

HEICS: From Concept to Action

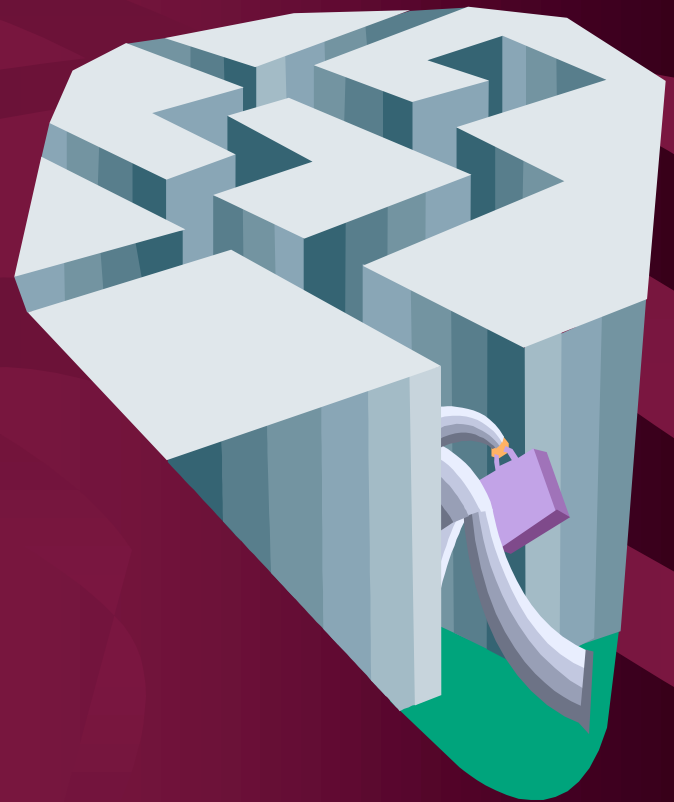
*Greater New York Hospital Association
Seminar on Emergency Management*

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Introduction

- Review HEICS features and organization
- Focus on objectives
- Examine operational scenarios



ICS uses basic management principles

- Management by objectives (planning)
 - Shifts focus to event (organization)
 - Manageable span of control (supervision)
 - Clear responsibility
 - Accountability
- Direction
&
Control

HEICS Attributes

- Flexible
- Responsibility-based chain of command
- Commonality of mission and language
- Standardized job descriptions
- Comprehensive documentation
- Ease of external integration
- All-hazards applicability

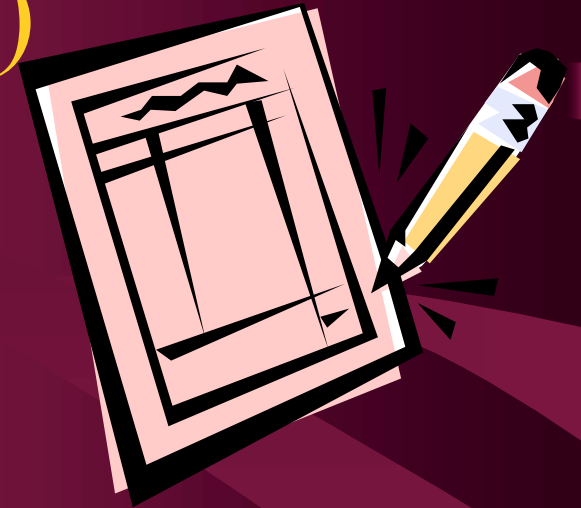


HEICS Components

- Table of organization
- Management by objectives plan
- Job action sheets
- Forms
- Glossary

Job Action Sheets (JAS)

- One JAS for each position
- Concise mission statement
- Prioritized job responsibilities
(immediate, intermediate, extended)
- Describes reporting relationship during emergency operation
- No memorization or experience necessary!!



Organizational Hierarchy



Organizational Leadership

Incident Commander

Incident Commander

Liaison Officer

Safety and Security Officer

Command Staff

Public Information Officer

Logistics Section Chief

Planning Section Chief

Finance Section Chief

Operations Section Chief

Section Chiefs

Incident Commander

- **Mission**
- **Location**
- **Functions**



Emergency Operations Center (EOC)

- Moves emergency out of Emergency Department
- Central location for
 - Communications
 - Decision makers
 - Internal/external activity

When? Where?

Who?

What?



Command Staff

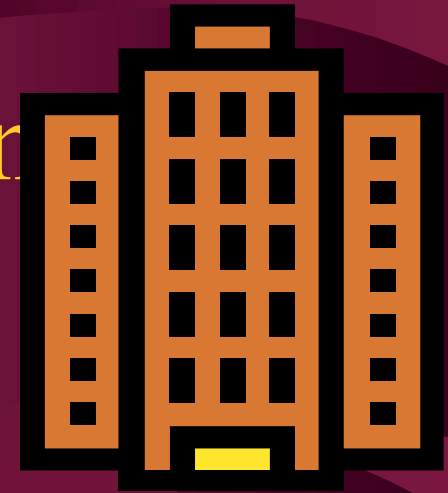
- *Mission*
- *Location*
- *Functions*



Logistics Section Chief



Logistics Section



Logistics Chief

Facility Unit Leader

Damage Assessment Officer

Sanitation Systems Officer

Environmental Services Unit Leader

Communications Unit Leader

Transportation Unit Leader

Materials Supply Unit Leader

Nutritional Supply Unit Leader

Planning Section Chief



Planning Section



What do we have now

What will be needed later

Consider more than
one operational period



Planning Section Chief

Situation Status
Unit Leader

Labor Pool
Unit Leader

Medical Staff
Unit Leader

Nursing
Unit Leader

Patient Tracking
Officer

Patient Information
Officer

Finance Section Chief



Finance Section



Finance Section Chief

Time
Unit Leader

Procurement
Unit Leader

Claims
Unit Leader

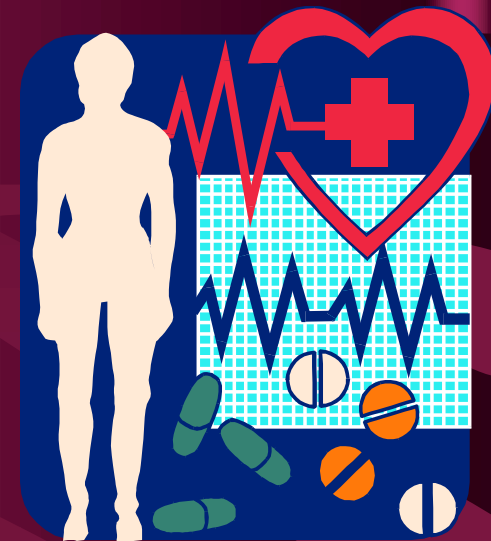
Cost
Unit Leader

Information Services
Unit Leader

How much is this costing??

Federal, state reimbursement, personal services, equipment & supplies

Operations Section Chief



Operations Section



Oh, my!!!



