Hospital Incident Command System (HICS)
Definitions of Command Structure & Titles

These job titles and descriptions are intended to be used with a healthcare based incident command system, and are based on the Health Emergency Incident Command System (HICS) and National Incident Management System (NIMS) model.

Job titles and structure of the upper echelon will probably be consistent with the Emergency Operations Center Organization Chart of your local emergency authority. The lower level titles match Job Action Sheets and the Organization Chart for the HICS (recently changed from HEICS) system. These should be adjusted to meet the departments and services provided by the organization.

Job titles not filled during an implementation of the plan are the responsibility of the position(s) above them, in actual practice. For example, the functions of the Planning and Finance Chief’s might be fulfilled by the Incident Commander in shorter term implementations that would not require action in those areas.

DEFINITIONS

Hospital Incident Command System (ICS)

The Hospital Incident Command System is an “all hazards” command system well proven for management of various types of disaster and emergency incidents. It is designed to be scalable, (useable for small and large incidents) and consistent across all kinds of emergencies and all kinds of emergency operations and organizations responding to emergencies.

It features consistent job titles for key positions so communications from agency to agency and agency to hospital can be made because everyone knows the job titles and functions. It also features Job Action Sheets (JAS) that provide guidance and training for persons who have a responsibility. It is intended to be implemented with the staff at hand, and jobs handed off when more senior or appropriate staff become available, and to provide a structure for documentation of both the current status during the emergency, and documentation of activity after the event.

Emergency Operations Center (EOC)

The EOC is the disaster command center, where information is collected and used by the Incident Commander and staff, and the center of communications of requests and directions for emergency response staff. This may be a predetermined location, or may be moved where necessary to provide ongoing control of activity. Typically, the local emergency management office will call their disaster command center the EOC.

Hospital Command Center (HCC)
The effectiveness of a hospital’s incident management team is greatly enhanced when they have access to a location prepared for them to convene and coordinate response activities, resources and information. The HCC is generally not in, or near the emergency areas, such as Emergency Departments, but located where all information is available and adequate space is available for all related activities. An alternate or secondary site should also be evaluated and designated if the primary site is not accessible.

Organization Chart

The ICS / HICS Organization Chart is the typical organization for the Incident Command System. It is used to define reporting relationships during an emergency event to assist the Incident Commander and staff in assuring that the best person available staffs critical jobs, and to assist the personnel pool in managing staff available during the emergency. Not all positions will be needed for an emergency response.

INCIDENT COMMAND STAFF

INCIDENT COMMANDER
  Organize and direct the Hospital Command Center. Gives overall direction for hospital and medical center operations, and if needed, authorizes evacuation.

PUBLIC INFORMATION OFFICER
  Representative responsible for interfacing with the public and media or with other agencies with incident-related information requirements

LIAISON OFFICER
  Functions as contact person for representatives of other community emergency authorities and agencies. Keeps organization apprised of information from local EOC’s.

SAFETY OFFICER
  Responsible for monitoring and assessing safety hazards or unsafe situations and for developing measures for ensuring personnel safety.

MEDICAL/TECHNICAL SPECIALIST
  There are numerous job action sheets and definitions for these roles. Refer to HICS job action sheets for this information.

OPERATIONS SECTION

OPERATIONS SECTION CHIEF
  Develop and implement strategy and tactics to carry out the objectives established by the Incident Commander. Organize, assign, and supervise Staging, Medical Care, Infrastructure, Security, Hazardous Materials, and Business Continuity Branch resources.

STAGING MANAGER
Organize and manage the deployment of supplementary resources, including personnel, vehicles, equipment, supplies, and medications.

**PERSONNEL STAGING TEAM LEADER**
Organize and manage the deployment of supplementary personnel resources.

**VEHICLE STAGING TEAM LEADER**
Organize and manage the deployment of supplementary vehicle resources.

**EQUIPMENT/SUPPLY STAGING TEAM LEADER**
Organize and manage the deployment of supplementary equipment and supplies.

**MEDICATION STAGING TEAM LEADER**
Organize and manage the deployment of supplementary equipment and supplies.

**MEDICAL CARE BRANCH DIRECTOR**
Organize and manage the delivery of emergency, inpatient, outpatient, and casualty care, and clinical support services.

**IN-PATIENT UNIT LEADER**
Assure treatment of inpatients, manage the inpatient care area(s), and provide for a controlled patient discharge.

**OUTPATIENT UNIT LEADER**
Prepare outpatient service areas to meet the needs of in-house and newly admitted patients.

**CASUALTY CARE UNIT LEADER**
Assure delivery of emergency care to arriving patients.

**MENTAL HEALTH UNIT LEADER**
Address issues related to mental health emergency response, manage the mental health care area, and coordinate mental health response activities.

**CLINICAL SUPPORT SERVICES UNIT LEADER**
Organize and manage clinical support services. Assist in providing the optimal functioning of these services. Monitor the use and conservation of these resources.

**PATIENT REGISTRATION UNIT LEADER**
Coordinate inpatient and outpatient registration.

**INFRASTRUCTURE BRANCH DIRECTOR**
Organize and manage the services required to sustain and repair the hospital’s infrastructure operations, including: power/lighting, water/sewer, HVAC, buildings and grounds, medical gases, medical devices, structural integrity, environmental services, and food services.

**POWER/LIGHTING UNIT LEADER**
Maintain power and lighting to the hospital and campus facilities. Ensure adequate generator fuel.

**WATER/SEWER UNIT LEADER**
Evaluate and monitor the efficiency of existing water, sewage, and sanitation systems. Enact pre-established alternate methods of waste disposal if necessary.

**HVAC UNIT LEADER**
Maintain heating and air conditioning to the facility and adjacent facilities.

**BUILDINGS/GROUNDS DAMAGE UNIT LEADER**
Organize and manage the services required to sustain and repair the hospital’s buildings and grounds.

**MEDICAL GASES UNIT LEADER**
Organize and distribute medical gases to requesting clinical care areas.

**MEDICAL DEVICES UNIT LEADER**
Organize and distribute medical devices to requesting clinical care areas.

**ENVIRONMENTAL SERVICES UNIT LEADER**
Ensure proper cleaning and disinfection of hospital environment.

**FOOD SERVICES UNIT LEADER**
Organize and maintain food preparation and delivery services for patients, families and visitors.

**HAZARDOUS MATERIALS BRANCH DIRECTOR**
Organize and direct hazardous material incident response activities: detection and monitoring; spill response; victim, technical, and emergency decontamination; and facility and equipment decontamination.

**DETECTION AND MONITORING UNIT LEADER**
Coordinate detection and monitoring activities related to hazardous material incident response.

**SPILL RESPONSE UNIT LEADER**
Coordinate on-site activities related to implementation of hospital's internal hazardous material spill response plan.

**VICTIM DECONTAMINATION UNIT LEADER**
Coordinate the on-site patient decontamination activities related to hazardous material incident response.

**FACILITY/EQUIPMENT DECONTAMINATION UNIT LEADER**
Coordinate on-site facility and equipment decontamination activities related to hazardous material incident response.

**SECURITY BRANCH DIRECTOR**
Coordinate all of the activities related to personnel and facility security such as access control, crowd and traffic control, and law enforcement interface.
ACCESS CONTROL UNIT LEADER
Ensure the security of the facility and personnel by monitoring individuals entering and exiting the building.

CROWD CONTROL UNIT LEADER
Maintain scene safety and ensure crowd control.

TRAFFIC CONTROL UNIT LEADER
Organize and enforce vehicular traffic security for facility.

SEARCH UNIT LEADER
Coordinate the search and rescue of missing staff, patients, and family members.

LAW ENFORCEMENT INTERFACE UNIT LEADER
Coordinate security of facility with outside law enforcement agencies.

BUSINESS CONTINUITY BRANCH DIRECTOR
Ensure business functions are maintained, restored or augmented to meet designated Recovery Time Objectives (RTO) and provide limited interruptions to continuity of essential business operations.

INFORMATION TECHNOLOGY UNIT LEADER
Ensure IT business functions are maintained, restored or augmented to meet designated Recovery Time Objectives (RTO) and provide limited interruptions to continuity of essential business operations.

SERVICE CONTINUITY UNIT LEADER
Ensure business/clinical/ancillary service functions are maintained, restored or augmented to meet designated Recovery Time Objectives (RTO) and provide limited interruptions to continuity of essential business operations.

RECORDS PRESERVATION UNIT LEADER
Ensure vital business/medical records are maintained and preserved to meet designated Recovery Time Objectives (RTO) and provide limited interruptions to continuity of essential business operations.

BUSINESS FUNCTION RELOCATION UNIT LEADER
Ensure business functions are moved to alternative work sites to maintain designated Recovery Time Objectives (RTO) and provide limited interruptions to continuity of essential business operations.

