

Regional MCI Communications and Exercise (Drill) Plan



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

8/1/2017

2

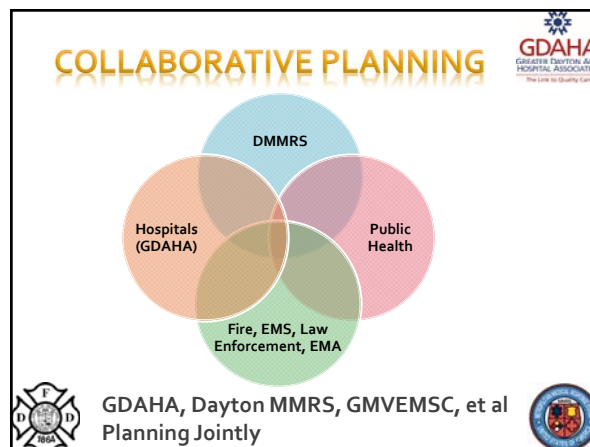
Objectives

- 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

8/1/2017

3

COLLABORATIVE PLANNING



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

8/1/2017

5

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. • Call 937-333-8727 (333-USAR) • Request to speak with RDC Supervisor. • Request activation of the Regional Hospital Notification System. • Provide the following information: A. Name of agency B. There is an MCI reported at _____ (location) as a result of _____ (cause: bus crash, tornado, haz-mat spill, etc.) C. Provide a general statement on severity, such as approximate number of victims D. Any other information to be conveyed E. Include the statements: "All hospitals: update your GDAHA Surgenet MCI Page. All hospitals monitor HSR3 MCI-MARCS talkgroup."	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) • The EMS Transport Officer or aide will use MCI Talk Group to communicate all information to hospitals	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	

8/1/2017

6

MCI Communications Quarterly Triage Day Drills

- Agreed on by GDAHA Domestic Preparedness Coalition, GMVEMSC, MVFEA, GMCFCA, et al
- One day each quarter from 8 AM (0800) to 8 AM (0800) the next morning
- 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

8/14/2017

7

SALT Triage

8/14/2017

8

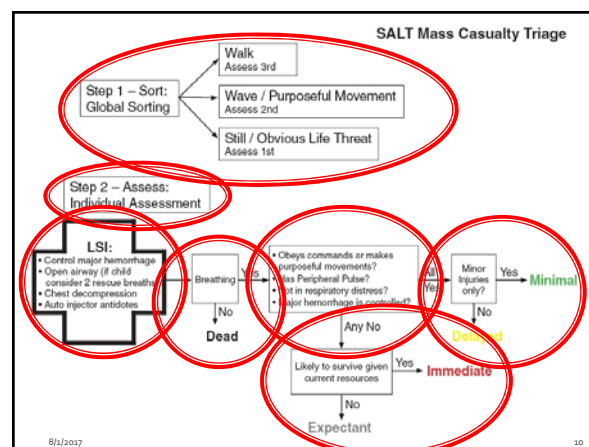
SALT Triage Categories: ID-MED

- Immediate
- Delayed
- Minimal
- Expectant
- Dead

■ (Ribbon/Tag zebra-striped)

8/14/2017

9

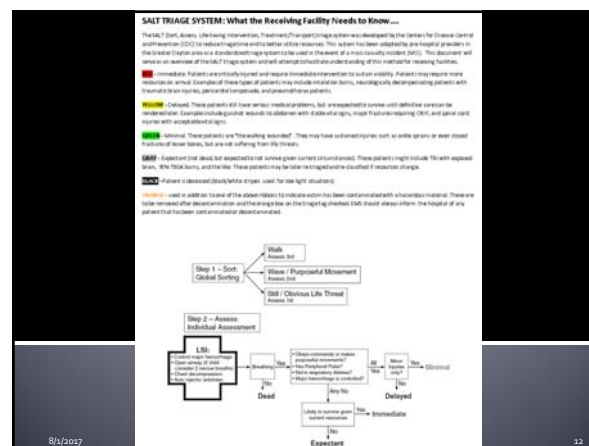


8/14/2017

10

Dayton MMRS Contributions to SALT – Two Mnemonics

- 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



8/14/2017

12

Ribbon Colors Match Triage Categories

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

8/1/2017 13

Regional Hospital Notification System (RHNS)

8/1/2017

14

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

8/1/2017

15

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

8/1/2017

17

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

8/1/2017

18

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

8/14/2017

19

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

8/14/2017

20

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

8/14/2017

21

MCI MARCS Radios & TG

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

8/14/2017

22

"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

8/14/2017

23

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

8/14/2017

24

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

8/1/2017

25

GDAHA Surgenet MCI Page and OHTrac

8/1/2017

26

Current Local Mass Casualty Incident/EO Capability Status

GDAHA

Facility	Receiving Capacity				Patients Received				Capacity		Disaster	Last Update
	B	I	S	T	B	I	S	T	OB	OC		
Beaumont Medical Center (T3)	1	1	1	1	1	1	1	1	Y	N	Y	08/19/2017 01
Dayton Children's												
Good Samaritan												
Good Samaritan North Emergency Center	2	1	1	1					N	N	N	05/15/2017 12
Hamilton Medical Center	1	1	1	1	24				N	N	Y	07/20/2017 08
Hebrew Methodist Hospital												
HealthSouth Kalamazoo of Dayton												
Indian American												
Indiana and Sunbelt Medical Center												
Joint Township District Hospital												
Kettering Emergency Center - Franklin												
Kettering Medical Center												
Lafayette Hospital												
Lafayette Hospital - Dayton												
Marion Medical - Lebanon												
Marion Valley Hospital	15	15	15	15	25	1	1	1	Y	N	Y	05/05/2017 13
Marion Valley Hospital South												
Medina Emergency Center									Y	N	Y	04/09/2017 07
Midwestern Medical Center	4	10	10	10	10							
Northfield Regional Medical Center												
Rockwood Medical Center												
The Med Center at Elizabeth Place												
Upper Valley Medical Center												
Wesley Hospital	2	1	10	2	0	0	0	0	Y	N	Y	04/04/2017 08
Wilson Health												
Wright State Medical Center												

8/1/2017

27

gdaha.surgenet.org

Welcome to the Greater Dayton Area Hospital Association Reroute Website.

