

		Emergency Operations Plan		Version 3
Title:	Campus Emergency Communication Plan		Section:	
Purpose:	Provide a guideline for incident command personnel at _____-Hospital (s) utilize in communicating with one another during an emergency situation in a timely and effective manner.		Number:	
Forms:			Effective Date:	

I. Assumptions:

- A. An incident will occur that requires multi facility communication, information sharing and joint decision making.
- B. The plan can be activated by an appropriately designated hospital Incident Commander/administrator at any one of the 4 facilities as part of an Campus Emergency Code activation.
- C. Implementation of this plan can be done in part or completely as the situation warrants.

II. Intended Use of the Procedure:

- A. Communication between facilities during a declared may be done for the following reasons:
 - 1. Situation report sharing
 - 2. Joint decision making
 - 3. Data sharing
 - 4. Resource sharing requests
 - 5. Protective Services related information sharing

III. Procedure:

A. Activation Steps

Upon recognizing the need for alerting and /or information sharing among 2 or more of the campus facilities the following steps should be undertaken as soon as possible:

- 1. Incident Command Center/EOC Not Operational:
 - a. Prior to establishing Hospital Command Center (HCC) (or when hospital has opted not to open their HCC), all emergency communications will directed to the hospital Security Communication Center.
 - b. Security for each hospital will follow hospital specific procedures for each level of alert.
 - 1. Hospital A Security Office
 - 2. Hospital B
 - 3. Hospital C
 - 4. Hospital D

2. Hospital Command Center Operational:

- a. Emergency Communications will be directed to each hospital's HCC once it has been established.
- b. The HCC will be responsible for notifying the other hospitals security office and/or HCC's (if established) when they are established.

3. Initial Information Sharing

- a. Upon receipt of the information each institution will make a determination whether to activate their HCC.
- b. If a hospital decides not to open their HCC then that decision will be immediately shared with the other facilities. When a hospital does not open their HCC contact with that facility will be done using their designated Security Command Center number or alternative number they will provide at the time of the incident.

B. HCC Campus Telephone/Radio Communication

Regular communication between the respective hospital HCC's will be critical to insuring effective coordination of various response activities. To insure that needed information sharing is optimized each facility will do the following upon activation of their HCC:

1. Each participating hospital in the emergency response will appoint a suitably experienced and trained individual to be in the HCC to immediately respond to communications from any campus facility
2. Utilize the following designated contact information for campus coordination activity

Hospital A

- Incident Command:
- Fax:
- Email:
- Satellite:

Hospital B

- Incident Command:
- Fax:
- Email:
- Satellite:
- Liaison Officer:
- Power Failure Phones:

Hospital C

- Incident Command:
- Fax:
- Email:
- Satellite:

Hospital D

- Incident Command:
 - Fax:
 - Email:
 - Satellite:
- a. The 800 mghztz or satellite radios can be used as an additional communication tool between HCC's. The radios should be primarily used when all other communication means are busy, not functioning, or an immediate message must be delivered. The primary assigned radio frequency for communication between HCC's will be determined by the Security Director at _____ or Security Director at the incident hospital if it is an internal emergency.
 - b. Communication between facilities should occur using the most suitable technology described above taking into consideration timeliness, security concerns, and type of information being shared. In some cases the message may be conveyed in one form and followed up with a second communication (ex. phone request for equipment item followed by written request by fax or email).
 - c. Requests for resource sharing should always include a written request as a means of conveying the need /item being sent and be used as part of the incident response documentation for all involved facilities.

C. Campus Teleconferencing

1. During various stages of an incident it will be important for incident command personnel from all of the facilities to talk with one another. A primary means of accomplishing this task will be the use of a teleconference. The following guidelines shall be followed:
 - a. Any facility can request a teleconference with another facility(s)
 - 1) The requesting facility will announce via phone, fax, and/or email the teleconference time, contact number, and brief reason for the teleconference (ex. situation update, discuss patient management issues etc). The reason for the teleconference should be used by each facility Incident Commander to determine who they will have join the teleconference.
 - 2) The teleconference will be conducted in accordance with the guidelines found in Appendix A-Teleconference Guidance.

D. Videoconferencing/Web broadcasting

1. When available videoconferencing /web broadcasting may be used as an alternative to teleconferencing. When used all of the elements found in Section C, Campus Teleconferencing, shall apply.

E. Campus Communication Command Center (CCC)

1. There may be a time during an incident when having representatives from each of the hospitals be physically present in one facility is needed for optimum response coordination.
2. The following are guidelines for the mobilization and utilization of the CCC:

a. Purpose

The purpose of the CCC will be to:

- 1) Coordinate resource requests among the facilities in concert with each facility's HCC.
- 2) Obtain information needed by the respective hospital Incident Commanders to make pertinent decisions individually or jointly.
- 3) Insure that information is being optimally being shared among the participating hospitals.
- 4) Decompress some of the communication pressure on each hospital's HCC by coordinating information sharing with other members of the response community.

b. CCC Activation

- 1) The CCC can be activated at the request of the Incident Commander from any campus facility. The request should be made through the steps outlined in Section 2. EOC/EOC Communication.
- 2) Each facility will assign a suitably experienced and trained administrator to report to **rm. _____** at _____ Hospital as soon as possible. This area will be used as the CCC.
- 3) _____ will be responsible for establishing the CCC and insuring that needed phones, fax, computer/ internet connection and other appropriate administrative materials (paper, pens, staplers, folders, Xerox machine) are available in the CCC.

c. Operation

- 1) Once the CCC is operational each hospital HCC will be immediately notified by their representative
- 2) Contact numbers for each hospital representative at the CCC will be as follows:
 - (a)
- 3) Each facility representative will be responsible for sharing pertinent information from their HCC with the other hospital representatives as well as sending appropriate requests and information when appropriate to their HCC.
- 4) The radio title for this area will be "CCC".
- 5) Each representative will be responsible for documenting important information on the CCC Incident Documentation form found in Appendix 3- CCC Communication Log.

- 6) The CCC staff shall work set shifts as determined by their hospital.
- 7) A shift briefing shall be done between off going and on coming staff.
- 8) All representatives should report with the appropriate disaster response plans, and contact information for their facility. Consideration should be given to each representative coming with a wireless (or internet capable) laptop computer containing this disaster information.

d. Termination of Operations

- 1) The termination of activities at the CCC will be decided jointly by the participating hospital Incident Commanders.
- 2) The closing of the CCC will be announced prior to its closure to all participating facilities and any external partners that had been in contact with the CCC.

F. Termination of Intra Hospital Communications

1. When a hospital has determined that it is terminating the operation of its HCC then it shall immediately notify the other facility HCC's.
2. Any subsequent emergency communication with that facility shall be through their Security Command Center unless directed otherwise when the termination announcement is given.
3. Communication records generated during the response at the HCC and CCC shall be included in each facilities incident archives as they deem appropriate.

Appendix A

Teleconference Guidance

The following guidelines shall be followed during a campus teleconference.

- A. Each facility Incident Commander will determine who they will have join the teleconference as a participant. **The participants should be kept to a needed minimum; observers may also attend. However, only participants are to speak during the teleconference.**
- B. The teleconference will normally be facilitated by the requesting facility unless other arrangements are deemed more appropriate by all of the participating parties. That facility will designate one person to serve as the facilitator.
- C. **It will be imperative for the facilitator to keep the conversation on target, move the presentation/conversation along and completed on the shortest period of time possible.**
- D. The facilitator will make the decision as to whether to begin each meeting by having each participant identify themselves by hospital/agency.
- E. The facilitating institution will be responsible for taking notes of the items discussed and actions taken and formalizing them into the document in appendix #B Teleconference Minutes and sending them to the other institutions via fax or email within 60 minutes of the teleconference ending.
- F. The purpose of a teleconference can be for information sharing, decision making, or both. It should be made clear from the outset what the purpose of the teleconference shall be; informational teleconferences should be brief and the information to the point. Decision making discussions should be focused with only pertinent information pertaining to the decision to be presented.
- G. Each speaker shall identify themselves before talking and make their comments brief and to the point. These comments are not to be interrupted by anyone but the facilitator.
- H. When someone/institution is not talking their phone should be on mute to minimize extraneous noise from interfering with the teleconference.
- I. Cell phones and pagers should be on "quiet mode" to avoid disrupting the teleconference.
- J. Where appropriate outside agencies or experts may be asked to join the teleconference with the agreement of the other teleconference parties. A facility designated by the facilitator will be responsible for insuring that the identified non - campus participant is given the needed teleconference information.
- K. Where appropriate the date and time for the next teleconference will be announced before everyone signs off.

Appendix B

Campus Emergency Response Teleconference Record

Date _____ Time: _____ Facilitator _____

Institution/ Persons Attending:

Pertinent Briefing Information Given

Issues/Concerns Raised:

Follow Up Actions/ Assignments Given

Next teleconference date and time (if determined)