

HHS RESPONSE SYSTEM DOCUMENTATION OVERVIEW

1999 NDMS CONFERENCE

HHS Health and Medical Response System Support Documentation

CHUCK MILLS,
NASAR




DEPARTMENT OF
HEALTH AND HUMAN SERVICES

HHS

Questions to Ponder

- ▶ Where are we currently?
- ▶ Where do we want to be?
- ▶ How do we get there?
- ▶ When do we want to be there?
- ▶ Mechanisms for successful transition
 - Documentation
 - Training
 - Exercises
 - Evaluations




DEPARTMENT OF
HEALTH AND HUMAN SERVICES

HHS

National Response Program Trends

Emergency Response




Recovery Operations

DEPARTMENT OF
HEALTH AND HUMAN SERVICES

HHS

How Proposed System Works

- ▶ Provides several opportunities for organizational input from responders to requesting agency
 - Department of Defense (DoD)
 - Federal Emergency Management Agency (FEMA)
 - Federal Bureau of Investigation (FBI)
 - Immigration and Naturalization Service (INS)
 - National Transportation and Safety Board (NTSB)
 - Department of State (DOS)
 - States




DEPARTMENT OF
HEALTH AND HUMAN SERVICES

HHS

How Proposed System Works

- ▶ Provides opportunity for both individual and team performance and system evaluations
- ▶ Provides uniform approach for response to any authority that needs assistance



DEPARTMENT OF
HEALTH AND HUMAN SERVICES

HHS

Advantages of Adopting System

- ▶ More closely managed and coordinated response and recovery operations
- ▶ Appropriate for all risk/incidents and special events
- ▶ System designed to increase overall operational effectiveness



HHS RESPONSE SYSTEM DOCUMENTATION OVERVIEW

DEPARTMENT OF HEALTH AND HUMAN SERVICES
HHS


Advantages of Adopting System

- ◆ Leads to well defined incident objectives
- ◆ Allows for jurisdictional autonomy
- ◆ All risk within one framework if organized properly
- ◆ More cost effective operation

DEPARTMENT OF HEALTH AND HUMAN SERVICES
HHS

Advantages of Adopting System

- ◆ Enhanced resource utilization
- ◆ Improved communications flow



DEPARTMENT OF HEALTH AND HUMAN SERVICES
HHS


System Design Model

- ◆ Incident Command System (ICS)
 - 31 years of proven effectiveness throughout the United States
 - Fire
 - Police
 - Rescue
 - EMS
 - A well defined organizational framework
 - Applicable to any size or complexity of incident
 - Can be used for short term or multi-operational periods
 - Has application for non-emergency event and activities

DEPARTMENT OF HEALTH AND HUMAN SERVICES
HHS

Concept of Operations

- ◆ Situation Dependent Organization
- ◆ Optimum span of control
- ◆ Common Language
- ◆ Effective management, organization and utilization of assigned resources
- ◆ Integrated Communications
- ◆ Strategic and tactical objectives



DEPARTMENT OF HEALTH AND HUMAN SERVICES
HHS

Concept of Operations (cont'd)

- ◆ Standardized procedures to ensure continuity of operations
- ◆ Establishing criteria for ensuring work force is prepared for response mission
- ◆ Training and certification
- ◆ Performance accountability through evaluation



