

LIAISON OFFICER

Mission: Function as the incident contact person in the Hospital Command Center for representatives from other agencies.

Position Reports to: Incident Commander		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>Receive appointment</p> <ul style="list-style-type: none"> • Obtain briefing from the Incident Commander on: <ul style="list-style-type: none"> ○ Size and complexity of incident ○ Expectations of the Incident Commander ○ Incident objectives ○ Involvement of outside agencies, stakeholders, and organizations ○ The situation, incident activities, and any special concerns • Assume the role of Liaison Officer • Review this Job Action Sheet • Put on position identification (e.g., position vest) • Notify your usual supervisor of your assignment 		
<p>Assess the operational situation</p> <ul style="list-style-type: none"> • Establish contact with local, county, and state emergency organization agencies as appropriate to ascertain current status, contacts, and message routing 		
<p>Determine the incident objectives, tactics, and assignments</p> <ul style="list-style-type: none"> • Determine response objectives, tactics, assignments, and if supporting staff are assigned, document on HICS 204 - Assignment List • Brief liaison team members, if assigned, on current situation, incident objectives and their assignments • Develop response strategy and tactics; outline action plan 		
<p>Activities</p> <ul style="list-style-type: none"> • Obtain initial status and information from the Planning Section Chief to provide surge capacity status; provide an update to external stakeholders and agencies • Establish communication for information sharing with other hospitals and local agencies (e.g., emergency medical services, fire, law, public health, and emergency management) • Respond to information and or resource inquiries from other hospitals and response agencies and organizations 		

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<p>Documentation</p> <ul style="list-style-type: none"> • HICS 204: Appoint liaison team members, if assigned, and complete the 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 		
<p>Resources</p> <ul style="list-style-type: none"> • Consider the need to deploy a liaison representative to the local public health or emergency management Emergency Operations Center (EOC); if warranted, make a recommendation to the Incident Commander • Request one or more recorders as needed from the Logistics Section Labor Pool and Credentialing Unit Leader, if activated, to perform all necessary documentation 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> • Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques 		

Intermediate Response (2 – 12 hours)	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Liaison Officer role, if appropriate <ul style="list-style-type: none"> ○ 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) • Attend all briefings and Incident Action Planning meetings to gather and share incident and hospital information • Provide information on local hospitals, community response activities, and Liaison goals to the Incident Action Plan (IAP) • Report to appropriate authorities the following minimum data on HICS 259: Hospital Casualty/Fatality Report: <ul style="list-style-type: none"> ○ Number of casualties received and types of injuries treated ○ Current patient capacity and census ○ Number of patients admitted, discharged home, or transferred to other hospitals ○ Number deceased ○ Individual casualty data: name or physical description, sex, age, address, seriousness of injury or condition 		
<p>Documentation</p> <ul style="list-style-type: none"> • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document actions, decisions, and information received on Activity Log • HICS 259: Report data from the Hospital Casualty/Fatality Report 		

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<p>Resources</p> <ul style="list-style-type: none"> Consider the need to deploy a liaison representative to the local public health or emergency management Emergency Operations Center (EOC); if warranted, make a recommendation to the Incident Commander 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques Observe all staff and volunteers for signs of stress and inappropriate behavior; report issues to the Safety Officer and Logistics Section Employee Health and Well-Being Unit 		

Extended Response (greater than 12 hours)	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> Transfer the Liaison Officer role, if appropriate <ul style="list-style-type: none"> 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) 		
<p>Documentation</p> <ul style="list-style-type: none"> 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 259: Report updated data on the Hospital Casualty/Fatality Report 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques 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 		

Demobilization/System Recovery	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> Transfer the Liaison Officer role, if appropriate 		

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<ul style="list-style-type: none"> ○ 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) ● As objectives are met and needs decrease, return liaison team to their usual roles ● Coordinate the release of patient information to external agencies with the Public Information Officer ● Upon deactivation of your position, brief the Incident Commander on outstanding issues, and follow up requirements ● Submit comments to the Planning Section for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include: <ul style="list-style-type: none"> ○ Review of pertinent position activities and operational checklists ○ Recommendations for procedure changes ○ Accomplishments and issues ● Participate in stress management and after action debriefings 		
<p>Documentation</p> <ul style="list-style-type: none"> ● HICS 221 - Demobilization Check-Out ● Ensure all documentation is submitted to Planning Section Documentation Unit 		

Documents and Tools
<ul style="list-style-type: none"> <input type="checkbox"/> Incident Action Plan <input type="checkbox"/> HICS 203 - Organization Assignment List <input type="checkbox"/> HICS 204 - Assignment List <input type="checkbox"/> HICS 205A - Communications List <input type="checkbox"/> HICS 213 - General Message Form <input type="checkbox"/> HICS 214 - Activity Log <input type="checkbox"/> HICS 221 - Demobilization Check-Out <input type="checkbox"/> HICS 252 - Section Personnel Timesheet <input type="checkbox"/> HICS 259 - Hospital Casualty/Fatality Report <input type="checkbox"/> Hospital Emergency Operations Plan <input type="checkbox"/> Incident Specific Plans or Annexes <input type="checkbox"/> Hospital policies and procedures <input type="checkbox"/> Hospital organization chart <input type="checkbox"/> Hospital telephone directory <input type="checkbox"/> Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication