

Emergency Management (EM) Duty Officer Protocol

Purpose:

To define rotating on-call EM duty officer responsibilities, which include advising, guiding and providing support to hospital leadership (hospital supervisors, administrators on duty, etc.) during an emergency that occurs outside of regular business hours (nights, weekends, holidays).

Definitions:

- *Duty Officer* – the designated EM team member during the given rotation that must be available to respond and support emergency activations that occur (in-person response as needed).
- *Rotation* – EM team member assumes the role of duty officer for one week, to begin at 11:00 AM Monday morning and end at 10:59AM the following Monday. A hand-off report must be communicated during the weekly EM staff meeting to inform the oncoming duty officer of any watchkeeping situations, ongoing emergency activations, or requests for support.
 - **NOTE: for handoffs that do not occur during an EM staff meeting, a formal handoff (verbal, Teams message, or email) is still necessary even if there is nothing to report.** This is to ensure that the oncoming duty officer is fully aware that their on-call responsibilities have begun.
 - Example 1: for instances when the time of EM staff meeting is changed, the duty officer will coordinate with the oncoming duty officer to determine the best time for handoff.
 - Example 2: For weeks that have a CHLA holiday falling on Monday, the duty officer will remain on-call until Tuesday morning and will coordinate with the oncoming duty officer to determine the best time for handoff.
- *Watchkeeping* – the expectation for maintaining situational awareness during time as EM duty officer. This includes but is not limited to monitoring news reports, CHLA House Supervisor Reports, weather alerts, social media, LA County emergency alerts, LA EMSA Hospital Preparedness Program updates, and other verifiable sources.

General Responsibilities:

While serving as the acting EM Duty Officer, the following items should be readily available at all points in time:

- Well-Charged Work Cell Phone (with key applications installed including Outlook, Teams, OneNote, M365 CoPilot, ManageBridge, ReddiNet, as well as situational awareness apps like FEMA alerts, X, Citizen, MyShake, etc.)
- EM Duty Officer Protocol, Emergency Contacts List (phone numbers), and Emergency Activations MS Teams page

EM Inbox*: The duty officer will monitor the EmergencyManagement@chla.usc.edu inbox by responding to inquiries, escalating requests, or forwarding emails as appropriate.

Daily Safety Huddle: The duty officer will attend Daily Safety Huddle to report out for Emergency Management during the week of their scheduled coverage. The report out for Emergency Management should include the following information to inform CHLA leadership about: 1) Major organizational change related to an updated EM Policy/Plan 2) Upcoming events or large-scale exercises that may impact teams throughout the organization 3) Situational Awareness/Events – notable information for the group (e.g., Severe weather, LA Marathon info, etc.).

ReddiNet*: The duty officer will respond to any non-routine assessment and service level polls sent via ReddiNet. This may involve contacting appropriate hospital leaders (i.e., Distribution Services, Pharmacy, Laboratory) to find out the relevant information. Email notifications for ReddiNet assessment polls must be turned on for all EM duty officers.

**NOTE: when the Quality Department VP is serving as the EM duty officer, the EM Manager will cover the EM inbox and ReddiNet responsibilities. Coverage for Daily Safety Huddle will be assigned based on need.*

Responsibilities to INITIATE an Emergency Activation:

- Communicate with the House Supervisor(s), if not already done, and assist with sending out an Everbridge notification if an urgent huddle call is needed
- Notify the rest of the EM team, as needed, based on incident severity and delegate responsibilities as appropriate
 - Example 1: creating a new meeting link and sending via Everbridge
 - For initial huddle call, a new MS Teams meeting link must be created from Outlook and pasted into template before entering into Everbridge. NOTE: be as descriptive as possible when naming the meeting as this will correspond with the ongoing incident meeting series and associated Teams chat
 - Example 2: establishing a new incident folder in Teams (see below)
 - Example 3: contacting any other key stakeholders to conduct fact-finding if additional information is needed for the huddle call
 - This should **NOT delay** the initiation of a huddle call but may be necessary initially to validate the need for a huddle call
- Use the Emergency Activations (virtual HCC) MS Team to facilitate huddle call coordination and communication
 - Go to the General Channel – Files – YYYY.MM.DD INCIDENT Quick Start folder
 - Rename folder and use when starting an incident
 - Use incident documentation template to facilitate HCC huddle calls
 - If the incident scope is significant, it may be helpful to assign secondary scribe duties to another EM team member to assist with capturing all necessary documentation while the duty officer facilitates the huddle call
 - Use incident messaging to draft Everbridge messages (for huddle call and for All CHLA alerts) – additional messaging templates saved in Restricted Access HCC Channel

Responsibilities DURING an Emergency Activation:

- Assist with identifying the appropriate Incident Commander (usually House Supervisor) and Deputy Incident Commander (Enterprise AOD or other senior leader who may need to make business-level decisions etc.)
- Advise the Incident Commander for overall Hospital Command Center facilitation
 - Example 1: note if there are any missing stakeholders who need to be included in discussions
 - Example 2: identify any EM plans or procedures that need to be referenced to guide response strategies
- Delegate the responsibilities for monitoring ReddiNet alerts and polls as appropriate, particularly for significant external incidents when LA County may send several communications to build situational awareness

Responsibilities AFTER an Emergency Activation:**

****NOTE:** when the Quality Department VP is serving as the EM duty officer, the EM Manager will cover the post-incident responsibilities.

- Create a copy of the “templates” folder in the General Files and rename to new YYYY.MM.DD INCIDENT Quick Start folder. Change folder color to red and pin to top
- Unpin previous folder used for the incident that is now over and move into Archive – Past Incidents folder
- Add incident to EM Compliance – Activations and AARs – Emergency Activations Log (for tracking purposes)
- Schedule a debrief and draft slides to facilitate discussion (save in EP Compliance – Activations and AARs – Debriefs)
- Prep a Qualtrics survey to collect anonymous feedback (to supplement debrief discussions)
- Begin drafting AAR (save in EP Compliance – Activations and AARs – Drafts)
 - See EM process summary for AARs and Action Item Trackers