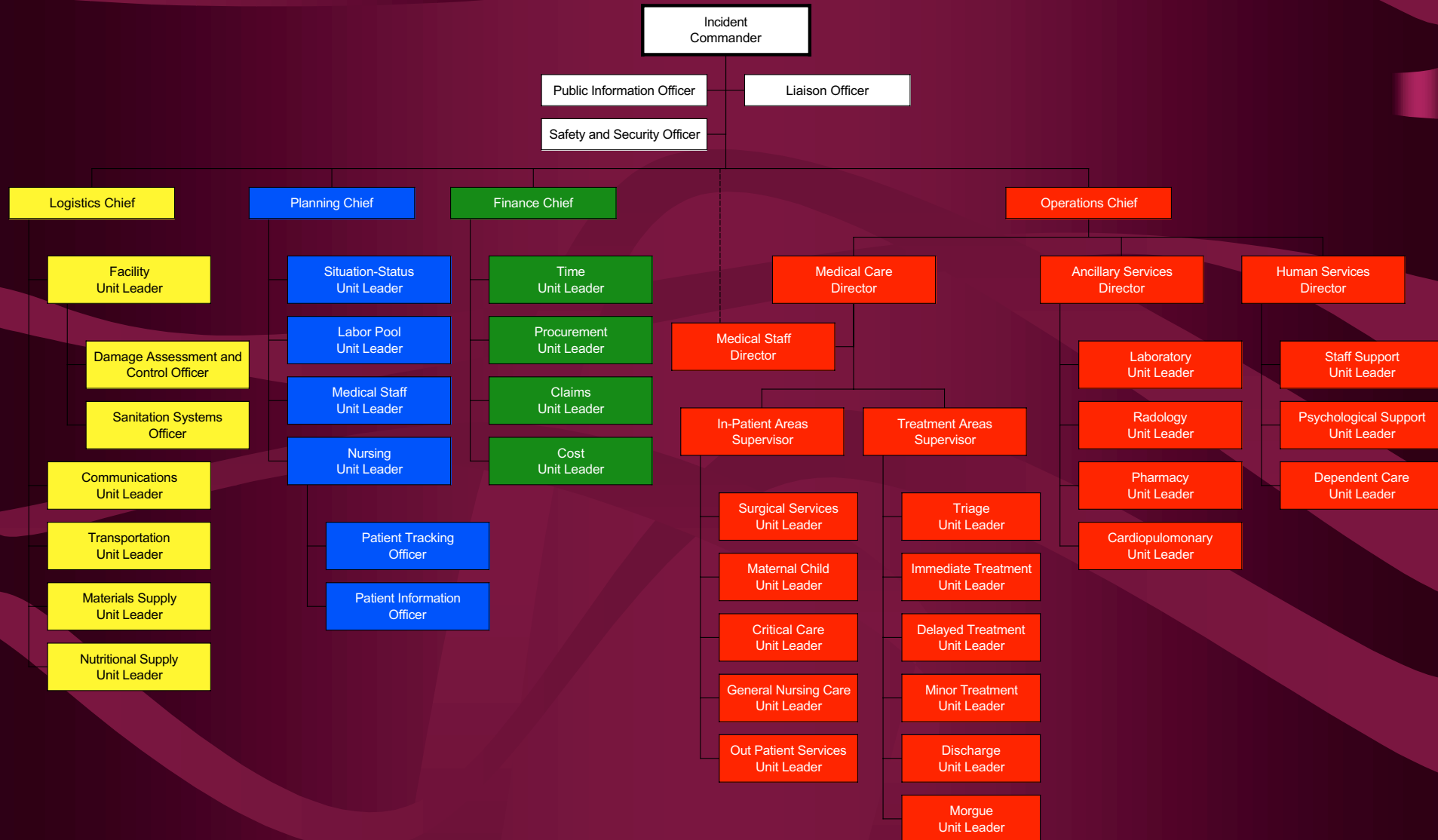
Key Points for Activation

- Not “all or nothing”
- Driven by incident management objectives
- Leadership by the Incident Commander
- Departmental plans must support the organization
- Frequent activation is free training!

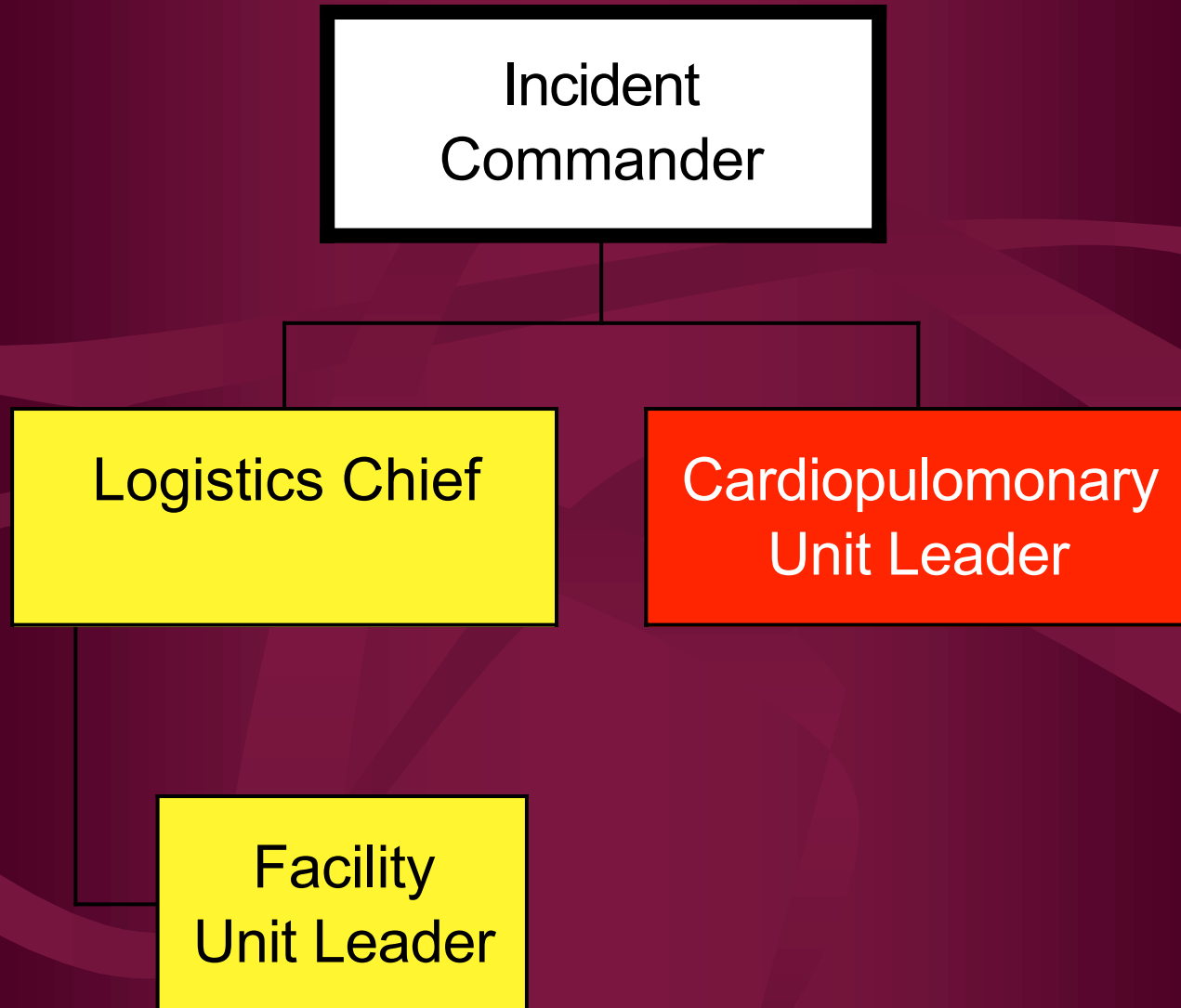
Department Emergency Operations Plan (DEOP)

- Posted in every department
- Clear immediate directions for HEICS activation
 - Mission statement
 - Leadership
 - Immediate first steps
 - Status reporting
 - Non-essential functions
 - Staff utilization/maximization

