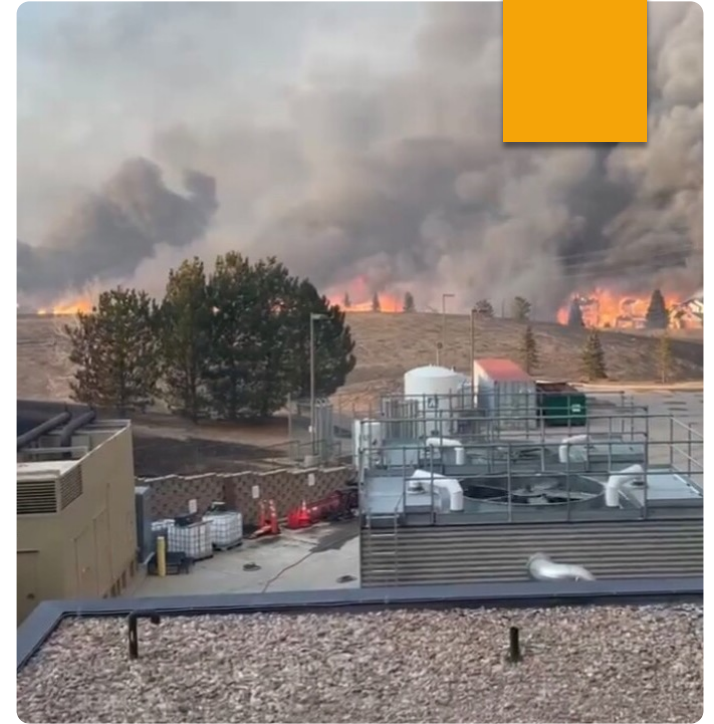




COLORADO
North Central Region
Healthcare Coalition

HOSPITAL
RESOURCE
OFFICER
(HRO)



Why?

A CONCEPT OF OPERATIONS WAS DEVELOPED IN RESPONSE TO THE MARSHALL FIRE



COLORADO
North Central Region
Healthcare Coalition



Stakeholders

NCR HCC
FOOTHILLS RETAC
HOSPITALS
EMS AGENCIES
FIRE DEPARTMENTS
LAW ENFORCEMENT
DISPATCH AGENCIES



Aligns with the National Preparedness Goal

"A secure and resilient nation with the capabilities required across the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk."

HRO MISSION & SCOPE

Provide for the critical link between the on-scene Incident Command and an impacted hospital (s).

Provide expertise on EMS operations and serve as a subject matter expert to assist hospitals to make operation decisions.

THREE PRIMARY FUNCTIONS

Function 1: Information gathering for situational awareness

Function 2: Resource coordination

Function 3: Patient movement

WHO SHOULD BE AN HRO

- ▶ Preferred Knowledge / Skills
 - ▶ Knowledge of the EMS System
 - ▶ Knowledge of EMS resources and how to obtain resources
 - ▶ Ability to function within ICS
 - ▶ EMS leader (Ideally EMS Chief, Captain, or other EMS officer)
 - ▶ Knowledge of hospital operations, the resources that are needed at the hospital, and resources that can come to the hospital
 - ▶ Knowledge of the regional healthcare response and the NCR HCC

WHERE DOES THE HRO FIT INTO ICS?



Incident Command



Operations Section



Medical Branch



Triage

Treatment

Transport

Hospital Resource Officer



HOSPITAL INCIDENT COMMANDER



Operations Section



Emergency Department





HRO ACTIVATION

HRO Activation Criteria

AN INCIDENT WHICH ACTIVATES AN MCI PLAN

AN INCIDENT WHICH ACTIVATES A HOSPITAL EVAC

A LOCAL HOSPITAL REQUIRES INFO FROM AN EVENT TO MAKE INTERNAL OPS DECISIONS

A HOSPITAL REQUESTS AN HRO





WHO CAN REQUEST AN HRO?

INCIDENT COMMAND INITIATED



- Initiated as determined by IC
- Individual selected from on-scene personnel
- HRO sent in-person to impacted hospitals

Incident Command



Operations Section



Medical Branch



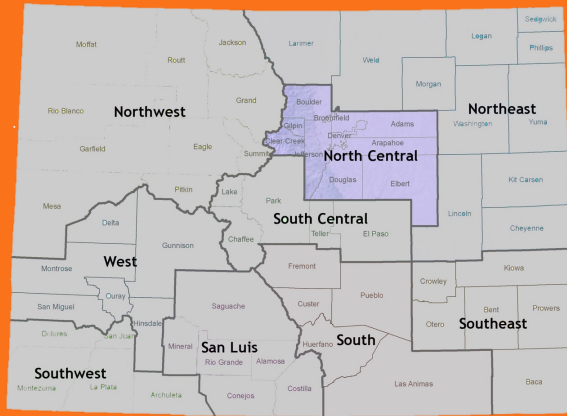
Triage

Treatment

Transport

Hospital Resource
Officer

HOSPITAL INITIATED



An HRO can be activated by hospitals within NCR

Adams County
Arapahoe County
Boulder County
Broomfield County
Clear Creek County
Denver County
Douglas County
Elbert County
Gilpin County
Jefferson County



Requests for an HRO should go through the local dispatch center





HELPFUL TOOLS

HRO CHECKLIST

► Developed to identify job tasks for the HRO

► Outlines:

- Primary tasks
- Hospital connection
- Information sharing
- Resource coordination
- Patient movement
- Demob/Recovery

Checklist Example

+ Receive Assignment	
☐	Receive HRO assignment from the IC.
☐	Confirm place within on-scene ICS structure and reporting structure.
☐	Receive contact information for the impacted hospital and meeting location (typically the hospital emergency department).
☐	Confirm communication methods with the IC. Consider radio channels and cell phones as the primary methods.
☐	Confirm the method to request information and resources from the IC.
☐	Deploy to the hospital.

Function 2 (if needed): Resource Coordination	
☐	Coordinate resources through IC/Medical Branch for other resources needed by the hospital (i.e., medical supplies, equipment, or staffing resource).
☐	Query regional partners for patient transportation resources (air and ground) as needed.
☐	Work with hospital representative for transportation staging areas and traffic flow.
☐	Connect with local law enforcement for traffic control if needed.

Function 3 (if needed): Patient Movement	
☐	Work with the hospital to understand and order needed resources per local procedures.
☐	Monitor EMResource for potential patient destinations.
☐	Coordinate patient transport resources with patient destinations.

HOSPITAL CHECKLIST

▶ Developed to standardize the incorporation of an HRO into a hospital's Emergency Operation Plan

▶ Utilizes phases of emergency management to facilitate an all accompanying use of an HRO

▶ Planning & Preparedness

▶ Response

▶ Demob & Recovery

Checklist Example

Planning and Preparedness

Prior to activation, hospitals should incorporate the concepts of this CONOPS into their existing EOPs.

- ☐ Review this CONOPS and this Checklist.
- ☐ Incorporate the role of the HRO into your hospital surge plans and evacuation plans.
 - ☐ You can determine where the HRO should operate. Depending on the incident, the best connection point may be in your ED, in your Hospital Command Center, and/or with your EMS Coordinator.
 - ☐ Add or link portions of this CONOPS into your plans as necessary.
- ☐ Plan for the HRO with your local Emergency Medical Services (EMS) agency(ies).
 - ☐ Determine the most likely connection point for your hospital. See [Appendix 2: The HRO Position Within ICS](#).

Response

Consider these activities for an incident when an HRO is activated.

Impacted Hospital

An "impacted hospital" is one that is experiencing an incident and where an HRO would be assigned. If your hospital is impacted:

- ☐ Activate your incident command structure for hospital emergency operations.

Demobilization / Recovery

Once the need for an HRO has ended, demobilization can begin.

- ☐ Evaluate the need for the HRO based on the incident.
- ☐ Debrief with the HRO on outstanding issues and follow up requirements.
 - ☐ Include an update of the current situation, response actions, available resources, and the role of external agencies in support of the hospital.

EMS/FD CHECKLIST

▶ Developed to standardize the incorporation of an HRO into an EMS/FD emergency incident plan

▶ Utilizes phases of emergency management to facilitate an all accompanying use of an HRO

- ▶ Planning & Preparedness
- ▶ Response
- ▶ Demob & Recovery

Checklist Example

Planning and Preparedness

Prior to activation, EMS agencies should incorporate the concepts of this CONOPS into their existing response plans.

- ☐ Review this CONOPS and this Checklist.
- ☐ Plan for the use of an HRO with your local hospitals.
 - ☐ Determine the most likely connection point for the hospital. See [Appendix 2: The HRO Position Within ICS](#)
 - ☐ Discuss the most likely communication pathways to be used by the HRO.

Response

Consider the following when an HRO is activated.

Impacted EMS Agency Incident Commander

An “impacted EMS Agency” is an agency responding to an incident that may require activation of an HRO.

- ☐ Consider an HRO when:
 - ☐ An incident activates (or may activate) your MCI plan (and specifically the Medical Branch and/or Triage, Treatment, and/or Transport positions). See [Appendix 2: The HRO Position Within ICS](#).
 - ☐ An incident activates (or may activate) your local hospital’s MCI plan.

Demobilization / Recovery

Once the need for an HRO has ended, demobilization can begin.

- ☐ Evaluate the need for the HRO based on the incident.
- ☐ Ensure hospital needs are met.
- ☐ Consolidate documentation from the response.
- ☐ Participate in after action debriefings as needed to determine lessons learned from the incident and identify corrective actions.

DISPATCH CHECKLIST

▶ Developed to standardize the incorporation of an HRO into a dispatch center's protocols

▶ Utilizes phases of emergency management to facilitate an all accompanying use of an HRO

▶ Planning & Preparedness

▶ Response

▶ Demob & Recovery

Checklist Example

Planning and Preparedness

Prior to activation, dispatch centers should incorporate the concepts of this CONOPS into their existing protocols.

- ☐ Review this CONOPS and this Checklist.
- ☐ Plan for the activation of the HRO with your local EMS agencies and hospitals.
 - ☐ Determine your dispatch center's role in passing an HRO request to an on-scene IC.

Response

Consider the following for an incident when an HRO is activated.

Impacted Dispatch Center

An "impacted dispatch center" is a local dispatch center that is responding to an incident that may necessitate the need for an HRO.

- ☐ When contacted by a hospital who is requesting activation of an HRO, gather the following information from the hospital:

Demobilization / Recovery

Once the need for an HRO has ended, demobilization can begin.

- ☐ Consolidate documentation from the response.
- ☐ Participate in after action debriefings as needed to determine lessons learned from the incident and identify corrective actions.

Checklists
also exist
for...

North Central Region
Healthcare Coalition

Local Emergency
Management / EOC

Local Public Health /
ESF-8



COLORADO
North Central Region
Healthcare Coalition

Hospital Resource Officer Exercise-in-a-Box Toolkit

Exercise Name:

Exercise Date:

Exercise-in-a-Box Toolkit

- ▶ Helps design, facilitate and evaluate tabletop exercises.
- ▶ Follows Homeland Security Exercise and Evaluation Program framework

Tools within the toolkit



Exercise Plan Template



Exercise Facilitator Guide



Participant Feedback Form Template



Exercise Evaluation Guide Template



After Action Report and Improvement Plan
Template