

[INSERT YEAR] STATEWIDE MEDICAL AND HEALTH EXERCISE

AMBULANCE SERVICES OBJECTIVES

**How To Use This Document:** *The purpose of this document is to provide sample objectives   
and capabilities for exercise planners to select from in designing their Statewide Medical and Health Exercise (SWMHE). These capabilities and their supporting objectives were identified based on the Multi-Year Training and Exercise Plan developed by the California Department of Public Health (CDPH). To access this document, please visit* [*http://www.californiamedicalhealthexercise.com*](http://www.californiamedicalhealthexercise.com).

*To use this document, insert your agency/organization’s name in the bracketed text in the header that reads “INSERT NAME OF AGENCY/ORGANIZATION HERE.” Review the suggested capabilities and objectives and* ***consider them as options to create an Exercise Plan that is customized to the unique characteristics of your organization******and community****. Select and modify as needed. According to the Federal Emergency Management Agency (FEMA),* ***ten or fewer objectives are recommended for a functional exercise****.*

## APPLICABLE CAPABILITIES

* Health Care Preparedness and Response Capability 1: Foundation for Health Care and Medical Readiness

Goal of Capability 1: The community has a sustainable Health Care Coalition – comprised of members with strong relationships – that can identify hazards and risks and prioritize and address gaps through planning, training, exercising, and acquiring resources.

* Health Care Preparedness and Response Capability 2: Health Care and Medical Response and Recovery Coordination

Goal for Capability 2: Health care organizations, Health Care Coalitions, and their jurisdictions collaborate to share and analyze information, manage resources, and coordinate strategies to deliver acute medical care to all populations during emergencies and planned events. Simultaneous response and recovery operations result in a return to normal or improved operations.

* Health Care Preparedness and Response Capability 4: Medical Surge

Goal for Capability 4: Health care organizations – including hospitals, emergency medical services (EMS), and out of hospital providers – deliver timely and efficient care to their patients even when the demand for health care services exceeds available supply. The Health Care Coalition coordinates information and all available resources for its members to maintain conventional surge response. When an emergency overwhelms the Health Care Coalition’s collective resources, the Health Care Coalition facilitates the health care system’s transition to contingency and crisis surge response and its return to conventional standards of care.

* National Core Capability: Planning

Goal for Planning: Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.

# PROPOSED OBJECTIVES

## OBJECTIVE ONE

Activate the Incident Command System (ICS) per scenario or hazard-specific plan and/or local policies and procedures within [insert timeframe] minutes of notification of incident and incorporate responding ambulance units into on-scene ICS structure. *Health Care Preparedness and Response Capability 2: Health Care and Medical Response and Recovery Coordination*

Sample Task(s):

* Establish a ground ambulance coordinator within [insert timeframe]
* Identify an ambulance staging and loading area considering immediate and future needs and assign personnel to staff the staging area within [insert timeframe]
* Per scenario or hazard-specific plan and/or local policies and procedures, ensure hospital emergency department bed availability through polling
* Provide a Medical Supply Resource Inventory at ambulance staging area of medical supplies available from ambulance units at the scene
* Establish single point resource ordering with Incident Commander regarding ambulance needs for response

## OBJECTIVE TWO

Per local policies and procedures, provide situational awareness to the Local Emergency Medical Services Agency (LEMSA) and/or Medical and Health Operational Area Coordinator (MHOAC) Program for inclusion in the Public Health & Medical Emergency Operations Manual Situation Report within [XX] minutes of activation. *Health Care Preparedness and Response Capability 2: Health Care and Medical Response and Recovery Coordination*

Sample Task(s):

* Contact the appropriate LEMSA and/or MHOAC representative through designated communication channels to poll available ambulance resources through mutual aid agreements, Memoranda of Understanding (MOU), corporate supply chain, etc.
* Revaluate resource request and incident resource needs every [XX] minutes or during periods of low activity
* Forecast response times and availability of transport units every [XX] minutes and provide updates in coordination with the MHOAC, LEMSA, and the Emergency Operations Center (EOC)

## OBJECTIVE THREE

Provide effective risk communication during the incident in coordination with other local and regional players throughout the operation of a Joint Information Center (JIC). *Health Care Preparedness and Response Capability 2: Health Care and Medical Response and Recovery Coordination*

Sample Task(s):

* Confirm predetermined methods of notification and redundant communication pathways, as radio and other non-secure methods of communication may be monitored by the media or the public
* Coordinate with the scene safety officer to address any concerns for responders and/or the general public and appropriate protective actions, within [insert timeframe] of arrival on-scene

