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# Regional MCI Communications and Exercise (Drill) Plan

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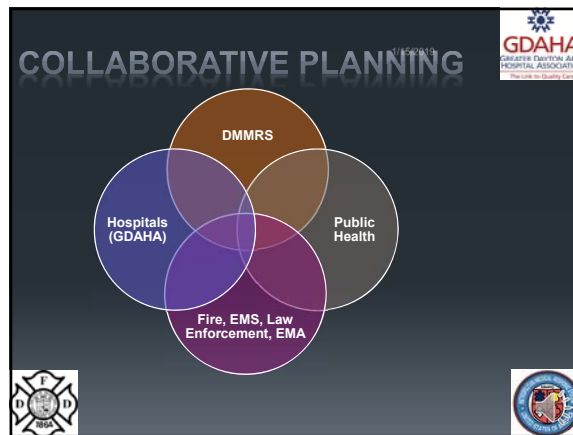
## Topics

- Mass Casualty Incident (MCI) Communications and Drills (small exercises)
  - Planning process
  - SALT Triage and Materials
  - Regional Hospital Notification System (RHNS)
  - Regional MCI Radios and Talkgroups
  - GDAHA Surgenet MCI Page
  - OHTrac
  - Drill Plan

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## Objectives

- Be familiar with Regional Mass Casualty Incident (MCI) Communications Plan and Job Aid
- Be able to utilize SALT Triage and materials
- Understand use of Regional Hospital Notification System
- Be able to locate and use the HSR3 MCI MARCS Radio Talk Group in your radio template
- Be familiar with the GDAHA Surgenet MCI Page
- Understand relationship of RHNS, Surgenet MCI Page, OHTrac, and MCI-MARCS Radio TG in Mass Casualty Incident communications
- Be familiar with MCI Communications Quarterly Triage Drill Day Plan



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## MCI Communications Planning

- Recognized need to bring together the pieces of communications during MCIs
- Developed RHNS
- Developed plans for use of GDAHA Surgenet MCI page
- Added MCI Talkgroups to EMS radios (for much of the region)
- Hospitals agreed to purchase MCI radios for each ED
- Developed Job Aids

GDAHA/GMVEMSC SurgeNet  
Mass Casualty Incident (MCI) Communications Process Job Aid

ACTION	PERFORMED BY:
1. Receive or Activate Regional Hospital Notification System (RHNS). RHNS is used to message all hospitals in the GDAHA region, some other hospitals, regional coordinators, etc. <ul style="list-style-type: none"> <li>Call 937-333-8727 (333-USAR)</li> <li>Request to speak with RDC Supervisor.</li> <li>Request activation of the Regional Hospital Notification System.</li> <li>Provide the following information:                             <ul style="list-style-type: none"> <li>A. Name of agency</li> <li>B. There is an MCI reported at _____ (location) as a result of _____ (cause: bus crash, tornado, haz-mat spill, etc.)</li> <li>C. Provide a general statement on severity, such as approximate number of victims</li> <li>D. Any other information to be conveyed</li> <li>E. Include the statements, "All hospitals: update your GDAHA Surgenet MCI Page. All hospitals monitor HSR3 MCI-MARCS talkgroup."</li> </ul> </li> </ul>	Activated by first to become aware of MCI: EMS or Hospital
2. Activate hospital's MCI Radio, and assign a person to monitor that radio continuously (MCI Talk Group does NOT receive alert tones) <ul style="list-style-type: none"> <li>The EMS Transport Officer or aide will use MCI Talk Group to communicate all information to hospitals</li> </ul>	Hospitals
3. Update GDAHA Surgenet MCI Page	Hospitals
4. Prepare to receive patients; make appropriate notifications within your agency; consider Code Yellow	Hospitals
5. Log on to OHTrac. Check to see if an incident has been initiated in OHTrac; if not, create one	Hospital or EMS, but usually hospital
6. On resolution of incident, send an update notification via the RHNS	

