



Georgia Department of Public Health

Incident Management (NIMS, ICS, HICS)

Presentation to:

Basic Healthcare Emergency Management Course



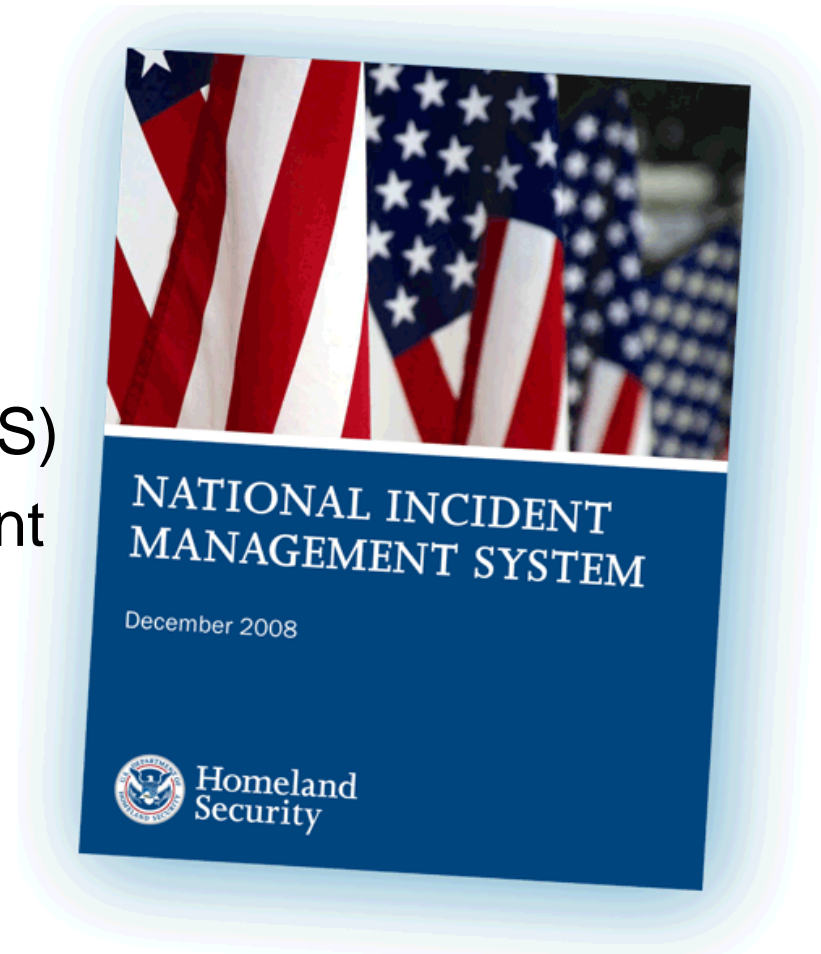
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Objectives

Define:

- National Incident Management System (NIMS)
- Incident Management (IM)
- Incident Command System (ICS)
- Integrated Incident Management System (IIMS)
- Hospital Incident Command System (HICS IV)



Objectives

- Identify the role of NIMS
- Identify the NIMS implementation activities for Georgia's hospitals and healthcare organizations
- Identify the command and general staff functions within ICS
- Recognize the purpose of each command staff role within ICS
- Discuss components of the HICS IV

National Incident Management System (NIMS)

All agencies that receive federal emergency preparedness funding ***must be*** NIMS compliant



What is NIMS?

The National Incident Management System:

- ✓ Standardizes the nation's **command and management structure** at all levels (private industry, as well as federal, state and local governments/agencies and nonprofits)
- ✓ Promotes a **unified approach**
- ✓ Allows for **effective and efficient mitigation, preparedness, response, and recovery** from incidents of any kind
- ✓ Emphasizes **preparedness**

...thus facilitating interoperability, communication, and other factors to assure an effective and efficient management process.

NIMS: Critical Concepts

Standardization

- Terminology
- Concepts
- Command

Flexibility

- Applicable to all types of incidents
- “All-hazards” capable

NIMS Integration

- Mandated for Federal agencies
- Required for use by state, local, and non-governmental agencies, organizations, and/or institutions
- \$\$\$ - Grants and contracts are dependent on NIMS integration and compliance



NIMS Compliance

- **Healthcare Organizations**
 - Integrate the objectives and the *11 Elements* of NIMS
- **Objectives**
 - Adoption
 - Preparedness: Planning
 - Preparedness: Training and Exercises
 - Communications and Information Management
 - Command and Management

NIMS Implementation Objectives & Elements

OBJECTIVES

ELEMENTS

Adoption

1. Adopt NIMS throughout the healthcare organization to include appropriate departments and business units.
2. Ensure Federal Preparedness grants and cooperative agreements support NIMS Implementation (in accordance with the eligibility and allowable uses of the awards).

Preparedness: Planning

3. Revise and update emergency operations plans (EOPs), standard operating procedures (SOPs), and standard operating guidelines (SOGs) to incorporate NIMS and National Response Framework (NRF) components, principles and policies, to include planning, training, response, exercises, equipment, evaluation, and corrective actions.
4. Participate in interagency mutual aid and/or assistance agreements, to include agreements with public and private sector and nongovernmental organizations.

Preparedness: Training and Exercises

5. Implement ICS-700: NIMS, An Introduction, ICS-100: Introduction to ICS, and ICS-200: ICS For Single Resources training to appropriate personnel
6. Implement ICS-800 National Response Framework (NRF): An Introduction training to appropriate personnel
7. Promote and integrate, as appropriate, NIMS concepts and principles (i.e. the Incident Command System) into all healthcare organization-related training and exercises.

Communications and Information Management

8. Promote and ensure that hospital processes, equipment, communication, and data interoperability facilitates the collection and distribution of consistent and accurate information with local and state partners during an incident or event.
9. Apply common and consistent terminology as promoted in NIMS, including the establishment of plain language communications standards.

Command and Management

10. Manage all emergency incidents, exercises, and preplanned (recurring/special) events with consistent application of ICS organizational structures, doctrine, processes, and procedures.
11. Adopt the principle of Public Information, facilitated by the use of the Joint Information System (JIS) and Joint Information Center (JIC) ensuring that Public Information procedures and processes gather, verify, coordinate, and disseminate information during an incident or event.

Protect Lives.

Becoming NIMS Compliant

Adoption:

1. **Adopt NIMS throughout the healthcare organization** to include appropriate departments and business units.
2. Ensure Federal Preparedness grants and cooperative agreements **support NIMS Implementation** (in accordance with the eligibility and allowable uses of the awards).



Becoming NIMS Compliant

Preparedness Planning:

3. Revise and update **emergency operations plans** (EOPs), standard operating procedures (SOPs), and standard operating guidelines (SOGs) **to incorporate NIMS and National Response Framework (NRF) components**, principles and policies, to include planning, training, response, exercises, equipment, evaluation, and corrective actions.
4. Participate in interagency **mutual aid and/or assistance agreements**, to include agreements with public and private sector and nongovernmental organizations.