## OBJECTIVE FOUR

Develop an Incident Action Plan (IAP) for the next Operational Period within [XX] hours of Command Center activation. *National Core Capability: Planning, Health Care Preparedness and Response Capability 2: Health Care and Medical Response and Recovery Coordination, Health Care Preparedness and Response Capability 1: Foundation for Health Care and Medical Readiness*

Sample Task(s):

* During the incident, hold a minimum of one mission briefing for transport team to review purpose and team primary contacts and transport provider health checks
* During the incident, the [ICS 206 or other applicable form] is prepared by the [Medical Unit Leader] and reviewed by the [Safety Officer] to ensure ICS coordination
* All completed original forms must be given to the [Documentation Unit] by the end of each shift

## OBJECTIVE FIVE

Maintain continuous on-scene resource needs and request necessary resources through proper channels as established locally or through the Operational Area via local policies and procedures. *Health Care Preparedness and Response Capability 2: Health Care and Medical Response and Recovery Coordination*

Sample Task(s):

* Run through the established Emergency Operations Plan (EOP) to assure that necessary equipment is available in the ambulance for patient needs during transportation
* Ensure single point resource ordering through the on-scene Incident Commander for resource requesting and follow proper local and Operational Area (OA) channels for ordering
* Activate mutual aid plans for immediate and planned needs within [insert timeframe] of identification of need
* Contact appropriate MHOAC representative via [channel] to request additional transportation resources as appropriate. Consider equipment/time limitations
* Provide an inventory of medical supplies available at ambulance staging area for use at the scene within [insert timeframe]. Anticipate and advise on changing resource requirements

## OBJECTIVE SIX

Maintain on-scene and/or Command Center communications with jurisdictional partners (e.g., fire, law, hospital/healthcare facility, local government, LEMSA, MHOAC Program, etc.) via local channels (e.g., radio, telephone, email, etc.) per agency protocols to maintain situational awareness throughout response. *Health Care Preparedness and Response Capability 2: Health Care and Medical Response and Recovery Coordination*

Sample Task(s):

* Establish and maintain communications with the [Medical Communications Coordinator] and [Treatment Dispatch Manager] to advise on changing resource or situation requirements
* During the incident, maintain records as required and Unit/Activity Log (ICS Form 214)
* Maintain two-way voice communication equipment to provide communication with hospital emergency departments directly or through a dispatcher, throughout the duration of an ambulance call within their primary Operating Area (OA)
* Assign secure radio channels as needed and review inter-operable communications language (e.g., plain English) for multi-agency communications with all on-duty staff at incident briefings

## OBJECTIVE SEVEN

Maintain on-scene patient tracking from the scene to the receiving facility per established methods and protocols. *Health Care Preparedness and Response Capability 4: Medical Surge*

Sample Task(s):

* All patients shall have the medical condition and care rendered documented via triage tags or Patient Care Report (PCRs)
* Utilize patient tracking via triage tags and ensure hospital incorporation into medical record/medical record number
* Per local policies and procedures, utilize existing patient tracking systems (e.g., EMResource/Reddinet) immediately from the scene
* Within a reasonable distance and at least [XX] minutes prior to arrival, contact a destination hospital emergency department to provide patient status and time of arrival information

## OBJECTIVE EIGHT

Maintain components of patient movement from the scene to the receiving facility per established methods and protocols. *Health Care Preparedness and Response Capability 4: Medical Surge*

Sample Task(s):

* During transport, all transporting ambulances shall provide a brief radio report to the receiving hospital, to include: number of patients being transported, age and sex of the patient, chief complaint/mechanism of injury and field impression, patient level of consciousness and respiratory status, code of transport, and estimated time of arrival
* Ensure procedures have been implemented to limit contamination of ambulance environmental surfaces (e.g., isolation of driver compartment, draping, etc.)
* Confirm arrival with receiving facility and specific route of travel within facility before debarking ambulance with patient

## OBJECTIVE NINE

Plan for the activation of mental and behavioral health services for all staff members as part of incident response and recovery planning. *Health Care Preparedness and Response Capability 1: Foundation for Health Care and Medical Readiness*

Sample Task(s):

* Coordinate with the MHOAC and LEMSA to determine the need for additional behavioral and mental health services, partners, and volunteers to provide an appropriate level of care to staff, patients, and family members