

INFORMATION TECHNOLOGY (IT) / INFORMATION SERVICES (IS) UNIT LEADER

Mission: Ensure that critical clinical and business data is maintained, restored or augmented to meet response and recovery needs. Provide computer hardware, software and infrastructure support to staff.

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____
Positions Reports to: Services Branch Director - Signature: _____
Nursing Home Command Center (NHCC) Location: _____
Phone: _____ Fax: _____ Email: _____
Radio Title: _____

IMMEDIATE (Operational Period 0-2 Hours)	Time	Initial
Receive appointment from Service Branch Director.		
Read this entire Job Action Sheet. Put on position identification (i.e. vest, cap, etc.).		
Notify your usual supervisor of your NHICS assignment.		
Obtain a briefing from Service Branch Director.		
Assess immediate and future impact of the incident on IT systems.		
Assign staff to the facility's Incident Command Center (NHCC) location to provide IT/IS support and maintain system. Respond immediately to requests for assistance from the Incident Command Center (ICC).		
Establish priorities for use of available IT/IS systems, as needed.		
Coordinate IT/IS activities with the Communications Unit and Finance/Administration Section.		
As time and the emergency event allows, take immediate steps to protect the facility's hard drives, monitors, cords, etc. from damage.		
Inventory and assess IT systems, hardware and software; identify potential needs and work with the Supply Unit Leader to obtain equipment, supplies, and outside vendors as needed to assist in the recovery, preservation, and/relocation of critical data.		

IMMEDIATE (Operational Period 0-2 Hours)	Time	Initial
Expand IT capability to pre-designated or additional/new areas per direction from Service Branch Director.		
Make external requests for assistance in collaboration with the Supply Unit Leader, as needed; notify the Service Branch Director of all critical issues and requests.		

ON-GOING	Time	Initial
Assess status and integrity of data back-up systems for critical information including: <ul style="list-style-type: none"> • Resident medical records • Business/financial records • Billing records 		
Identify priorities for data systems restoration/resumption.		
Develop and submit an action plan to the Service Branch Director when requested.		
Advise Service Branch Director immediately of any operational issue you are not able to correct or resolve.		
Observe all staff, volunteers, and residents for signs of stress and inappropriate behavior. Report concerns to Staffing/Scheduling. Provide for staff rest periods and relief.		
Document all key activities, actions, and decisions.		
Report unexpected problems and unresolved issues immediately.		

DOCUMENTS/TOOLS
<ul style="list-style-type: none"> • NHICS Form 207: Incident Management Team Chart • NHICS Form 213: Incident Message Form

Nursing Home Incident Command System (NHICS) Job Action Sheets have been adapted from the Hospital Incident Command System by the American Health Care Association (AHCA) Disaster Preparedness Committee