Becoming NIMS Compliant

Preparedness Training and Exercises:

5. Implement **ICS-700: NIMS, An Introduction**; **ICS-100: Introduction to ICS**; and **ICS-200: ICS For Single Resources** training for appropriate personnel
6. Implement **ICS-800 National Response Framework (NRF): An Introduction** training for appropriate personnel
7. Promote and integrate, as appropriate, NIMS concepts and principles (i.e., the **Incident Command System**) into all healthcare organization-related **training and exercises**.

Becoming NIMS Compliant

Communications and Information Management:

8. Promote and ensure that hospital processes, equipment, communication, and data interoperability facilitates the **collection and distribution of consistent and accurate information with local and state partners** during an incident or event.
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Becoming NIMS Compliant

Command and Management:

10. Manage all emergency incidents, exercises, and pre-planned (recurring/special) events with **consistent application of ICS organizational structures, doctrine, processes, and procedures.**
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Integrated Incident Management System (IIMS)

Following the events of September 11, 2001, the Department of Justice (DOJ), National Institute of Justice (NIJ)/Office of Science and Technology (OS&T) conducted an evaluation of what is now known industry-wide as...

Integrated Incident Management System

or

IIMS

Georgia IIMS Products

HEALTHCARE

GHA911 (WebEOC):

- Serves as the information repository for healthcare data during the preparedness, response, and recovery phases.
- GHA 911 is the main notification pathway between GHA and healthcare partners during an emergency
- <http://www.gha911.org/>

PUBLIC HEALTH & EMERGENCY MANAGEMENT

WebEOC:

- Serves as the information repository for Public Health and GEMA data during response and recovery phases.
- Used by local, district, and state emergency management and Public Health officials
- <http://www.esi911.com/>

WebEOC

**Share your experiences with
the version of WebEOC you use.**

Internally?

Externally?



Process by which an agency, institution, facility, or organization effectively and efficiently manages resources and personnel, through internal or cooperative networks, in an attempt to gain, obtain, or retain control over a situation or incident, whether routine, emergent, or disastrous

Consequences of Failure to Manage

- Injuries or death
- Compromised property or infrastructure
- Environmental damage or contamination
- Poor public image of facility, agency, institution, or organization



Factors Influencing Incident Dynamics

- Constant situational changes
- Information management challenges
- Difficulty seeing the big picture
- Critical time considerations

These types of situations can be:

- ◆ **Complex**
- ◆ **Confusing**
- ◆ **Dynamic**
- ◆ **Unpredictable**
- ◆ **Overwhelming**
- ◆ **Dangerous**

Effective Incident Management Requires:

- ✓ Planning and exercising *prior to* an incident
- ✓ Accurate assessment of the incident
- ✓ Establishment of realistic objectives
- ✓ Setting of priorities
- ✓ Management and assignment of resources
- ✓ Working with outside agencies/organizations
- ✓ Frequent reassessment
- ✓ Recovery in a timely manner



Incident Management Priorities

1. Preservation of safety, health, and life
2. Property and infrastructure protection
3. Mitigation of harm, destruction and long term effects on the community

Incident Management

- Many incidents will be so large or complex as to require **multi-organizational responses**
- All partners share a **common goal, yet retain their unique responsibilities**
 - Fire/EMS
 - Law Enforcement
 - Public Health and Medical
 - Community stakeholders

Keys to Incident Management

- **Standardization**

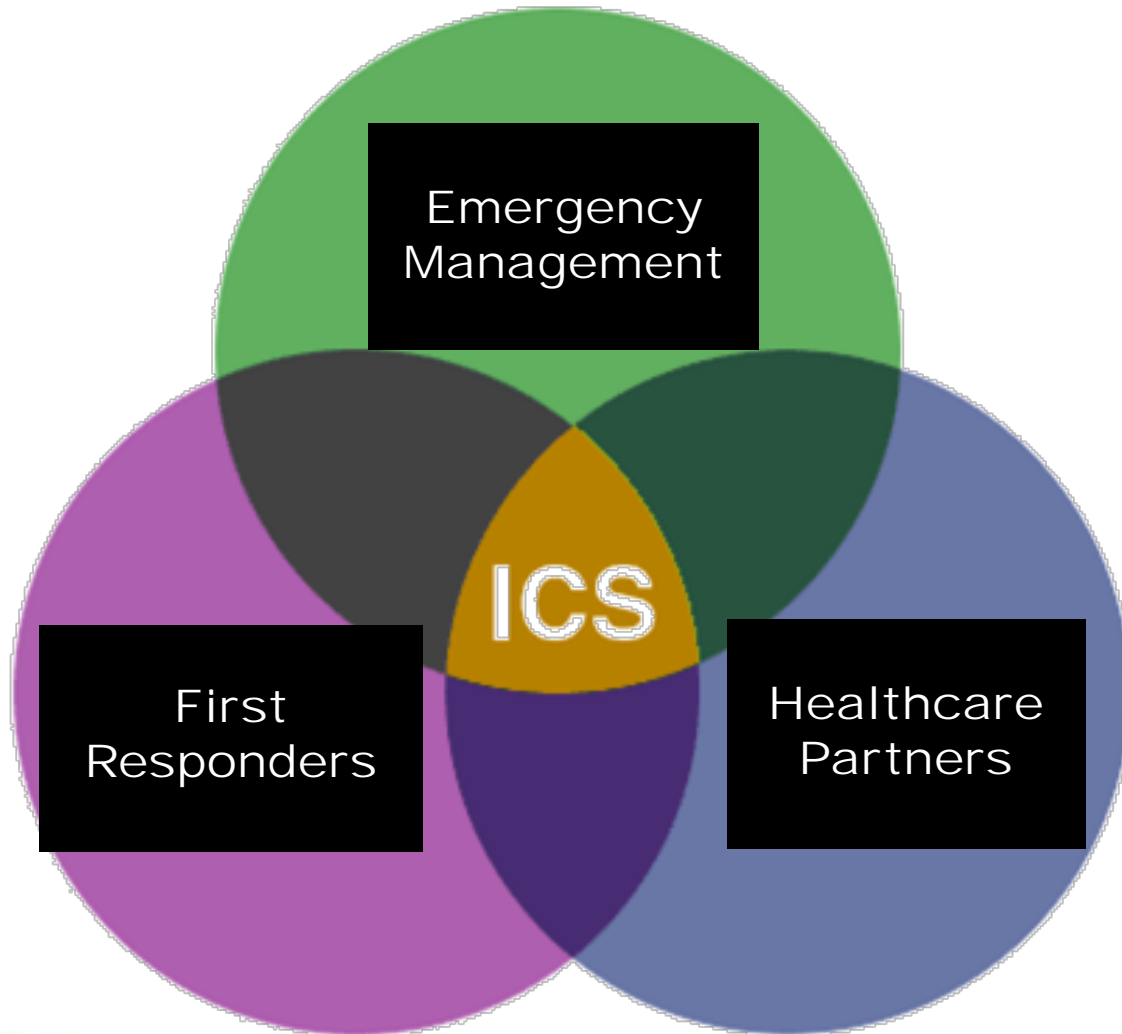


- **Communication**
(effective and efficient)

- **Flexibility**



Incident Command System (ICS)



Incident Command System (ICS)

- A **standardized organizational response system designed to expand and contract operationally** in order to meet the needs of a given incident
- Uses **management and business principles** to facilitate effective and efficient incident management

History of ICS

- Late 1960s and early 1970s - Southern California Wildfires
 - Challenges with response due to a lack of:
 - Span of control (overloaded Incident Commanders)
 - Accountability
 - Effective communication
 - Systemic planning
 - Integrated interagency cooperation

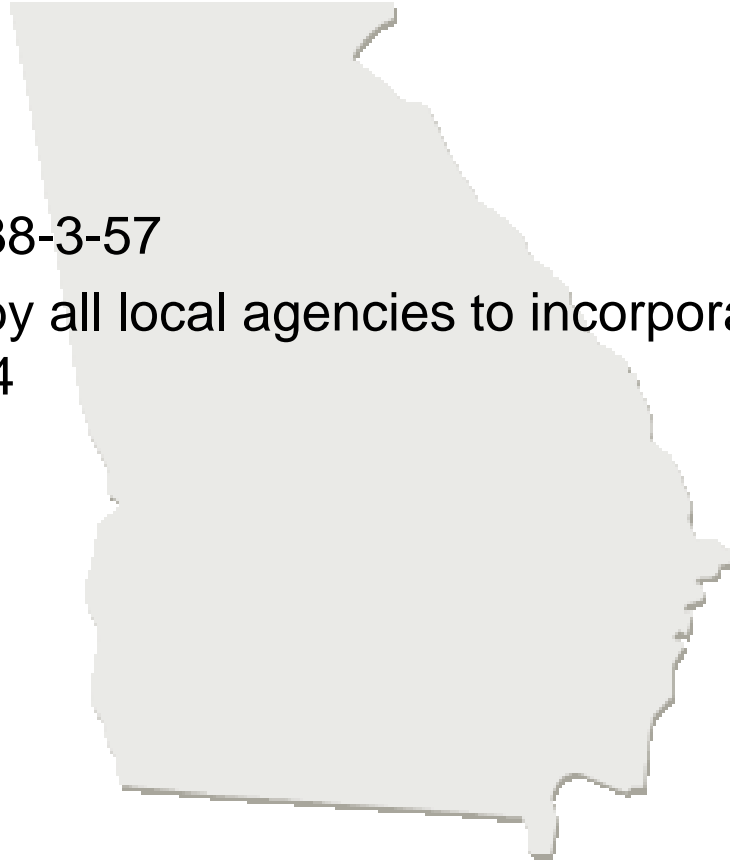


ICS Regulations and Laws

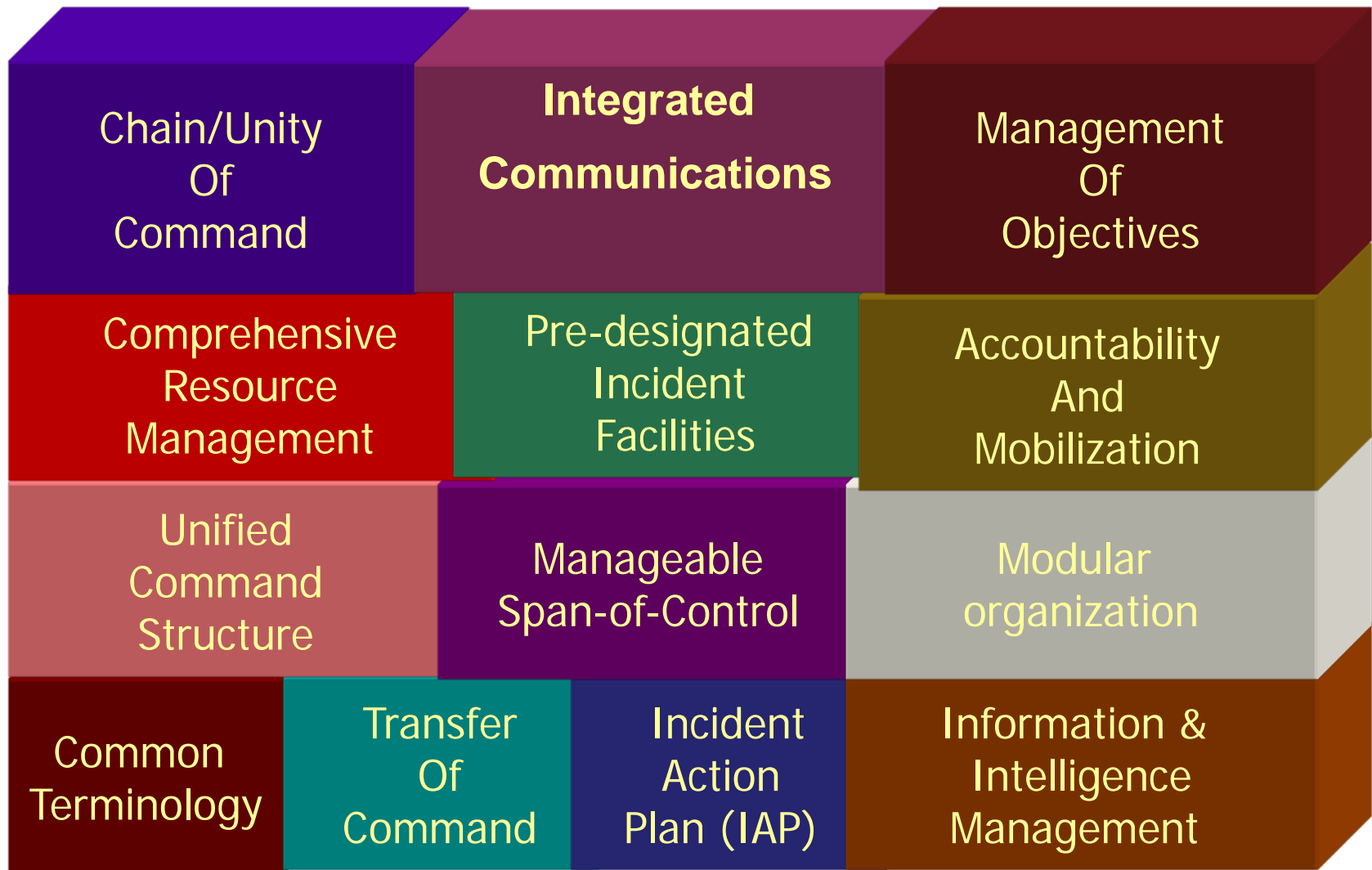
- **National Integration Center, Health and Human Services, and HICS Working Group**
 - *NIMS implementation by September 2008*
- **National Fire Protection Association (NFPA)**
 - *NFPA 1561 Emergency Services Incident Management System*
- **Commission on Accreditation of Law Enforcement Agencies (CALEA)**
 - *CALEA 46.1.11 Unusual Occurrences and Special Operations*

Specific Georgia ICS Regulations

- GA SB243
 - O.C.G.A. 38-3-57
 - Required by all local agencies to incorporate ICS by 1-Oct-2004



ICS Key Components



ICS Function

ICS is...

- A means to facilitate the rapid melding of various organizations into a common structure
- For all entities
- For all types and kinds of incidents
- Complimentary to management principles

ICS is NOT...

- A means to gain control over others
- Only for the government
- Restricted to large incidents
- A competitor of usual chains of command

ICS Challenges

- Lack of pre-defined methods to integrate ICS and interagency requirements into the planning process and incident management structure
- Lack of planning pertaining to recovery - demobilization, rehabilitation, and a return to normalcy

ICS Terminology

Incident Commander (IC):

- Has overall responsibility at the incident or event
- Sets incident objectives

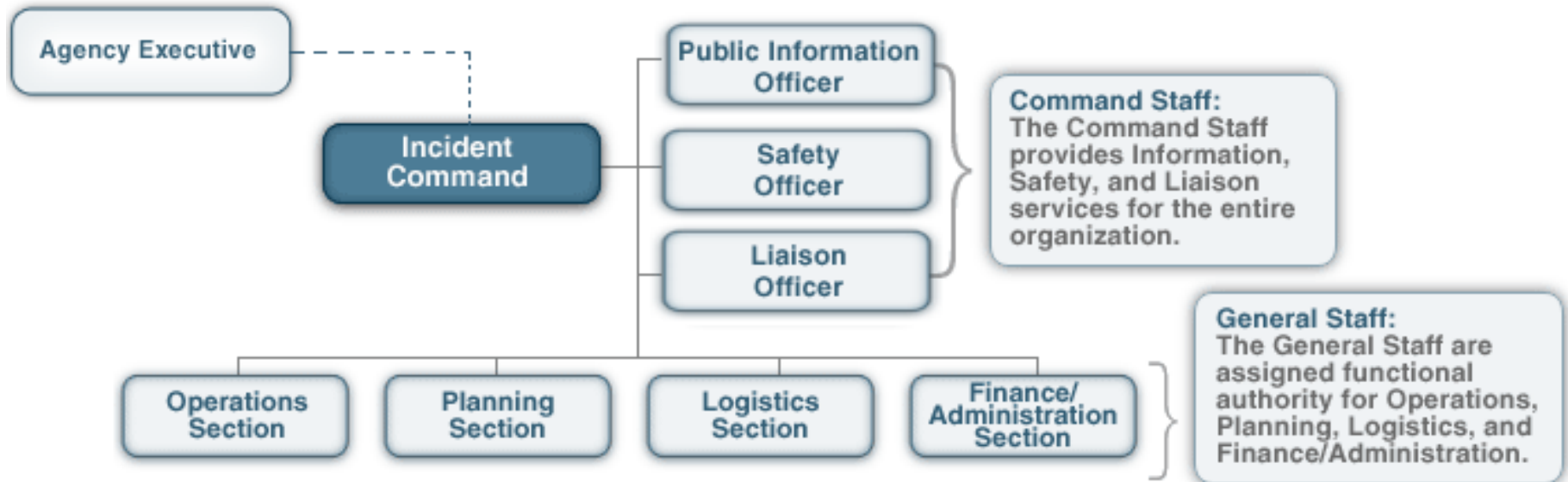
Command Staff:

- Leaders in safety and protection, liaison between different agencies, and management of public information

General Staff:

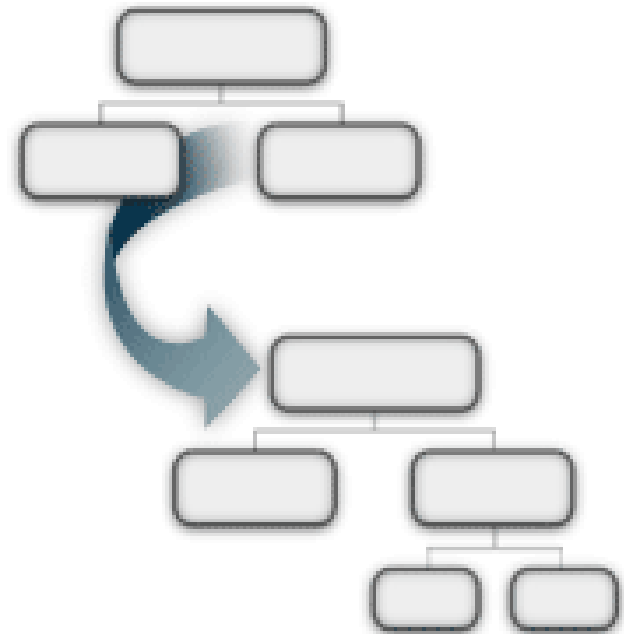
- Handlers of Operations, Logistics, Planning, and Finance and Administration

ICS Command Staff and General Staff



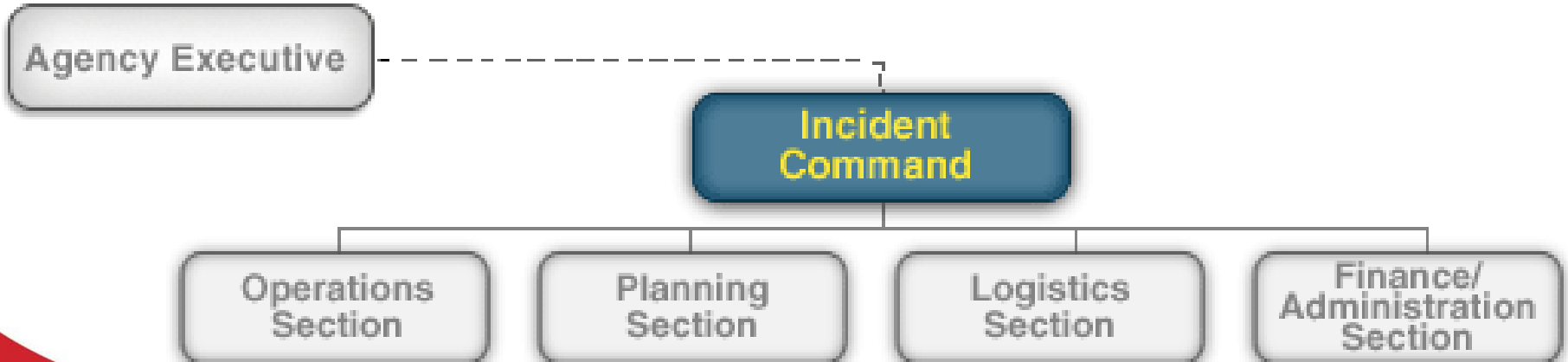
ICS Structure

- As incidents become more complex, the IC can expand the system to meet operational needs.
- As incidents become resolved, the system can contract accordingly.



ICS - Incident Commander (IC)

- In a hospital setting, the facility director or CEO is known as the **Agency Executive**
 - Authority from this position is delegated to the **IC**
- While not all of the ICS positions are required to be filled, the IC position is always staffed.



