

CALIFORNIA MUTUAL AID
REGION III

MCI PLAN (Manual 2)

**MULTI-CASUALTY INCIDENT
PATIENT DISTRIBUTION**



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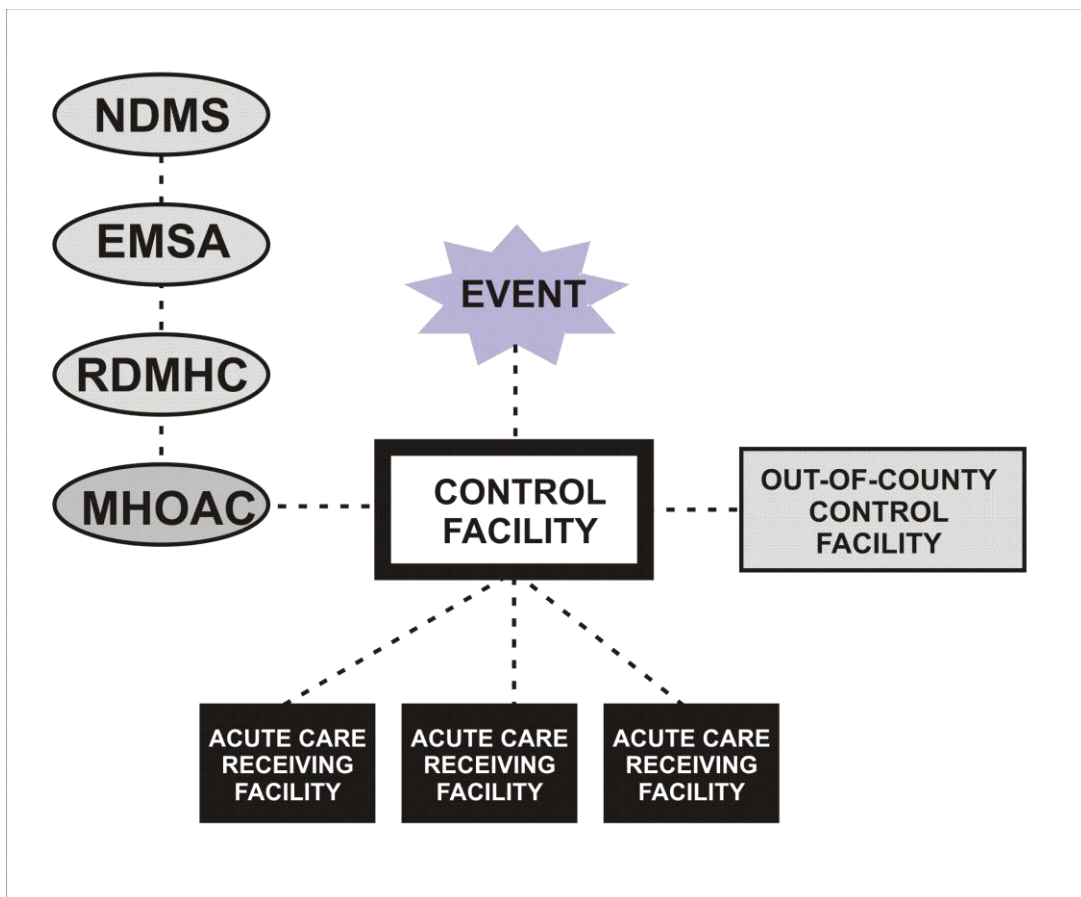
INTRODUCTION

A. *PURPOSE*

The purpose of this document is to outline a plan under the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) for the distribution of patients during a multi- or mass casualty incident:

- Within an Operational Area,
- Within multiple Operational Areas in the Mutual Aid Region, and to destinations outside of the Mutual Aid Region.

The need to distribute patients may arise from various man-made or natural disasters or emergencies. This manual is intended to be an all-hazard plan for the distribution of patients regardless of the cause or event. The first section addresses the day-to-day responsibilities of the Control Facility for patient distribution within an Operational Area, the subsequent sections address the roles and responsibilities of the Operational Area; Local Emergency Medical Services Agency/Medical Health Operational Area Coordinator (LEMSA / MHOAC), Regional Disaster Medical Health Coordinator (RDMHC/S), the state EMS Authority (EMSA), and the National Disaster Medical System (NDMS).



B. AUTHORITY

Division 2.5, Health and Safety Code, Sections 1797.220 The local EMS agency, using state minimum standards, shall establish policies and procedures approved by the medical director of the local EMS agency to assure medical control of the EMS system. The policies and procedures approved by the medical director may require basic life support emergency medical transportation services to meet any medical control requirements including dispatch, patient destination policies, patient care guidelines, and quality assurance requirements.

C. BACKGROUND

The principles and procedures in this document are based upon the California Public Health and Medical Emergency Operations Manual (EOM), which describes a single-point-of-contact for distribution of patients, as well as coordination with neighboring jurisdictions.

In 2002 many hospitals and EMS systems began implementing web-based information systems for rapid assessment of hospital statuses and capabilities.

EMSystem/EMResource is the current web-based system used in most counties of Northern California.

Although EMResource allows for interoperability among most Northern California facilities, it does not provide a mechanism for interacting with facilities outside of Regions III or IV. Therefore, in order to obtain information from outside facilities or systems, this must be done manually by telephone, radio, email, or other traditional system.

SECTION 1: Control Facility Operations

A. *Pre-Event Responsibilities*

1. Control Facilities shall be authorized within each Operational Area by the local EMS Agency for the purpose of coordinating patient dispersal during an MCI or other event requiring coordination of patient destinations within the EMS system.
2. Staff & Resources
Control Facilities shall maintain adequate personnel and equipment to perform the duties outlined in this section.
Control Facilities should designate an area away from normal emergency room operations. The area should be able to be secured to allow Control Facility personnel to not be disturbed.
3. Communications
Control Facilities shall maintain the following minimum communications equipment:
 - a. EMSsystem located in the facility where audio alerts may be heard and responded to 24 hours per day, 365 days per year.
 - b. Dedicated land-line telephone system
 - c. Emergency two-way radio systems
 - UHF Med Net
 - VHF HEAR radio
 - d. Auxiliary radio hook-up (Amateur radio)
 - e. Other communications devices or systems as required by local EMS agency protocol
4. Liaison/Coordination
 - a. Each Control Facility shall appoint a Control Facility Supervisor who shall act as liaison to the local Receiving Facilities and EMS Agency.
 - b. The Control Facility shall notify the local Receiving Facilities and EMS Agency when this position changes and provide the updated contact name and telephone number.
5. Training
 - a. In cooperation with the EMS Agency, the Control Facility Supervisor or designee shall participate in the development of local medical/health Patient Distribution Exercises and Drills.
 - b. In cooperation with the EMS Agency, the Control Facility shall participate in Patient Distribution Exercises and Drills.
 - c. The Control Facility Supervisor shall ensure that all Control Facility personnel are adequately trained in the Patient Distribution Plan, EMSsystem/EMResource operations, Back-up systems (radio, telephone, etc.), and Patient tracking system(s)

B. *MCI Response*

1. Creating an MCI Event

- a. An MCI Event shall be created by the Control Facility when information is received regarding the potential need to coordinate patients among multiple receiving facilities. This information may be received from a variety of sources, including:
 - i. EMS response personnel
 - ii. Dispatch agencies
 - iii. Local government (threat or potential threat)
 - iv. Another Control Facility
 - v. Local EMS Agency or MHOAC

- b. The Control Facility may also initiate an MCI Event due to a sudden influx of patients at receiving facilities within the Operational Area.

- c. Once it is determined that an MCI Event is necessary, the Control Facility shall:
 - i. Assign appropriate staff members to coordinate information from the event, and information provided to receiving facilities.

 - ii. Create an MCI Event in EMResource (see EMS System User Guide). If EMResource is unavailable, utilize the Back-up Communications protocols (see Appendix C).

 - iii. Locate the MCI on facility maps, and identify the Receiving Facilities within 30 miles (30 minutes travel time), for receiving potential Immediate victims.

 - iv. Maintain communications with the field Medical Group Supervisor or Medical Communications Coordinator on-scene (or other patient information source, e.g. out-of-county Control Facility, EMS AGENCY, etc.).

Sample Field to Control Facility Communications

Initial Notification:

- “We are on scene at Highway 99 and East Avenue with a multi-vehicle collision with approximately 12 victims. We have 4 ground ambulances and 2 air ambulances. We’re calling this the East Avenue Incident. We’ll re-contact you when triage is complete.”
- “*Thank you, East Avenue Medical, we’ll collect hospital statuses and stand-by for your patient information. _____ Control Clear.*”

- d. In the event that Receiving Facilities are needed outside the Operational Area, the Control Facility shall contact the Control Facilities in neighboring jurisdictions to coordinate patient distribution activities.

- e. In the event that the number of patients exceeds the capacity of facilities within the OA and in neighboring jurisdictions, the Control Facility shall immediately notify the MHOAC or Local EMS Agency Duty Officer to activate regional or statewide patient distribution systems.

- f. In the event the Control Facility is unable to perform the patient distribution activities, they shall immediately contact a neighboring Control Facility to assume operations or notify the Local EMS Agency to arrange for alternate Control Facility operations.

2. Receiving Facility Status Reports

- a. Each Receiving Facility that has been notified by the Control Facility of an MCI Event will manually complete a Receiving Facility Capacity Worksheet (see “Appendix A.1”) and report their status electronically to the Control Facility within 5 minutes of receiving notification.
- b. The Control Facility may track the Receiving Facility capacities by printing the EMResource Event Summary and updating the capacities manually as patients are disbursed (see diagram below). Facilities may consider using a dry erase board for tracking an notes.

Shasta County		R3 Facility Status	Immediate	Delayed	Minor	Decon Facility	Surgeon Availability	Comment	Last Update	By User
Mercy Medical Ctr Redding, L-II Trauma		Open	2	1	10	Yes	Yes	Schepps, Brusett	18 Mar 16:29	Mercy Medical Center - Re...
Shasta Regional Medical Center, L- III		Open	1	0	10	Yes	Yes	ER HOLDING ADMITTED PTS. Beck	18 Mar 16:31	LyRae Sullivan
Summary		N/A	3	1	20	N/A	N/A			
Tahama County		R3 Facility Status	Immediate	Delayed	Minor	Decon Facility	Surgeon Availability	Comment	Last Update	By User
St. Elizabeth Hospital, L- III		Open	--	--	--	--	--	No Cardiologist	18 Mar 08:00	ED Charge Nurse
Summary		N/A	0	0	0	N/A	N/A			
Status Type Summary		Total								
Delayed		1								
Immediate		3								
Minor		20								

3. MCI Communications

- a. The field Medical Communications Coordinator shall be referred to by Incident Name + Medical. (e.g. “East Avenue Medical”), NOT by ambulance unit, ambulance company, nor personal name.
- b. Control Facilities shall be referred to by County Name + Control (e.g. Shasta Control, Butte Control).
- c. All EMS radio traffic needing patient destinations shall be routed through the Control Facility, even for non-MCI patients, since all ambulance traffic will potentially affect receiving facility capacities.
- d. Patient reports shall not be given directly to the Receiving Facilities by the transporting units.

4. Updating the MCI Event

- a. The Control Facility shall update the MCI Event information in EMResource any time new information is received from the field, including: total patient count by triage category, patient destinations, etc.

- b. The Control Facility shall confirm the total number of transport resources available, and begin the Patient Destination Worksheet (see “Appendix A.2”).
- c. When transport times or on-scene times are extended, consider re-assessing Receiving Facility capabilities regularly.

5. Patient Destinations

- a. When the Control Facility is notified by the field Medical Group Supervisor/Medical Communications Coordinator that patient triage is complete, the Control Facility shall document Patient Information on the Patient Destination Worksheet (see “Appendix A.2”).

Sample Field to Control Facility Communications

Triage Completed

- “_____ Control, this is East Avenue Medical we have 3 Immediates, 3 Delayed, and 6 Minors, where would you like them to go?”
- “*East Avenue Medical, we copy 3 Immediates, 3 Delayed, and 6 Minors. What are the injury types of your 3 Immediates?*”
- “_____ Control, East Avenue Medical we’ve got 1 Head, 1 Chest, and 1 multi-system trauma. The Immediate Head and Chest are just about ready for transport. It’s going to be awhile to extricate the other Immediate.”

- b. When contacted by the field for patient destinations, the Control Facility shall assign destinations using the Patient Destination Guidelines below.
- c. The Control Facility shall notify the Receiving Facility of incoming patients using the Patient Dispersal Form in EMResource (see EMSsystem User Guide for more information).

Sample Field to Control Facility Communications

Patient Destinations:

- “_____ Control, this is East Avenue Medical. The Immediate Head and Immediate Chest are ready for transport.”
- **“Copy East Avenue Medical. Please transport your Immediate Head by air to Trauma Center A, and your Immediate Chest by air to Trauma Center B.”**
- “_____ Control, East Avenue Medical copy. The Immediate Head Tag #1234 is departing now in LifeFlight1 with a 5 minute ETA, and the Immediate Chest Tag #2345 will be departing in about 5 minutes in CalStar1 with a 10 minute ETA to Trauma Center B.”
- **“We copy, the Immediate Head is departing now with a 5 minute ETA to Trauma Center A by LifeFlight1. Please re-contact us when the Immediate Chest departs for Trauma Center B with their departure time.**
- “_____ Control, East Avenue Medical we will contact you when the Immediate Chest departs scene. We are ready for destinations for our 3 Delayed and 6 Minors.”
- **“East Avenue Medical, please take 2 Delayed to Hospital C, 1 Delayed and 1 Minor to Hospital D, and the other four Minors to Hospital E.”**
- “I copy, _____ Control. I’ll contact you when they depart scene with their departure times, Tag #'s and ETAs. East Avenue Medical, clear.”

6. Patient Destination Guidelines

a. Immediate Patients

- i. Send to Immediate Teams at facilities within 30 minutes (30 miles) transport time from the incident whenever possible.
- ii. Send Immediate Trauma Patients to nearest Trauma Centers when possible (following local EMS protocols).
- iii. Send Immediate Pediatric Patients to Pediatric Centers when possible (following local EMS protocols).
- iv. When more patients exist than available teams to accept those patients, consider:
 - Requesting local Receiving Facilities to increase patient capacity.
 - Sending more patients to local teams than standard guidelines.
 - Sending patients beyond the standard transport radius.

b. Delayed Patients

- i. Send to Delayed or Immediate Teams within 60 minutes (60 miles) transport time from the incident whenever possible.
- ii. When more patients exist than available teams to accept those patients, consider:
 - Requesting local Receiving Facilities to increase patient capacity.
 - Sending more patients to local teams than standard guidelines.
 - Sending patients beyond the standard transport radius.

c. Minor Patients

- i. Send to local hospital EDs. These patients can typically be assessed by hospital triage personnel and await definitive care.

- ii. When more patients exist than available teams to accept those patients, consider:
 - Requesting local Receiving Facilities to increase patient capacity.
 - Sending more patients to local teams than standard guidelines.
 - Sending patients beyond the standard transport radius.
- d. Air Transport
 - i. When sending patients by air ambulance or air rescue to receiving facilities out-of-county, assess whether the Patient Transport Unit has obtained destination information from the flight crew (i.e. based on environmental conditions, fuel, etc.; flight crews may have pre-determined their best destination).
 - ii. Consider sending patients by air transport to farthest appropriate facilities (those with helipads within the transport time radius), allowing ground units to transport to nearer appropriate facilities.

7. Ending an MCI Event

- a. Once all patients have been distributed, the Control Facility shall update the MCI Event in EMResource, providing a final Summary of the Event to participating Receiving Facilities; including patient destinations.
- b. After providing the Summary of the Event (approximately 5 minutes), the Control Facility shall end the event, and notify all participating facilities.
- c. Once the event has been completed, the Control Facility and all participating Receiving Facilities shall complete an MCI Critique (see "Appendix A.4") and file all MCI paperwork.
- d. The Medical Group Supervisor/Patient Transportation Group Supervisor should contact the Control Facility to review and reconcile the scene patient tracking form to ensure all transportation/disposition information is correct. This can be done in person or by phone.
- e. The Control Facility Supervisor shall coordinate an After Action review with the local EMS agency for any unusual event or MCIs with greater than 10 patients.

C. HAvBED Poll

The purpose of the Hospital Available Beds in Emergencies and Disasters (HAvBED) program is a standardized "real-time" hospital bed and resource availability information system that can be used by decision makers, planners, and emergency personnel at the local, State, regional, and federal levels.

- a. Upon request of the MHOAC or EMS Agency, the Control Facility shall create a HAvBED event in EMResource.
- b. Monitor hospital responses, and contact any facility that has not responded within 30 minutes of the request to obtain necessary information.
- c. Create a "Snapshot" report, showing the results from each hospital (see EMS System User Guide for more information).
- d. Forward the results of the HAvBED poll to the requesting party.

D. Operational Area (Regional) Announcement

An Operational Area Announcement is an event within EMResource that allows for the notification of any number of facilities. Announcement may be made by the MHOAC, a local Public Health Department, EMS Agency, or Control Facility.

Examples of Announcements might include: Information regarding a Hazardous Materials Spill; Incident Information from a local, regional, or statewide Public Health warnings. Creating an Announcement Event is much like creating an MCI Event. (see EMResource User Guide)

- a. Upon request of the MHOAC or EMS Agency, the Control Facility shall create an Operational Area Announcement in EMResource.
- b. Select Receiving Facilities to include in Notification, and "Save" the event.
- c. When there is no longer a need for the Announcement information, or the incident/event is being managed by the RDMHC/S, the Operational Area Announcement event shall be canceled.

