Managing Staff Resources in Surge Treatment Areas
10:30 a.m. – Noon
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Communications Officer
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Managing Staff Resources in Surge Treatment Areas
Robin J. Varela, RN, MSN
Lisa Blair
Objectives

One: Identify barriers that limit the ability to effectively manage communications and direct staffing resources in surge treatment areas.

Two: Identify methods to maximize staffing resources in surge treatment areas.

Three: Describe how an administrative hub complements HICS and improves the capability to manage staffing resources in surge treatment areas.
Communications Officer

Mission

• Manage communication devices and radios in the Casualty Care treatment area.
• Manage communication between the Casualty Care treatment area and the Hospital Command Center.
• Maintain accurate count of victims in web based programs, and provide HICS forms as needed.
• Process resource requests.
Outdoor Access Point

Aircard

Computer Monitor Sunshade

The Administrative Tent

• Control effects of the physical environment.
• Enhance operations by providing an administrative hub to support HICS operational structure.
• Provide a centralized “go to” meeting place within the surge treatment area.
Accountability Officer

Mission
• Manage and direct staffing resources in the Casualty Care treatment area.
• Maintain information on status, location, and availability of on-duty staff and volunteer personnel.
• Coordinate operations within the Administrative tent.

Mission (cont'd)
• Communicate operational status to the Casualty Care Unit Leader, Medical Care Branch Director, and Hospital Incident Command Center.
• Maintain Casualty Care treatment area personnel time sheets.

2012 Golden Guardian Drill
Questions?

Handouts

- Communications Officer JAS
- Rolling Case/File Tote Check List
- Accountability Officer JAS
- Casualty Care Branch Time Sheet
- Optimal Staffing Patterns
- Tent Lead Quick Tips

Handouts available for download at: www.calhospital.org/disaster-planning-downloads
Communications Officer

Immediate (0-2 hours)
- Receive appointment
- Coordinate with Accountability Officer
- Set up communications
- Request additional staff and supplies

Intermediate (2-12 hours)
- Meet with HCC, CCUL and AO for status reports

Extended (beyond 12 hours)
- Keep HCC, CCUL and AO informed

Rolling Case/File Tote

Rolling Case:
- Extension cord(s)
- File tote
- Communication devices
- Signs for administrative tent
- Office supplies

File Tote:
- HICS forms
- Optimal Staffing Sheets
- Casualty Care Branch Sign In Sheets

Accountability Officer

Immediate (0-2 hours)
- Receive appointment
- Obtain staffing forms
- Document and track staffing resources

Intermediate (2-12 hours)
- Maintain ongoing communication with unit members for status reports
- Collect OSP forms every eight hours, centralize receipt and posting of shift assignments
Accountability Officer

Extended (beyond 12 hours)
- Continue resource tracking
- Collaborate with team leaders to monitor staff for break relief
- Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information

Casualty Care Sign In Sheet

Time Record:
- Employee name, corporate number
- Response function/job
- Multiple time in and time out slots
- Assignment area
- Total hours

Optimal Staffing Patterns

- Triage Area Assignment Sheet
- Immediate Area Assignment Sheet
- Delayed Area Assignment Sheet
- Minor Area Assignment Sheet
- Morgue Area Assignment Sheet
Tent Leader Quick Tips

• Receive tent assignment
• Review OSP form
• Review general guidelines
• Report to assigned duty station
• Ensure tent is ready to receive patients
• Check if equipment has been delivered to the tent
• Inspect tent area

References

Hospital Incident Command System Guidebook 2006

U.S. Census Bureau:
State and County QuickFacts, August 2012
Retrieved August 1, 2012, from: quickfacts.census.gov/qfd/states/06/06073.html

Thank You