ALL HAZARDS

INCIDENT PLANNING GUIDE

Does your Emergency Management Plan Address the following issues?

1.
Alarms

- Does your hospital have defined criteria and a procedure for activating alarms in the facility and for confirming that the alarm has been received by emergency response agencies (e.g., fire department)?

- Does your hospital have defined alert criteria and response procedures for external incidents that will impact the functional capability of hospital, community and/or government?

2.
HICS Activation & EOP Implementation

- Does your hospital have defined criteria and procedures to activate the hospital incident command system, to implement relevant elements of the emergency operations plan and to develop an Incident Action Plan?

- Does your hospital have notification procedures to activate HICS Command and general staff positions?

- Does your hospital have a process for the formation of a unified command with emergency response agencies?

3.
Situation Assessment

- Does your hospital have a procedure to obtain incident specific details?

4.
Community Partners

- Does your hospital have a process to cooperate with governmental, emergency management, and public health officials in local response planning and community exercises?

- Does your hospital have a communication plan and procedures to keep local (and/or county/state) EOC informed of the operational status of your facility?

- Does the local EOC team include a member of your hospital?

- Does your hospital have identified communication channels with community partners to ensure rapid notification and continuous exchange of relevant information and incident specific details?

- Does your hospital have an alternative means of communications (redundant systems) when normal communication systems fail?

- Does your hospital have procedures to request mutual aid from local partners and adjoining regions?

- Does your hospital have a process to triage minor and delayed patients to outlying facilities (i.e., alternate care sites, clinics)?

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Community Partners

4.
- Does your hospital have strategies to maintain integrated response with the local EOC?

- Does your hospital have a process to determine status of other area hospitals, emergency medical services, and other healthcare delivery systems and facilities?

- Does your hospital have procedures for collection and maintenance of chain of evidence that are coordinated with local law enforcement?

Incident Action Planning

5.
- Does your hospital have procedures and forms to initiate and complete the Incident Action Plan and situation reports?

Security

6.
- Does your hospital have a process to evaluate facility safety and security needs, including supplemental personnel, and appropriate hospital access?

- Does your hospital have a procedure for securing all doors and windows and limiting facility access?

- Does your hospital have a process for modifying its family visitation policy?

Shelter-in-Place / Evacuation

7.
- Does your hospital have defined criteria for deciding, in conjunction with local officials, whether to shelter-in-place or evacuate? Does this include continuous evaluation of the decision as the situation warrants?

- Does your hospital have procedures for sheltering in place?

- Does your hospital have plans for horizontal, vertical, partial, and complete, or immediate, controlled, or long-range evacuation/relocation, depending on whether the incident is internal, external, or both?

- Are local authorities aware of/involved in these evacuation plans?

- Does your hospital have a process for returning to your facility any patients evacuated to other facilities?

- Does your hospital have an identified alternate care facility and the appropriate memorandum of understanding signed, enabling use of the facility?

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Staff Briefings

8.

- Does your hospital have a risk/crisis communications plan to provide briefings, operational and situation updates, and reminders about personal preparedness, precautions, and protection to staff and their families?

- Does your hospital provide for the use of multiple communication mediums for medical staff updates, such as intercom systems, radios, phones, email, and fax?

Media & Public Briefings

9.

- Does your hospital have a risk communication and public information plan that includes the following?

  1. Media briefing area

  2. Briefing procedures including identified spokespersons

  3. Integration with local emergency operations center for information release and consistency

  4. Use of other than commercial media for message delivery (e.g., hotline, internet, print material)

  5. Messaging in multiple languages, to match local diversity

- Does your hospital have an emergency risk/crisis communications plan to notify the public of operational status?

- Does your hospital have a plan to establish a media conference area for providing periodic press briefings on hospital status according to a schedule coordinated with the local EOC/Joint Information Center, law enforcement, emergency management agency, public health, etc., as appropriate?

- Does your hospital have pre-scripted, generic messages that can be modified as needed for dissemination to appropriate audiences?

- Does your hospital have a media plan to address public relations messaging, media relations, and public perception monitoring?

Operations

10.

- Does your hospital have defined criteria for activating plans for specific threats identified in your facility hazards and vulnerabilities analysis including the following?

Evacuation	Loss of HVAC
Bomb threat	Loss of power
Fire	Loss of water
HazMat/decontamination	Severe weather
Surge capacity and capability	Work stoppage
Hostage	Media relations/risk communications
Child abduction	Mass fatalities/mass casualties
Internal flood	Biological terrorism
Outbreaks of infectious disease	Pandemic influenza

Briefings for Patients and Visitors

11.

- Does your hospital have an emergency risk/crisis communications plan to provide situation briefing(s) to patients and visitors?

- Does the plan include integration with family assistance centers and other social service agencies in the community?

Resources

12.

- Does your hospital have procedures to monitor equipment and supply use, personnel deployment and to evaluate needs?

- Does your hospital have procedures to communicate critical issues and equipment, supply, and personnel needs to the local or state EOC?

- Does your hospital have procedures for mobilizing appropriate staff, space, and materiel appropriate to the situation assessment?

- Does your hospital have a process to provide additional equipment, supplies, staff, and physicians to affected areas, (e.g., the emergency department, outpatient areas)?

- Does your hospital have procedures to ensure equipment is repaired/properly disinfected and/or replaced and supplies are reordered?

- Does your hospital have procedures to inventory and return remaining pharmaceutical cache/SNS medications and supplies?

- Does your hospital have an emergency procurement process and plan with vendors to meet emergency procurement requests for needed medications, medical equipment, supplies, etc.?

- Do hospital suppliers have current business continuity plans and redundant methods for obtaining resources?

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Resources

12.
- Does your hospital have identified alternative vendors for critical supplies and equipment?

- Does your hospital have an alternative means of documentation when electronic systems fail?

Service Delivery, Prioritization, and System Recovery

- Does your hospital have a process for evaluation and modification of normal clinical operations in the event of an incident (e.g., canceling/rescheduling surgeries, outpatient services, etc.?

- Does your hospital have continuity of operations plans for clinical and non-clinical (business) areas to ensure maintenance of essential functions and to allow for safe relocation of services, if needed?

- Does your hospital have defined criteria and a procedure to prioritize restoration activities?

13.
- Does your hospital have defined criteria and procedures to curtail nonessential functions (as defined by hospital policy; e.g., meetings, conferences, gift shop, etc.)?

- Does your hospital have defined criteria to return medical care operations and nonessential services (as defined by hospital policy) to normal?

- Does your hospital have a process for confirming adequacy of plans of outside services (e.g., waste disposal, food service delivery, linen service delivery, blood/pharmaceutical products replacement, bus service, etc.)?

- Does your hospital have plans for personnel, supplies, and modified operations in incidents that will require an extended period of time for recovery (e.g., weeks to months)?

Staff

- Does your hospital have a plan in place to support personal and family preparedness?

- Does your hospital have procedures for ensuring employee health and well-being, including rest, rehabilitation, and feeding?

14.
- Does your hospital have a tracking procedure for on-duty staff (names and their current location)?

- Does your hospital have a staff call-back list/system that is regularly updated and exercised?

Staff

Does your hospital have procedures to complete and follow-up staff injury reports?

14.
- Does your hospital have a process and means for rapidly disseminating protective measures and equipment for staff (e.g., personal protective equipment, chemoprophylaxis)?

- Does your hospital plan account for accommodation of staff finances, family and pet management, as needed?

Training

15.
- Does your hospital have a process to train and refresh critical staff in all-hazards emergency events?

Patient Tracking

- Does your hospital have a procedure to track patient location and status during normal operations and in emergency situations?

16.
- Does your hospital have a procedure to track patient belongings and medical records?

- Does your hospital coordinate patient tracking with local emergency management agency, American Red Cross, etc.?

Mental Health Support

- Does your hospital have processes to address mental health support to staff and their families; short- and long-term?

17.
- Does your hospital have processes to address patients/families mental health support?

- Does your hospital plan provide for coordinating with the overall community mental health response?

Expense Tracking

- Does your hospital have procedures and forms to track response expenses (e.g., employee time, equipment purchases, etc.)?

18.
- Does your hospital have procedures and forms to submit expense reports to appropriate authorities?

Documentation

19.
- Does your hospital have procedures to document incident communications, actions, activities and decision-making?

- Does your hospital have procedures for use of appropriate forms, e.g., personnel timesheets, procurement summaries, etc.?

- Does your hospital have procedures to archive incident documentation?

Incident Demobilization

20.
- Does your hospital have a process to determine criteria for incident demobilization and system recovery?

- Does your hospital have procedures for deactivating and closing the Hospital Command Center and for restocking supplies?

After Action

21.
- Does your hospital have a process to complete an after-action report (to include incident summary, response activities that went well, processes that need improvement, costs, etc.) and procedures to revise the emergency management plan?

- Does your hospital have a process to recognize staff, volunteers, and local, state, and federal personnel who provided assistance?

- Does your hospital have a process to debrief with community responders?

- Does your have a policy to report the hospital after action and improvement plan to appropriate internal and external authorities (e.g., Board of Directors, Hospital Corporation, local emergency management agency, etc.)?