**Mission:** Ensure business functions are maintained, restored, or augmented as needed to minimize the financial or other impact of business interruptions.

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| Position Reports to: **Operations Section Chief** Command Location: | | |
| Position Contact Information: Phone: ( ) - Radio Channel: | | |
| Hospital Command Center (HCC): Phone: ( ) - Fax: ( ) - | | |
| Position Assigned to: | Date:  **/ /** | Start: \_\_\_\_:\_\_\_\_ hrs. |
| Signature: | Initials: | End: \_\_\_\_:\_\_\_\_ hrs. |
| Position Assigned to: | Date:  **/ /** | Start: \_\_\_\_:\_\_\_\_ hrs. |
| Signature: | Initials: | End: \_\_\_\_:\_\_\_\_ hrs. |
| Position Assigned to: | Date:  **/ /** | Start: \_\_\_\_:\_\_\_\_ hrs. |
| Signature: | Initials: | End: \_\_\_\_:\_\_\_\_ hrs. |

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| **Immediate Response (0 – 2 hours)** | **Time** | **Initial** |
| **Receive appointment**   * Obtain briefing from the Operations Section Chief on: * Size and complexity of incident * Expectations of the Incident Commander * Incident objectives * Involvement of outside agencies, stakeholders, and organizations * The situation, incident activities, and any special concerns * Assume the role of Business Continuity Branch Director * Review this Job Action Sheet * Put on position identification (e.g., position vest) * Notify your usual supervisor of your assignment |  |  |
| **Assess the operational situation**   * Provision of time sensitive data, records, and information (e.g., patient records, contracts, payroll, etc.) * Intranet and internet capabilities and functionality * Data and business function recovery operations, including server, computer, application support, and virus removal * Expansion or relocation of business functions, including server, computer, and application support * Data access and security * Access to business interruption insurance, in coordination with the Finance/Administration Section * Provide information to the Operations Section Chief of the status |  |  |
| **Determine the incident objectives, tactics, and assignments**   * Document branch objectives, tactics, and assignments on the HICS 204: Assignment List * Based on the incident objectives for the response period consider the issues and priorities: * Determine which Business Continuity Branch functions need to be activated: * IT Systems and Applications Unit * Service Continuity Unit * Records Management Unit * Make assignments, and distribute corresponding Job Action Sheets and position identification * Determine strategies and how the tactics will be accomplished * Determine needed resources * Brief branch personnel on the situation, strategies, and tactics, and designate time for next briefing |  |  |
| **Activities**   * Participate in the Operations Section planning meeting and incident action planning; obtain and provide key information for operational activities * Implement branch plans and monitor activities * Communicate between Hospital Incident Management Team (HIMT) to determine business recovery objectives and timeframes based on recovery capability, risk, and recovery priorities * In conjunction with the Finance/Administration Section, assess financial implications of interruption; consult legal counsel and the hospital’s business insurance carrier as needed * Ensure implementation of the hospital’s Business Continuity Plans * Support department-level recovery operations (e.g., radiology, pharmacy, purchasing, payroll, business office) * Determine the ability to meet any recovery objectives for all impacted business functions, and develop alternate systems to meet needs * Ensure a system to access essential business records (e.g., patient medical records, purchasing contracts) * Assure activation of plans for expansion or relocation to alternate business operation sites as needed, including: * Occupancy permits * Contractors for building modifications, communications and information technology (IT) networking, and acquisition and transportation of furniture, equipment, and supplies * Staffing plan (employees or vendor supplied) * Building security, housekeeping, and trash removal services * Assure activation of hospital-wide Information Technology (IT) Support Plan, including: * Support the Hospital Command Center (HCC) with equipment and software; coordinate with the Logistics Section Information Technology/Information Services (IT/IS) and the Equipment Unit Leader on equipment issues * Expansion of computer help-desk services * Vendor agreements to support operations * Utilization of downtime paperwork, and post event transfer of information from hard copy to computer after system restoration when applicable * Evaluation of existing applications to include projected needs for additional licenses, password permissions, storage, and hardware to support existing operations as well as those in an alternate location * Virus removal operations * Obtain information and updates regularly from the Operations Section Chief * Maintain current status of all areas * Inform the Operations Section Chief of activities that have occurred; keep updated with status and utilization of resources and anticipated resource needs * Monitor and support as needed Infrastructure Branch, and the Logistics Section Information Technology/Information Services (IT/IS) and the Equipment Unit Leader * Consider development of a branch action plan;submit it to the Operations Section Chief if requested * Provide regular updates to branch personnel and inform of strategy changes as needed |  |  |
| **Documentation**   * HICS 204: Document assignments and operational period objectives on Assignment List * HICS 213: Document all communications on a General Message Form * HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis * HICS 251: As directed by the Infrastructure Branch Director, review and document information in appropriate sections of the Facility System Status Report * HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period * HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report * HICS 257: As directed by the Operations Section Chief, use the Resource Accounting Record to track equipment used during the response |  |  |
| **Resources**   * Determine equipment and supply needs; request from the Logistics Section Supply Unit Leader and report to the Operation Section Chief * Assess issues and needs in branch areas; coordinate resource management * Make requests for external assistance, as needed, in coordination with the Liaison Officer |  |  |
| **Communication**  *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners* |  |  |
| **Safety and security**   * Ensure that all branch personnel comply with safety procedures and instructions * Ensure personal protective equipment (PPE) is available and utilized appropriately |  |  |

