 - Disaster Victim/Patient Tracking <input type="checkbox"/> HICS 255 - Master Patient Evacuation Tracking <input type="checkbox"/> HICS 256 - Procurement Summary Report <input type="checkbox"/> HICS 257 - Resource Accounting Record <input type="checkbox"/> HICS 259 - Hospital Casualty/Fatality Report <input type="checkbox"/> Hospital Emergency Operations Plan <input type="checkbox"/> Hospital Incident Specific Plans or Annexes <input type="checkbox"/> Hospital organization chart <input type="checkbox"/> Hospital telephone directory <input type="checkbox"/> Access to hospital bed tracking and cleaning status tracking systems <input type="checkbox"/> Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication