

NCOEMS EMERGENCY OPERATIONS PLAN (NCOEMS – EOP)
APPENDIX 6: ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES
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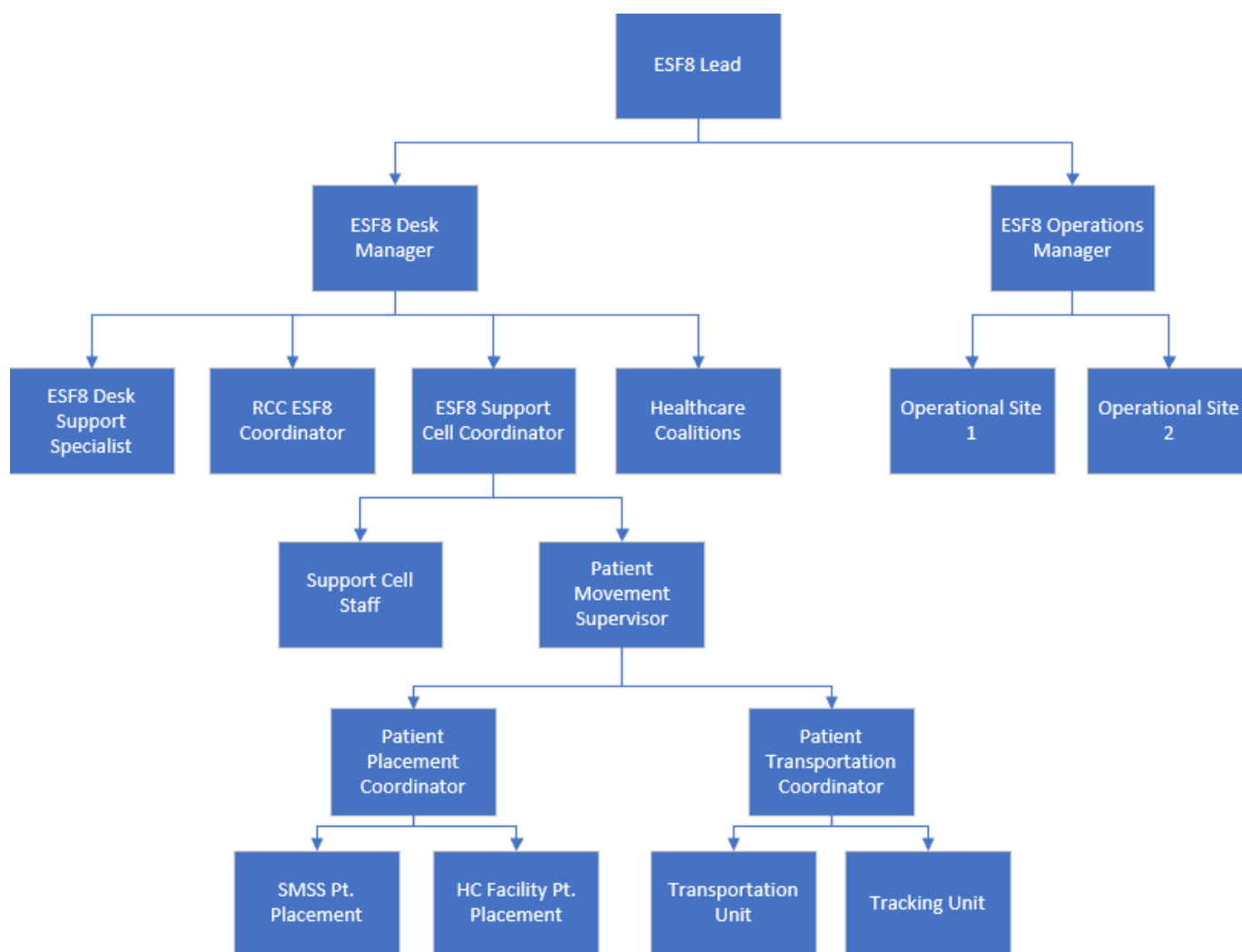
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Purpose & Scope

To provide greater understanding of the organization and assignments of NCOEMS personnel activated to oversee and coordinate the ESF8 response to emergency events and disasters. These guidelines detail the SEOC and Support Cell roles and responsibilities.

