



# **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](http://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.

