

## COMPENSATION/CLAIMS UNIT LEADER

**Mission:** Responsible for receiving, investigating and documenting all claims reported to the hospital during the emergency incident, which are alleged to be the result of an accident or action on hospital property.

Date: \_\_\_\_\_ Start: \_\_\_\_\_ End: \_\_\_\_\_ Position Assigned to: \_\_\_\_\_ Initials: \_\_\_\_\_

**Position Reports to: Finance/Administration Section Chief** Signature: \_\_\_\_\_

Hospital Command Center (HCC) Location: \_\_\_\_\_ Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_ Other Contact Info: \_\_\_\_\_ Radio Title: \_\_\_\_\_

<b>Immediate (Operational Period 0-2 Hours)</b>	<b>Time</b>	<b>Initial</b>
Receive appointment, briefing, and any appropriate materials from the Finance/Administration Section Chief.		
Read this entire Job Action Sheet and review incident management team chart (HICS Form 207). Put on position identification.		
Notify your usual supervisor of your HICS assignment.		
Document all key activities, actions, and decisions in an Operational Log (HICS Form 214).		
Appoint Unit members and complete the Branch Assignment List (HICS Form 204).		
Brief Unit members on current situation, incident objectives, and strategy; outline Unit action plan; and designate time for next briefing.		
Ensure Unit members comply with safety policies and procedures.		
Receive, investigate and document claims issued by employees and non-employees. Use photographs or video documentation when appropriate.		
Obtain statements as quickly as possible from all claimants and witnesses.		
Enlist the assistance of the Safety Officer, Security Branch Director and Employee Health and Well-Being Unit Leader, as needed.		
Document all communications (internal and external) on an Incident Message Form (HICS Form 213). Provide a copy of the Incident Message Form to the Documentation Unit.		

<b>Intermediate (Operational Period 2-12 Hours)</b>	<b>Time</b>	<b>Initial</b>
Meet routinely with the Finance/Administration Section Chief for status reports, and relay important information to Unit members.		
Inform the Finance/Administration Section Chief of all claims as they are reported.		
Document claims on hospital risk/loss forms. Coordinate with hospital Risk Management.		
Ensure that records required by insurers, government and other agencies for loss recovery are accurately compiled, maintained, and available.		
Develop and submit an action plan to the Finance/Administration Section Chief when requested.		



<b>Intermediate (Operational Period 2-12 Hours)</b>	<b>Time</b>	<b>Initial</b>
Advise the Finance/Administration Section Chief immediately of any operational issue you are not able to correct or resolve.		

<b>Extended (Operational Period Beyond 12 Hours)</b>	<b>Time</b>	<b>Initial</b>
Report any cost incurred as a result of a claim to the Cost Unit Leader as soon as possible.		
Prepare a summary of all claims reported during the incident every 8 hours and as requested.		
Continue to document actions and decisions on an Operational Log (HICS Form 214) and send to the Finance/Administration Section Chief at assigned intervals and as needed.		
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.		
Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to the Employee Health & Well-Being Leader. Provide for staff rest periods and relief.		
Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information.		

<b>Demobilization/System Recovery</b>	<b>Time</b>	<b>Initial</b>
As needs for the Compensation/Claims Unit staff decrease, return staff to their usual jobs and combine or deactivate positions in a phased manner.		
Compile final claims report(s) and submit to Finance/Administration Section Chief.		
Debrief staff on lessons learned and procedural/equipment changes needed.		
Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the Finance/Administration Section Chief.		
Upon deactivation of your position, brief the Finance/Administration Section Chief on current problems, outstanding issues, and follow-up requirements.		
Submit comments to the Finance/Administration Section Chief for discussion and possible inclusion in the after-action report; topics include: <ul style="list-style-type: none"> <li>• Review of pertinent position descriptions and operational checklists</li> <li>• Recommendations for procedure changes</li> <li>• Section accomplishments and issues</li> </ul>		
Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required.		

<b>Documents/Tools</b>
<ul style="list-style-type: none"> <li>• Incident Action Plan</li> <li>• HICS Form 204 – Branch Assignment List</li> <li>• HICS Form 207 – Incident Management Team Chart</li> <li>• HICS Form 213 – Incident Message Form</li> <li>• HICS Form 214 – Operational Log</li> <li>• Hospital emergency operations plan</li> <li>• Hospital organization chart</li> </ul>



**Documents/Tools**

- Hospital telephone directory
- Radio/satellite phone
- Standard claims protocol/procedure
- Insurer information
- Relevant government protocols
- Claims log form