NHICS
The “Planners” and “Payers”

Today’s Presenters

Andrew McGuire
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Disaster Preparedness
Eight Years After Katrina: St. Rita’s Owners 'Still Feel the Stigma'

ABC NEWS
Aug 2013

Bellevue Hospital
Bellevue Five Minutes Before Power Loss
Immediate Impact

Emergency power activated

Loss of all elevators (32) due to flooding in elevator pits

Communications:
- Loss of VOIP phones
- Disruption of cell phone network due to damaged tower
- Electronic Health Records intermittently functional
- NYU internet server down

Emergency Power Threatened

- Protective housing around fuel pumps failed to prevent flooding of pumps
- Ability to refuel emergency generators lost
- Loss of all power anticipated within 2 hours
Resource Allocation

- If loss of emergency power, ~6 power outlets on multiple floors could be powered by a backup generator.
- If generators failed, the need for power outlets would exceed supply…
  - Ventilators and other life-sustaining equipment
  - IV pumps
  - Monitors

Goal: Ethical, fair, and transparent process

- Ad hoc committee assembled to make decisions about power outlet allocation:
  - Chief of Critical Care
  - Nursing Director, Critical Care
  - Senior physician from another department
  - Ethics Committee representatives (2)
  - *None directly involved in care of any ICU patients*
Water

- Water tanks on roof unable to be refilled due to loss of water pumps
- When water ran out - would lose ability to wash hands, bathe patients, flush toilets, perform dialysis

- *Prepared for evacuation*
If ONLY it was all over once the incident was done …

• Guilty until proven innocent?
  • Public Opinion
  • Survey Agencies
  • Families
  • Workers
  • Insurance companies
• You have to be able to explain and defend your actions especially if there are deaths or injuries
• You may need to prove your expenses/losses, and justify your spending decisions
• Planning and Finance/Admin “have your back”
I direct all emergency operations and make the final decisions.

I talk to outside groups like the Agency or the local EM about how we're doing and what we need.

I talk to the media, the public, and the family.

I walk around and keep an eye on things and prevent dangerous practices.

I work with nursing to make medical decisions about residents.

The Doers

The Thinkers

The Getters

The Payers

The Thinkers

- Gather information
- Brief the IMT
- Prepare action plans
- Keep abreast of changes (intelligence)
- Analyze the situation and prepare recommendations
- Documentation of response
- NHICS calls this

“Planning”
PLANNING

- Mission – Oversee all incident-related data gathering and analysis regarding incident operations and assigned resources. Develops projections to inform long range planning, conduct planning meetings, and prepares the incident action reports.

- Planning collects and evaluates information for decision support, maintains resource status information, prepares documents such as the Incident Action Plan, and maintains documentation for incident reports.

- Answers directly to the Incident Commander. The Planning Section Chief is a manager position with two units underneath if staffing and need indicated that these additional positions be activated.
The Payers

- Track personnel overtime
- Procurement and purchasing
- Track costs
- Handle claims
- Screen volunteers
- NHICS calls this

“Finance/Administration”

Finance/Administration

- **Mission** – Monitor the utilization of financial assets and the accounting for financial expenditures and cost reimbursement activities. Ensure thorough investigation and documentation of incident-related claims, and screening of volunteers

- **Finance** monitors costs related to the incident while providing accounting, procurement, time recording, and cost analyses.

- This section also functions as “HR” and “Risk Management” in the initial handling of injury claims and screening of newly arrived personnel – either paid or volunteer.

