

NCOEMS EMERGENCY OPERATIONS PLAN (NCOEMS – EOP)
APPENDIX 4: MEDICAL RESOURCE MANAGEMENT STANDARD OPERATING GUIDELINE
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Purpose

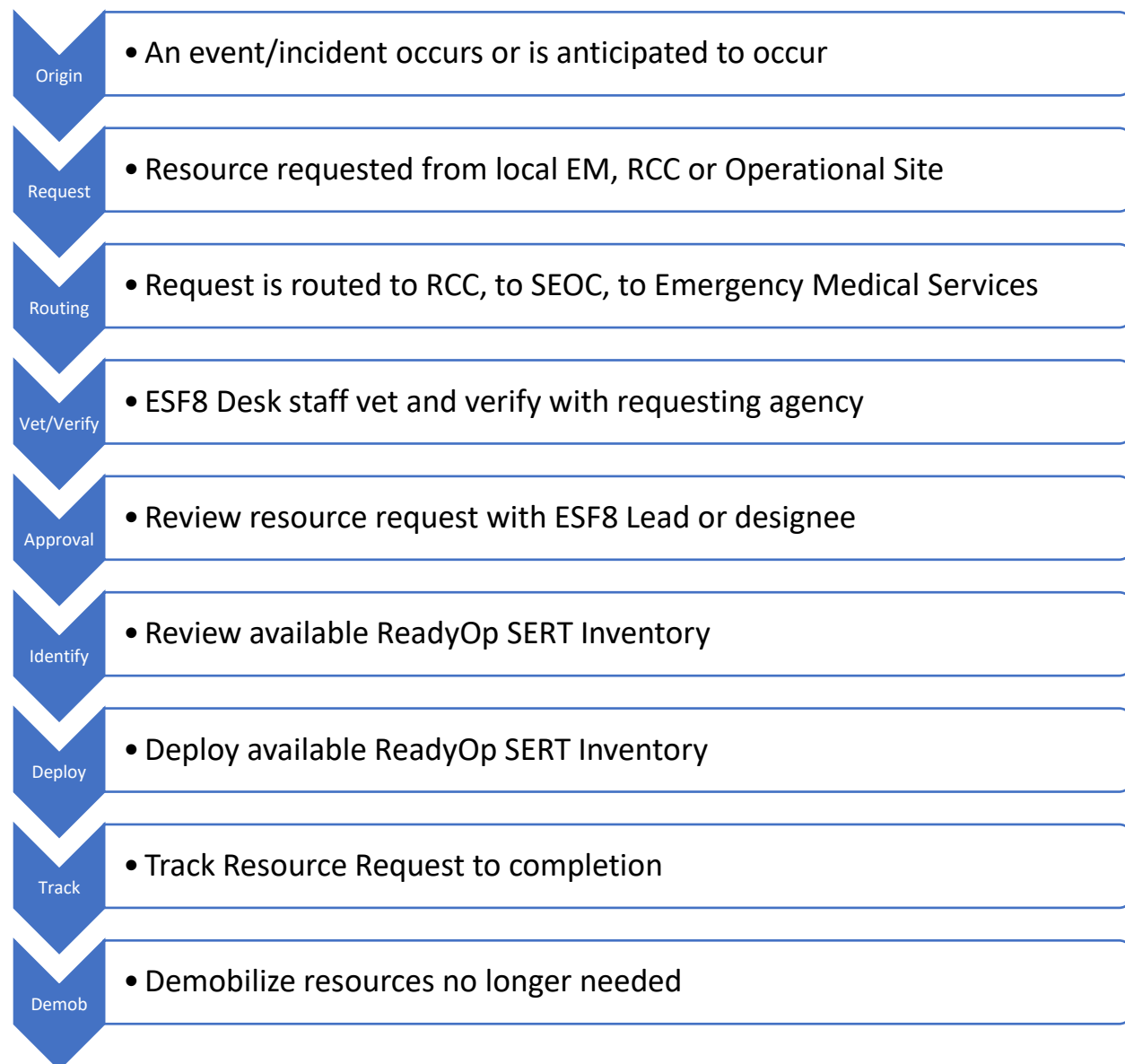
To provide greater understanding of the processes and procedures for handling requests for ESF8 resources.

Scope

Requests for resource support (personnel, equipment, supplies) can come to staff assigned to the ESF8 Desk or Support Cell through different pathways and may require different actions to manage and ensure that resources are delivered as quickly and efficiently as possible. The processes outlined here cover requests for resources during a statewide activation.

Resource Request Process

In most cases, the management of resource requests from receipt to closeout will be documented in the Resource Request Form (RRF) on the Resource Tracker Board of the NCSPARTA WEBEOC system.



General Procedures

The following procedures outline the steps that should be taken by ESF8 staff to manage medical resource requests assigned to ESF8:

Origin of Need

- An event/incident occurs or is anticipated to occur, that requires additional resources beyond the local capability. Local officials activate existing mutual aid agreements.

Resource Requested

- Local Emergency Management will request additional resources through NCSPARTA WEBEOC to their Regional Coordination Center. Regional Healthcare Preparedness Coalitions (HCC) may request additional resources to support the Healthcare System if the Local Emergency Manager is unable or unwilling to enter the request. Local Emergency Managers should be made aware of all requests entered by the HCCs on behalf of their county.
- Regional Coordination Center will request resources on an ICS 215 in NCSPARTA WEBEOC in anticipation of potential needs and/or to fulfill local county requests within their region.
- NCOEMS Incident Management Teams needing support should enter the resource request into NCSPARTA WEBEOC with details on the resource needed and routing instructions to assign to Emergency Medical Services.
- State EM is responsible to coordinate ESF8 resource requests from other North Carolina State Agencies, requests from other states and/or federal support requested through FEMA, these resource requests will be routed from NCEM ESG to Emergency Medical Services

Resource Routing

- Regional Coordination Center (RCC): NCEM RCCs receive the initial resource request from county partners to fill the request based on their available resources (regionally owned assets or assets that have been pre-deployed to the RCC). If no resources are available, then the request will be routed to the State Emergency Operations Center (SEOC).
- SEOC: SERT-ESG Supervisor reviews the resource request and makes appropriate assignment.
- Emergency Medical Services: Healthcare support resource requests are assigned to Emergency Medical Services in NCSPARTA WEBEOC for processing.

Resource Vetting & Verifying

- Determine if resource request should be handled by ESF8 Desk
 - If yes, continue the vetting process.
 - If no, make notation in NCSPARTA WEBEOC and "Assign to Lead."
- Vet the need and purpose for the resource requested with Requesting Agency
 - Determine current situation.
 - Determine the gap needing to be filled.
 - Identify other potential mitigating factors.
- Confirm NCSPARTA WEBEOC request details with Requesting Agency
 - Number and kind of resource
 - Use of the resource
 - Days of deployment
 - Reporting location/time

- Point of Contact (POC) at location (name/contact info)
- Logistics (food/lodging/fuel)
- Any additional relevant information

ESF8 Lead Resource Approval

- Review resource request with ESF8 Lead or designee.
 - Consider the situation and known / anticipated ESF8 needs or obligations.
 - Determine if resources are readily available.
 - If resource request is approved, update notes in NCSPARTA WEBEOC and move to identify resource.
 - If resource request is not approved, notify ESG Lead.

Resource Identified

- Review available inventory in ReadyOp to determine if resource is already activated and readily available for deployment.
 - Section 7, Mission Ready Packages, for SMRS-maintained resources
 - Section 13, Emergency Operations Plans, Transportation Resources Form, for EMS-maintained resources (e.g., ambulance units)
 - If yes, proceed to resource deployment.
 - If no, consider direct coordination with SERT Partners (DPH, OSFM, Business EOC, Logistics, etc.) that may have resources that would meet the request.
 - If SERT Partners have the resource available, add comment in NCSPARTA WEBEOC indicating a reassignment to the specific SERT partner along with a brief summary of communication regarding resource request. Change resource request to “Assign to Lead.”
 - If no SERT Partners have the resource, discuss with ESF8 lead the possibility of EMAC or Federal contracts for fulfillment of resource request.

Resource Deployment

- Upon confirming that a resource is available for deployment:
 - Contact the associated Healthcare Coalition and/or the organization providing the resource to confirm the assignment.
 - Update the status of the resource in ReadyOp and update the resource request in NCSPARTA WEBEOC, and complete ICS 204 if appropriate.
 - In ReadyOp:
 - For EMS resources (Emergency Operations Plans (13)): Update the assignment status of the available resource to “Assigned.”
 - For all other resources (Mission Ready Packages (7)): Update the resource status to “Deployed.”
 - In NCSPARTA WEBEOC:
 - Change status to “In Progress”
 - Add any notes concerning the deployment into the Notes section.
 - Assign the resource to the appropriate Emergency Services User
- The Emergency Services User is responsible for status updates for deployed resources by entering notes in NCSPARTA WEBEOC and statuses in ReadyOp.

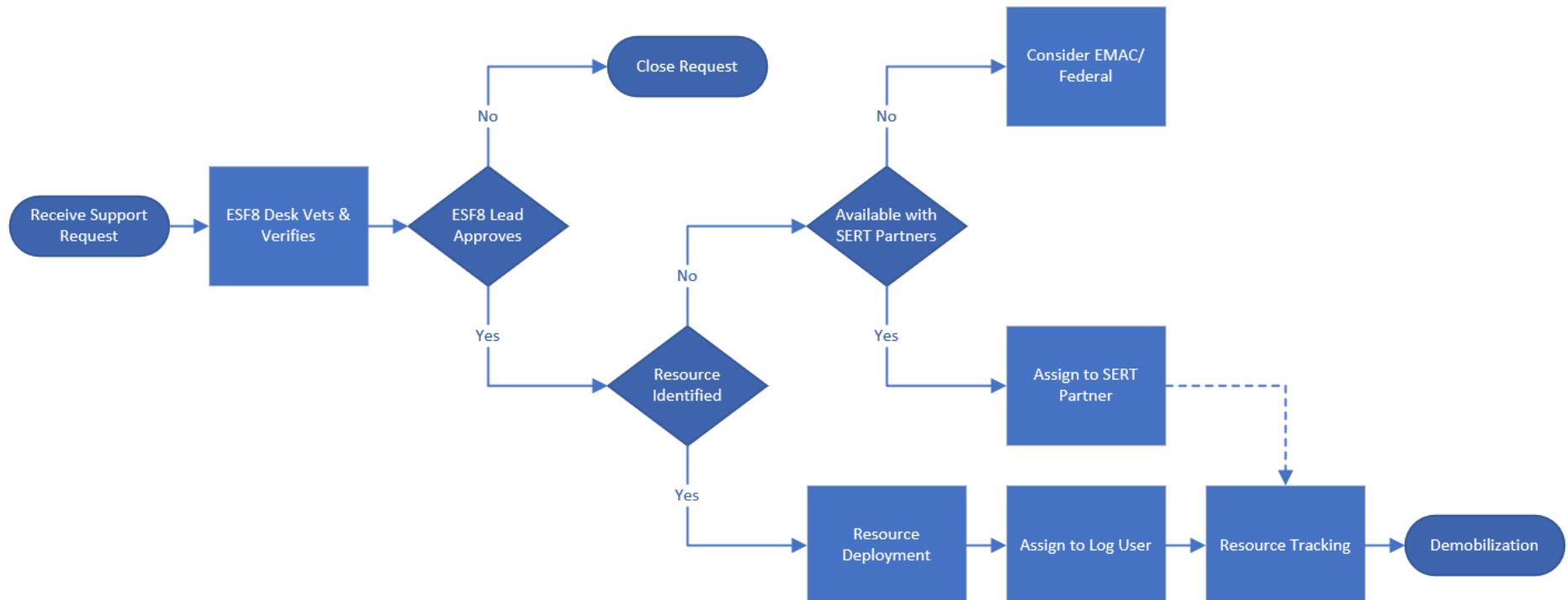
Resource Tracking

- The ESF8 Desk is responsible for monitoring resource statuses in NCSPARTA.
 - Assigned to User – ESF8 Desk should act within 30 minutes of assignment.
 - In Progress – ESF8 Desk should review at least once per shift to track progress of assigned resource / team / contract to resolution.
 - Need More Information – ESF8 Desk should act within 30 minutes of assignment.
 - Information Added – ESF8 Desk should act within 30 minutes of assignment.
 - Enroute – ESF8 Desk should monitor to track progress of assigned resource.
 - On Scene – ESF8 Desk should monitor to track progress of assigned resource to replace or demobilize. If resource needs to be replaced, then the process should start at resource vetting and verifying.
- Any outstanding resource requests should be relayed at shift change to ensure ongoing resolution.

Demobilization

- Once a resource is no longer needed for original resource request then a determination should be made by ESF8 Lead if the resource should be reassigned to another request or returned to staging. If yes, refer to resource identification step, if no, then refer to [EOP Appendix 7: Demobilization SOG](#) for additional information covering the processes and procedures for the demobilization ESF8/SMRS operational and operations support organizations and teams.

Resource Request Routing Flowchart



Emergency Management Assistance Compact (EMAC)/FEDERAL Resource Requests

The general process for the ESF8 “EMAC” or Federal Resources is diagrammed below:

