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

**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

**Immediate (Operational Period 0-2 Hours)**
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COMMAND

(In 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

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

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
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

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 health 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
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 health 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

FINANCE/ADMINISTRATION

☐ Continue to track costs and expenditures and lost revenue
☐ Continue to facilitate contracting for emergency power and other services

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

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

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

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
## Documents and Tools

- Hospital Emergency Operations Plan
- Hospital Evacuation Plan
- Emergency Power Plans
- Emergency Communications Plans
- Facility and Departmental Business Continuity Plans