



Recommended Disaster Core Competencies for Hospital Personnel Revised Spring 2011

**Florida Department of Health
Bureau of Preparedness & Response
Hospital Surge Capability Team**

Objectives

- Provide an overview & description of updated recommended competencies
- Examine the importance of applying competencies to hospital personnel
- Present tips for using competencies
- Offer ideas for introducing staff to competencies



2011 Competencies

- Updates 2006 document
- Reflects latest guidance in preparing for & responding to all-hazard events
- Defines awareness, mid, & advanced level competencies
- Includes recommendations for job specific & response role competencies
- Offers sample tools



Why Apply Competencies

- Recognize unique capabilities needed for response
- Better prepare for all-hazards
- Establish a baseline of knowledge
- Increase consistency of training
- Help to meet national standards
- Reduce hospital & personnel stress during response



Using Competencies

For Planning

- Developing Emergency Operations Plans
- Identifying necessary staff qualifications
- Assessing staff preparedness & needs
- Assessing organizational preparedness & needs
- Determining need for Mutual Aid Agreements to meet gaps



Using Competencies

For Training

- Developing competency based training
- Identifying courses & exercises to enhance specific competencies
- Establishing individual training goals & plans
- Designing Multi-Year Training & Exercise Plans



Using Competencies

For Developing Specific Job Descriptions

- Clarifying functions
- Providing roles & responsibilities
- Selecting staff to fill response roles
- Preparing response job action sheets



Hospital Experiences

A valuable tool that can be used in all aspects of the emergency management cycle

We incorporated training into orientation & annual refresher training sessions



We use it to track individual training to meet specific competencies

For More Information

The 2011 Edition of Florida's Recommended Disaster Core Competencies for Hospital Personnel is available on the Florida Department of Health Hospital Preparedness webpage. The site contains additional resources to assist hospitals prepare for, respond to, & recover from all-hazard public health emergencies.

www.floridashealth.com/prepare/hospprepared.html

Training Staff



The following slides can be used for introducing staff to core competencies & performance expectations for each preparedness level. They can be adapted to meet individual hospital needs.

Acronyms in the Core Competencies

- PPE – Personal Protective Equipment
- EOP – Emergency Operations Plan
- ICS – Incident Command System
- IS – Independent Study
- JIT – Just in Time
- HVA – Hazard Vulnerability Analysis

Acronyms in the Core Competencies

- MYTEP – Multi-Year Training & Exercise Plan
- MOA – Memorandum of Agreement
- PIO – Public Information Officer
- JIC – Joint Information Center
- HAZWOPER – Hazardous Waste Operations & Emergency Response

Disaster Core Competencies

- Require a unique set of knowledge, skills, & abilities
- Enable staff to function efficiently & effectively in their assigned disaster roles
- Increases consistency of training per level
- Emphasizes teamwork within hospitals to manage a response

Three Levels of Preparedness

- Awareness:
 - Personal preparedness
 - Staff role within department
- Mid-Level:
 - Leadership level within department
 - Department role within hospital
- Advanced Level:
 - Leadership level within hospital
 - Hospital role within community



Florida Disaster Core Competencies

- Align with Joint Commission emergency management accreditation categories:
 - General
 - Communication
 - Resources & assets
 - Security & safety
 - Staff
 - Utilities
 - Patient support

Core Competencies

- Performance oriented
- Critical for a disaster response
- Promote resilience during an event
- Help the organization recover quicker

Goal: sustain critical infrastructure & maintain medical treatment & services

All-Hazards Preparedness

- Anticipated events
- No-notice events

Goal: 24 / 7 / 365 Preparedness

Awareness Level Competencies

GENERAL:

- Complete a personal preparedness plan
- Describe department response for an event
- Describe overall key threats for hospital
- Describe protective actions to protect oneself & others
- Demonstrate active participation in hospital exercises
- State who to report to during an event

Awareness Level Competencies

COMMUNICATIONS:

- State personal response to internal or external notification of an event
- State employee hotline number
- Describe downtime documentation procedures

Awareness Level Competencies

COMMUNICATIONS: (cont'd)

- Demonstrate backup systems for communications
- Demonstrate successful use of internal & external radios sending & receiving transmissions

Awareness Level Competencies

RESOURCES:

- Identify departmental resources during an emergency
- Describe how to conserve resources if directed

Awareness Level Competencies

SAFETY & SECURITY:

- Describe how to restrict dept/facility access & control movements of unauthorized persons
- Demonstrate successful response to threats
- Demonstrate chain of custody for personal belonging/valuables of casualties

Awareness Level Competencies

SAFETY & SECURITY: (cont'd)

- Describe how hospital will provide information about a situation or threat
- Describe how to maintain situational awareness at home & in hospital role

Awareness Level Competencies

STAFF:

- State primary & cross-trained role (s) & responsibilities
- Demonstrate how to access the departmental & facility plans
- Provide disaster awareness course certificate

Awareness Level Competencies

STAFF: (cont'd)

- Demonstrate correct use of department's disaster equipment
- Demonstrate Level D PPE donning & doffing
- Verbalize department's respiratory protection plan

Awareness Level Competencies

UTILITIES:

- Demonstrate use of generator backup electrical outlets for critical equipment
- Demonstrate process to manually shut off medical gases & notify staff
- Locate battery powered or manual backup "power out" staff & patient equipment

Awareness Level Competencies

PATIENT SUPPORT:

- Identify departmental & hospital support mechanisms (personnel, equipment, processes, space) for persons with special needs (all ages)
- Demonstrate horizontal & vertical patient evacuation using equipment and/or carries, routes & location of evacuation staging areas

Awareness Level Competencies

PATIENT SUPPORT: (cont'd)

- Explain department surge plan & procedures
- Demonstrate patient tracking capability during an event
- Demonstrate psychological first aid practices for patients & colleagues

Mid-Level Competencies

GENERAL:

- Describe the facility's EOP - all hazards & hazard-specific
- State how to operationalize EOP & lead staff in departmental implementation
- Describe how to operationalize immediate actions & precautions to protect staff, facility & patients from harm

Mid-Level Competencies

GENERAL: (cont'd)

- Demonstrate active participation in hospital exercises & after-action reviews
- Demonstrate integration of corrective action recommendations into departmental processes

Mid-Level Competencies

COMMUNICATIONS:

- Demonstrate use of situational awareness resources & process to share threat information with staff
- Demonstrate processes to rapidly notify department staff, patients & patient families of events & keep them updated

Mid-Level Competencies

COMMUNICATIONS: (cont'd)

- Exercise departmental use of back-up systems & monitor success
- Monitor for successful hospital roll-call checks using back-up communications equipment
- Maintain communication back-up systems for continued 24/7 operability

Mid-Level Competencies

RESOURCES:

- Maintain readiness & access to department & hospital disaster equipment
- Communicate triggers for requesting additional resources
- Identify ready & accessible sources for surge equipment & supplies
- Communicate guidelines for triage & allocation of scarce resources

Mid-Level Competencies

SAFETY & SECURITY:

- Direct assignments for those assuming role of deputized security
- Direct containment of contaminated vehicles
- Demonstrate scalable crowd control measures

Mid-Level Competencies

STAFF:

- Assume an ICS functional role below section chief in an emergency or disaster
- Provide IS-100.HC & IS-700 or equivalent course certification
- Provide completed Disaster mid-level (Operations) course certification

Mid-Level Competencies

STAFF: (cont'd)

- Identify departmental JIT resource personnel for staff & emergency credentialed personnel on job roles & responsibilities & use of disaster equipment
- Demonstrate disaster triage skills

Mid-Level Competencies

STAFF: (cont'd)

- Monitor use of agent identification & patient treatment internal & external resources during events
- Demonstrate decontamination skills for persons of all ages, ambulatory & non-ambulatory

Mid-Level Competencies

STAFF: (cont'd)

- Demonstrate correct donning & doffing of Level C PPE
- Monitor physical & behavioral health of staff & engage resources to actively support those in need

Mid-Level Competencies

UTILITIES:

- Actively institute fall prevention measures for staff & patients during reduction in lighting or evacuation
- Provide for heating/cooling emergency protection measures as needed
- Verbalize battery backup times of critical patient equipment
- Verbalize department capabilities during load-shedding

Mid-Level Competencies

PATIENT SUPPORT:

- Coordinate hospital, community, & public health resources for persons with special needs within vulnerable populations
- Operationalize scalable patient surge plan for department
- State overall hospital scalable patient surge plan

Mid-Level Competencies

PATIENT SUPPORT: (cont'd)

- Conduct triage of patients for emergency evacuation including type of carry, equipment & transportation assignment
- Post hospital internal behavioral health resources & location of list of community behavioral health resources for patients in need

Advanced Level Competencies

GENERAL:

- Describe how to activate & operationalize EOP from response through recovery, including continuity of operations, for the organization
- Describe annual review process for EOP including training of organization

Advanced Level Competencies

GENERAL: (cont'd)

- Conduct hazard vulnerability assessment for facilities associated with hospital
- Document situational awareness of potential threats
- Prioritize HVA potential emergencies with community partners

Advanced Level Competencies

GENERAL: (cont'd)

- Identify community's capability to meet potential needs
- Initiate organizational steps to mitigate risks
- Participate in leadership role in hospital exercises & events

Advanced Level Competencies

GENERAL: (cont'd)

- Participate in the development & approval process for MYTEP
- Participate in the development & approval of the hospital's continuous improvement plan
- Integrate corrective actions into EOP

Advanced Level Competencies

COMMUNICATIONS:

- Explain process for hospital to receive official notification of threats or events
- Explain how public health and/or emergency management will be notified of a threat or event at hospital
- Demonstrate successful communication of messaging to staff throughout the organization internally & externally through mass notification mechanisms & hotlines

Advanced Level Competencies

COMMUNICATIONS: (cont'd)

- Demonstrate successful staffing callback rates from drills & events
- Demonstrate ability to contact vendors for essential supplies, services & equipment during an emergency
- Demonstrate access to 24/7 list of critical contacts for organization, community partners & external authorities

Advanced Level Competencies

COMMUNICATIONS: (cont'd)

- Activate use of backup systems during an event
- Provide for sufficient capacity & capability for redundant & backup communication systems throughout hospital organization

Advanced Level Competencies

COMMUNICATIONS: (cont'd)

- Provide for capacity & capability of ham radio access & equipment support
- Demonstrate competency in using internal & external radio systems
- Monitor organizational success rate using internal & external back-up systems

Advanced Level Competencies

RESOURCES:

- Coordinate information with external authorities on agent identification
- Conduct annual review of MOA's with vendors or other facilities
- Identify trained organizational members to serve as clinical rounding team for triage & scarce allocation of resource process

Advanced Level Competencies

SAFETY & SECURITY:

- State organizational protective actions for threats/events
- Share instructions from public health or law enforcement authorities with facility for protective actions
- Review MOA with local law enforcement to supplement security personnel during an event

Advanced Level Competencies

SAFETY & SECURITY: (cont'd)

- Activate control of pedestrian & vehicle access on campus & within facility
- Define organizational response to situation threats & monitor results
- Define process to communicate & coordinate with local, county, regional, state, & federal partners to enhance health security during an event

Advanced Level Competencies

STAFF:

- Assume an ICS functional role of section chief or higher
- Identify appropriate personnel to complete ICS courses per response role
- Demonstrate access & use of ICS forms
- Demonstrate documentation in event management software or process

Advanced Level Competencies

STAFF: (cont'd)

- Demonstrate process for generation of situation unit reports
- Demonstrate reporting of bed availability on ESS
- Demonstrate Incident Command certification for response role
- Demonstrate patient tracking process during an event

Advanced Level Competencies

STAFF: (cont'd)

- State role of PIO & how to work with Joint Information Center (JIC)
- Identify readily accessible & trained surge staff, equipment & supplies, & treatment space for all levels of care
- Identify organizational JIT training personnel to support staff, credentialed & volunteer personnel

Advanced Level Competencies

STAFF: (cont'd)

- Activate emergency credentialing procedures & assign supervisors for credentialed personnel
- Monitor ongoing overall hospital personnel physical & behavioral health & safety during response & recovery
- List personnel who have completed HAZWOPER course certification
- Manage staff assignments & movement during disasters or evacuation

Advanced Level Competencies

UTILITIES:

- State hospital reserve capacity & capabilities for utilities
- Notify external authorities when on back-up power
- Conduct load shedding to support critical services

Advanced Level Competencies

PATIENT SUPPORT:

- Maintain patient support & tracking during evacuation of patients
- Operationalize disaster behavioral health resources & processes for patients

Competency Checklists

- Intended to be performance based
- Completion to be monitored by department and for the hospital overall
- Competencies are tied to training & exercises
- Staff are encouraged to advance their level of competency over time

THANK
YOU

Proficiency in recommended hospital core competencies will help ensure Florida's readiness to respond to all-hazard public health emergencies.

