



# RMOC Hospital Group Supervisor Job Action Sheet

**Mission:** Organize and manage the delivery of emergency, inpatient, outpatient, casualty care, and clinical support services to regional hospitals through the RMOC.

Date: \_\_\_\_\_ / Start: \_\_\_\_\_ / End: \_\_\_\_\_

**Position Assigned:** \_\_\_\_\_ / Initial: \_\_\_\_\_

**Position Reports to: RMOC Branch Director**

**Position Assigned:** \_\_\_\_\_

### Regional Medical Operations Center (RMOC)

Location: \_\_\_\_\_ / Telephone: \_\_\_\_\_ /

Fax: \_\_\_\_\_ / Other Contact Info: \_\_\_\_\_

**Immediate (Operational Period 0-2 Hours) Time Initial:** \_\_\_\_\_

1. Identify your relief for the next operational period and when they will arrive to assume your position.
2. Receive appointment and situational awareness briefing from the RMOC Branch Director.
3. Obtain packet containing **Hospital Group Supervisor Job Action Sheets**. Read this entire Job Action Sheet and review incident management team chart (HICS Form 207).
4. Document all key activities, actions, and decisions in an Operational Log (HICS Form 214).
5. Collaborate with other regional hospital representatives to determine concerning medical care guidance.
6. Brief the RMOC Hospital Representatives on current situation, incident objectives and strategy.
7. Establish planning/operational cycle for recurring conference calls, reports, meetings, etc.
8. Make sure RMOC Hospital Reps know their Sister Hospital assignments and that they make contact with them and keep them informed as necessary.
9. Direct a bed availability report from all hospitals.
10. Coordinate and participate in all hospital-related RMOC conference calls
11. Evaluate Hospital Group's capacity to perform: (through utilization of WebEOC)
  - a. Inpatient
  - b. Outpatient
  - c. Mental Health
  - d. Clinical Support Services (lab, diagnostic radiology, pharmacy)
  - e. Patient Registration
12. Assess problems and needs in regional hospitals; coordinate resource management with RMOC Branch Director
13. Ensure all hospitals update the pertinent WebEOC status boards (i.e. equip, personnel, supplies, medications, etc.)
14. Determine need for surge capacity plan implementation and/or modification of existing plan.
15. Coordinate with Regional Hospital Representatives to prioritize patient transfer needs.

**Intermediate (Operational Period 2-12 Hours) Time Initial:** \_\_\_\_\_

## **RMOC Hospital Group Supervisor Job Action Sheet**

1. Identify your relief for the next operational period and when they will arrive to assume your position.
2. Regularly meet with the RMOC Branch Director to discuss plan of action and staffing in all service areas.
3. 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.
4. Continue to meet regularly with RMOC Branch Director for status reports, and relay important information to Regional Hospital Representatives.
5. Continue coordinating patient care, disposition of patients, and clinical services support with the Hospital Command Centers (HCC).
6. Ensure patient transfer coordination and tracking is being done according to the Emergency Operations Plan and hospital procedures. Insure Hospital Command Centers (HCC) are monitoring aware of patient flow on transferring and receiving facilities.
7. Ensure patient records are being collected and documented on WebEOC correctly.
8. Ensure patient care needs are being met and policy decisions to institute austere care (altered level of care) practices are determined and communicated effectively.
9. Advise the RMOC Branch Director immediately of any operational issue you are not able to correct or resolve.
10. Continue to provide updated clinical information and situation reports to Regional Hospital Representatives.
11. Ensure patient data is collected and shared with appropriate internal and external officials.
12. Ensure staff health and safety issues are being addressed; resolve with the RMOC Branch Director, as appropriate.
13. Develop and submit a Regional Hospital Representative action plan to the RMOC Branch Director when requested.
14. Communicate with Hospital Command Centers (HCC) to ensure accurate routing of patients.

### **Extended (Operational Period Beyond 12 Hours) Time Initial: \_\_\_\_\_**

1. Identify your relief for the next operational period and when they will arrive to assume your position.
2. Continue to monitor Hospital Group Supervisor's ability to meet workload demands, staff health and safety, resource needs, and documentation practices.
3. Continue to ensure patient transfer coordination and tracking; mitigate identified issues.
4. Rotate staff on a regular basis.
5. Continue to document actions and decisions on an Operational Log (HICS Form 214) and submit to the RMOC Branch Director at assigned intervals and as needed.
6. Continue to provide the RMOC Branch Director with regular situation updates.
7. Provide Regional Hospital Representatives with situation update information and revised patient care practice standards.
8. Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.
9. Observe all staff and volunteers for signs of stress and inappropriate behavior. Provide for staff rest periods and relief.

## **RMOC Hospital Group Supervisor Job Action Sheet**

10. Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information.

**Demobilization/System Recovery Time Initial:** \_\_\_\_\_

1. As needs for Regional Hospital Representative staff decrease, return staff to their usual jobs, and combine or deactivate positions in a phased manner.
2. Assist Regional Hospital Representatives with restoring patient care and clinical support areas to normal operations. Notify the RMOC Branch Director when restoration is complete.
3. Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment.
4. Debrief staff on lessons learned and procedural/equipment changes needed.
5. Upon deactivation of your position, brief the RMOC Branch Director on current problems, outstanding issues, and follow-up requirements.
6. Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the RMOC Branch Director.
7. Submit comments to the RMOC Branch Director for discussion and possible inclusion in the after-action report; topics include:
  - a. Review of pertinent position descriptions and operational checklists
  - b. Recommendations for procedure changes
  - c. Section accomplishments and issues
8. Participate in stress management and after-action debriefings. Participate in other briefings or meetings

### **Documents/Tools**

- 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