- Answers directly to the Incident Commander. The Finance/Admin Section Chief is a manager position with two units underneath if staffing and need indicated that these additional positions be activated.
When a function is needed and the position is not activated, the duties are fulfilled by the next highest activated position.
Job Action Sheets

- One for each position
- Generic rather than incident specific
- Can be used for guidance and documentation
- Summarizes the mission and duties of a functional role
- Should be customized by the center to reflect the needs and resources of that facility.
SOME OTHER NHICS FORMS
Planning and Finance/Admin

• Incident Briefing and Operational Guide
• Incident Objectives
• MassMAP – Resident / Medical Record / Staff / Equipment Tracking Form
• MassMAP – Influx of Residents Log
• Staff Injury Plan
• Section Personnel Form
• Volunteer Staff Registration

Incident Briefing and Operational Guide – All Command and General Staff
### Staff Injury Plan

**NHICS Form 200 | Staff Injury Plan**

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<td><strong>1. INCIDENT NAME:</strong></td>
<td><strong>2. FACILITY NAME:</strong></td>
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<td><strong>3. DATE PREPARED:</strong></td>
<td><strong>4. TIME PREPARED:</strong></td>
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<td><strong>5. OPERATIONAL PERIOD:</strong></td>
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**6. TREATMENT PLAN FOR INJURED/EL STAFF**

**LOCATION OF STAFF TREATMENT AREA (INFECTION):**

**TREATMENT AREA TEAM LEADER:**

**ALTERNATE TREATMENT AREA TEAM LEADER:**

**SPECIAL INSTRUCTIONS:**
Section Personnel Time Sheet

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<th>#</th>
<th>EMPLOYEE/VOLUNTEER NAME</th>
<th>EMPLOYEE NUMBER</th>
<th>PAYROLL NUMBER</th>
<th>FUNCTION</th>
<th>TOTAL HOURS</th>
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Volunteer Staff Registration

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<th>ADDRESS</th>
<th>SOCIAL SECURITY NUMBER</th>
<th>TELEPHONE</th>
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10/29/2015
SUPERSTORM SAMMY

- Imagine the storm of the century is on a direct path to your center
- You have 24 hours notice and are advised to evacuate.
- You are the Incident Commander and you want the best possible intelligence on the predicted storm conditions, the evacuation routes, the availability of relocation sites.
- Your corporate headquarters wants comprehensive predications on what the anticipated risks and costs will be for both sheltering in place and full evacuation.

- Who you going to call?

Planning and Finance/Admin!
5 hours later

- The staff are working really hard to get the residents ready to be loaded on busses and ambulances for the evacuation.
- You are the Incident Commander and you need an update on weather and road conditions before you send off any staff or residents into Storm Sammy which has begun to make his presence known with rain and winds.
- You also have be advised that several members of a nearby church have arrived at the center and want to know how they could help. You know you need their help, but they need to be screened and signed in before you feel comfortable assigning them a task.
- Who you going to call?

Planning and Finance/Admin!
In Summary….

- Often response is thought of only in terms of command and resident care.
- These are the core functions of any response, but they can’t be done without support.
- Assigning staff to be in charge of the areas of Operations Logistics, Planning and Finance/Admin makes for maximum efficiency, effective planning, and organized accountability for getting things done.
- It allows the IC to focus on leading the response, planning for future actions, monitoring the success of the current interventions, and working with IMT to get the job done only.

Mary Immaculate Evacuated (250 beds)
Source: Boston Globe.com
Recovery Process

- Support from MassMAP member – Stewart Goff of Mary Immaculate: Establish recovery teams
  - Human Resources
  - Financial and Communications: Restore access
  - Building / Physical Plant Restoration
  - Public & Community Relations
  - Resident / Family Relations
  - Ramp-up, Restore Operations and Repatriate
Recovery / Claims

- Documentation
  - Staff time & Overtime
  - Resources Consumed
  - Damages
  - Business Interruption
  - Workers Compensation
  - For Profit vs. Not-for-Profit Organizations

FEMA Disaster Assistance

FINANCE/ADMIN SECTION CHIEF

TIME UNIT LEADER

PROCUREMENT/COSTS/CLAIMS UNIT LEADER

NHIC IMT: Finance/Administration
NHICS TOOLS

- Guidebook
- Training Modules (5 Power Points)
- Forms (18)
- Incident Planning Guides (6 Hazards)
- Incident Response Guides (6 Hazards)
- Job Action Sheets (One for 28 Positions)

Can be downloaded from:

http://www.cahfdisasterprep.com/NHICS.aspx

THANK YOU

Jocelyn Montgomery

Andy McGuire