| **Intermediate Response (2 – 12 hours)** | **Time** | **Initial** |
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| **Activities**   * Transfer the Business Continuity Branch Director role, if appropriate * Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital * Address any health, medical, and safety concerns * Address political sensitivities, when appropriate * Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) * Communicate regularly with the Operations Section Chief * Designate times for briefings and updates with Unit Leaders to develop or update the Business Continuity Plans * Schedule planning meetings with Unit Leaders to update the action plan and demobilization procedures |  |  |
| **Documentation**   * HICS 204: Document assignments and operational period objectives on Assignment List * HICS 213: Document all communications on a General Message Form * HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis |  |  |
| **Resources**   * Assess issues and needs in branch areas; coordinate resource management * Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed |  |  |
| **Communication**  *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners* |  |  |
| **Safety and security**   * Ensure that all branch personnel comply with safety procedures and instructions * Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques * Ensure branch personnel health and safety issues are being addressed; report issues to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit * Ensure personal protective equipment (PPE) is available and utilized appropriately |  |  |

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| **Extended Response (greater than 12 hours)** | **Time** | **Initial** |
| **Activities**   * Transfer the Business Continuity Branch Director role, if appropriate * Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital * Address any health, medical, and safety concerns * Address political sensitivities, when appropriate * Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) * Continue to monitor the ability of the Business Continuity Branch to meet workload demands, personnel health and safety, resource needs, and documentation practices * Continue to assist in maintaining the HICS 257: Resource Accounting Record to track equipment used during the response * Conduct regular situation briefings * Meet with unit leaders to address ongoing issues |  |  |
| **Documentation**   * HICS 204: Document assignments and operational period objectives on Assignment List * HICS 213: Document all communications on a General Message Form * HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis * HICS 257: As directed by the Operations Section Chief, use the Resource Accounting Record to track equipment used during the response |  |  |
| **Resources**   * Assess issues and needs in branch areas; coordinate resource management * Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed |  |  |
| **Communication**  *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners* |  |  |
| **Safety and security**   * Ensure that all branch personnel continue to comply with safety procedures and instructions * Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit Leader * Provide for staff rest periods and relief * Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques * Ensure personal protective equipment (PPE) is available and utilized appropriately |  |  |

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| **Demobilization/System Recovery** | **Time** | **Initial** |
| **Activities**   * Transfer the Business Continuity Branch Director role, if appropriate * Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital * Address any health, medical, and safety concerns * Address political sensitivities, when appropriate * Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) * Ensure the return, retrieval, and restocking of equipment and supplies * As objectives are met and needs decrease, return branch personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader * Notify the Operations Section Chief when demobilization and restoration is complete * Coordinate reimbursement issues with the Finance/Administration Section * Upon deactivation of your position, brief the Operations Section Chief on current problems, outstanding issues, and follow up requirements * Debrief branch personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes, as needed * Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include: * Review of pertinent position descriptions and operational checklists * Recommendations for procedure changes * Accomplishments and issues * Participate in stress management and after action debriefings |  |  |
| **Documentation**   * HICS 221: Demobilization Check-Out * Ensure all documentation is submitted to the Planning Section Documentation Unit |  |  |

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| **Documents and Tools** |
| * HICS 203 - Organization Assignment List * HICS 204 - Assignment List * HICS 213 - General Message Form * HICS 214 - Activity Log * HICS 215A - Incident Action Plan (IAP) Safety Analysis * HICS 221 - Demobilization Check-Out * HICS 251 - Facility System Status Report * HICS 252 - Section Personnel Time Sheet * HICS 256 - Procurement Summary Report * HICS 257 - Resource Accounting Record * Hospital Emergency Operations Plan * Hospital Incident Specific Plans or Annexes * Business Continuity Plans * Data Recovery Plan * Access Control policies and procedures * Information and Data Security Plan * Records Management Plan * Business interruption insurance documentation * IT Application Support Plan * Computer with intranet and internet connection * Hospital schematics, blueprints and maps * Hospital organization chart * Hospital telephone directory * Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication |