RECORDS MANAGEMENT UNIT LEADER

Mission: Ensure vital business and medical records are maintained and preserved with limited or no interruption to essential information requests.

Position Reports to: Business Continuity Branch Director  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.

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Position Assigned to: Date: / /  Start: ____:____ hrs.

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Immediate Response (0 – 2 hours)

Receive appointment
- Obtain briefing from the Business Continuity Branch Director on:
  o Size and complexity of incident
  o Expectations of the Incident Commander
  o Incident objectives
  o Involvement of outside agencies, stakeholders, and organizations
    o The situation, incident activities, and any special concerns
  o Assume the role of Records Management Unit Leader
  o Review this Job Action Sheet
  o Put on position identification (e.g., position vest)
  o Notify your usual supervisor of your assignment

Assess the operational situation
- Identify services that have been suspended and when they may be reestablished
- Provide information to the Business Continuity Branch Director on the status

Determine the incident objectives, tactics, and assignments
- Document unit objectives, tactics, and assignments on the HICS 204: Assignment List
- Based on the incident objectives for the response period consider the issues and priorities:
  o Appoint Records Management Unit personnel in collaboration with the Business Continuity Branch Director
  o Determine strategies and how the tactics will be accomplished
  o Determine needed resources
- Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing

Activities
- Assess and maintain hospital records; restore or expand services as required
- Identify specific activities or resources needed to ensure ongoing access to, or preservation of, hospital records
**RECORDS MANAGEMENT UNIT LEADER**

- Activate Hospital Record Preservation Plan as needed:
  - Develop prioritization of document preservation or recovery, as directed by the Business Continuity Branch Director:
    - Paper-based medical and laboratory records
    - Electronic Medical Records
    - Business contracts, financial records
    - Billing records
    - Library materials
    - Personnel records
- Help to coordinate medical records to travel with any evacuated or transferred patients
- Ensure proper documentation of damage (e.g., pictures, videos, etc.) for the Finance/Administration Compensation/Claims Unit
- Evaluate if salvage can be done in-house with staff, or if a consultant or disaster recovery service is required
- Assess the need for relocation of critical records; coordinate space and staff with the Logistics Section
- Coordinate activities with the other Business Continuity Units as needed
- Provide status updates to the Business Continuity Branch Director regularly, advising of accomplishments and problems encountered
- Consider development of a unit action plan; submit to the Business Continuity Branch Director if requested

**Documentation**
- HICS 204: Document assignments and operational period objectives on Assignment List
- HICS 213: Document all communications on a General Message Form
- HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis
- 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
- HICS 257: As directed by the Operations Section Chief, use the Resource Accounting Record to track equipment used during the response

**Resources**
- Determine equipment and supply needs; request from the Logistics Section Supply Unit Leader and report to the Business Continuity Branch Director
- Assess issues and needs in unit areas; coordinate resource management

**Communication**

*Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*

**Safety and Security**
- Ensure that all unit personnel comply with safety procedures and instructions
- Ensure personal protective equipment (PPE) is available and utilized appropriately

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<th>Intermediate Response (2 – 12 hours)</th>
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Records Management Unit Leader

- 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
- Address any health, medical, and safety concerns
- Address political sensitivities, when appropriate
- 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)
- Monitor unit work performance, ability of unit personnel to meet workload demands, staff health and safety, resource needs, and documentation practices
- Maintain current status of all areas
- Inform the Business Continuity Branch Director of activities that have occurred; keep updated with status and utilization of resources, as well as anticipated resources
- Meet regularly with the Business Continuity Branch Director for status reports
- Advise the Business Continuity Branch Director immediately of any operational issue you are not able to correct
- Relay important information and updates to unit personnel

### Documentation
- HICS 204: Document assignments and operational period objectives on Assignment List
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- HICS 257: As directed by the Operations Section Chief, use the Resource Accounting Record to track equipment used during the response

### Resources
- Assess issues and needs in unit areas; coordinate resource management
- Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed

### Communication
**Hospital to complete:** Insert communications technology, instructions for use and protocols for interface with external partners

### Safety and Security
- Ensure that all unit personnel comply with safety procedures and instructions
- Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques
- Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit
- Ensure personal protective equipment (PPE) is available and utilized appropriately

## Extended Response (greater than 12 hours)

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**Activities**
- Transfer the Records Management Unit Leader role, if appropriate
  - 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
  - Address any health, medical, and safety concerns
  - Address political sensitivities, when appropriate
**RECORDS MANAGEMENT UNIT LEADER**

- 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)
- Continue to monitor the ability of the Records Management Unit to meet workload demands, personnel health and safety, resource needs, and documentation practices
- Meet with unit personnel to address ongoing issues
- Monitor levels of all supplies, equipment, and needs relevant to all system performance operations
- Continue Records Management Unit supervision including monitoring, documentation, and safety practices
- Provide updates to the Business Continuity Branch Director and unit personnel

### Documentation
- HICS 204: Document assignments and operational period objectives on Assignment List
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### Resources
- Assess issues and needs in unit areas; coordinate resource management
- Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed

### Communication

*Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*

### Safety and security
- Ensure that all unit personnel continue to comply with safety procedures and instructions
- 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
- Provide for staff rest periods and relief
- Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques
- Ensure personal protective equipment (PPE) is available and utilized appropriately

### Demobilization/System Recovery

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- As objectives are met and needs decrease, return unit personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader
- Notify the Business Continuity Branch Director when demobilization and restoration is complete
- Coordinate reimbursement issues with the Finance/Administration Section
- Upon deactivation of your position, brief the Business Continuity Branch Director on current problems, outstanding issues, and follow up requirements
- Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed
- 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:
  - Review of pertinent position descriptions and operational checklists
  - Recommendations for procedure changes
  - Accomplishments and issues
- Participate in stress management and after action debriefings

### Documentation

- HICS 221: Demobilization Check-Out
- Ensure all documentation is submitted to the Planning Section Documentation Unit

### Documents and Tools

- HICS 203 - Organization Assignment List
- HICS 204 - Assignment List
- HICS 213 - General Message Form
- HICS 214 - Activity Log
- HICS 215A - Incident Action Plan (IAP) Safety Analysis
- HICS 221 - Demobilization Check-Out
- HICS 252 - Section Personnel Time Sheet
- HICS 257 - Resource Accounting Record
- Hospital Emergency Operations Plan
- Hospital Incident Specific Plans or Annexes
- IT Failure Incident Response Guide
- Hospital Record Preservation Plan
- Business Continuity and Recovery Plans
- Hospital organization chart
- Hospital telephone directory
- Supply, equipment, and vendor directories
- Computer with intranet and internet access
- Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication