

# Nursing Home Incident Command System

## Module 4

Tool Kit: Guidebook, JAS, Forms, and  
IPGs/IRGs

*This program has been produced by the Center for HICS Education and Training with funding from the California Association of Health Facilities. The materials contained within are provided for Nursing Homes and other Long Term Care Facilities in development of emergency preparedness and response programs.*

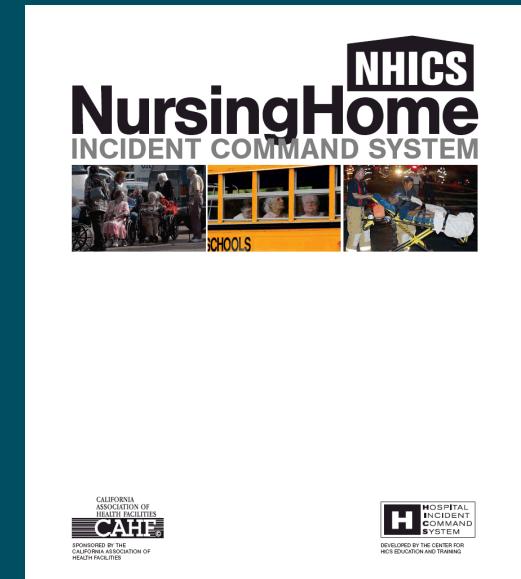
# OBJECTIVES

At the end of this program the participant will:

- Be familiar with the Guidebook
- Understand the purpose of Job Action Sheets and their utilization
- Understand the Eighteen (18) NHICS Forms and how they should be used
- Be able to use the six (6) Incident Planning and Response Guides

# NHICS Guidebook

- How-to guidance for use of the NHICS
- Detailed explanations of the sections, Command and General staff positions
- Overview of planning and response guides and tools
- Documentation explanation
- Implementation guidance
- Customization guidance for incorporating the NHICS into your facility



## Using the Guidebook

- Read it first before getting started
- Insure others working on implementation have reviewed it
- Share it with other community responders to familiarize them with NHICS
- The Florida Healthcare Association –Emergency Management Guide for Nursing Homes is useful tool for completely understanding emergency planning and response

## WHY ARE JOB ACTION SHEETS IMPORTANT?

Job Action Sheets Provide:

- Mission
- Summary of the emergency response functional role
- Key Contact information
- Mechanism to document assigned duties
- Time period prompts for each role

## JAS INFORMATION BOX

- The information box at the top of the JAS documents position assignment and KEY response information such as location and contact data

Date: _____	Start: _____	End: _____	Position Assigned to: _____	Initial: _____
<b>Position Reports to: Incident Commander</b> Signature: _____				
Facility Command Center (HCC) Location: _____		Telephone: _____		
Fax: _____	Other Contact Info: _____	Radio Title: _____		

## CHRONOLOGICAL LIST OF TASKS

The JAS includes a chronological list of tasks to be done in each time frame

Immediate 0-2 hrs

Intermediate 2-12 hrs

Extended > 12 hrs

Demobilization / System Recovery

## JAS JOB TOOLS

- The JAS lists job tools – additional items that can facilitate response.

Examples include:

- Forms
- Communication tools such as radios

### Documents/Tools

- Incident Action Plan
- NHICS Form 206 – Staff Medical Plan
- NHICS Form 207 – Incident Management Team Chart
- NHICS Form 213 – Incident Message Form
- Facility emergency operations plan
- Facility organization chart
- Facility telephone directory
- Radio/satellite phone
- Facility maps and ancillary services schematics
- Vendor support and repair directory

## CUSTOMIZING THE JAS

- The JAS can be customized to the individual Nursing Home during the planning phase
  - Can add your name and or logo
  - Modify action statements or tools
- It is recommended not to change the title or the mission to facilitate integration with community response

## NHICS Forms

- 18 forms developed
- Consistent with forms used by healthcare, fire/EMS/law and emergency management
- Used throughout the activation, mitigation, response and recovery
- Are handwritten or keyboarded
- Purpose and destination indicated on the form

# NHICS Forms

Number	Name	Purpose
NHICS 201	Incident Briefing and Operational Log	Document initial response and actions
NHICS 202	Incident Objectives	Defines the command objectives and key messages
NHICS 203	Org. Assignment List	Documents the IMT positions
NHICS 205	Communications Plan	Documents communication technology and contacts
NHICS 206	Staff Injury Plan	Identifies the care for employees
NHICS 207	Organizational Chart	Illustrative chart of IMT
NHICS 213	Message Form	Documents critical messages and response
NHICS 251	Facility Status Report	Assessment of the facility infrastructure

# NHICS Forms

Number	Name	Purpose
NHICS 252	Personnel Time Sheet	Tracks hours worked during the response
NHICS 254	Patient Tracking Form	Identifies patients received at the NH
NHICS 255	Resident Evacuation Tracking Form	Tracks all residents evacuated
NHICS 256	Procurement Summary Report	Documents supplies / equipment procured for the response
NHICS 257	Resource Accounting Record	Tracks the expenditures
NHICS 258	NH Resource Directory	Critical contact information
NHICS 259	Casualty & Fatality Report	Documents injury or death of residents
NHICS 260	Pt Evacuation Form	Documents individual evacuated patient
NHICS 261	IAP Safety Analysis	Directs a safe response

# Planning and Response Tools: NHICS Forms

- Incident Action Planning (IAP)
  - Done for each operational period (shift) by Planning Section
  - Guide to the response
  - Identifies command objectives : the mission
  - Identifies strategies and tactics
  - Assigns and documents roles and responsibilities
  - Assigns resources
  - Provides a reference

