HOSPITAL COMMAND CENTER (HCC) WORKSHOP

BACKGROUND

The cornerstone of an Incident Command System (ICS)—and specifically, the Hospital Incident Command System (HICS)—is that it enables hospitals to better organize resources, staff, and facilities in order to remain operational during an emergency and promote the restoration of day-to-day operations.

During a crisis, the effectiveness of the hospital's incident management team is greatly enhanced when they have access to a prepared location to convene and coordinate planning and response activities, resources, and information. To be effective, the Hospital Command Center (HCC) must be appropriately located, equipped, and secured. In addition, those designated to work in the HCC need to fully understand how to work efficiently and effectively in an environment that operates on a different plane from one's normal daily activities.

OVERVIEW

Duration: 6 hours

Class Size: Maximum of 20

Class Location: Onsite at the client hospital in the designated HCC

This comprehensive Hospital Command Center Workshop combines lecture, equipment demonstration, and a tabletop exercise to prepare incident management team members to function effectively in a command center. HCC training is the next step that hospital leaders should take in their ongoing preparedness effort to operationalize ICS into their emergency management program and organizational culture. Attendees of this program must be familiar with the Hospital Incident Command System (HICS-IV) and have successfully completed IS-100HC (Introduction to the Incident Command System for Healthcare), IS-200.a (ICS for Single Resources and Initial Action Incidents), and IS-700.a (NIMS an Introduction) in the past year.

TRAINING TOPICS

- Review the key concepts of HICS.

- Discuss the benefits of using the Hospital Command Center (HCC) within the HICS structure and how to maximize efficiency and productivity

- Describe the role and function of an HCC in an emergency/crisis event

- Review the triggers for HCC activation and deactivation

- Discuss the ideal design, location, and space requirements for an HCC, including the importance of identifying and preparing an alternative site

- Walk through the steps needed to activate the HCC and make it functional

- Review equipment and supply needs for an HCC

- Demonstrate use of communication devices, information tracking systems, HICS forms, identification vests, and other equipment and/or tools currently employed by the hospital

- Facilitate a brief tabletop exercise that incorporates HICS positions, job action sheets, decision making priorities, incident planning, communication, and event documentation

DQE

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