Roles and Responsibilities of the Incident Commander (IC)

Roles

- Provide overall leadership for incident response
- Manage incident objectives
- Delegate authority to others
- Take general direction from the agency executive

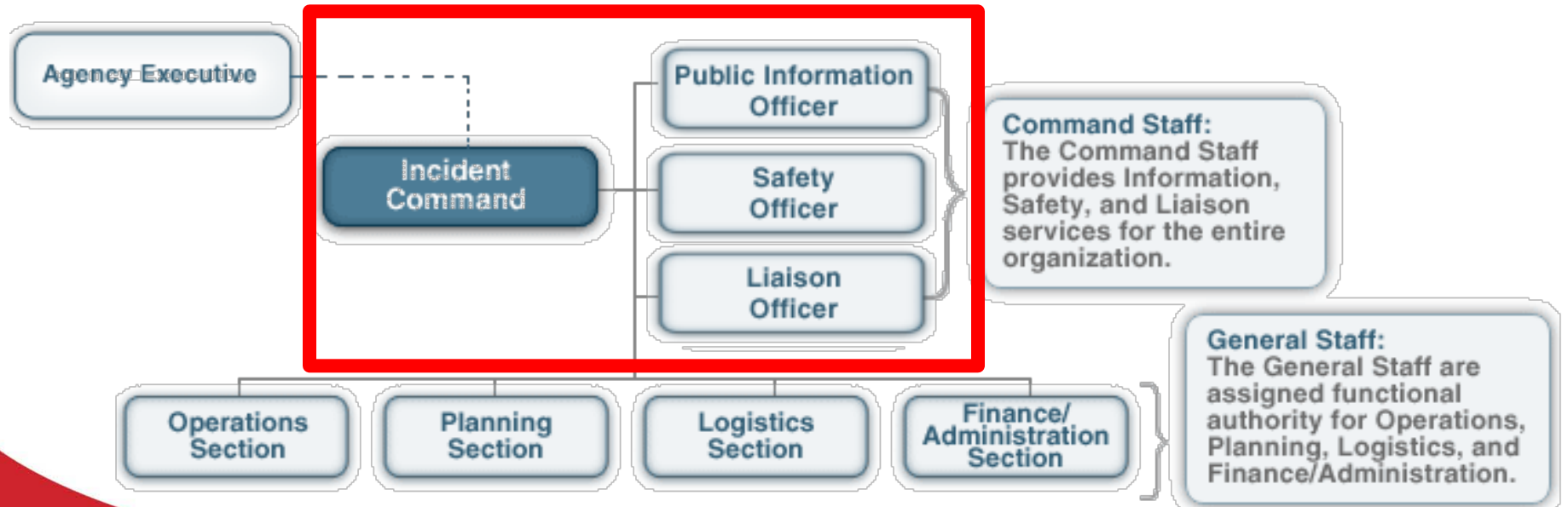
Responsibilities

- Ensure safety from the incident
- Provide information services to internal and external stakeholders
- Establish and maintain contact with other organizations involved with a given incident

ICS Command Staff

Designated by the IC:

- **Public Information Officer (PIO)**
- **Safety Officer**
- **Liaison Officer**



ICS General Staff

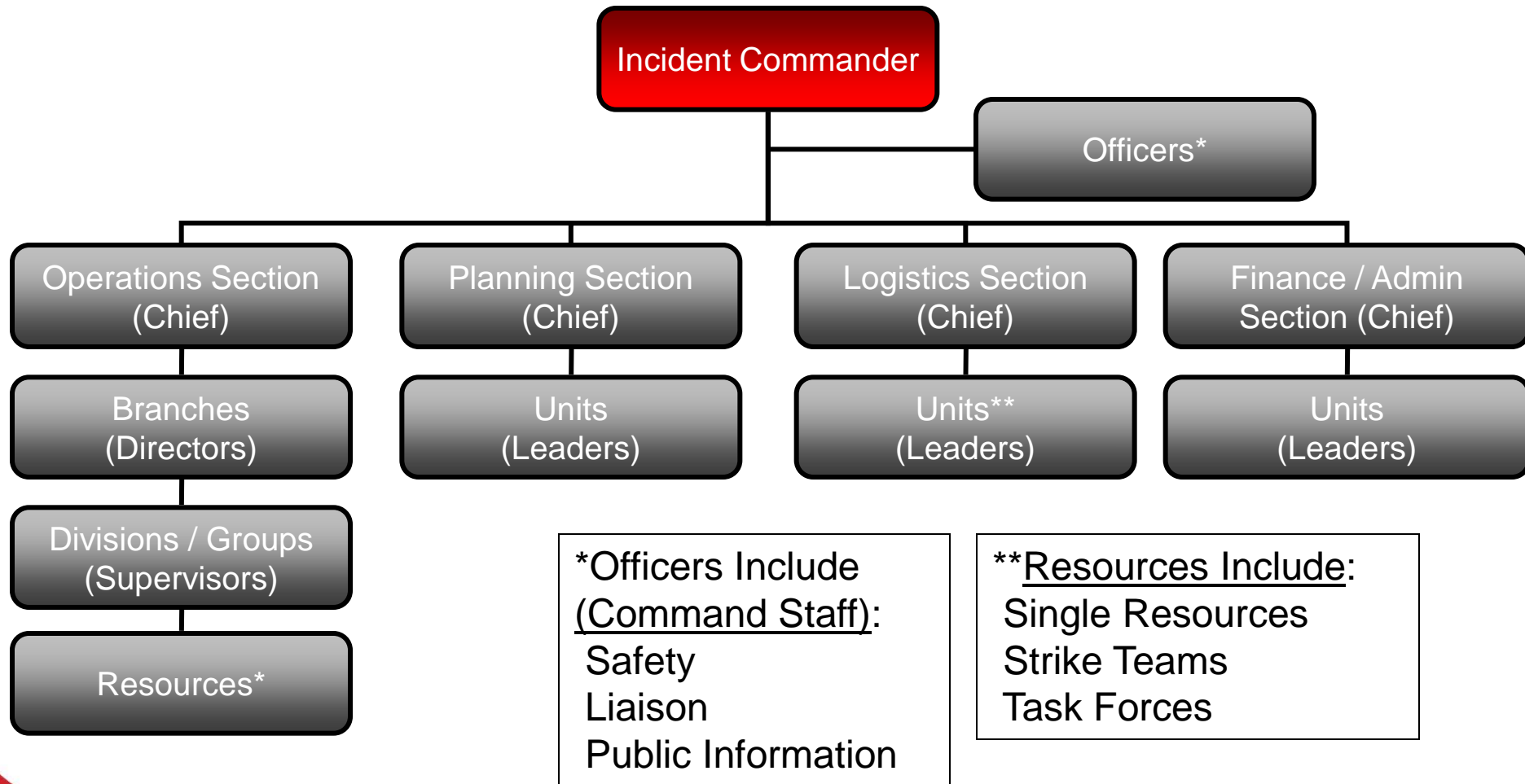
Incident Command (IC +/- Command Staff):

- **Finance/Administration:** Provides accounting, procurement, time recording, and cost analyses
- **Logistics:** Provides support, resources, and other needs required for operational objectives
- **Operations:** Conducts tactical operations and directs all tactical resources
- **Planning:** Prepares and documents the Incident Action Plan (IAP), collects and evaluates information, maintains resources status and documentation

F. L. O. P.

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Basic Structure of ICS





The Hospital Incident Command System (HICS) is like the Incident Command System (ICS) in regard to purpose, application, components, principles, functions, and structures.

History of HICS

- 1987.... Hospital Council of Northern California adapts FIRESCOPE ICS to hospitals
- 1991.... Hospital Emergency Incident Command System (HEICS) I first released
- 1993.... HEICS II released
- 1998.... HEICS III released
- 2006.... Revised HEICS creating the NIMS-compliant HICS IV
- 2013?... Awaiting the release of HICS V

HICS IV - Guidebook 2006



H HOSPITAL
INCIDENT
COMMAND
SYSTEM **Guidebook**
August 2006



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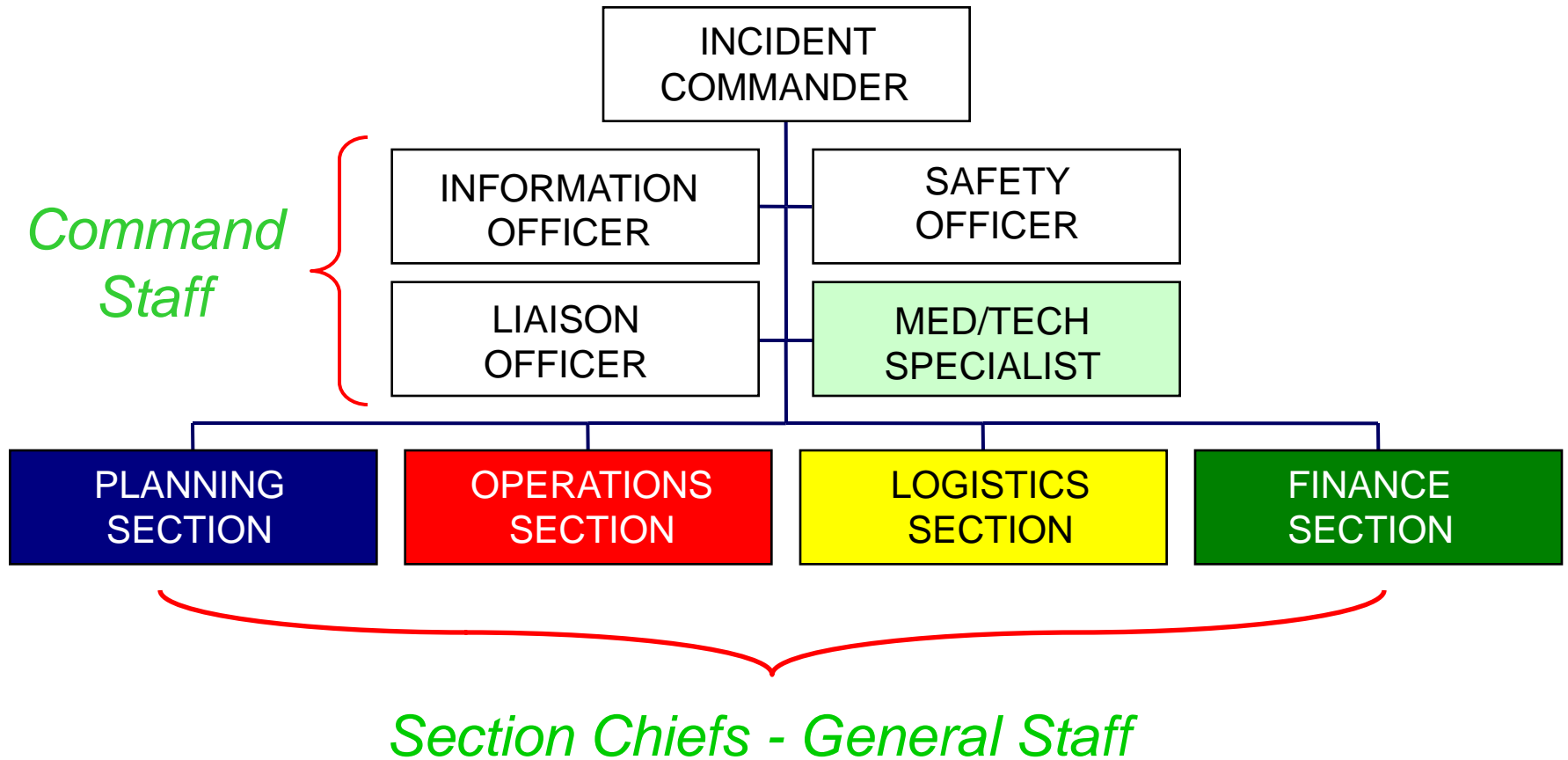
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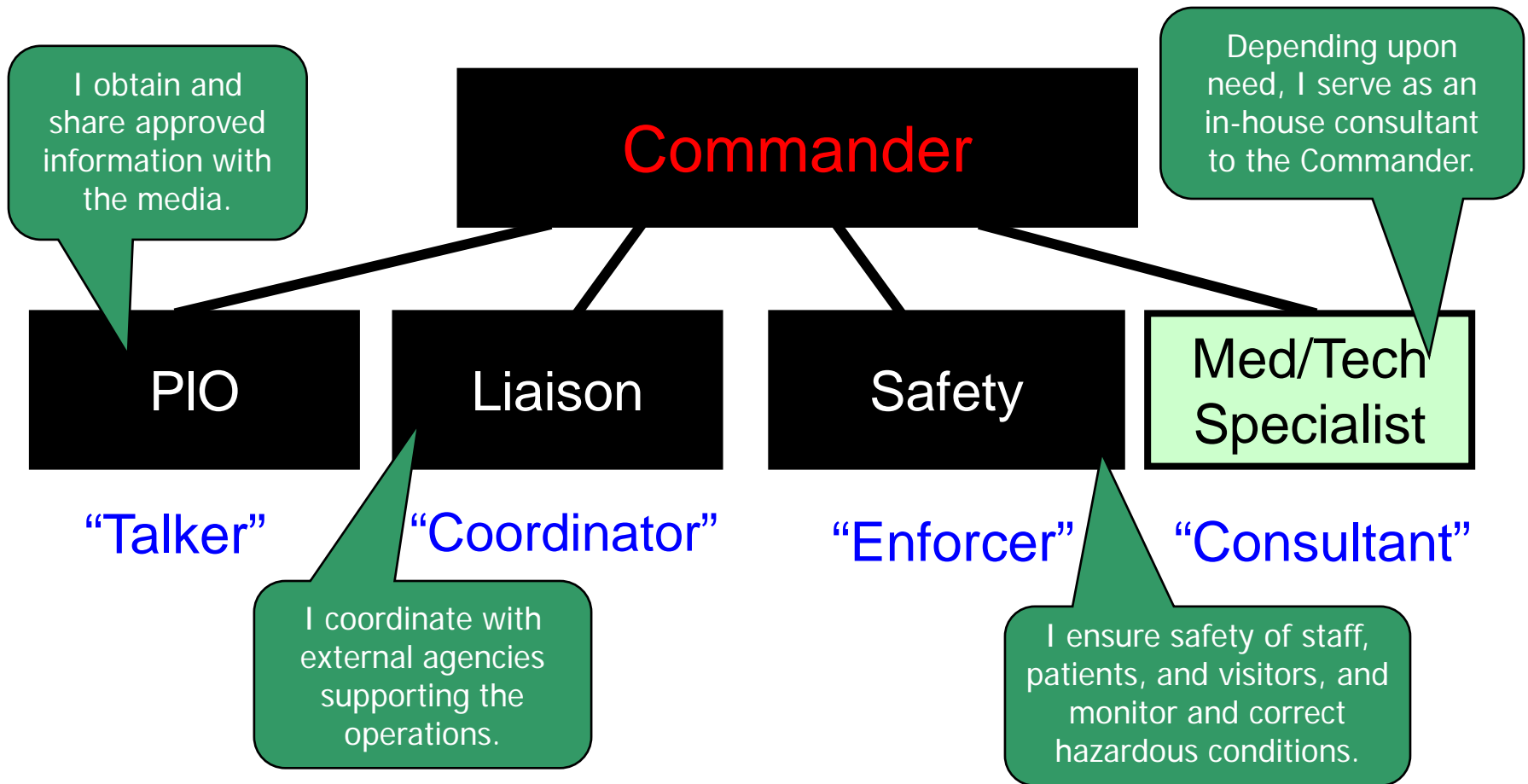
Valuable Resources Found in HICS IV

