



LOSS OF ELECTRICAL POWER INCIDENT RESPONSE GUIDE

Mission: To safely manage the operations of the facility during a power outage and minimize time to restore service.

Directions

- Read this entire response guide and review incident management team chart
 - Use this response guide as a checklist to ensure all tasks are addressed and completed
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Objectives

- Maintain emergency power systems
 - Maintain patient care management and safety
 - Minimize impact on hospital operations and clinical services
 - Evacuate patients to other facilities, if appropriate
 - Communicate situation to staff, patients, the media and community officials
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Immediate (Operational Period 0-2 Hours)



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COMMAND

(Incident Commander):

- Activate the facility Emergency Operations Plan
- Activate Command Staff and Section Chiefs, as appropriate

(Liaison Officer):

- Notify local emergency management/EOC of hospital situation status and obtain incident information and estimated timelines for restoration of power
 - Notify local EMS and ambulance providers about the situation and possible need to evacuate
 - Communicate with other healthcare facilities to determine:
 - Situation status
 - Surge capacity
 - Patient transfer/bed availability
 - Ability to loan needed equipment, supplies, medications, personnel, etc.
 - Contact the County Hospital Emergency Operation Center, to notify about the situation and request assistance with patient evacuation destinations
 - Contact the Department of Health to notify about the situation
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COMMAND

(Public Information Officer):

- Inform staff, patients and families of situation and measures to provide power and protect life
- Prepare media staging area
- Conduct regular media briefings, in collaboration local emergency management, as appropriate

(Safety Officer):

- Evaluate safety of patients, family, staff and facility and recommend protective and corrective actions to minimize hazards and risks
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OPERATIONS

- Evaluate the emergency power supply and appropriate usage within the facility
 - Initiate power conservation measures (e.g. load shedding)
 - Assess patients for risk and prioritize care and resources, as appropriate (e.g. ventilate patients by hand, if necessary).
 - Secure the facility and implement limited visitation policy
 - Ensure continuation of patient care and essential services
 - Consider partial or complete evacuation of the facility, or relocation of patients and services within the facility
 - Maintain communications systems and other utilities and activate redundant (back up) systems, as appropriate
 - Implement business continuity plans and protection of records
 - Implement Fire watch if fire alarm system is not functioning. Alert the Fire Department that the facility is on a fire watch
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PLANNING

- Establish operational periods, incident objectives and develop the Incident Action Plan, in collaboration with the Incident Commander
 - Prepare for patient and personnel tracking in the event of evacuations
 - Monitor weather conditions
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LOGISTICS

- Maintain other utilities and activate alternate systems as needed
 - Investigate and provide recommendations for auxiliary power (i.e., battery powered lights, etc)
 - Provide for water, food and rest periods for staff
 - Obtain supplies to maintain functioning of emergency generators (i.e., fuel, parts, etc.)
 - Obtain supplemental staffing, as needed
 - Prepare for transportation of evacuated patients
 - Validate and/or activate the backup communications systems
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Intermediate and Extended (Operational Period 2 to Greater than 12 Hours)

COMMAND

(Incident Commander):

- Update and revise the Incident Action Plan and prepare for demobilization
- Continue to update internal officials on the situation status
- Monitor evacuation, if activated

(PIO):

- Continue with briefings and situation updates with staff, patients and families
- Continue patient information center operations, in collaboration with Liaison Officer

(Liaison Officer):

- Continue to notify local EOC of situation status, critical issues and request assistance, as needed
- Continue to communicate with local utilities incident details and duration estimates
- Continue patient information center operations, in collaboration with PIO
- Continue communications with area hospitals and facilitate patient transfers

(Safety):

- Continue to evaluate facility operations for safety and hazards and take immediate corrective actions
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OPERATIONS

- Continue evaluation of patients and patient care
- Determine if any equipment can be taken off emergency power to minimize load on generators
- Cancel elective surgeries and procedures
- Prepare the staging area for patient transfer/evacuation
- Initiate ambulance diversion procedures
- Continue or implement patient evacuation
- Ensure the transfer of patient's belongings, medications and records upon evacuation
- Continue evaluation and provision of emergency power
- Ensure facility security and restricted visitation
- Ensure provision of water and food to patients, visitors and families
- Continue to maintain other utilities
- Monitor patients for adverse affects of heath and psychological stress
- Prepare demobilization and system recovery plan

PLANNING

- Continue patient, bed and personnel tracking
 - Update and revise the Incident Action Plan
 - Prepare the demobilization and system recovery plans
 - Plan for repatriation of patients
 - Ensure documentation of actions, decisions and activities
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LOGISTICS

- Contact vendors to schedule regular deliveries of fuel to maintain emergency power
 - Contact vendors on availability of supplies and fresh food
 - Continue provision of emergency power to critical areas
 - Continue to provide staff for patient care and evacuation
 - Monitor staff for adverse affects of heath and psychological stress
 - Monitor, report, follow up on and document staff or patient injuries
 - Continue to provide transportation services for internal operations and patient evacuation
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FINANCE/ADMINISTRATION

- Continue to track costs and expenditures and lost revenue
 - Continue to facilitate contracting for emergency power and other services
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Demobilization/System Recovery

COMMAND

(Incident Commander):

- Determine hospital status and declare restoration of normal power and termination of the incident
- Notify state licensing, accreditation or regulatory agency of sentinel event

(Liaison Officer):

- Communicate final hospital status and termination of the incident to local EOC, area hospitals and officials
 - Assist with the repatriation of patients transferred

(PIO):

- Conduct final media briefing and assist with updating staff, patients, families and others of the termination of the event

(Safety Officer):

- Ensure facility safety and restoration of normal operations
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OPERATIONS

- Restore normal patient care operations
 - Ensure restoration of power and services
 - Repatriate evacuated patients
 - Discontinue ambulance diversion and visitor limitations
 - Ensure business continuity of operations and return to normal services
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PLANNING

- Finalize the Incident Action Plan and demobilization plan
 - Compile a final report of the incident and hospital response and recovery operations
 - Ensure appropriate archiving of incident documentation
 - Conduct after-action reviews and debriefing
 - Write after-action report and corrective action plan for approval by the Incident Commander to include the following:
 - Summary of actions taken
 - Summary of the incident
 - Actions that went well
 - Area for improvement
 - Recommendations for future response actions
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LOGISTICS

- Perform evaluation and preventative maintenance on emergency generators and ensure their readiness
 - Restock supplies, equipment, medications, food and water
 - Ensure communications and IT/IS operations return to normal
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FINANCE/ADMINISTRATION

- Compile a final report of response costs and expenditures and lost revenue for approval by the Incident Commander
 - Contact insurance carriers to assist in documentation of structural and infrastructure damage and initiate reimbursement and claims procedures
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Documents and Tools

- Hospital Emergency Operations Plan

- Hospital Evacuation Plan

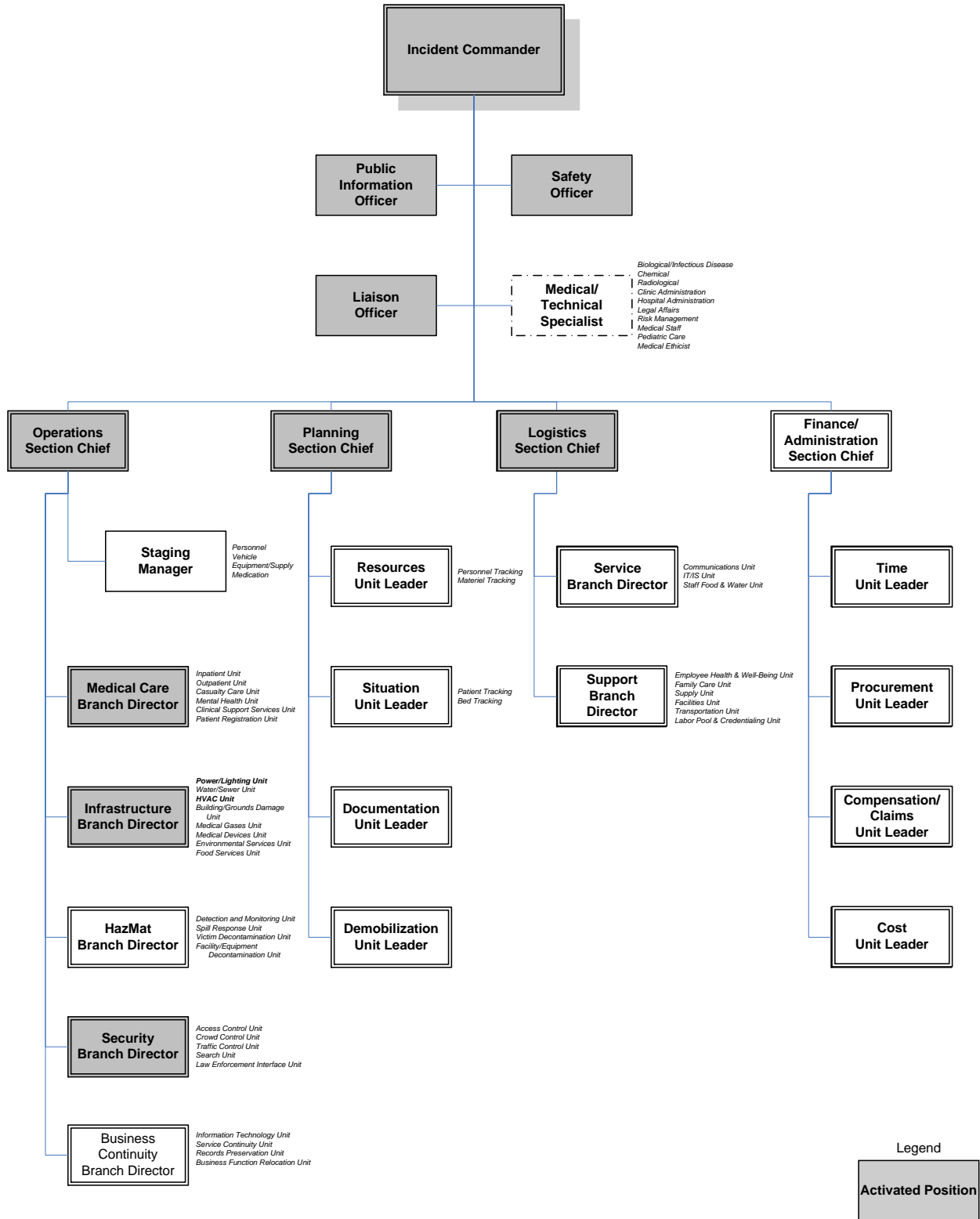
- Emergency Power Plans

- Emergency Communications Plans

- Facility and Departmental Business Continuity Plans

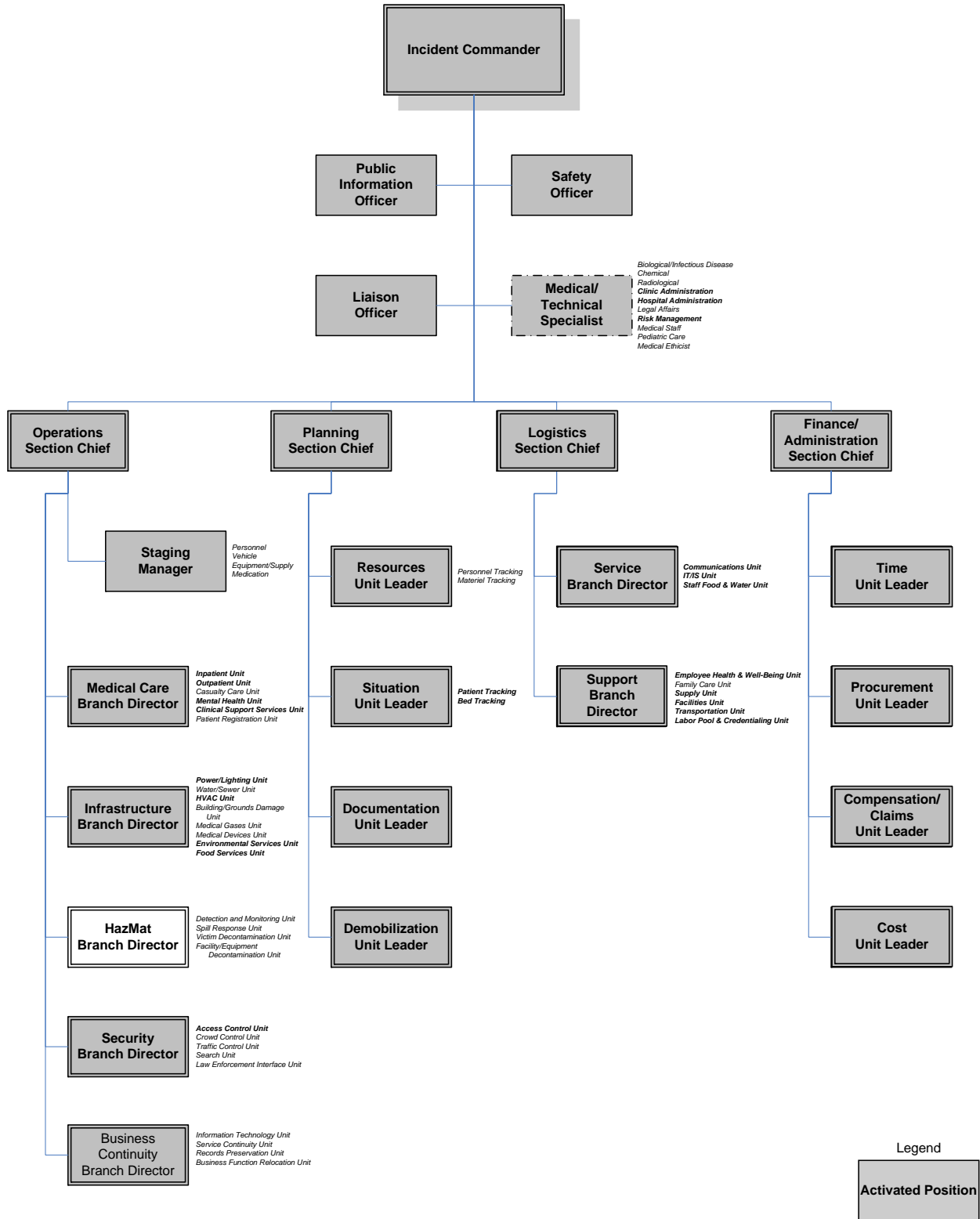
LOSS OF POWER

INCIDENT MANAGEMENT TEAM CHART -- IMMEDIATE



LOSS OF POWER

INCIDENT MANAGEMENT TEAM CHART – INTERMEDIATE AND EXTENDED



LOSS OF POWER

INCIDENT MANAGEMENT TEAM CHART – DEMOBILIZATION

