



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



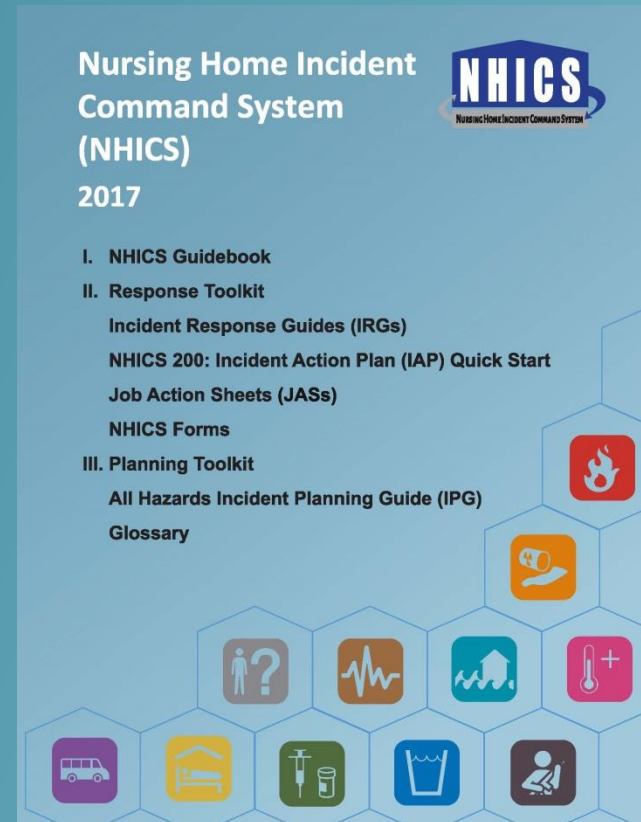
Why Use NHICS?

- 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 Sections

- NHICS 2017 is divided into the following three Sections:
 - NHICS Guidebook
 - Response Toolkit
 - Planning Toolkit





NHICS Guidebook

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.





NHICS Guidebook...

- 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

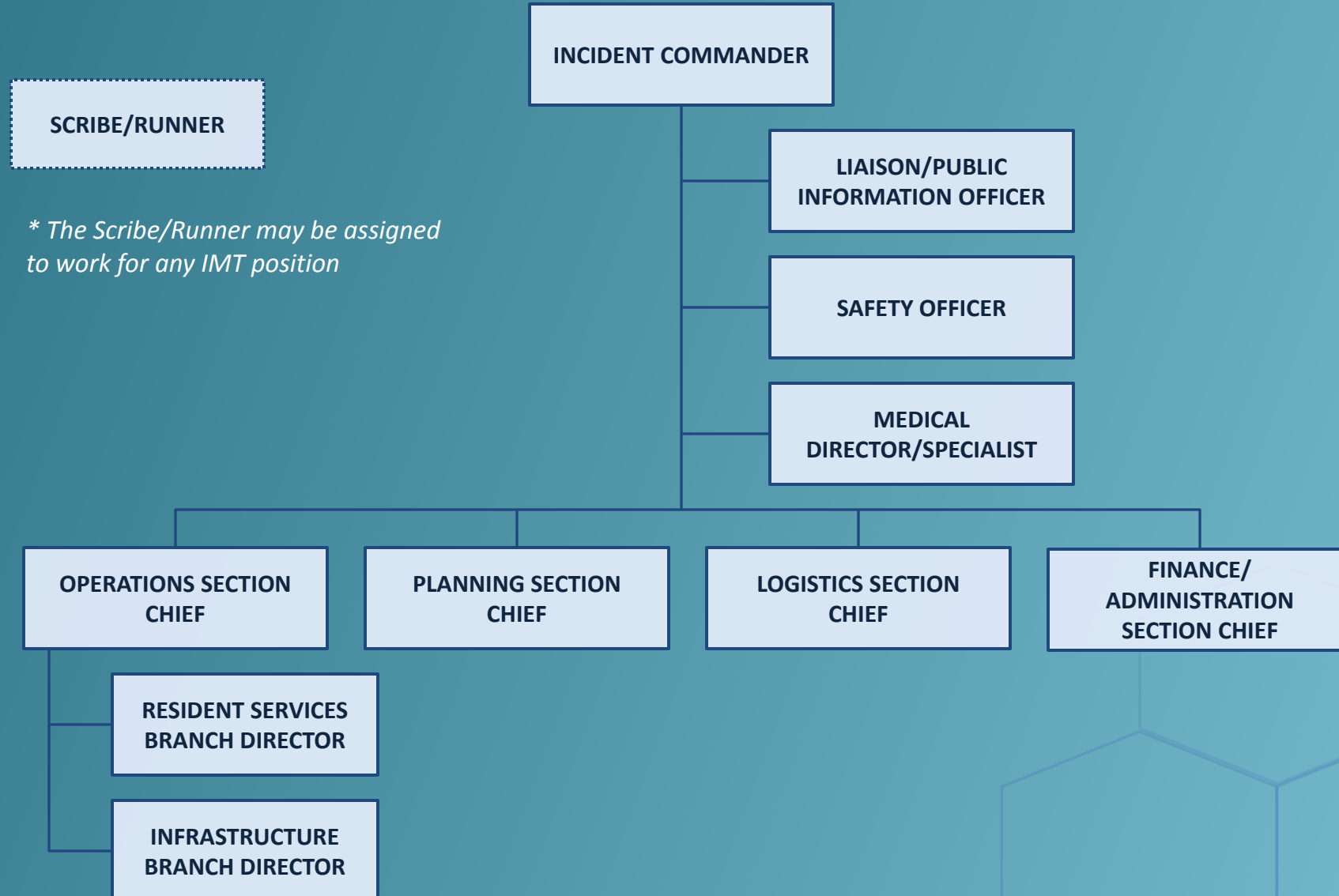


Major Changes in NHICS 2017...

- 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





NHICS Functions

- The 5 NHICS Functions include:
 - Incident Command (“*Leader*”)
 - Operations (“*Doers*”)
 - Planning (“*Planners*”)
 - Logistics (“*Getters*”)
 - Finance and Administration (“*Supporters*”)



Essential Responsibilities of NHICS Functions

NHICS FUNCTIONS	ESSENTIAL RESPONSIBILITIES
Incident Command	Lead/Manage
Operations	Do Stuff
Planning	Collect Information, Analyze and Plan
Logistics	Get Stuff
Finance and Administration	Finance, Administration and Clerical Support



Incident Commander

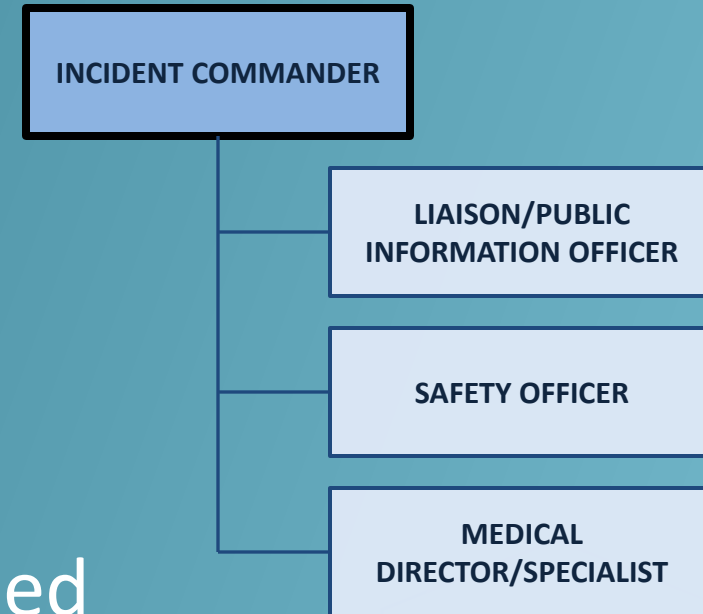
- The “Leader”:
 - Activates and directs the response
 - Establishes priorities and objectives
 - Determines the size of the Incident Management Team (IMT) and assigns roles
 - Coordinates with other response partners
 - EMS, fire, law enforcement, public health





Command Staff

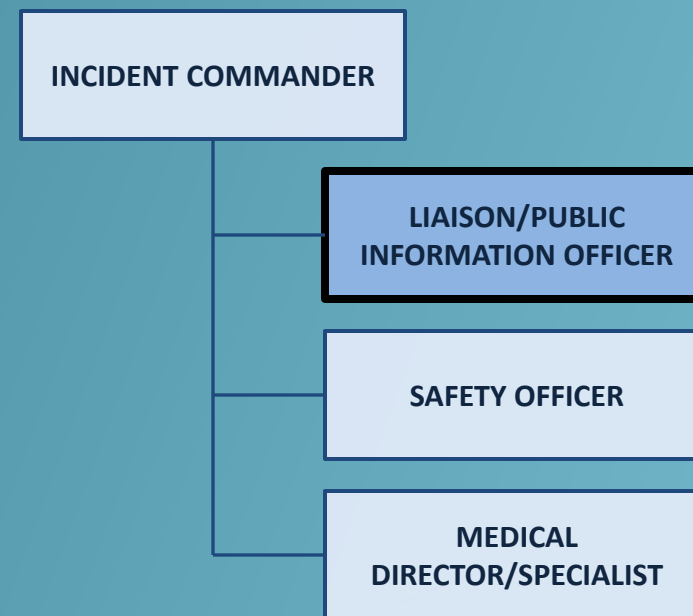
- As needed, the Incident Commander may appoint:
 - Liaison/Public Information Officer (PIO)
 - Safety Officer
 - Medical Director/Specialist
- This group is collectively called “Command Staff”





Liaison/Public Information Officer

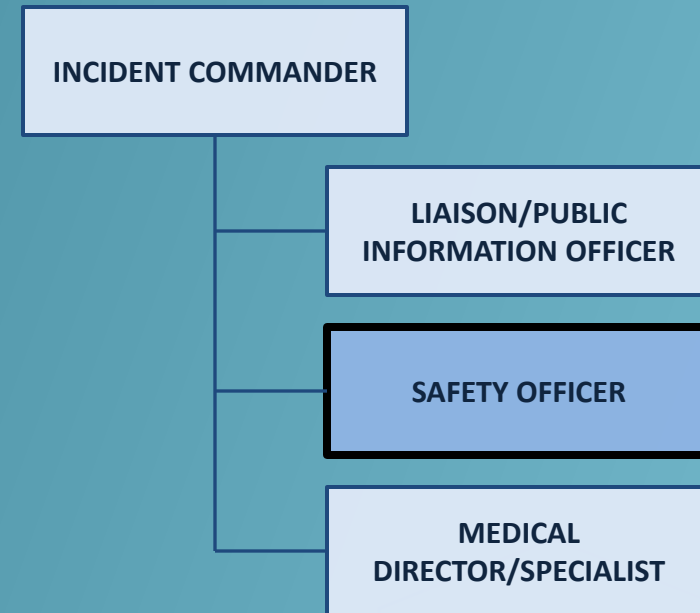
- The Liaison/PIO:
 - Communicates with external partners
 - Provides information to residents, staff and family/guardians
 - Develops public information/messages





