Nursing Home Incident Command System (NHICS)

2017 Revision
Course Introduction

• This course is divided into 4 Modules:
  1: Personal Emergency Preparedness
  2: NHICS Guidebook
  3: Response Toolkit
  4: Planning Toolkit and Implementing NHICS
Module Structure

• Each Module includes:
  – **Objectives**
  – **Knowledge Checks** for self evaluation
  – **Summary** with links to additional information
Course Overview

• This training course will cover the tools to:
  – Prepare you and your family
  – Apply the principles of NHICS to quickly respond to emergencies in your work environment
  – Assist your healthcare facility in meeting its disaster responsibilities
Why Use NHICS?

• The Nursing Home Incident Command System:
  – Is a practical, standardized approach for dealing with emergencies (not the same “business as usual”)
  – Uses a common language that all affected facilities and response agencies can recognize
  – Is flexible and scalable to accommodate the demands of the incident and optimize your facility’s response
Why plan ahead?

• As a healthcare worker, you are at the front lines of disaster response at your facility

• Most emergencies occur with no “advance warning”

• Being prepared will help ensure you can meet your responsibilities to work and family
Hurricane Katrina Lesson Learned

“Life and death in the critical first hours of a calamity typically hinged on the preparedness, resources, and abilities of those in the affected community with the power to help themselves and others in their vicinity. Those who did better were those who didn’t wait idly for help to arrive.”

From “Five Days at Memorial Medical Center” by Sheri Fink
MODULE 1: Personal Emergency Preparedness
Objectives - Module 1

• Understand personal emergency preparedness
• Become familiar with the tools available for personal and professional readiness
  – Emergency Kit
  – Family Emergency Communication Plan
  – Family Preparedness Skills
Reality of your role in disaster

• You are the first responder for your residents!
• It’s difficult to be there for them if you and your loved ones aren’t prepared.
• The planning and thought you invest in preparedness now will ensure your readiness to respond to when disaster strikes.
Start preparing now!

• Meet with household members to create an emergency plan
• Engage all household members in developing a practical and acceptable plan
• Write down the key plan elements
• Ensure everyone knows the plan
Preparedness Skills

• Familiarize your household with these skills:
  – How and when to dial 911
  – Floor plan of your home with escape routes
  – How and when to shut off utilities including gas, electricity and water
  – How to use a fire extinguisher

• Practice regularly!
Family Emergency Communication Plan

• Collect and store contact information for every household member
  – Contact information should be easily accessible
  – Best to collect multiple contact numbers if possible
  – Share information with all household members
  – Written and electronic is best
  – Update as needed
Family Emergency Communication Plan...

• Include the following in your Plan:
  – Household Information
  – “In Case of Emergency” (ICE) Contacts
  – Pre-Established Emergency Meeting Places
  – Medical Information
  – School, Childcare, Caregiver and Workplace Emergency Information
Emergency Kit

• Your emergency kit should include the following:
  – Food and Water
  – First Aid Kit
  – Emergency Radio (hand crank or battery operated)
  – Tools/Supplies, including extra batteries
  – Medical Necessities
Emergency Food

• 3-5 days of non-perishable food per person (and per pet!)
• Ready-to-eat meals may include:
  – Canned soups and vegetables
  – Nuts and dried fruit
  – Meals Ready to Eat (MREs)
• Manual can opener
• Disposable utensils and plates/bowls
• Check every six months for shelf life expiration; rotate
Emergency Water

- At least 1 gallon per **person** per day for 3 days (Half may be used for drinking and half for washing and cooking)
- At least 1/2 gallon per **pet** per day for 3 days
- Drink only clean water and stay hydrated!

**Example:** A family of 4 people and 2 pets would need 
(4 people x 1 gal x 3 days) + (2 pets x ½ gal x 3 days)  
= 12 + 3 gal = 15 gallons (and more is better)
Emergency Water – Option 1

- Pre-packaged bottled water is the safest, most reliable approach.
  - Do not open until you need to use it
  - Keep in original container
  - Rotate and replace before expiration/“use by” date
Emergency Water – Option 2

- Use **food-grade** water storage containers
  - Clean containers before using to store water
    - Wash and rinse container using dish soap
    - Mix 1 tsp. of household bleach with 1 qt. (1/4 gallon) of water
    - Swish the solution around
    - Rinse well with clean water
- Store in a cool, dark place
- Re-clean and replace water every 6 months
First Aid Kit

- Adhesive bandages
- Safety pins
- Latex gloves
- Medications
- Scissors
- Thermometer
- Tape and gauze
- Antiseptic and ointments
Tools and Supplies

- Battery-powered or hand crank radio
- NOAA Weather Radio
- Whistle to signal for help
- Dust mask
- Duct tape
- Wrench or pliers to turn of utilities
- Utility knife
- Extra batteries
Tools and Supplies...

- Cash
- Personal hygiene items
- Paper products (cups or bowls)
- Rain gear
- Extra blankets
- Flash light, headlamp and light sticks
- Shoes
- Hats/head protection
Emergency Supplies for Infants

- Formula, diapers, and wipes
- Child carrier
- Change of clothes
- Blankets and/or portable sleeper
- Comfort item/toy (pacifier, etc.)
- Medications
- Nonperishable foods
Emergency Supplies for Children

- Extra change of clothes and hygiene items
- Familiar non-perishable foods
- Games, books or puzzles
- Comfort items from home
- Batteries and chargers for electronics – music players and games
- Medications
Emergency Supplies for Pets

- Crate or carrier for each pet with:
  - ID, photo and vaccination records
- Dry pet food and extra water
- Medications and special needs
- Leash and/or muzzle
- Consider micro-chipping for identification
- Bowls
- Blankets
Important Documents

- IDs, Passports, Birth Certificates
- Immunization records
- Banking and credit card accounts
- Social Security cards
- Insurance policies
- Wills and trusts
- Contracts and deeds
Child Care

• Make arrangements to pick up and care for your child during an emergency by ensuring:
  – The day care provider or school has your emergency contact information and know it’s okay to release your child to your emergency/back-up designee(s)
  – The designee knows where and when to go
Considerations for Self-Care

• During an emergency:
  – Hydrate and eat regularly
  – Pace yourself; take breaks when necessary
  – Safeguard yourself by wearing Personal Protective Equipment (PPE) if necessary
  – Limit time spent working in high-intensity settings
  – Check in with your supervisor regularly
Knowledge Check - Question 1

Which of these items would be useful to have in your emergency kit?

A. First Aid Kit
B. Rain poncho
C. Hand-crank or battery-operated radio
D. Backup batteries
E. All of the above
Knowledge Check - Question 2

Which of the following should your family emergency communication plan include?

A. Emergency Meeting Places
B. In Case of Emergency (ICE) Contact
C. Important Medical Information
D. School, Child Care, Care Giver Contacts
E. All of the above
Knowledge Check – Question 3

Microchipping is a recommended practice to ensure a more permanent form of identification for your pet?

A. True
B. False
The easiest method for getting emergency water supplies for your household (people and pets) is:

A. Pre-packaged Bottled Water
B. Food-grade water storage containers
C. Dig a well...saw it on Bear Grylls show!
D. Boil questionable water
Summary

• In Module 1, you learned it is important to:
  – Maintain Emergency Kit(s) for all of your family members, including pets
  – Develop a Family Emergency Communication Plan
  – Practice emergency preparedness skills with your family
Emergency Water: https://emergency.cdc.gov/preparedness/kit/water/

Emergency Food: https://emergency.cdc.gov/preparedness/kit/food/index.asp

Infant Care in Disaster from California Department of Public Health: http://www.cdph.ca.gov/healthinfo/healthyliving/childfamily/Pages/EmergencyPreparednessInfantandYoungChildCareandFeeding.aspx

Emergency Food and Water for Pets: https://www.cdc.gov/features/petsanddisasters/index.html

FEMA Youth Preparedness: https://www.ready.gov/youth-preparedness

SAMHSA Tips for Disaster Responders: Preventing and Managing Stress: http://store.samhsa.gov/shin/content/SMA14-4873/SMA14-4873.pdf
MODULE 2: NHICS Guidebook
Objectives - Module 2

• Understand the purpose of NHICS Guidebook
• Review the important changes in NHICS 2017
• Become familiar with the major NHICS functions and Incident Action Planning
• Understand the organization of a Nursing Home Command Center
Why Use NHICS?

- The Nursing Home Incident Command System:
  - Is a practical, standardized approach for dealing with emergencies (not the same “business as usual”)
  - Uses a common language that all affected facilities and response agencies can recognize
  - Is flexible and scalable to accommodate the demands of the incident and optimize your facility’s response
• NHICS 2017 is divided into the following three Sections:
  – NHICS Guidebook
  – Response Toolkit
  – Planning Toolkit
The purpose of the NHICS 2017 Guidebook is to provide the information necessary for nursing home administrators and staff to understand the principles of NHICS and embrace its implementation before it’s needed.
The revised 2017 Guidebook makes it easier for nursing homes to implement NHICS by:

- Recognizing resource limitations and the need to prioritize resident care
- Providing a road map for accomplishing the most essential tasks
- Simplifying NHICS processes while maintaining essential standardization
Major Changes in NHICS 2017

- Streamlined the Incident Management Team (IMT)
  - Reduced 20 positions to 11 positions
- Rolled up position-level tasks from eliminated Branches and Units
- Added a “Scribe/Runner” to the IMT
Major Changes in NHICS 2017...

• Created 5 new Incident Response Guides (IRGs) including:
  – Missing Resident
  – Evacuation
  – Shelter-in-Place
  – Active Shooter
  – Hazardous Material/Waste
Major Changes in NHICS 2017...

- Changes for all Incident Response Guides (IRGs) include:
  - Addition of a *Rapid Response Checklist*
  - Tasks are directly assigned to IMT positions
  - Security tasks that previously fell under the Operations Section’s Physical Plant/Security Unit Leader are now assigned to the Safety Officer
Major Changes in NHICS 2017...

- Major change to the Incident Planning Guides (IPGs):
  - A single “All Hazards” Incident Planning Guide is available in NHICS 2017, reducing the redundancy that existed in multiple incident-specific IPGs.
Major Changes in NHICS 2017...

• New NHICS 200: Incident Action Plan (IAP) Quick Start combines and simplifies the following five NHICS forms:
  – 201: Incident Briefing
  – 202: Incident Objectives
  – 203: Organization Assignment List
  – 204: Assignment List (for Sections)
  – 215A: Incident Action Plan Safety Analysis
Major Changes in NHICS 2017...

• The following NHICS forms were eliminated:
  – NHICS 213: Incident Message Form
  – NHICS 256: Procurement Summary Report

• The optional NHICS 204: Assignment List was added for Section use
Incident Management Team

INCIDENT COMMANDER

LIAISON/PUBLIC INFORMATION OFFICER

SAFETY OFFICER

MEDICAL DIRECTOR/SPECIALIST

OPERATIONS SECTION CHIEF

PLANNING SECTION CHIEF

LOGISTICS SECTION CHIEF

FINANCE/ADMINISTRATION SECTION CHIEF

SCRIBE/RUNNER

* The Scribe/Runner may be assigned to work for any IMT position
The 5 NHICS Functions include:

- Incident Command ("Leader")
- Operations ("Doers")
- Planning ("Planners")
- Logistics ("Getters")
- Finance and Administration ("Supporters")
## Essential Responsibilities of NHICS Functions

<table>
<thead>
<tr>
<th>NHICS FUNCTIONS</th>
<th>ESSENTIAL RESPONSIBILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Command</td>
<td>Lead/Manage</td>
</tr>
<tr>
<td>Operations</td>
<td>Do Stuff</td>
</tr>
<tr>
<td>Planning</td>
<td>Collect Information, Analyze and Plan</td>
</tr>
<tr>
<td>Logistics</td>
<td>Get Stuff</td>
</tr>
<tr>
<td>Finance and Administration</td>
<td>Finance, Administration and Clerical Support</td>
</tr>
</tbody>
</table>
Incident Commander

• **The “Leader”:**
  – Activates and directs the response
  – Establishes priorities and objectives
  – Determines the size of the Incident Management Team (IMT) and assigns roles
  – Coordinates with other response partners
    • EMS, fire, law enforcement, public health
Command Staff

• As needed, the Incident Commander may appoint:
  – Liaison/Public Information Officer (PIO)
  – Safety Officer
  – Medical Director/Specialist

• This group is collectively called “Command Staff”
The Liaison/PIO:

- Communicates with external partners
- Provides information to residents, staff and family/guardians
- Develops public information/messages
Safety Officer

- The Safety Officer:
  - Ensures the safety of residents, staff, and family/guardians
  - Identifies risks to the facility
  - Advises IMT Staff about any unsafe condition and recommends corrective action
Medical Director/Specialist

- The Medical Director/Specialist:
  - Oversees medical services
  - Assists with the medical management of residents and injured staff
  - Advises the Incident Commander and staff regarding medical, biological/infectious, ethics, or hazmat implications due to the incident
General Staff

• General Staff include the:
  – Operations Section Chief
  – Planning Section Chief
  – Logistics Section Chief
  – Finance and Administration Section Chief
Operations

• The “Doers”:
  – Coordinate tactical activities and implement actions consistent with the objectives identified by the Incident Commander
Resident Services Branch

- Functions managed by the Resident Services Branch under Operations:
  - Admission/Transfer and Discharge
  - Nursing
  - Medical Records
  - Psychosocial
Infrastructure Branch

• Functions managed by the Infrastructure Branch under Operations:
  – Dietary
  – Physical Plant
  – Environmental
Planning

• The “Planners”:
  – Collect and report status information
  – Prepare the Incident Action Plan (IAP) and other necessary forms and reports
  – Support incident objectives established by the Incident Commander
Logistics

• The “Getters”:
  – Acquire necessary staff, stuff and space
  – Support IMT operations
  – Ensure preservation of essential services and maintain facility supplies, equipment, transportation and labor pool
• The “Supporters”:
  – Track response costs and expenditures
  – Purchase supplies and equipment
  – Maintain detailed records
  – Prepare payroll
  – Perform clerical tasks
NHICS Flexibility and IMT Size

• The size of the IMT is influenced by certain factors including the:
  – Type of incident
  – Magnitude of impact to your facility
  – Span of control
    • No IMT member should supervise more than 3 to 7 people (average is 5)
Incident Action Planning

• The six essential steps of Incident Action Planning are:

1) Understand the nursing home’s policies and direction
2) Assess the situation
3) Establish incident objectives
4) Determine appropriate strategies to achieve objectives

5) Give tactical direction and ensure that it is followed

6) Provide necessary back-up when tactical direction is initiated
Management by Objectives

• The Incident Commander sets the overall objectives for response and recovery
  – Once the Incident Commander has established the overall objectives, the IMT staff will develop strategies for each section
  – As the response evolves, needs and priorities may change, leading to revisions of the objectives and strategies
### Incident Action Planning...

<table>
<thead>
<tr>
<th>Action</th>
<th>Who</th>
<th>What</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish INCIDENT OBJECTIVES(^1)</td>
<td>Incident Commander</td>
<td>The major priorities for incident response (include in Incident Action Plan)</td>
<td>Ensure the safety of residents, staff and visitors</td>
</tr>
<tr>
<td>Establish STRATEGIES(^2) to meet the Objectives</td>
<td>Section Chiefs</td>
<td>The major approaches that will be undertaken by each section to achieve the incident objectives established by the Incident Commander and contained in the Incident Action Plan (IAP)</td>
<td>Assess the building for structural damage due to the earthquake</td>
</tr>
<tr>
<td>Decide on and implement TACTICS(^3) to meet the Objectives</td>
<td>Section Chiefs</td>
<td>The specific actions that will be undertaken by each section to achieve the objectives established in the Incident Action Plan (IAP)</td>
<td>Equip the assessment team with appropriate protective gear and tools to conduct assessments.</td>
</tr>
</tbody>
</table>
The Nursing Home Command Center (NHCC) is the location where IMT staff work during an incident. It should be:

- Safe and secure
- Equipped with adequate technology
- Easily accessible to bathrooms and food
Nursing Home Command Center...

- The NHCC should have access to:
  - Basic office supplies
  - NHICS documentation (electronic & hard copy)
  - Facility maps & floor plans
    - Location of fire extinguishers, utility shut-offs, AEDs, etc.
  - Facility Emergency Operations Plan (EOP), including all emergency procedures
  - Whiteboard for current status information
  - Emergency Resource Directory that includes important information, e.g., contact information for staff, suppliers, community response agencies, etc.
Organizational tips include:

- Keep files and supplies organized
- Easy to locate documentation
  - Electronic and paper copies of NHICS forms
- Utilize color coding for incident-specific response documents
- Customize documentation to your facility
Knowledge Check - Question 1

The Safety Officer does all of the following except:

A. Attend briefings to share facility safety requirements and recommendations
B. Coordinate facility security
C. Brief the media on administration-approved information
D. Evaluate incident hazards and identify vulnerabilities
When organizing the IMT to respond to an emergency, the least important consideration at the onset of activation is the:

A. Type of incident
B. Magnitude of impact to your facility
C. How much food you have stockpiled
D. Maintaining span of control
Knowledge Check - Question 3

When is it appropriate to revise the incident objectives?

A. Hourly
B. Weekly
C. You only need to create objectives once, they don’t really change during a long activation
D. As the emergency evolves and priorities change
Knowledge Check - Question 4

Which of the following IMT personnel are not part of the General Staff:

A. Liaison/Public Information Officer (PIO)
B. Finance and Administration Section Chief
C. Logistics Section Chief
D. Planning Section Chief
Summary

• In Module 2, you learned about the:
  – Purpose of the NHICS Guidebook
  – Major changes to NHICS 2017
  – Primary NHICS Functions
  – Incident Action Planning
  – Value of a well organized Nursing Home Command Center

LINKS TO ADDITIONAL INFORMATION:
MODULE 3: Response Toolkit
Objectives - Module 3

• Become familiar with the NHICS Response Toolkit including:
  – Job Action Sheets (JASs)
  – Incident Response Guides (IRGs)
  – Incident Action Plan (IAP)
  – NHICS Forms
Job Action Sheets

• Job Actions Sheets (JASs) provide IMT staff with position-specific responsibilities

• They should be reviewed:
  – In the planning phase (prior to activation)
  – Immediately upon receiving an IMT assignment, i.e., at the onset of activation to ensure all tasks and activities are considered and acted on if necessary
Job Action Sheets...

- Tasks in the Job Action Sheets are grouped according to time periods:
  - Immediate Response (0–2 hours)
  - Intermediate Response (2–12 hours)
  - Extended Response and System Recovery (greater than 12 hours)

- The structure of the JASs mirror the organization of the Incident Response Guides (IRGs)
Job Action Sheets...

• The JAS for each IMT position is sub-divided into:
  – **Activities** to be completed
  – Required **Documentation** to be filled out
  – **Resources** that may be needed
  – Important **Communication**
Job Action Sheets...

- The **Documents and Tools** section at the end of each JAS includes a list of NHICS Forms most relevant to the position.
  - Depending on the IMT position, the JAS indicates which NHICS Forms must be filled out (or whether the position should receive a copy of a completed NHICS Form).
Incident Response Guides

• Incident Response Guides (IRGs):
  – Indicate critical actions to be taken or considered
  – Are organized by IMT position
  – Include fields that allow the IMT member to add his/her initials when actions are completed
Incident Response Guides...

- Incident Response Guides (IRGs) are grouped according to time periods (similar to JASs):
  - Immediate Response (0–2 hours)
  - Intermediate Response (2–12 hours)
  - Extended Response and System Recovery (greater than 12 hours)
Incident Response Guides...

• A Rapid Response Checklist is included at the beginning of each IRG which includes:
  – Critical tasks that happen in tandem with mobilization
  – Example: Evacuation to an alternate site
Incident Response Guides...

- A **Documents and Tools** section is included in each IRG. Elements include:
  - Nursing Home Emergency Operations Plan
  - Business Continuity Plan
  - Security Procedures
  - Fatality Management Procedures
  - NHICS Forms
  - Job Action Sheets
Incident Response Guides...

• Other Documents and Tools include:
  – Nursing home organization chart
  – Campus floor plans, maps and evacuation routes
  – Television/radio/internet to monitor news
  – Telephone and cell phone
  – Satellite, amateur or 2-way radio
The new NHICS 200: Incident Action Plan (IAP) Quick Start is designed to:

• Be used at the onset of an activation

• Assist the Incident Commander by reducing the time spent filling out forms

• May be the only form needed for smaller activations
NHICS 2017 provides 19 NHICS Forms:

- Use only the forms you need
- Use throughout the life of an activation
- OK to customize if necessary but retain the form number and name for standardization
Note on the NHICS 258

• In the planning stage (before an emergency occurs) your team should ensure completion and maintenance of the NHICS 258 Facility Resource Directory. It documents all of the entities your facility may need services from during a disaster, including
  – Utilities
  – Hospitals
  – Medical Supply Companies
NHICS Forms...

• In NHICS 2017, for your convenience, electronic NHICS Forms are available as both:
  – Fillable Adobe PDF
  – Fillable Microsoft Word

• Any format can be printed and filled out by hand

• A customizable IMT chart is included in Visio format for editing
NHICS Forms...

- A new one-page Instruction Sheet is included at the end of each NHICS Form that describes:
  - The purpose of the form
  - Who completes it
  - Who it is routed to
  - Each form field in a summary table
NHICS Forms...

• The advantages of using NHICS Forms include:
  – Clear, standardized documentation of response and recovery activities
  – Quality assurance tool
  – May assist in reviewing the response
  – May assist in financial recovery
### NHICS Forms...

<table>
<thead>
<tr>
<th>NHICS 2017</th>
<th>Completed by</th>
<th>Recommended or Optional</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>200 Incident Action Plan (IAP) Quick Start</td>
<td>Incident Commander or Planning Section Chief</td>
<td>Recommended*</td>
<td>Provides a fast approach to developing the IAP by combing forms</td>
</tr>
<tr>
<td>201 Incident Briefing</td>
<td>Incident Commander or designee</td>
<td>Optional</td>
<td>Documents initial response actions</td>
</tr>
<tr>
<td>202 Incident Objectives</td>
<td>Planning Section Chief</td>
<td>Optional</td>
<td>Defines command objectives and key messages</td>
</tr>
<tr>
<td>203 Organization Assignment List</td>
<td>Planning Section Chief</td>
<td>Optional. IMT contact information</td>
<td>Documents the IMT positions</td>
</tr>
<tr>
<td>204 Assignment List</td>
<td>Planning Section Chief</td>
<td>Optional full form. Abbreviated in IAP Quick Start</td>
<td>Documents the strategies and tactics of an activated Section and resources required</td>
</tr>
<tr>
<td>205 Communications List</td>
<td>Logistics Section Chief</td>
<td>Optional full form. Abbreviated in IAP Quick Start</td>
<td>Documents communication technology and contacts.</td>
</tr>
</tbody>
</table>

* Forms highlighted in blue are recommended for every activation.
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<tr>
<td>206 Staff Medical Plan</td>
<td>Safety Officer</td>
<td>Optional full form. Abbreviated in IAP Quick Start</td>
<td>Addresses the treatment plan for injured or ill staff members and/or volunteers</td>
</tr>
<tr>
<td>207 Incident Management Team Chart</td>
<td>Incident Commander or designee</td>
<td>Optional. Included in Quick Start IAP</td>
<td>Provides a visual display of the personnel assigned to the IMT positions</td>
</tr>
<tr>
<td>214 Activity Log</td>
<td>All IMT Personnel</td>
<td>Recommended*</td>
<td>Provides basic documentation of incident activity</td>
</tr>
<tr>
<td>215A Incident Action Plan (IAP) Safety Analysis</td>
<td>Safety Officer</td>
<td>Recommended full form. Abbreviated in IAP Quick Start</td>
<td>Records the findings of the Safety Officer after completing an operational risk assessment</td>
</tr>
<tr>
<td>251 Facility System Status Report</td>
<td>Infrastructure Branch Director</td>
<td>Recommended</td>
<td>Records the status of various critical facility systems and infrastructure</td>
</tr>
<tr>
<td>252 Section Personnel Time Sheet</td>
<td>All IMT Personnel</td>
<td>Recommended</td>
<td>Tracks hours worked during the response</td>
</tr>
</tbody>
</table>

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## NHICS Forms...

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<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>253 Volunteer Registration</td>
<td>Logistics Section Chief</td>
<td>Optional, may use own tracking system</td>
<td>Documents volunteer sign in and out for each operational period</td>
</tr>
<tr>
<td>254 Emergency Admit Tracking</td>
<td>Resident Services Branch Director</td>
<td>Recommended*</td>
<td>Records the triage, treatment and disposition of emergency admits</td>
</tr>
<tr>
<td>255 Master Resident Evacuation Tracking</td>
<td>Resident Services Branch Director</td>
<td>Recommended</td>
<td>Tracks all residents evacuated</td>
</tr>
<tr>
<td>257 Resource Accounting Record</td>
<td>All IMT Personnel; under Logistics Section Chief JAS</td>
<td>Optional, may use own tracking system</td>
<td>Documents the request, use, return, and condition of resources used to respond</td>
</tr>
<tr>
<td>258 Facility Resource Directory</td>
<td>Planning Section Chief</td>
<td>Recommended</td>
<td>Critical contact information for all facility resources</td>
</tr>
<tr>
<td>259 Facility Casualty Fatality Report</td>
<td>Resident Services Branch Director</td>
<td>Recommended</td>
<td>Documents injury or death of residents</td>
</tr>
<tr>
<td>260 Resident Evacuation Tracking</td>
<td>Resident Services Branch Director</td>
<td>Recommended</td>
<td>Documents individual evacuated residents</td>
</tr>
</tbody>
</table>

