

## PATIENT FAMILY ASSISTANCE BRANCH DIRECTOR

**Mission:** Organize and manage the delivery of assistance to meet patient family care needs, including communication, lodging, food, health care, spiritual, and emotional needs that arise during the incident.

Position Reports to: <b>Operations Section Chief</b>		Command Location: _____
Position Contact Information: Phone: ( _____ ) - _____		Radio Channel: _____
Hospital Command Center (HCC): Phone: ( _____ ) - _____		Fax: ( _____ ) - _____
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.

Immediate Response (0 – 2 hours)	Time	Initial
<p><b>Receive appointment</b></p> <ul style="list-style-type: none"> <li>• Obtain briefing from the Operations Section Chief on:               <ul style="list-style-type: none"> <li>○ Size and complexity of incident</li> <li>○ Expectations of the Incident Commander</li> <li>○ Incident objectives</li> <li>○ Involvement of outside agencies, stakeholders, and organizations</li> <li>○ The situation, incident activities, and any special concerns</li> </ul> </li> <li>• Assume the role of Patient Family Assistance Branch Director</li> <li>• Review this Job Action Sheet</li> <li>• Put on position identification (e.g., position vest)</li> <li>• Notify your usual supervisor of your assignment</li> </ul>		
<p><b>Assess the operational situation</b></p> <ul style="list-style-type: none"> <li>• Assess the status of actual and projected patient family needs</li> <li>• Provide information to the Operations Section Chief of the status</li> </ul>		
<p><b>Determine the incident objectives, tactics, and assignments</b></p> <ul style="list-style-type: none"> <li>• Document branch objectives, tactics, and assignments on the HICS 204: Assignment List</li> <li>• Based on the incident objectives for the response period consider the issues and priorities:               <ul style="list-style-type: none"> <li>○ Determine which Patient Family Assistance Branch functions need to be activated:                   <ul style="list-style-type: none"> <li>▪ Social Services Unit</li> <li>▪ Family Reunification Unit</li> </ul> </li> <li>○ Make assignments, and distribute corresponding Job Action Sheets and position identification</li> <li>○ Determine strategies and how the tactics will be accomplished</li> <li>○ Determine needed resources</li> </ul> </li> <li>• Brief branch personnel on the situation, strategies, and tactics, and designate time for next briefing</li> </ul>		

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<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>• Ensure the provision of patient family assistance resources to children, families, and those with special needs</li> <li>• Coordinate external community resource requests with the Liaison Officer</li> <li>• Ensure the following are being addressed:             <ul style="list-style-type: none"> <li>○ Family reunification</li> <li>○ Social Service needs</li> <li>○ Cultural and spiritual needs</li> <li>○ Communication with law enforcement, outside government and non-governmental agencies, and media through the Liaison Officer and Public Information Officer</li> <li>○ Documentation and record keeping</li> <li>○ Patient family assistance area security</li> <li>○ Share up-to-date information with patients and their families</li> </ul> </li> <li>• Provide status updates to the Operations Section Chief regularly, advising of accomplishments and issues encountered</li> <li>• Consider development of a branch action plan; submit it to the Operations Section Chief if requested</li> <li>• Provide regular updates to branch personnel and inform them of strategy or tactical changes, as needed</li> </ul>		
<p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• HICS 204: Document assignments and operational period objectives on Assignment List</li> <li>• HICS 213: Document all communications on a General Message Form</li> <li>• HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis</li> <li>• HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period</li> </ul>		
<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• Determine equipment and supply needs; request from the Logistics Section Supply Unit Leader and report to the Operation Section Chief</li> <li>• Assess issues and needs in branch areas; coordinate resource management</li> <li>• Make requests for external assistance, as needed, in coordination with the Liaison Officer</li> </ul>		
<p><b>Communication</b></p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p><b>Safety and security</b></p> <ul style="list-style-type: none"> <li>• Ensure that all branch personnel comply with safety procedures and instructions</li> <li>• Ensure personal protective equipment (PPE) is available and utilized appropriately</li> </ul>		

Intermediate Response (2 – 12 hours)	Time	Initial
<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>• Transfer the Patient Family Assistance Branch Director role, if appropriate             <ul style="list-style-type: none"> <li>○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital</li> <li>○ Address any health, medical, and safety concerns</li> <li>○ Address political sensitivities, when appropriate</li> </ul> </li> </ul>		

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<ul style="list-style-type: none"> <li>○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)</li> <li>● Continue to ensure the provision of patient family assistance resources to children, elders, and those with special needs</li> <li>● Continue to coordinate external community resource requests with the Liaison Officer</li> <li>● Continue to ensure the following are being addressed:             <ul style="list-style-type: none"> <li>○ Patient family reunification</li> <li>○ Social Service needs</li> <li>○ Cultural and spiritual needs</li> <li>○ Communication with law enforcement, outside government and non-governmental agencies, and media through the Liaison Officer and Public Information Officer</li> <li>○ Documentation and record keeping</li> <li>○ Patient family assistance area security</li> <li>○ Share up-to-date information with patients and their families</li> </ul> </li> <li>● Meet regularly with the Operations Section Chief for status reports</li> <li>● Advise the Operations Section Chief immediately of any operational issue you are not able to correct</li> <li>● Ensure patient data is collected and shared with appropriate internal and external officials, in collaboration with the Liaison Officer</li> </ul>		
<p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>● HICS 204: Document assignments and operational period objectives on Assignment List</li> <li>● HICS 213: Document all communications on a General Message Form</li> <li>● HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis</li> </ul>		
<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>● Assess issues and needs in branch areas; coordinate resource management</li> <li>● Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed</li> </ul>		
<p><b>Communication</b></p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p><b>Safety and security</b></p> <ul style="list-style-type: none"> <li>● Ensure that all branch personnel comply with safety procedures and instructions</li> <li>● Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques</li> <li>● Ensure branch personnel health and safety issues are being addressed; report issues to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit</li> <li>● Ensure personal protective equipment (PPE) is available and utilized appropriately</li> </ul>		

Extended Response (greater than 12 hours)	Time	Initial
<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>● Transfer the Patient Family Assistance Branch Director role, if appropriate             <ul style="list-style-type: none"> <li>○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital</li> <li>○ Address any health, medical, and safety concerns</li> <li>○ Address political sensitivities, when appropriate</li> </ul> </li> </ul>		

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<ul style="list-style-type: none"> <li>○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)</li> <li>● Continue to ensure the provision of patient family assistance resources to children, elders, and those with special needs</li> <li>● Continue to coordinate external community resource requests with the Liaison Officer</li> <li>● Continue to ensure the following are being addressed:             <ul style="list-style-type: none"> <li>○ Patient family reunification</li> <li>○ Social Service needs</li> <li>○ Cultural and spiritual needs</li> <li>○ Communication with law enforcement, outside government and non-governmental agencies, and media through the Liaison Officer and Public Information Officer</li> <li>○ Documentation and record keeping</li> <li>○ Patient family assistance area security</li> </ul> </li> </ul>		
<p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>● HICS 204: Document assignments and operational period objectives on Assignment List</li> <li>● HICS 213: Document all communications on a General Message Form</li> <li>● HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis</li> </ul>		
<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>● Assess issues and needs in branch areas; coordinate resource management</li> <li>● Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed</li> </ul>		
<p><b>Communication</b></p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p><b>Safety and security</b></p> <ul style="list-style-type: none"> <li>● Ensure that all branch personnel continue to comply with safety procedures and instructions</li> <li>● Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit Leader</li> <li>● Provide for staff rest periods and relief</li> <li>● Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques</li> <li>● Ensure personal protective equipment (PPE) is available and utilized appropriately</li> </ul>		

Demobilization/System Recovery	Time	Initial
<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>● Transfer the Patient Family Assistance Branch Director role, if appropriate             <ul style="list-style-type: none"> <li>○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital</li> <li>○ Address any health, medical, and safety concerns</li> <li>○ Address political sensitivities, when appropriate</li> <li>○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A)</li> </ul> </li> </ul>		

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<ul style="list-style-type: none"> <li>• Assist the Operations Section Chief and unit leaders with restoring family assistance areas to normal operations</li> <li>• Ensure the return, retrieval, and restocking of equipment and supplies</li> <li>• As objectives are met and needs decrease, return branch personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader</li> <li>• Notify the Operations Section Chief when demobilization and restoration is complete</li> <li>• Coordinate reimbursement issues with the Finance/Administration Section</li> <li>• Upon deactivation of your position, brief the Operations Section Chief on current problems, outstanding issues, and follow up requirements</li> <li>• Debrief branch personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed</li> <li>• Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include:             <ul style="list-style-type: none"> <li>○ Review of pertinent position descriptions and operational checklists</li> <li>○ Recommendations for procedure changes</li> <li>○ Accomplishments and issues</li> </ul> </li> <li>• Participate in stress management and after action debriefings</li> </ul>		
<p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• HICS 221: Demobilization Check-Out</li> <li>• Ensure all documentation is submitted to the Planning Section Documentation Unit</li> </ul>		

<b>Documents and Tools</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> HICS 203 - Organization Assignment List</li> <li><input type="checkbox"/> HICS 204 - Assignment List</li> <li><input type="checkbox"/> HICS 213 - General Message Form</li> <li><input type="checkbox"/> HICS 214 - Activity Log</li> <li><input type="checkbox"/> HICS 215A - Incident Action Plan (IAP) Safety Analysis</li> <li><input type="checkbox"/> HICS 221 - Demobilization Check-Out</li> <li><input type="checkbox"/> HICS 252 - Section Personnel Time Sheet</li> <li><input type="checkbox"/> Hospital Emergency Operations Plan</li> <li><input type="checkbox"/> Hospital Incident Specific Plans or Annexes</li> <li><input type="checkbox"/> Hospital Surge Plan</li> <li><input type="checkbox"/> Hospital policies and procedures</li> <li><input type="checkbox"/> Hospital organization chart</li> <li><input type="checkbox"/> Hospital resource directory</li> <li><input type="checkbox"/> Community resource directory</li> <li><input type="checkbox"/> Hospital telephone directory</li> <li><input type="checkbox"/> Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication</li> </ul>