- **Drill/ Exercise Scenarios**
 - 13 Homeland Security
 - 14 Hospital Specific
- **Incident Planning Guides (IPG)**
- **Incident Response Guides (IRG)**
- **78 Job Action Sheets (JAS)**
 - Subdivided into five sections
- **HICS Forms/Checklists**
- **Training Materials**
- **Lists for 69 critical positions**
 - IC
 - Section Chiefs
 - Branch Directors
 - Tech/Specialists
 - Unit Leaders
 - Officers
 - Managers

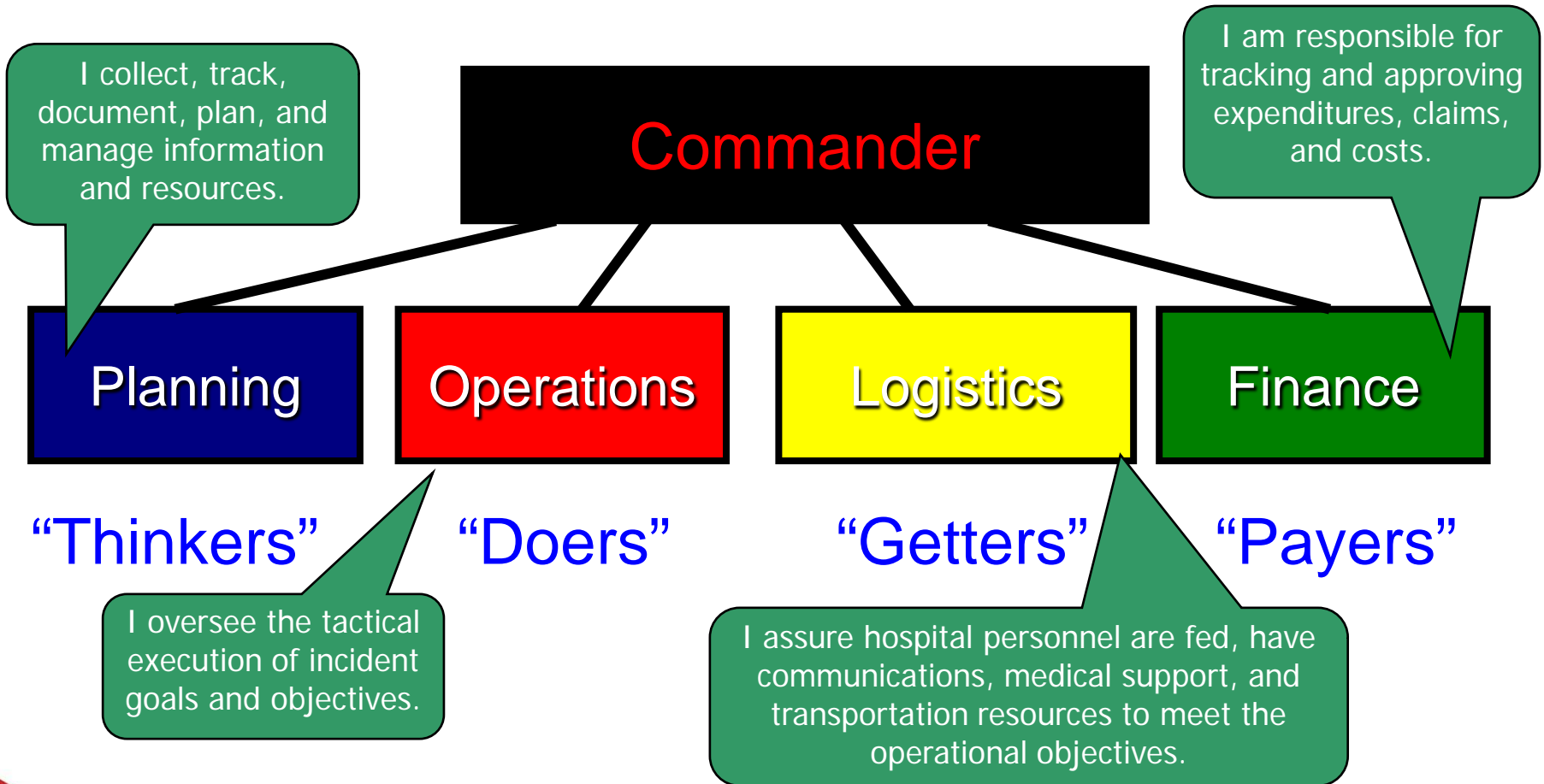
Basic Structure of HICS IV



HICS IV Command Staff



HICS IV General Staff



HICS IV Operations Section

Manages:

- Medical operations needed to carry out the tactical plan
- Patient care resources

Ensures:

- Business continuity
- Facility and personnel protection - security
- Infrastructure operations
- Patient decontamination

HICS IV Planning Section

- Collects and evaluates information
- Maintains resource status
- Prepares the incident action plan
- Maintains documentation
- Facilitates demobilization plan



HICS IV Logistics Section

- Provides support/service to operations
- Manages internal and external resources
- Utilizes standard and emergency requisition protocols
- Cooperates with local EOC, Public Health, and hospitals as needed
- Serves internal clients only