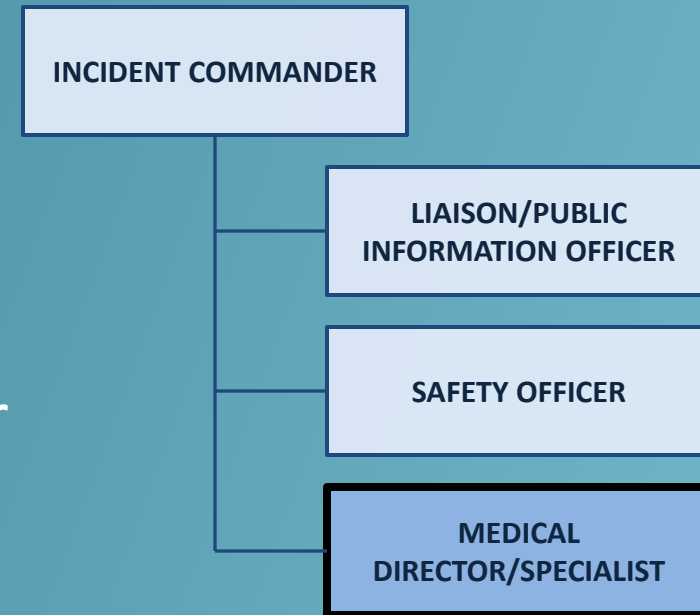
Safety Officer

- 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

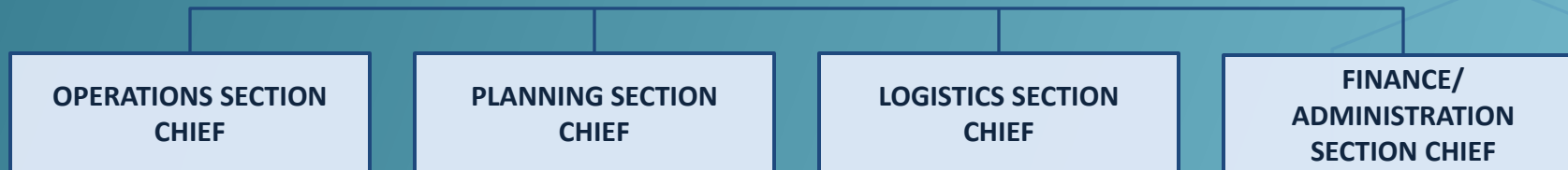
- The Medical Director/Specialist:
 - Oversees medical services
 - Assists with the medical management of residents and injured staff
 - Advises the Incident Commander and staff regarding medical, biological/infectious, ethics, or hazmat implications due to the incident





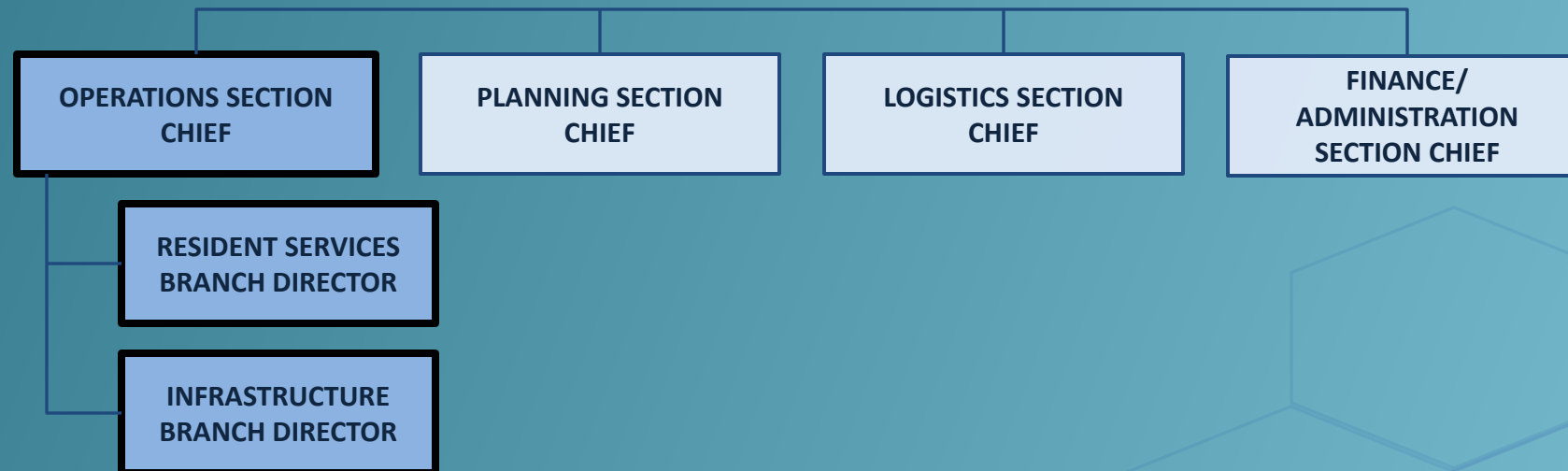
General Staff

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



Operations

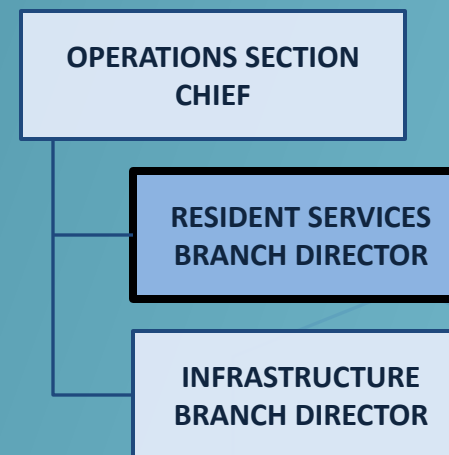
- The “Doers”:
 - Coordinate tactical activities and implement actions consistent with the objectives identified by the Incident Commander





Resident Services Branch

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

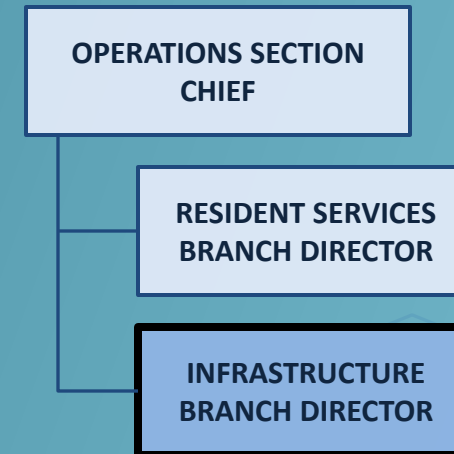




Infrastructure Branch

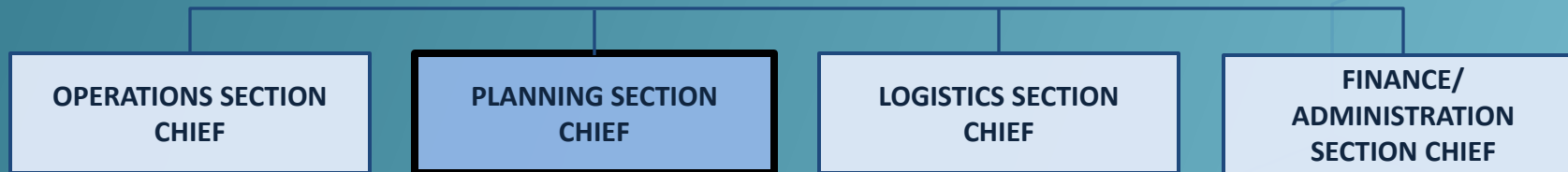


- Functions managed by the **Infrastructure Branch** under Operations:
 - Dietary
 - Physical Plant
 - Environmental





- 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

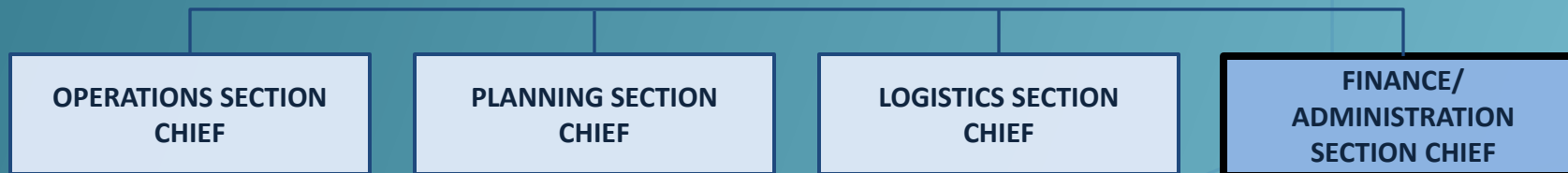


- The “Getters”:
 - Acquire necessary staff, stuff and space
 - Support IMT operations
 - Ensure preservation of essential services and maintain facility supplies, equipment, transportation and labor pool



Finance and Administration

- 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





Incident Action Planning...

- 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...

Action	Who	What	Example
Establish INCIDENT OBJECTIVES¹	Incident Commander	The major priorities for incident response (include in Incident Action Plan)	Ensure the safety of residents, staff and visitors
Establish STRATEGIES² to meet the Objectives	Section Chiefs	The major approaches that will be under taken by each section to achieve the incident objectives established by the Incident Commander and contained in the Incident Action Plan (IAP)	Assess the building for structural damage due to the earthquake
Decide on and implement TACTICS³ to meet the Objectives	Section Chiefs	The specific actions that will be under taken by each section to achieve the objectives established in the Incident Action Plan (IAP)	Equip the assessment team with appropriate protective gear and tools to conduct assessments.



Nursing Home Command Center

- 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.



Nursing Home Command Center...

- 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



Knowledge Check - Question 2

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:

NHICS Guidebook and Toolkits: <http://www.cahfdisasterprep.com/NHICS/GuidebookTools.aspx>