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McKenzie Health

HOSPITAL INCIDENT
COMMAND SYSTEM (HICS)

What is the Hospital Incident Command System?

THE HCIS IS A STANDARDIZED APPROACH TO INCIDENT MANAGEMENT.

IT IS USED IN ALL KINDS OF INCIDENTS BY ALL TYPES OF ORGANIZATIONS AND AT ALL LEVELS OF GOVERNMENT.

Command

- Defines the incident goals and operational period objectives
- Includes an Incident Commander, Safety Officer, Public Information Officer, Senior Liaison, and Senior Advisors

Operations

- Establishes strategy (approach methodology, etc.) and specific tactics (actions) to accomplish the goals and objectives set by Command
- Coordinates and executes strategy and tactics to achieve response objectives

Logistics

- Supports Command and Operations in their use of personnel, supplies, and equipment
- Performs technical activities required to maintain the function of operational facilities and processes

Planning

- Coordinates support activities for incident planning as well as contingency, long-range, and demobilization planning
- Supports Command and Operations in processing incident information
- Coordinates information activities across the response system

Admin/Finance

- Supports Command and Operations with administrative issues as well as tracking and processing incident expenses
- Includes such issues as licensure requirements, regulatory compliance, and financial accounting

Chain of Command

- The orderly line of authority within the ranks of incident management organizations.
- Chain of Command must be followed during any incident command to maintain organization and ensure the safety and well being of all involved.

Incident Commander

- the individual responsible for on-scene incident activities, including developing incident objectives and ordering and releasing resources. The Incident Commander has overall authority and responsibility for conducting incident operations.
- This person has overall responsibility for management of the incident. This person will make all command staff assignments required to support the incident command function.
- They are responsible for overall incident safety, providing information services to internal and external stakeholders, and maintaining liaisons with other agencies participating in the incident.
- The following areas report to the Incident Commander:
 - Communications
 - Liaison Officer
 - Safety/Security Officer
 - Logistics Officer
 - Planning Officer
 - Finance Officer
 - Operating Officer

Finance/Administration Officer

- The person responsible for all administrative and financial considerations.
- They are responsible for the time, compensations/claims, and cost.
- During a HCIS Operation, it is important to keep track of any costs associated with that incident. At times, the facility can be reimbursed for unexpected costs associated with the disaster.

Communications Officer

- The person who is responsible for collecting, organizing, and processing the delivery of information from one or more sources and distributing to one or more audiences who have stake in that information.
- this person is responsible for communicating to the public, social media or with mass communication with staff.

Safety Officer

- A member of the Command Staff responsible for monitoring incident operations and advising the Incident Commander on all matters relating to operation safety, including the health and safety of incident personnel. The Safety Officer modifies or stops the work of personnel to prevent unsafe acts.

Liaison Officer

- A member of the Hospital Incident Command System (HICS), responsible for coordinating with representatives from cooperating and assisting agencies or organizations.
- This refers to outside organizations such as:
 1. City officials- local law enforcement, ambulance, fire personnel, city personnel
 2. County officials – County Emergency Management, County law enforcement, County Commissioners.
 3. State officials – NDHP, State officials

Planning Chief

- Responsible for collecting and managing all incident-relevant operation data
- This person is responsible for supervising the preparation for the After-Action Plan and providing input to the Incident Command and Operations.

Operations Officer

- This person is responsible for implementing tactical incident operations described in the incident action plan.
- This person also would activate any additional staffing that may be needed.
- The following personnel report to the Operating Officer:
 - Medical Staff Director
 - Inpatient Supervisor
 - Medical Care Providers

Supervisor

- The person who is responsible for a division or group
e.g: Department Manager who is responsible for his/her staff

The Supervisor reports to the Operating Chief

Plain Language

communication that the intended audience can understand and that meets the communicator's purpose. For the purpose of the HICS, plain language refers to a communication style that avoids or limits the use of codes, abbreviations, and jargon, as appropriate, during incidents involving more than a single agency.

In Summary

- HCIS can be used for numerous reasons and can be very complex or very simple depending on the circumstance.
- The one constant in all HICS is that the Incident Commander is in charge and will make the decisions on the extent of the Incident Command.
- A team approach is the best approach to an effective Incident Command.

Incident Commander



Operations

Planning

Logistics

Finance



- Public Information Officer
- Safety Officer
- Liaison Officer

References:

FEMA ICS-100 course



IMPORTANT

Make sure to click the **'Mark Complete'** button on your learning transcript, next to the course title, to record your completion.

By clicking **'Mark Complete'** you are verifying that you have read the material.