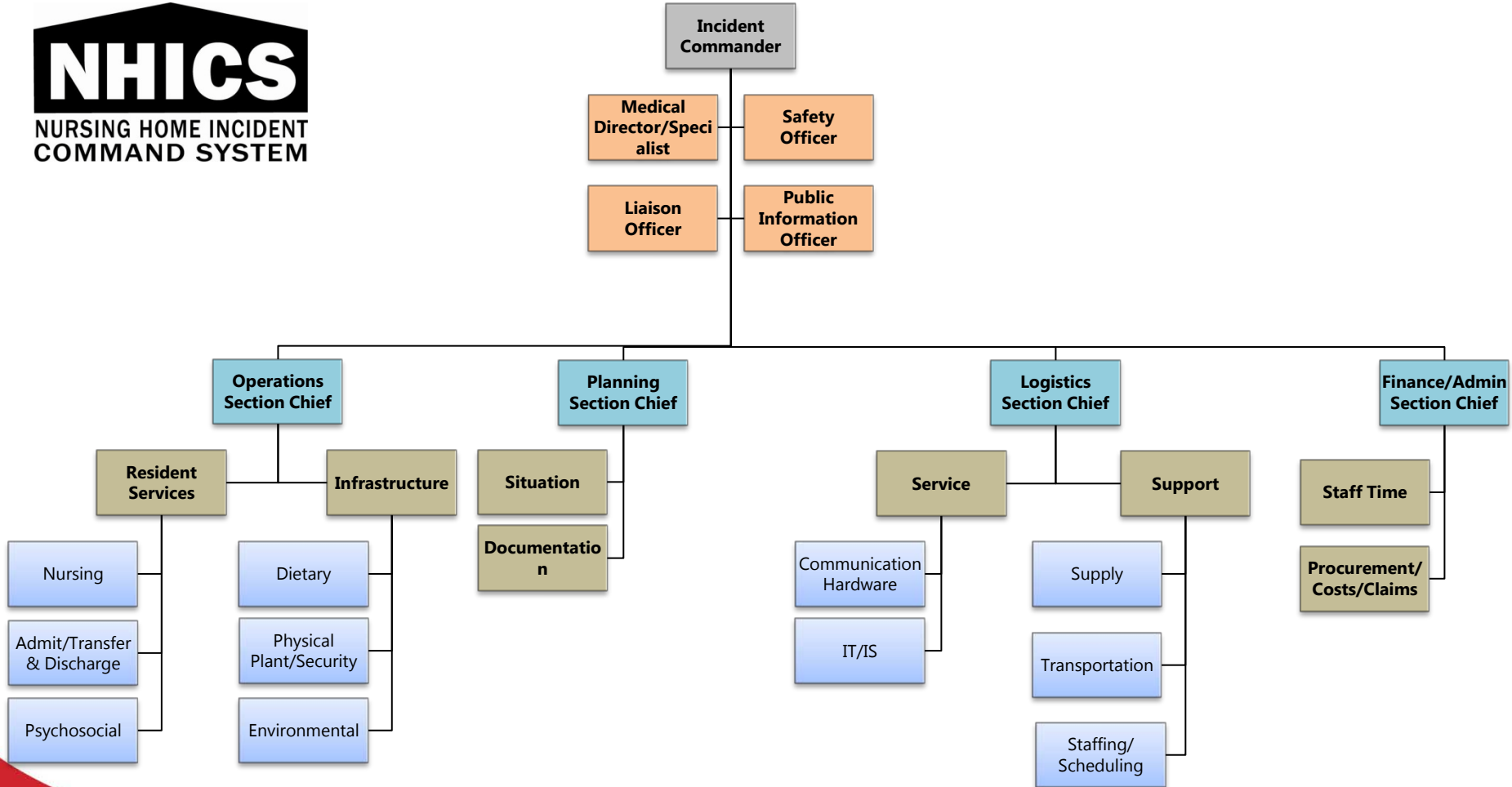
HICS IV

Finance/Administration Section

- Manages all costs related to the incident
- Provides accurate accounting, procurement, and time recording
- Manages and accounts for claims and cost analyses

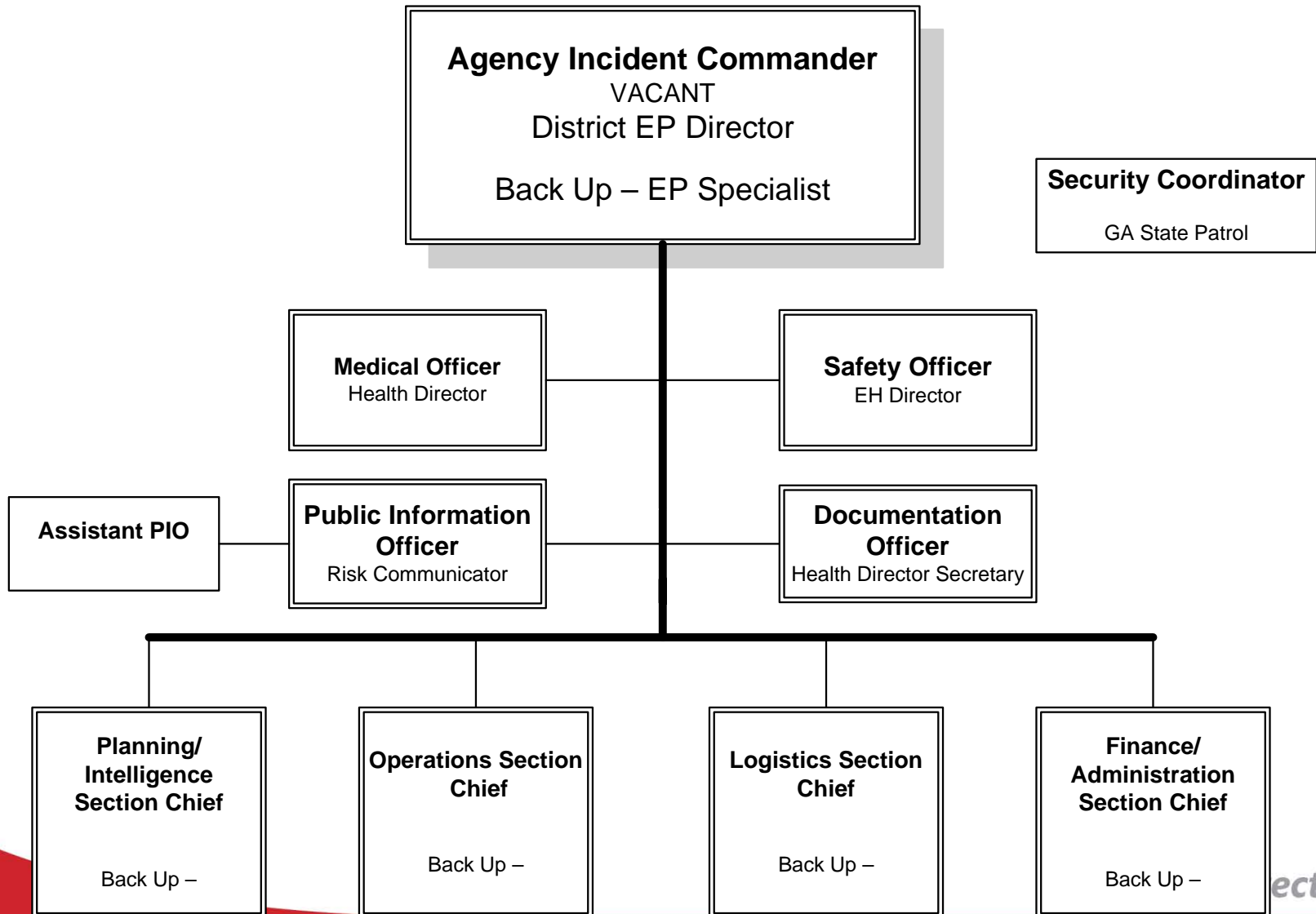


Nursing Home Incident Command System



SOURCE: California Association of Health Facilities

Public Health (District) Incident Command System



Summary

Keys to Incident Management

- Standardization
- Communication (effective and efficient)
- Flexibility

ICS Structure

- As incidents become more complex, the IC can expand the system to meet operational needs.
- As incidents become resolved, the system can contract accordingly.

Summary

NIMS

- National standardization for incident management
- Effective and efficient mitigation, preparedness, response, and recovery from incidents of any kind
- Incorporates private industry as well as federal, state, tribal, and local governments and agencies

Summary

HICS IV is:

- ICS
- NIMS compliant
- “All hazard”
- Hospital and healthcare specific





Georgia Department of Public Health

Basic Healthcare Emergency Management Course

Questions?



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