

MEDICAL CARE BRANCH DIRECTOR

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

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____

Position Reports to: Operations Section Chief Signature: _____

Hospital Command Center (HCC) Location: _____ Telephone: _____

Fax: _____ Other Contact Info: _____ Radio Title: _____

Immediate (Operational Period 0-2 Hours)	Time	Initial
Receive appointment and briefing from the Operations Section Chief. Obtain packet containing Medical Care Branch Job Action Sheets.		
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.		
Determine need for and appropriately appoint Medical Care Branch Unit Leaders, distribute corresponding Job Action Sheets and position identification. Complete the Branch Assignment List (HICS Form 204).		
Document all key activities, actions, and decisions in an Operational Log (HICS Form 214).		
Collaborate with Medical/Technical Specialist(s) concerning medical care guidance.		
Brief the Medical Care Branch Unit Leaders on current situation, incident objectives and strategy; outline Branch action plan and designate time for next briefing.		
Evaluate Medical Care Branch capacity to perform: <ul style="list-style-type: none"> • Inpatient • Outpatient • Casualty Care • Mental Health • Clinical Support Services (lab, diagnostic radiology, pharmacy) • Patient Registration 		
Ensure new patients are being rapidly assessed and moved to definitive care locations (i.e., admission, surgery, discharge, transfer.)		
Ensure pre-existing patients receive needed care and reassurance.		
Assess problems and needs in Branch areas; coordinate resource management.		
Ensure Branch personnel comply with safety policies and procedures.		
Instruct all Unit Leaders to evaluate on-hand equipment, supply, and medication inventories and staff needs in collaboration with Logistics Section Branches; report status to the Operations Section Chief.		
Determine need for surge capacity plan implementation and/or modification of existing plan.		
Coordinate with Inpatient and Casualty Care Unit Leaders to prioritize patient transfer needs.		

Immediate (Operational Period 0-2 Hours)	Time	Initial
Determine if communicable disease risk exists; implement appropriate response procedure(s). Collaborate with the appropriate Medical/Technical Specialist, if activated.		
Regularly meet with the Operations Section Chief to discuss plan of action and staffing in all service areas.		
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.		

Intermediate (Operational Period 2-12 Hours)	Time	Initial
Continue to meet regularly with Operations Section Chief for status reports, and relay important information to Branch staff.		
Continue coordinating patient care, disposition of patients, and clinical services support.		
Ensure patient transfer coordination and tracking is being done according to the Emergency Operations Plan and hospital procedures.		
Ensure patient records are being done correctly and collected.		
Ensure patient care needs are being met and policy decisions to institute austere care (altered level of care) practices are determined and communicated effectively.		
Advise the Operations Section Chief immediately of any operational issue you are not able to correct or resolve.		
Assess environmental services (housekeeping) needs in all clinical care and clinical support areas; contact the Infrastructure Branch Leader or Environmental Services Unit Leader, as appropriate, with identified needs.		
Review personnel protection practices; revise as needed.		
Ensure patient safety issues are identified and addressed.		
Report equipment and supply needs to Operations and Logistics Section Chiefs.		
Continue to provide updated clinical information and situation reports to Unit Leaders and staff.		
Ensure patient data is collected and shared with appropriate internal and external officials, in collaboration with the Liaison Officer.		
Ensure staff health and safety issues are being addressed; resolve with the Safety Officer and Employee Health & Well-Being Unit, as appropriate.		
Develop and submit a Branch action plan to the Operations Section Chief when requested.		
Communicate with Clinical Support Services Unit Leader to ensure accurate routing of test results.		

Extended (Operational Period Beyond 12 Hours)	Time	Initial
Continue to monitor Medical Care Branch's ability to meet workload demands, staff health and safety, resource needs, and documentation practices.		
Continue to ensure patient transfer coordination and tracking; mitigate identified issues.		
Rotate staff on a regular basis.		
Continue to document actions and decisions on an Operational Log (HICS Form 214)		



Extended (Operational Period Beyond 12 Hours)	Time	Initial
and submit to the Operations Section Chief at assigned intervals and as needed.		
Continue to provide the Operations Section Chief with regular situation updates.		
Provide Branch Unit Leaders with situation update information and revised patient care practice standards.		
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 Unit 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.		

Demobilization/System Recovery	Time	Initial
As needs for Medical Care Branch staff decrease, return staff to their usual jobs, and combine or deactivate positions in a phased manner.		
Assist Operations Section Chief and Unit Leaders with restoring patient care and clinical support areas to normal operations. Notify the Operations Section Chief when restoration is complete.		
Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment.		
Debrief staff on lessons learned and procedural/equipment changes needed.		
Upon deactivation of your position, brief the Operations Section Chief on current problems, outstanding issues, and follow-up requirements.		
Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the Operations Section Chief.		
Submit comments to the Operations Section Chief for discussion and possible inclusion in the after-action report; topics include: <ul style="list-style-type: none"> • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes • Section accomplishments and issues 		
Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required.		

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