PLANNING SECTION

PLANNING SECTION CHIEF
Oversee all incident-related data gathering and analysis regarding incident operations and assigned resources, develop alternatives for tactical operations, conduct planning meetings, and prepare the Incident Action Plan (IAP) for each operational period.
RESOURCES UNIT LEADER
Maintain information on the status, location, and availability of personnel, teams, facilities, supplies, and major equipment to ensure availability of use during the incident. Maintain a master list of all resources assigned to incident operations.

PERSONNEL TRACKING MANAGER
Maintain information on the status, location, and availability of on-duty staff and volunteer personnel.

MATERIAL TRACKING MANAGER
Maintain information on the status, location, and availability of equipment and supplies within the hospital inventory and additional materiel received from outside agencies in support of the incident.

SITUATION UNIT LEADER
Collect, process, and organize ongoing situation information; prepare situation summaries; and develop projections and forecasts of future events related to the incident. Prepare maps and gather and disseminate information and intelligence for use in the Incident Action Plan (IAP).

PATIENT TRACKING MANAGER
Monitor and document the location of patients at all times within the hospital's patient care system, and track the destination of all patients departing the facility.

BED TRACKING MANAGER
Maintain information on the status, location, and availability of all patient beds, including disaster cots and stretchers.

DEMOBILIZATION UNIT LEADER
Develop and coordinate an Incident Demobilization Plan that includes specific instructions for all staff and resources that will require demobilization.

LOGISTICS SECTION

LOGISTICS SECTION CHIEF
Organize and direct those operations associated with maintenance of the physical environment and with the provision of human resources, materiel, and services to support the incident Activities. Participate in Incident Action Planning.

SERVICE BRANCH DIRECTOR
Organize and manage the services required to maintain the hospital’s communication system, food and water supply for staff, and information technology and systems.

COMMUNICATIONS UNIT LEADER
Organize and coordinate internal and external communications connectivity.

INFORMATION TECHNOLOGY/INFORMATION SERVICES UNIT LEADER
Provide computer hardware, software and infrastructure support to staff.

**STAFF FOOD & WATER UNIT LEADER**
Organize food and water stores and prepare for rationing during periods of anticipated or actual shortage.

**SUPPORT BRANCH DIRECTOR**
Organize and manage the services required to maintain the hospital’s supplies, facilities, transportation, and labor pool. Ensure the provision of logistical, psychological, and medical support of hospital staff and their dependents.

**EMPLOYEE HEALTH & WELL-BEING UNIT LEADER**
Ensure the availability of medical care for injured or ill staff. Ensure the availability of behavioral and psychological support services to meet staff needs during and following an incident. Coordinate mass prophylaxis/vaccination/immunization of staff, if required. Coordinate medical surveillance program for employees.

**FAMILY CARE UNIT LEADER**
Ensure the availability of medical, logistic and mental health and day care for the families of staff members. Coordinate mass prophylaxis/vaccination/immunization of family members if required.

**SUPPLY UNIT LEADER**
Acquire, inventory, maintain, and provide medical and non-medical care equipment, supplies, and pharmaceuticals.

**FACILITIES UNIT LEADER**
Organize, manage and support building systems, equipment and supplies. Ensure proper cleaning and disinfection of hospital environment.

**TRANSPORTATION UNIT LEADER**
Organize and coordinate the transportation of all ambulatory and non-ambulatory patients. Arrange for the transportation of human and material resources within or outside the facility.

**LABOR POOL & CREDENTIALING UNIT LEADER**
Collect and inventory available staff and volunteers at a central point (Labor Pool) for assignment by the Staging Officer. Maintain adequate numbers of both medical and non-medical personnel. Assist in the maintenance of staff morale.

**FINANCE SECTION**

**FINANCE/ADMINISTRATION SECTION CHIEF**
Monitor the utilization of financial assets and the accounting for financial expenditures. Supervise the documentation of expenditures and cost reimbursement activities.

**TIME UNIT LEADER**
Responsible for the documentation of personnel time records. Monitor and report on regular and overtime hours worked/volunteered.

**PROCUREMENT UNIT LEADER**
Responsible for administering accounts receivable and payable to contract and non-contract vendors.

**COMPENSATION/CLAIMS UNIT LEADER**
Responsible for receiving, investigating and documenting all claims reported to the hospital during the emergency incident, which are alleged to be the result of an accident or action on hospital property.

**COST UNIT LEADER**
Responsible for providing cost analysis data for the declared emergency incident and maintenance of accurate records of incident cost.