Organization

The organization of NCOEMS staff will change to meet necessary oversight and coordination requirements as operations expand to meet health and medical support needs and trigger increases in activation level.



Roles and Responsibilities

NCOEMS staff may be assigned different roles to meet ESF8 response and recovery requirements as part of the SERT. Each role includes a range of responsibilities necessary to ensure that the organization fulfills its operational or support mission successfully. These organizations are listed below with major role responsibilities identified. For positions outlined below the corresponding job action sheets can be found at the end of this appendix.

Support Organizations:

ESF8 SEOC

Maintain overall situational awareness of ESF8 response and recovery activities statewide, act as the HPP ESF8 representative to the SERT and federal partners, manage health and medical resource requests, and oversight/support of ESF8 field operations.

- ESF8 Lead – Oversight for all ESF8 response & recovery activities
- ESF8 SEOC Desk Manager – Oversight for all ESF8 SEOC Desk responsibilities
- ESF8 SEOC Desk Support Specialist – Position supports the ESF8 Desk Manager with roles and responsibilities as assigned.
- ESF8 Operations Manager - position provides direct support and leadership for all NCOEMS coordinated field operations.

ESF8 Support Cell

Assist staff assigned to the ESF8 Desk in meeting their responsibilities for maintaining situational awareness, managing resource requests, and supporting field operations. Including the coordination of patient transfer operations and the vetting of medical supply requests during medical logistics operations.

- ESF8 Support Cell Coordinator - Oversight for all ESF8 Support Cell responsibilities
- ESF8 Support Cell Staff – Provide support to the ESF8 Support Cell Coordinator
- Patient Movement Supervisor - Oversees all patient movement operations (coordination/placement, and transport)
- Patient Placement Coordinator - Provides overall support to the Patient Coordination Center Lead (Healthcare Facility) and Patient Movement Supervisor when North Carolina Patient Movement Guideline is activated.
- Patient Transportation Coordinator - Oversees all patient transportation activities (with exception of standard procedures for emergent patient transfer from a healthcare facility)
- Transportation Unit: Provides support to the Patient Transportation Coordinator
- Tracking Unit: Provides support to Patient Transportation Coordinator

Job Action Sheets

Position: ESF8 Lead

Objective: Provide oversight and direction for all ESF8 response & recovery activities

Reports to: SERT Leader

Supervises: ESF8 Desk Manager, ESF8 Operations Manager

Actions:

- Advise, set priorities, and provide overall direction for ESF8 response and recovery activities
- Develop and represent ESF8 goals, objectives, and activities to local, state, and federal partners as part of the North Carolina SERT
- Authorize the activation and deployment of state ESF8 resources
- Activate the ESF8 Desk Manager, ESF8 Operations Manager, and other ESF8 organization positions as necessary to meet the objectives of this position
- Coordinate with DHHS/NCOEMS Leadership, State Medical Response System Advisor, and NC SERT partners on:
 - Development and implementation of policies necessary to support ESF8 response activities and the
 - Release of health and medical information to the public
- Lead or participate in various briefings concerning ESF8 response and recovery activities involving the SERT, response partners, and SMRS organization including incident command staff calls
- Authorize the demobilization of state ESF8 resources upon completion of response and recovery activities including the conduct of team debriefings and development of After-Action Reports (AARs)

Position: ESF8 Desk Manager

Objective: Assist the ESF8 Lead in maintaining oversight and management of ESF8 responsibilities assigned as part of the SERT

Reports to: ESF8 Lead

Coordinates with: RCC ESF8 Coordinator, Healthcare Coalitions, SERT-ESG Supervisor

Supervises: ESF8 Desk Support Specialist, ESF8 Support Cell Coordinator

Actions:

- Monitor available communication and information technology systems to develop and maintain situational awareness of ESF8 response and recovery activities
- Develop situation reports and lead coordination calls (NCOEMS/HCC) for the purpose of sharing ESF8 situation and mission status information across healthcare organizations and with other local, regional, state, and federal partners, as appropriate
- Manage requests for ESF8 resources as necessary and in coordination with the ESF8 Lead, SERT-ESG Supervisor, RCC ESF8 Coordinator, and Healthcare Coalitions (HCCs) as appropriate.
- Coordinate with the SERT-ESG Supervisor regarding resource missions assigned to the ESF8 Desk to ensure they fit within ESF8 responsibilities, their provision, and resource options if the resource cannot be provided by the state.
- Coordinate ESF8 resources needed within an HCC as well as manage any resource requests assigned to the HCCs for support of needs outside their regions
- Coordinate ESF8 resources needed within an RCC area with RCC ESF8 Manager and identify resources that can be tasked directly to the RCCs for fulfillment of regional health and medical needs
- Coordinate support for ESF8/SMRS field operations with the ESF8 Operations Manager and ESF8 Support Cell Coordinator
- Field and resolve questions concerning ESF8 response and recovery activities in coordination with the ESF8 Lead
- Delegate position responsibilities to the ESF8 Desk Support Specialist and the management of large ESF8 functions (e.g., patient movement) to the ESF8 Support Cell Coordinator as necessary to meet the objectives of this position
- Conduct the demobilization of ESF8 Desk operations upon completion of response and recovery activities.

Position: ESF8 Operations Manager

Objective: Assist the ESF8 Lead in maintaining oversight and management of ESF8 field operations when there is the potential for the activation and deployment of SMRS operational units (e.g., SMSS, MDH, Patient Transfer Centers, etc.)

Reports to: ESF8 Lead

Coordinates with: ESF8 Desk Manager, ESF8 Support Cell Coordinator, Healthcare Coalitions

Supervises: Incident Commanders of NCOEMS Incident Management Teams deployed to establish and maintain ESF8 field operations

Actions:

- Ensure pre-deployment readiness and planning for potential ESF8 operational mission requests
- Conduct assessments of need with requesting jurisdictions/organizations and advise ESF8 Lead on approval of operational mission requests
- Oversee operational site(s) coordination (site assessment, site plans) with response partners
- Coordinate directly with the ESF8 Lead and ESF8 Desk Manager to identify necessary IMT personnel, staffing, and logistics resources
- Provide direct support and leadership to the deployed IMTs and coordinate further support through the ESF8 Lead and ESF8 Desk Lead
- Assign all responsibilities for the operational period and ensure they are completed: (e.g., Operations Tactics Meeting, Command & General Staff Call, and submission of IAP & situation reports
- Act as medical Point-of-Contact for response partners (e.g., Public Health IMTs, NCEM, etc.) and responds to all messages and request for medical information
- Ensure necessary mission support is coordinated with the ESF8 Desk Manager
- Oversee operational site demobilization when authorized

Position: ESF8 Desk Support Specialist

Objective: Assist the ESF8 Desk Manager in maintaining oversight and management of ESF8 responsibilities assigned as part of the SERT

Reports to: ESF8 Desk Manager

Coordinates with: ESF8 Support Cell Coordinator, Healthcare Coalitions

Actions:

- Monitor available communication and information technology systems to develop and maintain situational awareness of ESF8 response and recovery activities
- Develop situation reports and lead coordination calls (NCOEMS/HCC) for the purpose of sharing ESF8 situation and mission status information across healthcare organizations and with other local, regional, state, and federal partners, as appropriate
- Manage requests for ESF8 resources as necessary and in coordination with the ESF8 Lead, SERT-ESG Supervisor, RCC ESF8 Coordinator, and Healthcare Coalitions (HCCs) as appropriate.
- Coordinate with the SERT-ESG Supervisor regarding resource missions assigned to the ESF8 Desk to ensure they fit within ESF8 responsibilities, their provision, and resource options if the resource cannot be provided by the state.
- Coordinate ESF8 resources needed within an HCC as well as manage any resource requests assigned to the HCCs for support of needs outside their regions
- Coordinate ESF8 resources needed within an RCC area with RCC ESF8 Manager and identify resources that can be tasked directly to the RCCs for fulfillment of regional health and medical needs
- Coordinate support for ESF8/SMRS field operations with the ESF8 Operations Manager and ESF8 Support Cell Coordinator
- Field and resolve questions concerning ESF8 response and recovery activities in coordination with the ESF8 Lead
- Participate in the demobilization of ESF8 Desk operations upon completion of response and recovery activities.

