



## RESIDENT SERVICES BRANCH DIRECTOR

**Mission:** Coordinate and supervise all aspects of resident care and services including: nursing services, psychosocial care, and movement into and out of the facility.

Date: \_\_\_\_\_ Start: \_\_\_\_\_ End: \_\_\_\_\_ Position Assigned to: \_\_\_\_\_ Initial: \_\_\_\_\_

Positions Reports to: **Operations Section Chief** - Signature: \_\_\_\_\_

Nursing Home Command Center (NHCC) Location: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Radio Title: \_\_\_\_\_

<b>IMMEDIATE (Operational Period 0-2 Hours)</b>	<b>Time</b>	<b>Initial</b>
Receive appointment and briefing from the Operations Section Chief. Obtain packet containing Resident Services Branch Job Action Sheets.		
Read this entire Job Action Sheet and review Incident Management Team Chart (see NHICS Form 207). Put on position identification (e.g. vest, cap, etc.).		
Notify your usual supervisor of your NHICS assignment.		
Determine need to appoint Unit Leaders within this Branch: <ul style="list-style-type: none"> <li>• Nursing</li> <li>• Psychosocial</li> <li>• Admit/transfer and Discharge</li> </ul> If appointed, distribute corresponding Job Action Sheets and position identification associated with the Units. If a position is needed but not assigned, the Branch Director keeps that Job Action Sheet and assumes that function.		
Brief Unit Leaders on current situation, incident objectives, and response strategy. Outline the Unit action plan and designate time for next briefing.		
If alternative staff time tracking method is utilized, distribute the Time Sheet (see NHICS Form 252) to personnel and ensure time is recorded appropriately. Submit Time Sheet to Section Chief at the end of shift or operational period as determined.		
Document all key activities, actions, and decisions in an Operational Log (see NHICS Form 201) on a continual basis.		

IMMEDIATE (Operational Period 0-2 Hours)	Time	Initial
Document all key communications (internal and external) on an Incident Message Form (see NHICS Form 213). Provide a copy of the Incident Message Form to the Planning Section.		
Ensure branch personnel comply with safety policies and procedures.		
Collaborate with Medical Director/Specialist concerning medical care guidance.		
<p>In conjunction with the Medical Director/Specialist if available, Safety Officer and the Resident Services Unit Leaders assess the initial status of the residents, staff and visitors in the following areas:</p> <ul style="list-style-type: none"> <li>• Casualties and/or deaths related to incident (see NHICS Forms 206 and 259)</li> <li>• Resident census and condition</li> <li>• Immediate health hazards requiring mitigation (e.g. infectious agents)</li> <li>• Immediate staffing needs to ensure care needs are met (number of personnel needed and categories, e.g. Licensed nurse, CNA)</li> </ul>		
Ensure residents receive needed care and reassurance.		
<p>Assess problems and resource needs in Branch areas; coordinate resource management with Infrastructure Branch Director and report all resource needs to Section Chief:</p> <ul style="list-style-type: none"> <li>• Arrange for provision of critical medical services if needed (e.g. dialysis, oxygen)</li> <li>• Ensure that staff are assigned to assess medications and medical supplies on hand and project resources needed for the next 7 day period</li> </ul>		
<p>In collaboration with Admit, Transfer, and Discharge Unit Leader, schedule a review of individual residents as needed for consideration of:</p> <ul style="list-style-type: none"> <li>• Special needs and possible early transfer to a higher level of care setting where critical services can be maintained (e.g. dialysis, respiratory support)</li> <li>• Potential evacuation order</li> <li>• Potential emergency admits and activation of surge capacity plan</li> </ul>		
Prioritize resident transfer needs and identify transportation needed (e.g. ambulance, wheelchair van, bus).		
Determine if communicable disease risk exists; implement appropriate response procedure(s). Collaborate with the appropriate Medical Director/Specialist and Logistics to ensure appropriate personal protective equipment is available.		
Regularly meet with the Operations Section Chief to discuss plan of action, resource needs and staffing in all service areas.		

ON-GOING	Time	Initial
Continue to implement the Branch action plan and report resource needs to the Section Chief.		



**Operations | Job Action Sheet  
RESIDENT SERVICES BRANCH DIRECTOR**

ON-GOING	Time	Initial
Meet regularly with the Section Chief and others as needed to update status of the response and relay important to branch staff.		
Observe all residents, staff, volunteers and visitors for signs of stress and inappropriate behavior. Report concerns to Section Chief or Staffing/Scheduling Unit Leader, Provide staff rest periods.		
Ensure that each resident’s physician is contacted as needed to update orders.		
Report unexpected problems and unresolved issues immediately.		
Ensure that the Branch is adequately staffed and supplied.		
Continue coordinating resident care, disposition of residents, and clinical services support.		
Ensure resident transfer coordination and tracking is being done according to the Emergency Operations Plan and facility procedures.		
Ensure resident records are being done correctly and data is shared with appropriate internal and external officials, in collaboration with Incident Commander and Liaison Officer.		
Ensure resident care needs are being met and policy decisions to institute an altered level of care practices are determined and communicated effectively.		
Assess environmental services (housekeeping) needs in all clinical care and clinical support areas; contact the Infrastructure Branch, as appropriate, with identified needs.		
Review personnel protection practices; revise as needed.		
Ensure resident safety issues are identified and addressed.		
Continue to provide updated clinical information and situation reports to Unit Leaders and staff.		
Ensure resident data is collected and shared with appropriate internal and external officials, in collaboration with the Incident Commander.		
Continue to monitor Resident Care Branch’s ability to meet workload demands, staff health and safety, resource needs, and documentation practices.		
Continue to ensure that residents receive needed care and reassurance.		
Continue to conduct regular situation briefings with Section Chief and Unit Leaders.		
Continue to ensure resident transfer coordination and tracking; mitigate identified issues.		
Rotate staff on a regular basis if possible.		
Continue to document key actions and decisions on an Operational Log (see NHICS Form 201) and key communications on an Incident Message Form (see NHICS Form 213).		
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.		

ON-GOING	Time	Initial
Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information.		
As needs for Medical Care Branch decrease, return staff to their usual jobs, and combine or deactivate positions in a phased manner.		

DOCUMENTS/TOOLS
<ul style="list-style-type: none"> <li>• Incident Action Plan</li> <li>• NHICS Form 201: Incident Briefing Form</li> <li>• NHICS Form 206: Staff Medical Plan Form</li> <li>• NHICS Form 207: Incident Management Team Chart</li> <li>• NHICS Form 213: Incident Message Form</li> <li>• NHICS Form 252: Section Personnel Time Sheet</li> <li>• NHICS Form 259: Operational Log</li> <li>• Facility emergency operations plan</li> <li>• Facility organizational chart</li> <li>• Facility telephone directory</li> <li>• Radio/satellite phone</li> </ul>

Nursing Home Incident Command System (NHICS) Job Action Sheets have been adapted from the Hospital Incident Command System by the American Health Care Association (AHCA) Disaster Preparedness Committee