DEPARTMENT OF HEALTH AND HUMAN SERVICES
HHS

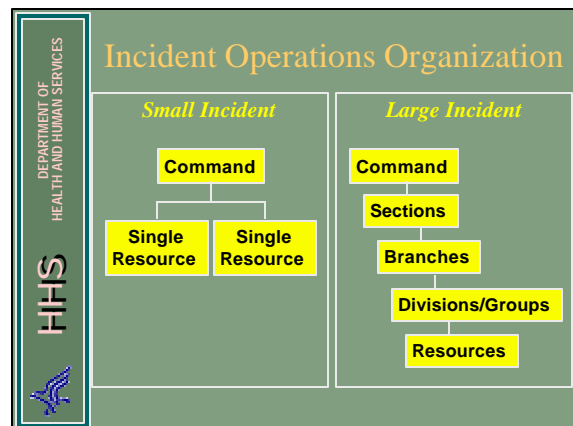
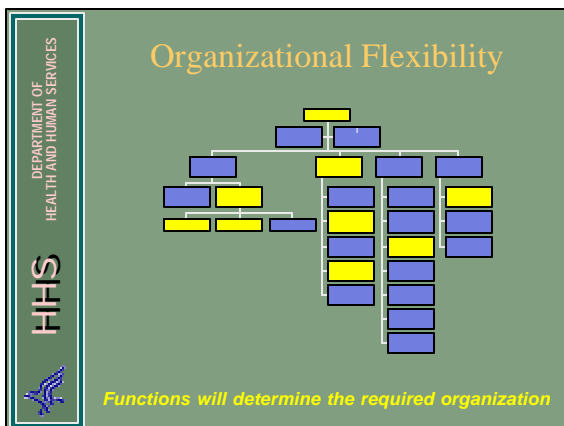
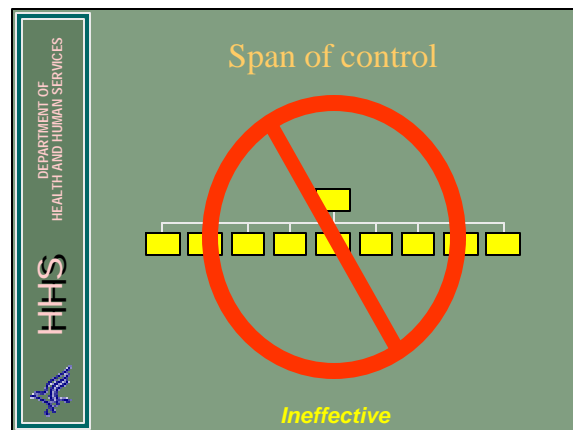
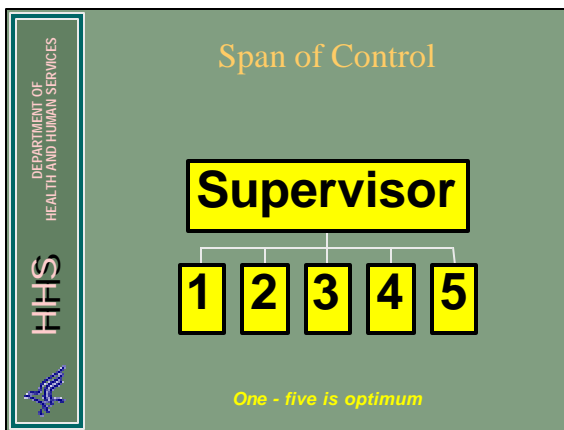
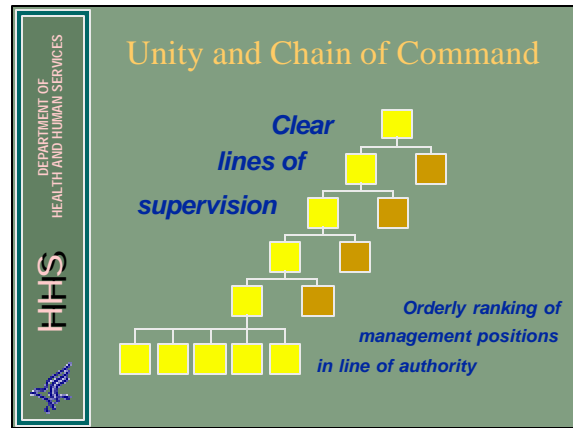
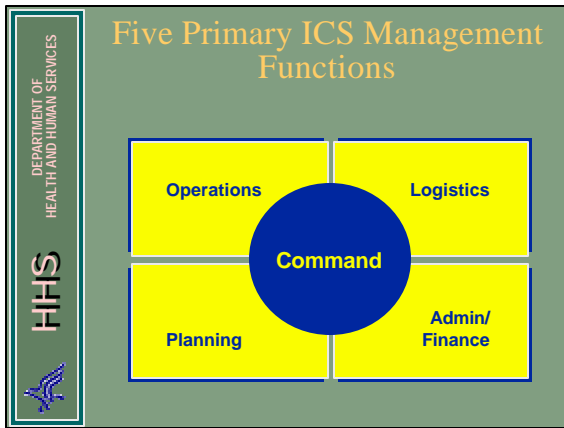
Management by Objectives



The pyramid diagram consists of five horizontal layers, from top to bottom:

- Achieve goal
- Perform tactical operations
- Select appropriate strategy
- Establish incident objectives
- Understand organization's policy and direction

HHS RESPONSE SYSTEM DOCUMENTATION OVERVIEW



HHS RESPONSE SYSTEM DOCUMENTATION OVERVIEW

DEPARTMENT OF HEALTH AND HUMAN SERVICES
HHS

Transitional Essential Elements

- ◆ Include all concerned in planning and implementation process
- ◆ Set priorities along with well developed and understood action plans
- ◆ Utilize the management system whenever possible to facilitate special events or non-emergency operations

DEPARTMENT OF HEALTH AND HUMAN SERVICES
HHS

Disadvantages to Individuals

- ◆ Requires a change of attitude of some officials, organizations and/or individuals
- ◆ Minor confusion during transition phase
- ◆ Uses a new language and terms
- ◆ Revised training program

DEPARTMENT OF HEALTH AND HUMAN SERVICES
HHS

Lessons Learned - Program Support



- ◆ Must have strong support from upper management
- ◆ Must have appropriate funding committed for program implementation and maintenance
- ◆ Provisions must be made to provide technical support


DEPARTMENT OF HEALTH AND HUMAN SERVICES
HHS

Management Expectations

- ◆ Well defined organizational framework
- ◆ Applicable to any size or complexity of incident
- ◆ Usable for short term or multi-operational periods
- ◆ Applicable to non-emergency event and activities

DEPARTMENT OF HEALTH AND HUMAN SERVICES
HHS

System Implementation Challenges



- ◆ Everyone entered the process at different experience and knowledge levels
- ◆ Individuals make system effective
- ◆ Desire to short cut implementation process

DEPARTMENT OF HEALTH AND HUMAN SERVICES
HHS

Future Initiatives

- ◆ Field Operations Guides
 - MST
 - Response Teams
 - ESF #8
- ◆ Forms Manual
- ◆ Personnel Manual
- ◆ Response Readiness Evaluations
- ◆ Training and Qualifications Manual




HHS RESPONSE SYSTEM DOCUMENTATION OVERVIEW

DEPARTMENT OF HEALTH AND HUMAN SERVICES

HHS

Future Initiatives

- ◆ Document Control System
- ◆ Corrective Action Process



DEPARTMENT OF HEALTH AND HUMAN SERVICES

HHS

Future Initiatives

- ◆ Operating Procedures
 - Communications
 - Emergency Procurement
 - Disengagement Procedures
 - Safety and Action Planning
 - Management and Coordination
 - Media Relations
 - Mobilization




DEPARTMENT OF HEALTH AND HUMAN SERVICES

HHS

Future Initiatives


- ◆ Training development and execution
- ◆ Exercises
- ◆ Other tools to ensure operational readiness



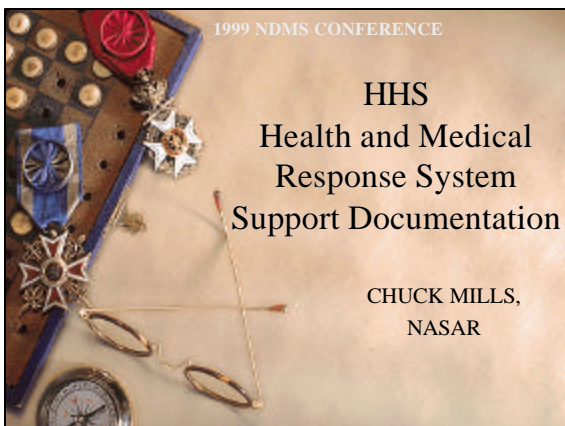
DEPARTMENT OF HEALTH AND HUMAN SERVICES

HHS

Questions?



1999 NDMS CONFERENCE



HHS Health and Medical Response System Support Documentation

CHUCK MILLS,
NASAR