To gain access to the system, please enter your username and password below.
If you do not have a username, you can Request Access.

Sign In

User Name

Password

Sign In

Contact Us

© 2004 - 2017 SURGENET, INC.

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

8/1/2017

29

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

8/1/2017

30

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

8/1/2017

31

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



8/1/2017

GDAHA/GMVEMSC Surgenet
Mass Casualty Incident (MCI) Communications Proc

ACTION	PERFORM
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.	Activate become MCI: E Hospital

- Call 987-333-8727 (333-USAAR)
- Request to speak with RDC Supervisor.
- Request activation of the Regional Hospital Notification System.
- Provide the following information:
 - A. Name of agency
 - B. There is an MCI reported at _____ (location) as a result of _____ (cause: bus crash, tornado, haz-mat spill, etc.)
 - C. Provide a general statement on severity, approximate number of victims

MCI Scenario

8/1/2017

34

Scenario

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

8/1/2017

35

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."

8/1/2017

36

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

8/14/2017

37

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

8/14/2017

38

Hospital Actions

- Receiving patients
 - Entered in OHTrac
- Update MCI page again
 - How often?
 - Importance of periodic updates to the MCI page during an MCI event (15 - 20 minutes between updates)

8/14/2017

39

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 2nd RHNS notification:
 - Incident is nearly over; patients have all been transported

8/14/2017

40

MCI Communications GDAHA Quarterly Triage Day Drills (QTD Drills)

8/14/2017

41

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

8/14/2017

42

Quarterly Triage Day Drills

- Starting Tuesday, September 26, 2017 at 8:00 AM
- Days announced in advance each quarter
- Notification via Email one week in advance, and via RHNS twice/day of each QTD Drill
 - Email notifications to EMS Medical Directors, ED Directors, GMVEMSC Listserv, GDAHA Domestic Preparedness Consortium, EMS Coordinators

8/14/2017

43

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



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**

8/14/2017

45

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

8/14/2017

46

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



8/14/2017

47

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**

8/14/2017

48

Quarterly Triage Day Drills

- Building block approach to drills
 - SALT Triage (for patient categories)
 - RHNS
 - ~~HSR3 MCI talk group~~
 - GDAHA SurgeNet MCI Page
 - ~~OHTrac~~
 - Modified MCI Communications Job Aid for drills

8/1/2017

49

GDAHA/GMVMSC SurgeNet Mass Casualty Incident (MCI) Communications Process Job Aid for TRIAGE DRILL DAYS

ACTION	PERFORMED BY:
1. Receive or activate Regional Hospital Notification System (RHNS)	For Drills and Exercises, RHNS messages will be put out as directed by the GDAHA Communications Committee
■ Call 697-233-8727 (233-4343) ■ Request to speak with RHC Supervisor. ■ Request activation of the Regional Hospital Notification System. ■ Provide the following information: - A- Name of agency - B- Wherein an MCI reported at _____ (location) as a result of _____ (cause: bus crash, tornado, bus-must spill, etc.) - C- Provide a general statement on severity, such as approximate number of victims - D- Any other information to be conveyed E. Include the statement: "All hospitals- update your GDAHA SurgeNet MCI Page. All hospitals monitor HSR3 MCI-MARCS talkgroup."	
2. Activate hospital's MCI Radio, and assign a person to monitor that radio continuously (MCI Talk Group does NOT receive alert tones)	Hospitals, but not on first Triage Drill Day
3. Update GDAHA SurgeNet MCI Page	Hospitals
4. 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	Drill OHTrac incidents created by GDAHA
6. All patients arriving via EMS should have a Triage Ribbon and a GREEN Triage Drill Tag	Hospitals
■ ED personnel should place a Triage Ribbon on any patient (regardless of mode of arrival) without one ■ Each ED nurse should place and fill out one GREEN Triage Drill Tag each shift on Triage Drill Days	
7. On resolution of incident, send an update notification via the RHNS	GDAHA for Drills

8/1/2017

50

Quarterly Triage Day Drills

- Monitor ~~HSR3 MCI radio talk group~~
- Log into OHTrac and locate Incident (not first Drill Day)
- Not first Drill Day

8/1/2017

51

OHTrac for Quarterly Triage Day Drills

- Will not be used in first Quarterly Triage Day Drill
- Thereafter, it will be used for one four hour period each day
- Rotating to involve all shifts
- Hours will be announced via RHNS

8/1/2017

52

MCI Radio Talk Groups – FUTURE Drills

Future drills will incorporate use of the MCITGs

- Four hours out of 24
- Two hour block during the day, two hour block at night
- During those blocks, every hospital in the geographic area will monitor the MCITG
- During one two hour block, EMS crews transporting to hospitals north of Interstate 70 will call using HSR3MCI
- During the other two hour block, EMS crews transporting to hospitals south of Interstate 70 will call using HSR3MCI TG, except for hospitals in Butler and Warren Counties
 - For those hospitals, use HSR6 MCI TG

8/1/2017

53

MCI Radio Talk Groups – FUTURE Drills

Future drills will incorporate use of the MCITGs
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 MCITG if crew workload does not permit

8/1/2017

54