Position: RCC ESF8 Coordinator

Objective: Assist the ESF8 Desk Manager in coordinating the provision of ESF8 resources in support of health and medical facilities or local ESF8 operations within an area under jurisdiction of a Regional Coordination Center (RCC)

Reports to: ESF8 Desk Manager

Coordinates with: ESF8 Desk Manager, ESF8 Support Cell Coordinator

Actions:

- Manage ESF8 resources in support of health and medical facilities or local ESF8 operations within the RCC
- Coordinate information pertaining to affected health and medical facilities and services
- Facilitate ESF8 mission support at the RCC level
- Provide direction and support to ESF8 resources assigned to the RCC
- Conduct medical resource tracking
- Advise medical resource allocation decisions
- Assist with the coordination and resolution of operational issues between ESF8 agencies and government jurisdictions.

Position: ESF8 Support Cell Coordinator

Objective: Assist the ESF8 Desk Manager in managing ESF8 responsibilities assigned as part of the SERT particularly when the support and/or coordination functions needed cannot be easily conducted from within the SEOC due to volume or complexity (e.g., SMSS patient movement coordination, etc.)

Reports to: ESF8 Desk Manager

Coordinates with: ESF8 Desk Manager, ESF8 Desk Support Specialist

Supervises: Patient Movement Supervisor, Support Cell Staff

Actions:

- Coordinate with the ESF8 Desk Manager to define initial ESF8 Support Cell responsibilities and the staff and schedule necessary to support the situation.
- Coordinate all aspects of the roles/functions assigned to the ESF8 Support Cell to ensure that the needed support is provided. Potential tasks include:
 - Maintaining situational awareness
 - Managing resource requests
 - Coordinating logistical support for ESF8 field operations
 - Coordination of patient movement operations
 - Vetting of medical supply requests
- Provide support to the Patient Movement Supervisor/Coordinator when activated
- Conduct the demobilization of ESF8 Support Cell upon completion of response and recovery activities.

Position: ESF8 Patient Movement Supervisor

Objective: Assist the ESF8 Support Cell Coordinator in managing patient movement responsibilities. Provides oversight for all ESF8 operations that involve patient movement activities that include Patient Identification, Placement, Transportation and Tracking (e.g., healthcare facility evacuations, medical support shelter, FCC operations etc.).

Reports to: ESF8 Support Cell Coordinator

Coordinates with: ESF8 Desk Manager

Supervises: Patient Placement Coordinator, Patient Transport Coordinator

Actions:

- Receive and coordinate the review of Patient Movement Planning forms to estimate total number of patients needing placement and inform decisions on SMSS and transportation needs.
- Provide patient movement information to the ESF8 Support Cell Coordinator necessary for the completion of Support Cell Situation reports. Required information includes the SMSS Patient Overview, Healthcare Facility Patient Overview, and Transportation Resources Overview sections of the situation report.
- Respond to entities submitting patient movement requests via phone/email to assist them with the process and follow-up on the status of specific patients.
- Monitor and report scheduling, staffing, and other needs necessary to maintain patient movement operations to the ESF8 Support Cell Coordinator.
 - Increase or decrease in personnel needed to support the patient movement operations over the course of an event.
 - Meal and lodging support necessary to meet the needs of assigned staff.
 - Expansion or demobilization of facilities necessary to conduct the coordination of patient movement operations during the current and subsequent Operational Periods.
- Provide support to the Patient Placement Coordinator and Patient Transport Coordinator when activated.

Position: ESF8 Patient Placement Coordinator

Objective: Assist the Patient Movement Supervisor and the Patient Coordination Center Lead, when the Healthcare Facility Patient Placement Unit is active, with the oversight and management of patient identification and placement processes.

Reports to: Patient Movement Supervisor

Coordinates with: Patient Transportation Coordinator

Supervises: Medical Support Shelter Patient Placement Unit, Healthcare Facility Patient Placement Unit

Actions:

- Coordinate all aspects of patient identification and placement processes. This position is expected to be aware of the:
 - Total number of patients that need placement.
 - Location of patients needing placement.
 - Type of patients needing placement and;
 - Total number of patients that have been placed.
- Receive, vet, and process all requests for patient placement submitted to the Support Cell including:
 - Bulk Patient Movement forms
 - Individual Patient Placement Request forms
 - State Medical Support Shelter Patient Intake forms
 - Other documentation necessary to determine patient placement.
 - Assignment of patients to State Medical Support Shelters.
 - Coordination of patient information and SMSS assignment status with County agencies.
 - Facilitation of assignment of patients to healthcare facilities.
- Monitor patient placement operations and report scheduling, staffing, and other needs necessary to maintain patient placement operations to the Patient Movement Supervisor.
 - Request activation/deactivation of a Healthcare Facility Patient Placement Unit as needed to support the coordination of patient placement to healthcare facilities.
 - Request activation/deactivation of a Medical Support Shelter Patient Placement Unit as needed to support the coordination of patient placement to SMSS facilities.
- Provide support to the Medical Support Shelter Patient Placement Unit and/or the Healthcare Facility Patient Placement Unit when activated.

Position: ESF8 Patient Transportation Coordinator

Objective: Assist the Patient Movement Supervisor with the oversight and management of all patient transportation assets (e.g., EMS resources, Ambulance Buses, non-medical patient transport resources etc.) and missions (with exception of standard procedures for emergent patient transfer from a healthcare facility).

Reports to: Patient Movement Supervisor

Coordinates with: Patient Placement Coordinator

Supervises: Transportation Unit, Tracking Unit

Actions:

- Monitor the need for and availability of transportation resources for state coordinated patient movement missions. This position is expected to be aware of the:
 - Number of assets currently deployed.
 - Number of assets available for deployment.
 - Time constraints to the movement of assets (weather, distance, etc.)
- Advise ESF8 leadership on the type and quantity of patient movement assets that need to be activated to support expected patient transportation missions.
- Receive, process, and/or initiate, and closeout of all forms necessary to initiate and complete the transportation of patients to State Medical Support Shelters and healthcare facilities (if necessary) including:
 - Vetted Individual Patient Placement Requests.
 - Transportation Resources,
 - EMS Resource Assignment and Tracking.
- Coordinate with agencies sending patients to collect and verify information necessary to process and complete patient transportation requests.
- Assign and coordinate with available transportation assets (Dedicated and Non-Dedicated) to execute and complete patient transportation missions.
- Monitor patient transportation operations and report scheduling, staffing, and other needs necessary to maintain operations to the Patient Movement Supervisor.
 - Request activation/deactivation of Transportation and/or Tracking Units as needed to support the transportation of patients,
- Provide support to the Transportation Unit and Tracking Unit when activated.

Position: ESF8 Support Cell Staff

Objective: Assist the ESF8 Support Cell Coordinator in managing ESF8 responsibilities assigned to the Support Cell.

Reports to: ESF8 Support Cell Coordinator or Patient Movement Supervisor (when activated)

Coordinates with: ESF8 Desk Support Specialist, Submitting/Requesting Organizations, Patient Transportation Organizations, SMSS Incident Management Team

Actions:

- Execute roles/functions assigned by the ESF8 Support Cell Coordinator to ensure that the needed support is provided. Potential tasks include:
 - Maintaining situational awareness
 - Managing resource requests
 - Coordinating logistical support for ESF8 field operations
 - Coordination of patient movement operations
 - Vetting of medical supply requests
- Provide support to SMSS Facility Patient Placement and Transportation operations by fulfilling the following roles/tasks:
 - Individual Patient Placement Request Review
 - Review of placement requests utilizing the SMSS Patient Guidance and verify that the placement of individuals into an SMSS is appropriate.
 - Consult with the Medical Provider position to resolve requests for additional guidance and resolution of the placement of individuals as needed.
 - Forward approved requests requiring transportation to the Patient Transportation Coordinator for resolution.
 - Provide resolved placement requests to Submitting/Requesting Organizations with SMSS location and contact information.
 - Confirm with Submitting/Requesting Organizations, patient point-of contact and Estimated Time of Arrival (ETA) information.
 - Ensure that patient status through the placement, transportation, and tracking processes is updated appropriately in ReadyOp.
 - Medical Provider
 - Review placement requests to determine proper placement and make the final determination on patient placement.
 - Discuss patient placement with Submitting/Requesting Organizations
 - Consult with the ESF8 Support Cell Coordinator to identify appropriate transportation for SMSS patients requiring transport to the established SMSS.
- Participate in the demobilization of ESF8 Support Cell upon completion of response and recovery activities.