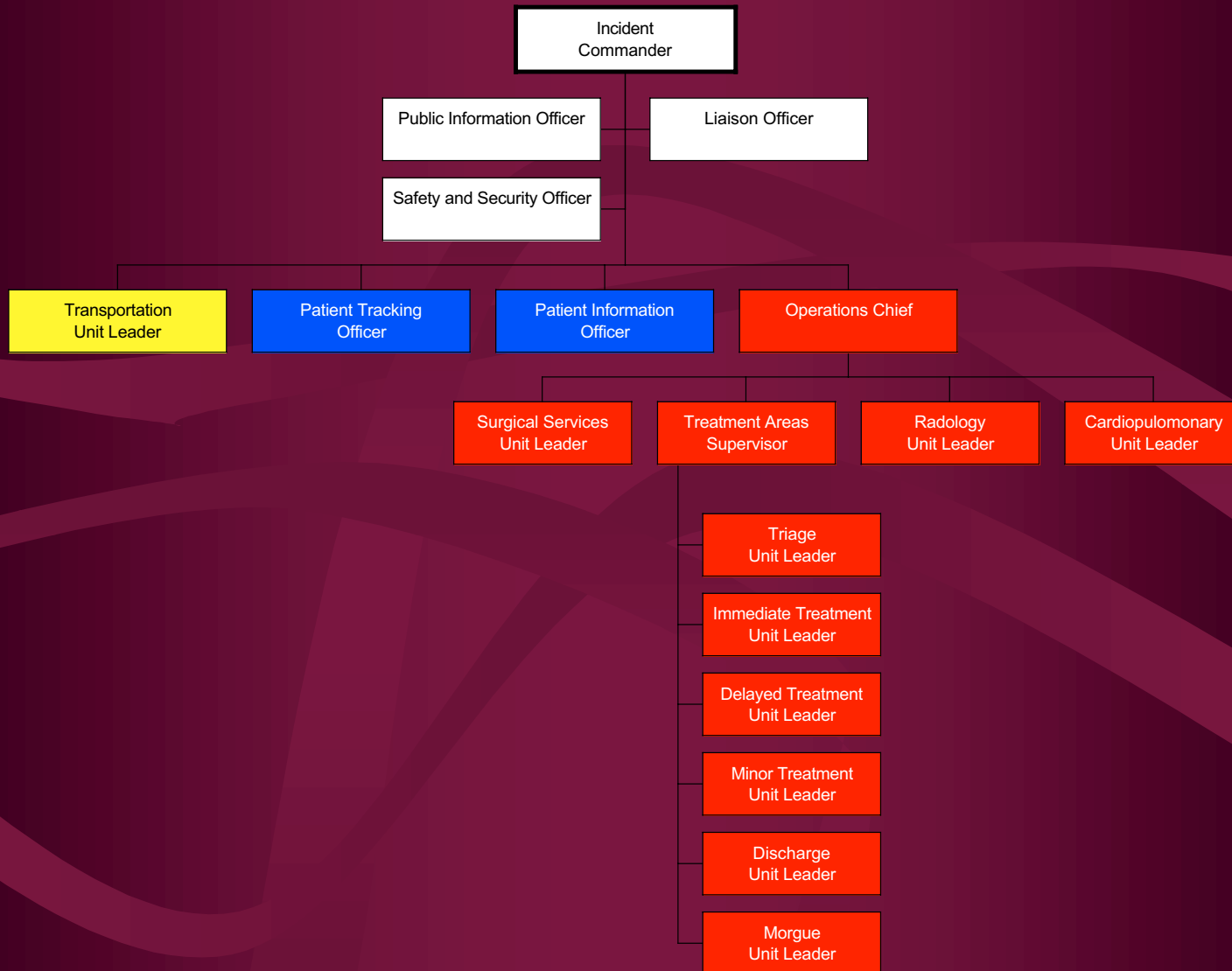
HEICS: Full Activation



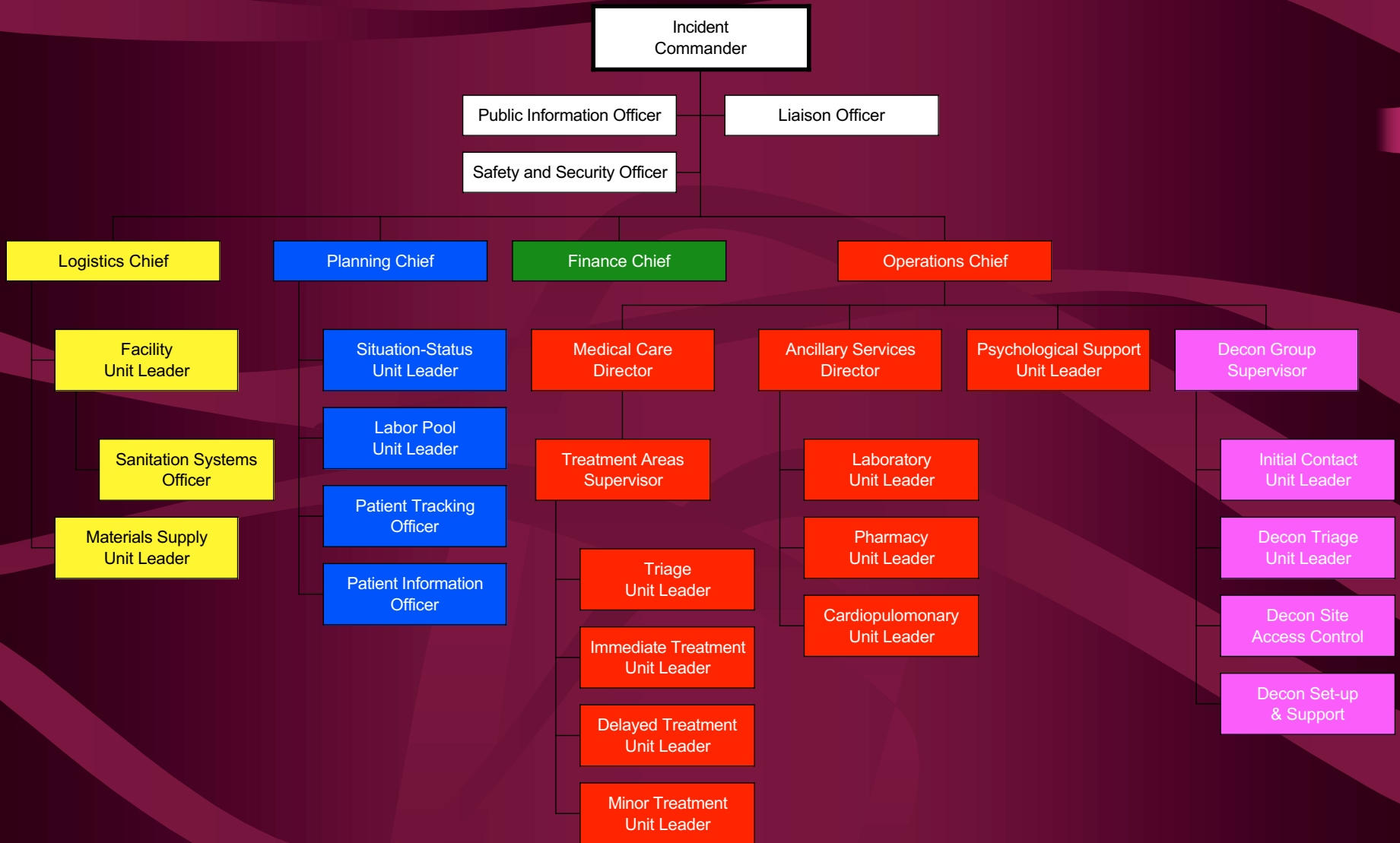
Oxygen System Repair



Multi-Casualty Event (30 Patients)



Hazardous Materials Decontamination



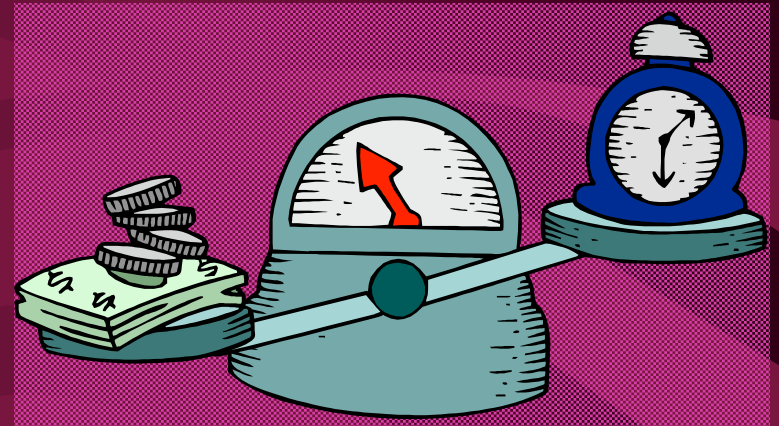
HEICS Tools



- Emergency Operations Kit
- Vests with HEICS title for IC, command staff, and section chiefs
- Clipboards
- Section “bins” to hold all section materials/paperwork
- Pre-printed forms

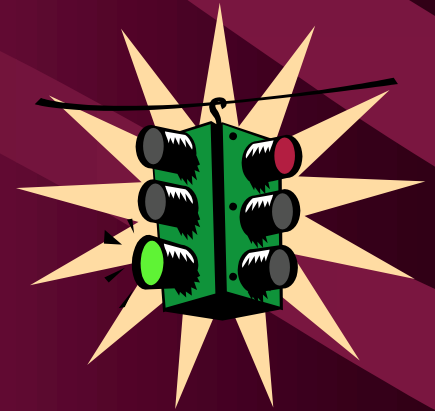
Cost and Impact

- Personal Services
 - Key players
 - Meetings
 - Training
- Other than personal services
 - Adjuncts
- Implementation timetable



Conclusion

- Use of ICS is now mandatory
- True opportunity for improvement
- Planning and training remain vital
- Expect a marked enhancement in emergency operations
- Don't wait for your survey, start *now!*



For additional information...

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- HEICS Website
www.emsa.cahwnet.gov/heics3.htm