* Forms highlighted in blue are recommended for every activation.
Knowledge Check - Question 1

The Scribe/Runner may be used in which of the following IMT sections:

A. Operations
B. Logistics
C. Planning
D. Finance/Administration
E. All of the Above
The NHICS 200: Incident Action Plan (IAP) Quick start can replace the:

A. NHICS 201
B. NHICS 202
C. NHICS 203
D. NHICS 204
E. NHICS 215A
F. All of the above
Knowledge Check - Question 3

Which of the following is not true regarding the proper use of NHICS Forms:

A. Use of NHICS Forms facilitates clear documentation of actions, times, and responsibilities
B. Use of NHICS Forms supports quality assurance
C. Filling out as many NHICS Forms as possible is preferable to filling out only those NHICS Forms that are needed
D. Use of NHICS Forms may assist in financial recovery
Knowledge Check – Question 4

Which NHICS Form should be completed during the planning process?

A. NHICS 258 – Facility Resource Directory
B. NHICS 257 – Resource Accounting Record
C. NHICS 254 Emergency Admit Tracking
D. NHICS 241 – Facility Status Report
Summary

• In Module 3, you became familiar with the NHICS Response Toolkit including:
  – Job Action Sheets (JASs)
  – Incident Response Guides (IRGs)
  – Incident Action Plan (IAP) Quick Start
  – NHICS Forms

LINKS TO ADDITIONAL INFORMATION:
MODULE 4: Implementing NHICS and the Planning Toolkit
Objectives - Module 4

• Familiarize yourself with the NHICS planning tools

• Learn the 10 steps for implementing NHICS at your facility
Planning Toolkit

• The 2017 Planning Toolkit includes the:
  – Streamlined All Hazards Incident Planning Guide (IPG)
  • Replaces incident-specific IPGs
  – NHICS Glossary
All Hazards Incident Planning Guide (IPG)

- The All Hazards IPG is:
  - Used for planning and discussion; are modifications necessary for your facility?
  - Organized by four phases of emergency management:
    - Mitigation
    - Preparedness
    - Immediate and Intermediate Response
    - Extended Response and System Recovery
All Hazards Incident Planning Guide (IPG)...

• An “All Hazards” approach to emergency management calls for a nursing home to work toward:
  – Hazard prevention while at the same time preparing for the emergencies that may occur at any time without warning
  – May be customized to your facility’s needs
Glossary

• The NHICS Glossary is:
  – A quick reference guide for key terms
  – Arranged alphabetically
  – Includes acronyms used in the NHICS Guidebook and Toolkit
NHICS Implementation

- NHICS can be implemented in 10 basic steps
Step 1 – Getting Started

- Appoint a person to lead implementation
- Convene a planning workgroup
- Read the NHICS Guidebook
- Review Toolkit materials
- Complete NHICS training
- Outline necessary activities
- Establish the final approval process
Step 1 – Getting Started...

- Set up a work schedule
- Consider developing an implementation/training program with other area nursing homes for standardization and mutual aid assistance
- Invite public safety, public health, EMS and emergency management officials to participate as appropriate
Step 2 – Determine your IMT

• Review the NHICS IMT chart
• Determine who is appropriate for each role
  – Remember that a specific person may not be available when the emergency strikes
  – Ideally, select multiple persons for each position
  – Limit the number of times a specific person can be listed
Step 3 – Revise Job Action Sheets if necessary

• JASs are available for each position on your IMT

• Review each JAS to ensure consistency with your facility’s policies and procedures

• Make changes as needed to each JAS, but try to limit changes to preserve standardization
Step 3 – Revise the Job Action Sheets...

