

# **St. John NorthEast Community Hospital**

## **Policy and Procedure Manual**

**Manual Section**      **Administration**  
**Date**                      **May 2001**

### **HOSPITAL EMERGENCY INCIDENT COMMAND SYSTEM (HEICS)**

#### **PURPOSE:**

The purpose of this plan is to align and model the hospital's Institutional Disaster Plan requirements with those of the National Fire Protection Association (NFPA) standards and procedures for emergency response and protocol in health care facilities.

This plan will act to define and describe the elements of the incident management system HEICS that will be used to manage all emergency situations/incidents that may occur or are likely to occur at NorthEast Community Hospital.

#### **POLICY:**

The Hospital Emergency Incident Command System (HEICS) is an emergency management system that employs a logical management structure, defined responsibilities, clear reporting channels, and a common nomenclature to help unify the hospital with other emergency responders. The HEICS ensures that police, fire, and other emergency providers know how the hospital's emergency response is structured so that they can interact with and/or allow for transfer of command with the appropriate hospital personnel in an emergency and/or disaster situation.

#### **PROCEDURE:**

The Hospital Emergency Incident Command System will be implemented when the hospital activates the Code Yellow Institutional Disaster Plan.

### **I. GENERAL DISASTER RESPONSE PROTOCOL**

#### **A. Definitions**

1. **Incident Commander (IC)** -- Person on the scene at the time of the emergency situation. The command will be passed upward to the most senior person until the designated IC arrives.
2. **Command Staff** -- Individuals that will assist the IC when needed. Depending on the size and nature of the emergency situation, the IC can handle the responsibilities of the command staff.
3. **Emergency Operations Center (EOC)** -- Center that is activated to provide support to the IC in managing the emergency situations. Location will be away from the emergency situation.
4. **Command Post** -- Location that is established in close proximity to the emergency situation.
5. **General Staff** -- Individuals assigned to assist, advise, obtain personnel/supplies and finance necessary to complete the established goals of the emergency situation.

## B. Provisions

1. Designated individuals from the following departments will assume the role of Incident Commander during the following emergency situations:
  - **Code Red:** Security or Fire Response Team member
  - **Code Yellow (External Mass Casualty or Haz-Mat):** ER Physician
  - **Code Yellow (Internal):**
    - Utility Failure: Plant Operations
    - Civil Disturbance (Code Orange): Security
    - Abduction/Hostage: Security
    - Hazardous Material: Safety Director or Radiation Safety Officer
  - **Code Gray:** Security
  - **Workplace Violence:** Security
2. If command staff is required, representatives from the following departments shall be assigned:
  - **Information Officer:** Community Relations
  - **Liaison Officer:** Security
  - **Safety Officer:** Director of Safety/Security
3. The 4<sup>th</sup> Floor Administration Boardroom will be used if activation of the EOC is necessary.
4. The IC will establish the Command Post location. Location will be given at the time of the emergency situation or as soon as possible after activation of the plan.
5. The general staff, if required, will complete the below listed functions. With the exception of Operations, the general staff will be report to the EOC.
  - **Operations:** Person most knowledgeable about the emergency situation. Provides information to the IC on how to manage the emergency situation. The operations person is the key driver of the emergency response. Individual will be appointed based on the nature of the emergency situation. (i.e., Mass Casualty: ED Physician; Utility Failure: Plant Operations; Code Red: Fire Response Team Leader)
  - **Planning:** Person that implements the goals established by the IC and the Operations Officer. This person also identifies any problems that may be encountered in trying to accomplish the goals of the emergency situation. (i.e., limitation of equipment, limitation of medication, regulatory requirements, supplies required, etc.)
  - **Logistics:** Person that obtains supplies, equipment, people, lodging, food, etc. Whatever is required to accomplish the goals of the emergency response.
  - **Finance/Administration:** Person that approves a request that requires additional funds or equipment not in the facility.

## II. MASS CASUALTY/MAJOR INCIDENT RESPONSE PROTOCOL

In the event of a major emergency response and/or disaster incident, staff will follow the protocol as outlined, detailed, and described in the Hospital Emergency Incident Command System Organizational Chart and Job Action Sheets. This will include incidents in which there is significant structural damage to the building and/or there are mass casualties, or where there is an incident occurring within the community in which there are mass casualties being transported to and/or arriving at the hospital.

*Source:* St. John NorthEast Community Hospital, Detroit.