### MCI Communications Quarterly Triage Day Drills

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- Agreed on by GDAHA Domestic Preparedness Coalition, GMVEMSC, MVFEA, GMCFCA, et al
- 24 hours each quarter
- Day of week will be different each quarter so all ED & EMS personnel have opportunities to participate
- Day selected each quarter by GDAHA Communications Committee
- Communicated to all hospitals and EMS agencies
- More info later

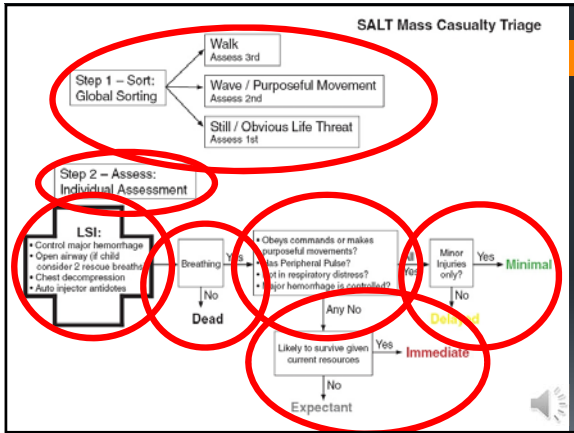
### SALT Triage

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### SALT Triage Categories: ID-MED

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- Immediate**
- Delayed**
- Minimal**
- Expectant**
- Dead**
- (Ribbon/Tag zebra-striped)



### Dayton MMRS Contributions to SALT – Two Mnemonics

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- CRAP:**
  - C – Follows Commands
  - R – No Respiratory Distress
  - A – No (uncontrolled) Arterial bleeding
  - P – Peripheral Pulse Present
- “Good or Bad”**
  - “Bad” answer to any one or more: Pt. is either Red or Gray

### SALT TRIAGE SYSTEM: What the Receiving Facility Needs to Know...

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**Red:** Immediate. These patients still have serious medical problems, but are expected to survive until definitive care can be administered. Examples include patients with major trauma requiring CABC and general resuscitation, and patients with major hemorrhage in control.

**Gray:** Delayed. These patients still have serious medical problems, but are expected to survive until definitive care can be administered. Examples include patients with major trauma requiring CABC and general resuscitation, and patients with major hemorrhage in control.

**Green:** Minimal. These patients are “the walking wounded.” They may have sustained injuries such as minor sprains or lacerations, but are not suffering from life threats.

**Black:** Expectant (and dead, but expected to not survive given current circumstances). These patients might include those with severe trauma, multiple fractures, and the like. These patients may be later reclassified if resources change.

**White:** Patient is deceased (black/white or gray used for light situations).

**Yellow:** Used in addition to one of the above ribbons to indicate when a patient has been admitted to a receiving hospital. These ribbons should only be used when the patient is being transported to a receiving hospital. Do not use this ribbon if a patient has been admitted to a receiving hospital.

Ribbon Colors Match Triage Categories

- Immediate
- Delayed
- Minimal
- Expectant
- Dead
- (Ribbon/Tag zero-striped)

Ribbons reflecting the respective triage category will be used to attach the triage tag to the patient.

Ribbon tags reflect name, location, hospital, triage category, and other information.

For more details on TAG, click the link: [TAGging Orders](#)

For more information, visit: [Montgomery Dispatch Center](#)

Links for educational materials and training videos.

## Regional Hospital Notification System (RHNS)

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### REGIONAL HOSPITAL NOTIFICATION SYSTEM (RHNS)

- One number for EMS, hospitals, and EMAs to call
- Makes rapid, simultaneous notifications during MCI or other major emergency
- Use whenever an incident could involve a significant number of region's hospitals
- Also used to indicate no need for action
- Montgomery County Regional Dispatch Center (RDC) puts out computerized message

## San Bernardino

### REGIONAL HOSPITAL NOTIFICATION SYSTEM (RHNS)

- Use RHNS for any incident likely to involve or concern six or more hospitals (+ or -)
- Examples include "gear up"
  - "Three dozen seriously injured victims being extricated..."
  - Any request for a CHEMPACK in our region
  - Advise hospitals that patients will need decon
  - EMAs could use for incidents (e.g., tornadoes) involving multiple jurisdictions

### REGIONAL HOSPITAL NOTIFICATION SYSTEM (RHNS)

- ...or to tell hospitals disaster preparations are NOT needed
  - Middletown school shooting, cyanide spill in Dayton, a local hospital shooting, et al
- Dispatch Center Job Aid provided

## REGIONAL HOSPITAL NOTIFICATION SYSTEM (RHNS)

- Primary purpose of RHNS is:
  - Let hospitals know what is going on
  - And what preparations are needed or not needed
- Hospitals - do **NOT** call Dispatch Center to request additional information
  - Use MCI radio (more to come)
- Do contact Dispatch to put out an update or to send message to close the incident notification



## REGIONAL HOSPITAL NOTIFICATION SYSTEM (RHNS)

- Numbers for each hospital chosen by that hospital
  - Recommended that emergency messages on cell phones should get both text and voice (if one system down, other may go through)
- Receiving RHNS Messages
  - Alerts hospitals plus regional coordinators, some EMAs, etc.
  - RHNS is tested monthly and during most area exercises



## REGIONAL HOSPITAL NOTIFICATION SYSTEM (RHNS)

- To activate RHNS (use the MCI Comm Job Aid):
  - Call 937-333-USAR (8727)
  - Ask for Dispatch Supervisor
  - Request a “Regional Hospital Notification”
  - Provide information below:
    - Name of agency
    - Nature of emergency
    - Location of emergency
    - General statement on severity, such as approximate number of victims
    - Any other information to be conveyed



## MCI MARCS Radios & TG

- Ohio MARCS
  - Multi-
  - Agency
  - Radio
  - Communication
  - System
- Talk group (TG) – channel



## “HSR3 MCI” MARCS Radio Talkgroup

- MCI MARCS - new, additional hospital ED radio be used solely in an MCI
- Used to notify each hospital of patients they will receive
- Used to provide ALL hospitals with a “common operating picture” simultaneously
- Hospitals can ask questions about incident over HSR3 Radio Talk Group



## HSR3 MCI-MARCS Radio Talkgroup

- No alerts on MCI TGs!
- During an event, hospitals turn on MCI talk group (TG)
  - Monitor MCI radio
  - Request to monitor HSR3MCI Radio is included in Communications Job Aid, but hospitals should plan to do so on any MCI notification



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### HSR3 MCI-MARCS Radio Talkgroup

- >90% of EMS communication during MCI should come from Transport Officer or Transport Comm Aide
- Hospital radios may have two primary TGs
  - HSR3 MCI MARCS Talkgroup
  - HSR6 MCI MARCS Talkgroup
- Can be patched together by Dispatch Centers

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### GDAHA Surgenet MCI Page and OHTrac

Current Local Mass Casualty Incident/ED Capability Status

GDAHA

Facility	Receiving Capacity				Patients Received				Expiry				Last Update
	H	T	S	O	H	T	S	O	H	T	S	O	
Adair Medical Center (73)	1	0	0	0	0	0	0	0	0	0	0	0	06/10/2017 03
Dayton Children's	0	0	0	0	0	0	0	0	0	0	0	0	
Good Samaritan	0	0	0	0	0	0	0	0	0	0	0	0	
Good Samaritan South Emergency Center	2	0	0	0	0	0	0	0	0	0	0	0	05/13/2017 12
Granville Medical Center	5	10	40	20	0	0	0	0	0	0	0	0	07/20/2017 04
Greene Memorial Hospital	0	0	0	0	0	0	0	0	0	0	0	0	
HealthSouth Rehab of Dayton	0	0	0	0	0	0	0	0	0	0	0	0	
Hickel Emergency	0	0	0	0	0	0	0	0	0	0	0	0	
Jackson and Park South Medical Center	0	0	0	0	0	0	0	0	0	0	0	0	
Joint Township Dublin Memorial	0	0	0	0	0	0	0	0	0	0	0	0	
Katharine Breckenridge Center - Franklin	0	0	0	0	0	0	0	0	0	0	0	0	
Katharine Medical Center	0	0	0	0	0	0	0	0	0	0	0	0	
Kentland Hospital	0	0	0	0	0	0	0	0	0	0	0	0	
Lafayette Hospital - Dayton	0	0	0	0	0	0	0	0	0	0	0	0	
Marion Memorial Hospital	0	0	0	0	0	0	0	0	0	0	0	0	
Marion Valley Hospital	15	15	30	20	25	0	0	10	Y	N	Y	0	05/05/2017 13
Marion Valley Hospital South	0	0	0	0	0	0	0	0	0	0	0	0	
Franklin Emergency Center	0	0	0	0	0	0	0	0	0	0	0	0	
Southview Medical Center	4	10	30	10	0	0	0	0	Y	N	Y	0	04/09/2017 07
Jefferson Regional Medical Center	0	0	0	0	0	0	0	0	0	0	0	0	
Josephine Medical Center	0	0	0	0	0	0	0	0	0	0	0	0	
The Med Center at BlueAsh, Blue	0	0	0	0	0	0	0	0	0	0	0	0	
Upper Valley Medical Center	0	0	0	0	0	0	0	0	0	0	0	0	06/24/2017 04
Wesley Hospital	0	0	0	0	0	0	0	0	0	0	0	0	
Wesley Health	0	0	0	0	0	0	0	0	0	0	0	0	
WYATAH South Medical Center	0	0	0	0	0	0	0	0	0	0	0	0	

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GDAHA Greater Dayton Area Hospital Association

Monday, August 23, 2017 05:58:08 PM

Welcome to the Greater Dayton Area Hospital Association Reurute Website.

To gain access to the system, please enter your username and password. If you do not have a username, visit our [Default Access](#).

Sign In

User Name

Password

Sign In

Contact Us

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### GDAHA Surgenet MCI Page

- Increasingly emphasized to EMS importance of distributing patients to hospitals during MCIs
- GDAHA Surgenet MCI Page allows hospitals to indicate how many patients received, by category
- During MCI, MCI Web Page allows hospitals to indicate by category how many more can be handled
- Update the GDAHA Surgenet MCI page

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### Surgenet: OHTrac

- State of Ohio tool for patient tracking used during any MCI or disaster situation for family reunification
- MCI incident alerts can be sent
  - Not primary method of communication
  - Regional Drills/Exercises and Real World Incidents
- Hospitals responsible for ensuring patients received from incident entered and tracking information updated
  - Including "walk-in" patients


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## Surgenet: OHTrac

- Can allow dispatch centers to assist a Transport Officer in hospital destination decisions
- EMS & dispatch centers can (at their option) log on and view numbers of each triage level at each hospital
  - Integrating all communication methods helps EMS ensure triaged patients are transported to appropriate hospitals

## OHTrac App

- App designed for EMS
  - For agencies using it, allows patient tracking to begin at the scene
- OHTrac
  - Allows increased patient tracking accuracy
  - Provides for family reunification
  - Allows hospitals and other agencies to see the number and acuity of patients en-route



SDAHA/GMVEMSC Surgenet  
Mass Casualty Incident (MCI) Communications Process Job Aid

ACTION	PERFORMED BY:
1. Receive or Activate Regional Hospital Notification System (RHNS). RHNS is used to message all hospitals in the GDAHA region, some other hospitals, regional coordinators, etc. <ul style="list-style-type: none"> <li>Call 937-333-8727 (333-USAR)</li> <li>Request to speak with RDC Supervisor.</li> <li>Request activation of the Regional Hospital Notification System.</li> <li>Provide the following information:                             <ul style="list-style-type: none"> <li>A. Name of agency</li> <li>B. There is an MCI reported at _____ (location) as a result of _____ (cause: bus crash, tornado, haz-mat spill, etc.)</li> <li>C. Provide a general statement on severity, such as approximate number of victims</li> </ul> </li> </ul>	Activated by first to become aware of MCI: EMS or Hospital



## MCI Scenario

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## Scenario

- County Fair
  - Stage collapse
  - Summer
  - One EMS unit on site at fair as standby
  - Initial estimate of 50 injured, some severe

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## Hospitals Receive RHNS Notification:

- “There has been an MCI reported as a result of a stage collapse at the County Fair, with initial estimates of 50 injured. All hospitals should update their GDAHA Surgenet MCI page. All hospitals monitor HSR3 MCI MARCS talkgroup.”

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## Hospital Actions

- Receives RHNS
- Monitors HSR3MCI Radio
- Updates MCI page
  - Indicate number of Red, Yellow, and Green patients you are able to receive
- Prepare to receive casualties
- Make internal notifications
- Prepare for use of OHTrac

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## Scenario (continued)

- County Fair Stage Collapse
  - 1 EMS unit on scene, full response requested
  - Multiple Victims (Roughly 50)
  - Initial Triage: 26 Red, 14 Yellow, 10 Green, 2 Black

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## Scenario

- When does it end?
  - IC or delegate should use RHNS again to indicate that all or most patients have cleared the scene
- Hospital receives 2<sup>nd</sup> RHNS notification:
  - Incident is nearly over; patients have all been transported

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## MCI Communications, GDAHA Quarterly Triage Day Drills (QTD Drills)

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## Quarterly Triage Day Drills

- Every patient in every ED gets a Triage Ribbon and Triage Tag
- If not applied by EMS, ED will apply
- Each EMS & ED receiving supply of **GREEN** Triage "Drill" Tags

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## QTD Drills or Exercises: Use Green Tags but Real Ribbons!

The image shows a person in a blue uniform with a device on their belt. A red 'X' is placed over a 'TREATMENTS' form on the left. Blue circles highlight a device and another 'TREATMENTS' form on the right.

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## Quarterly Triage Day Drills

- Tags do not have ties – use Triage Ribbon to attach the Tag
- Each Tag will have a bar-code and a matching number. Patient's Tag can be scanned into OHTRac



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## Quarterly Triage Day Drills




- All patients arriving via EMS should have a Triage Ribbon and a **GREEN** Triage Drill Tag
- ED personnel place a Triage Ribbon and Drill Tag on any patient (regardless of mode of arrival) without one



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## Quarterly Triage Day Drills


- EMS places and fills out one **GREEN** Triage Drill Tag on every patient during QTD Drills
  - Assign patient to appropriate triage color/category
  - Use actual patient information on triage tags
  - Fill out run report as usual

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## Quarterly Triage Day Drills


- Each EMS has a Blue Triage Ribbon Kit for use in actual MCIs
- Use actual Triage Ribbons during QTDs
- Each EMS is receiving a supply of **GREEN** Triage "Drill" Tags through County EMAs
  - White Tags for real incidents; **Green for Drills**



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## GDHAH/GM/EMSC SurgeNet Mass Casualty Incident (MCI) Communications Process Job Aid for TRIAGE DRILL DAY

ACTION	PERFORMED BY:
1. Receive and review Regional Hospital Notification System (RHNS) RHNS is used to message all hospitals in the GDHAH region, some other hospitals, regional coordinators, etc. <ul style="list-style-type: none"> <li>Call 863-433-8073 (or 24HR)</li> <li>Respond to regional EOC requests</li> <li>Respond to requests of the Regional Hospital Notification System</li> <li>Provide the following information:                             <ul style="list-style-type: none"> <li>Number of patients</li> <li>Time in an MCI reported at [location] (if applicable as a result of a disaster, major incident, or other event)</li> <li>Provide a general assessment on site, such as approximate number of patients</li> <li>Are there any patients to be transported</li> <li>Include the emergency call hospital number via GDHAH Hospital MCI Page. All hospitals receive RHNS MCI SURGE Job Aids.</li> </ul> </li> </ul>	For Drills and Exercises, RHNS messages will be initiated by the GDHAH Communications Committee or delegated
2. Activate hospital's MCI Radio, and assign a person to monitor that radio continuously (MCI Talk Group does NOT receive alert tones). The EMS Transport Officer or aide will use MCI Talk Group to communicate all information to hospital.	ALL HOSPITALS during designated Drill hours
3. Update GDHAH SurgeNet MCI Page	Hospitals update MCI page at start of exercise, and at least once every eight hours
4. Prepare to receive patients, make appropriate notifications within your agency, consider Code Yellow	GDHAH delegates or creates QTD/Drill/Incident
5. Log on to OHTRac. Check to see if an incident has been initiated on OHTRac; if not, create one	Hospitals should enter high patients every shift. EMS may use OHTRac at their discretion
6. All patients arriving via EMS should have a Triage Ribbon and a <b>GREEN</b> Triage Drill Tag <ul style="list-style-type: none"> <li>ED personnel should place a Triage Ribbon on any patient without one (regardless of mode of arrival)</li> <li>Each ED nurse should place and fill out one <b>GREEN</b> Triage Drill Tag each shift on Triage Drill Days</li> </ul>	Hospitals
7. On resolution of incident, send update RHNS notification	NOT for Drills




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## MCI Radio Talk Groups

Drills will incorporate use of the MCI TGs  
 EMS agencies will make brief reports to the hospital over the HSR3MCI TG

- Only items to be covered are number of patients and triage color
  - Possibly one or two word description of medical issue, e.g., chest injury
    - e.g., "Wayne Hospital, this is Greenville Medic 591 en route with one Yellow"
- Any more extensive information or requests, the Medic Crew will call by cell phone or on the hospital's regular radio channel
- No call will be made on MCI TG if crew workload does not permit





# Handout Materials

- Attached to this training are copies of:
  - SALT Hospital Handout
  - MCI Communications Job Aid
  - Real and...
  - Current exercise version

GDAHA/GMVEMSC SurgeNet Mass Casualty Incident (MCI) Communications Process Job Aid		gNet Mass Casualty Incident (MCI) Communications Job Aid for TRIAGE DRILL DAY
ACTION	PERFORMED BY:	PERFORMED BY:
1. Receive or Activate Regional Hospital Notification System (RHNS). RHNS is used to message all hospitals in the GDAHA region, some other hospitals, regional coordinators, etc.	Activated by first to become aware of MCI: EMS or Hospital	<b>Hospital Notification System</b> RHNS messages will be initiated by the GDAHA Communications Committee or delegated.
2. Activate hospital's MCI Radio, and assign a person to monitor that radio continuously (MCI Talk Group does NOT receive alert tones).	Hospitals	<b>ALL HOSPITALS during designated Drill hours</b> Hospitals update MCI page at start of exercise, and at least once every eight hours.
3. Update GDAHA SurgeNet MCI Page	Hospitals	<b>MCI Page</b> Hospitals update MCI page at start of exercise, and at least once every eight hours.
4. Prepare to receive patients; make appropriate notifications within your agency; consider Code Yellow	Hospitals	<b>Code Yellow</b> GDAHA delegates or creates QTD OHTrac incident. Hospitals should enter 3 light patients every shift. EMS may use OHTrac at their discretion.
5. Log on to OHTrac. Check to see if an incident has been initiated in OHTrac; if not, create one	Hospital or EMS, but usually hospital	<b>OHTrac</b> Hospitals should enter 3 light patients every shift. EMS may use OHTrac at their discretion.
6. On resolution of incident, send an update notification via the RHNS	Hospitals	<b>NOT for Drills</b>

GDAHA/GMVEMSC SurgeNet Mass Casualty Incident (MCI) Communications Process Job Aid for TRIAGE DRILL DAY	
ACTION	PERFORMED BY:
1. Receive or Activate Regional Hospital Notification System (RHNS). RHNS is used to message all hospitals in the GDAHA region, some other hospitals, regional coordinators, etc.	Activated by first to become aware of MCI: EMS or Hospital
2. Activate hospital's MCI Radio, and assign a person to monitor that radio continuously (MCI Talk Group does NOT receive alert tones).	Hospitals
3. Update GDAHA SurgeNet MCI Page	Hospitals
4. Prepare to receive patients; make appropriate notifications within your agency; consider Code Yellow	Hospitals
5. Log on to OHTrac. Check to see if an incident has been initiated in OHTrac; if not, create one	Hospital or EMS, but usually hospital
6. On resolution of incident, send an update notification via the RHNS	Hospitals

## Continuing Education

- Complete the accompanying quiz
- EMS Con Ed for this program (for EMS and nurses) provided courtesy of GMVEMSC