• Once any adjustments to the JASs are completed, immediately publish the final JASs:
  – Include in the Emergency Operations Plan (EOP)
  – Put JASs on computers that can be accessed in the Nursing Home Command Center and other key areas
  – Be sure that printed JASs are readily accessible in the Nursing Home Command Center in case computers become unavailable
  – Put JASs into pocket of the NHICS Command Vests
Step 4 – Review the NHICS Forms

• Review the NHICS Forms:
  – Make limited changes if necessary (to maintain standardization)
  – Add additional forms you feel may be needed or easier to use based on your facility’s policies or procedures

• Publish and share the final NHICS Forms
Step 4 – Review the NHICS Forms...

- Place final documents in the Nursing Home Command Center
  - Ensure easy access by all that may need access
  - Maintain electronic and hard copies
- Keep forms current with periodic reviews
  - NHICS 258 Facility Resource Directory (update regularly in the planning stage)
Step 5 – Review the IRGs and All Hazards IPG

- Study the results of your Hazard Vulnerability Analysis (HVA)
- Adjust the All Hazards IPG to meet your facility’s needs based on the HVA
- Review the IRGs and modify if needed
- Place revised materials where they can be easily accessed
Step 6 – Develop Activation Kits

• Assemble Activation Kits for each IMT position including:
  – IMT Chart
  – Color-Coded Vest that indicates IMT role
  – JAS for the position(s)
  – NHICS Forms
  – Other tools – radio/directories/paper/pens
  – Place in a box or bag, in a secure location

• Assess each Activation Kit periodically
Step 7 – Identify the Nursing Home Command Center (NHCC)

- Where key IMT staff work
- Should be large enough to accommodate necessary personnel
  - Accessible/safe/secure
  - Sufficient space for the assigned personnel
  - Adequate access to computers, phones, NHICS material, etc.
- Close to bathrooms and food
Step 7 – Identify the Nursing Home Command Center (NHCC)...

• Necessary technologies for the NHCC include:
  – Phones
  – Computers (with all NHICS Forms, etc., pre-loaded)
  – Radios/communications
  – Fax/printer

• All technologies should be regularly tested
• Arrange for maintenance during an incident
Step 8 – Provide Training

• Promote individual AND team training
• Encourage and reward an understanding of NHICS concepts
  – Individual reading of materials
  – Discussions/Presentations/Exercises
• Use the NHICS Guidebook and training modules
Step 9 – Conduct an Exercise

- Select an Exercise Committee and Chairperson
- Choose an incident from your Hazard Vulnerability Analysis (HVA)
- Become familiar with the types of exercises and select the type you want
- Establish the exercise objectives

Step 9 – Conduct an Exercise...

- Consider a disaster drill first (walk before you run)
- Incorporate NHICS Forms
- Develop an evaluation strategy
- Conduct the drill/exercise
- Conduct a Hot Wash
- Write an After Action Report (AAR) and Improvement Plan
Step 10 – Make Needed Changes Based on “Lessons Learned”

- Identify needed revisions to your facility’s EOP and/or NHICS materials
- Ensure changes are made consistently across all materials
- Discuss lessons learned and changes at meetings and training sessions; get the word out
Knowledge Check - Question 1

The Incident Planning Guide (IPG) is a response tool.

A. True
B. False
When the Planning Team meets to discuss the facility’s response to an earthquake, they should consider that the initial earthquake may lead to additional cascading events, e.g., the need to evacuate the facility.

A. True
B. False
Before conducting an exercise, it is prudent to determine:

A. Who will serve on the exercise committee
B. The type of exercise, e.g., drill, facilitated discussion, table top exercise, etc.
C. What is the purpose of the exercise, i.e., what is being tested?
D. An evaluation strategy
E. All of the above
Summary

• In Module 4, you learned about the:
  – The new All Hazards Incident Planning Guide
  – NHICS Glossary
  – The 10 steps for implementing NHICS

LINKS TO ADDITIONAL INFORMATION:
CAHF Disaster Preparedness Program: http://www.cahfdisasterprep.com/
CAHF Disaster Preparedness App: http://dpapp.cahf.org
Disaster Preparedness App

- Developed by CAHF for long-term care providers to easily:
  - Populate with general emergency information
  - Upload facility-specific information
Thank you!

By participating in this training and acquiring a working knowledge of your facility’s Emergency Operations Plan (EOP) and NHICS 2017 materials, you should be better prepared to protect yourself, your family, and the residents, staff and visitors at your facility who may be otherwise impacted by future emergencies.
Acknowledgements

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California Association of Health Facilities
Sacramento, CA
http://www.cahfdisasterprep.com/