## NHICS Forms

- Only use the forms you need
- Despite the number, the “basic” or foundational forms can be completed rapidly
  - Advantage: clear documentation of times, actions, responsibilities
  - Advantage: a quality assurance tool
  - Advantage: can assist in reviewing the response
  - Advantage: can assist in financial recovery

## NHICS Forms

- Customizable but.....
  - Do not change the name or number of the form
  - Do place individual facility logos on forms
  - Do complete some forms (ex.: NHICS 258 Resource Directory) during the planning stage
  - Do place NH specific guidance on the forms
    - Routing for forms
    - Use of internet for documentation

## EDUCATION AND EXERCISE



It is important to educate staff on Job Action Sheets and Form utilization and include their use in future exercises and activations



# Planning and Response Tools

- Incident Planning Guides
  - Identify actions to consider in the planning for hazards most commonly faced by Nursing Homes
    - Severe Weather
    - Fire
    - Earthquake
    - Power Failure
    - Flood
    - Disease Outbreak
  - Sectioned by phases of emergency management: mitigation, preparedness, response and recovery

# Incident Planning Guide: Severe Weather

## INCIDENT PLANNING GUIDE

### DOES YOUR EMERGENCY OPERATIONS PLAN ADDRESS THE FOLLOWING ISSUES?

#### Mitigation & Preparedness

Does your nursing home regularly monitor pre-event weather forecasts and projections?

Does your nursing home participate in pre-event local severe storm response planning with emergency management officials?

Does your nursing home have a plan to initiate severe storm nursing home hardening actions (i.e., protect windows; secure outside loose items; test backup generators; obtain supplemental supplies of essential items (food, water, medications, lighting); protect basement high risk areas; relocate at-risk items to higher levels; activate amateur radio operators, top off fuel tanks, etc.)?

Does your nursing home have plans for loss of power or loss of other utilities and services?

Does your nursing home have a surge capacity plan that includes triggers and criteria for activation?

Does your nursing home have MOUs with fuel suppliers to ensure a supply of fuel for emergency generators and vehicles, if needed?

Does your nursing home identify and/or have MOUs with contractors that can perform repairs after the storm?

Does your nursing home consider relocating hazardous materials/chemical agents to prevent contamination in case of flooding?

Does your Emergency Operations Plan include triggers or criteria for activation of the Emergency Operations Plan, incident command and the command center?

# Incident Response Guides

- Provides a direction (mission) for the response
- Critical actions to be taken when the emergency or disaster strikes
- Customize to your facility!
- Sectioned by IMT role
- Grouped in chronological order
  - Immediate 0-2 hrs
  - Intermediate 2-12 hrs
  - Extended  $\geq 12$  hrs

# IRG: Severe Weather

- **Mission:** To safely manage the operations of the nursing home (including providing for the safety of residents, visitors, and staff) during a severe weather emergency such as an ice storm, snowstorm, rain, flooding, etc.
- **Directions**
  - Read this entire response guide and review incident management team chart.
  - Use this response guide as a checklist to ensure all tasks are addressed and completed.
- **Objectives**
  - Account for all residents, visitors and staff.
  - Minimize impact on nursing home operations.
  - Communicate situation to staff, residents, media and community officials.
  - Maintain resident care management and safety.
  - Restore normal operations as soon as feasible.
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## Immediate (Operational Period 0-2 Hours)

### COMMAND

(Incident Command):

- Activate the nursing home Emergency Operations Plan
- Activate Command Staff and Section Chiefs, as appropriate
- Communicate with local emergency management of nursing home situation status, critical issues and resource requests
- Communicate with local EMS and ambulance providers about the situation and possible need to evacuate or relocate residents
- Communicate with other health care facilities to determine:
  - Situation status
  - Surge capacity
  - resident transfer/bed availability
  - Ability to loan needed equipment, supplies, medications, personnel, etc.

# SUMMARY

- The NHICS has a number of Tools to assist those in charge succeed in their roles
- The JASs are a “brain teaser” and documentation tool for each command role
- The 18 forms provide assistance in capturing key action taken and promote information sharing
- The IPGs and IRGs promote planning and response decision making
- Each tool requires training for proper use
- You have the option of customization

# Module 4 - Self Evaluation

## QUESTIONS

1. Which of the following is a true statement?
  - A. Job Action Sheets are only used by fire and police personnel
  - B. Job Action Sheets are tools used to help provide critical actions to take during the emergency response
  - C. Job Action Sheets are hard to use
  - D. Job Action sheets cannot be changed

## Module 4 - Questions

2. Which of these is not a time period on the Job Action Sheet?

- A. Immediate
- B. Intermediate
- C. Extended
- D. Next Day

# Module 4 - Questions

3 . Which of the following is true about NHICS forms

- A. They should be completed neatly and completely
- B. There are 18 forms
- C. The purpose and destination is on the form
- D. All of the above

## Module 4 - Questions

4. The Incident Planning Guide is:

- A. Written during an emergency
- B. Used by the Incident Commander
- C. Used for writing/reviewing a response plan
- D. Not usually needed for a response

## Module 4 - Questions

### 5. The Incident Response Guide

- A. Is used only for planning for a response
- B. Is written for the Administrator on call to use
- C. Is written to assist in managing an incident
- D. None of the above

# Module 4 - Questions

## 6. The NHICS Guidebook:

- A. Outlines the concepts of NHICS
- B. Is written to assist with NHICS implementation
- C. Describes the Incident Management Team position roles and responsibility
- D. All of the above