SECTION 2: Receiving Facilities

A. *Pre-Event Responsibilities*

1. Receiving Facilities shall be authorized within each Operational Area by the local EMS Agency for the purpose of receiving patients transported by ambulance.
2. Staff & Resources
Receiving Facilities shall maintain adequate personnel and equipment to perform the duties outlined in this section.
3. Communications
Receiving Facilities shall maintain the following minimum communications equipment:
 - a. EMSsystem computer and speakers located in the facility where audio alerts may be heard and responded to 24 hours per day, 365 days per year.
 - b. Dedicated land-line telephone system
 - c. Emergency two-way radio systems
 - UHF Med Net
 - VHF HEAR radio
 - d. Auxiliary radio hook-up (Amateur radio)
 - e. Other communications devices or systems as required by local EMS agency protocol
4. Liaison/Coordination
 - a. Each Receiving Facility shall appoint a liaison to the local Control Facility and EMS Agency. The Receiving Facility shall notify the local Control Facility Supervisor and EMS Agency when this position changes, and provide the updated contact name and telephone number.
5. Training
 - a. In cooperation with the EMS Agency and Control Facility, each Receiving Facility shall participate in Patient Distribution Exercises and Drills.
 - b. The Receiving Facility Liaison shall ensure that all Receiving Facility personnel are adequately trained in the Patient Distribution Plan, EMResource operations, Back-up systems (radio, telephone, etc.), and Patient tracking system(s)

B. *Facility Status Updates*

1. **Each Receiving Facility shall update the facility status in EMResource whenever the facility status changes, and at least once every 24-hours.**
2. EMResource will automatically prompt each Receiving Facility to update the status each day at 8 a.m. (see EMSsystem User Guide for more information.)

C. *Responding to an MCI Event*

1. MCI Alert

Once an MCI Alert has been received, facility personnel shall:

- a. Determine Facility Capacity
(see *Appendix: Forms: Receiving Facility Capacity Worksheet*)
 - Always determine capacity for the highest level of care using the following guide for forming teams:
 - Immediate Team (able to treat single patient)
-At least one ED physician (and 1 surgeon by name for MCI Traumas) and two nurses
 - Delayed Team (able to treat two patients)
-At least one ED physician and one nurse
 - Minor Team (able to treat at least 10 patients)
-At least one nurse
 - If staff/resources are available to receive 2 Immediate Patients, report “2 Immediates,” even if there are only Delayed patients on scene.)
 - Remember that patient conditions may change, and the Control Facility understands that an Immediate Team can treat Delayed and Minor patients.
- b. Verify Surgeon availability for Immediate trauma patients.
- c. Enter the Facility Capacity in EMResource for: Immediate, Delayed, and Minor patients within 5 minutes of the request.
- d. Notify Charge Nurse of the Event.

2. Monitor Updates

- a. Monitor incident information and updates in EMResource.
- b. Keep Charge Nurse and House Supervisor updated as to incident status and department staffing/resource availability.

3. Receive Patients

- a. When notified by the Control Facility of an incoming patient, print or document the patient information and assign to treatment team(s) to prepare for receiving the patient(s).
- b. Notify trauma or surgical services regarding ETA of incoming patients requiring the respective services.

- c. Hospital admitting personnel will use the triage tag number in the admitting process in such a means that patient information and medical records may be retrieved rapidly by the use of the triage tag number.

D. HAvBED Poll

The purpose of the Hospital Available Beds in Emergencies and Disasters (HAvBED) program is a standardized "real-time" hospital bed and resource availability information system that can be used by decision makers, planners, and emergency personnel at the local, State, regional, and federal levels.

- a. HAvBED polls may be generated locally by the Control Facility, MHOAC, or EMS Agency to assess local resources, or may be generated by the RDMHC/S to assess resources throughout the region.
- b. Each hospital ED Charge Nurse, or designee, will request the House or Nursing Supervisor to provide the availability for each of the HAvBED categories using EMResource within (30 minutes) of request.

Section 3: Operational Area (LEMSA/ MHOAC)

- A. The EMS AGENCY shall be notified by the local Control Facility for:
 - 1. Events requiring receiving facilities beyond those currently listed in EMResource
 - 2. Events involving hospital evacuation
 - 3. Events requiring Crisis Standard of Care protocols.
 - 4. Inability of the Control Facility to conduct patient distribution activities
 - 5. Other criteria established by the local EMS agency or MHOAC

- B. Any EMS Agency or MHOAC may be activated by the RDMHC/S for receiving patients from an event outside the mutual-aid region.

- C. For local events that exceed the capacity of facilities within the mutual-aid region, the EMS Agency or MHOAC shall:
 - 1. Contact the RDMHC/S to facilitate inter-region patient distribution.
 - 2. Coordinate the transportation needs of the field responders as necessary.

- D. For events occurring outside the region, the RDMHC will coordinate with MHOACs within the region to establish temporary Field Treatment Sites (FTS)/Patient Reception Areas (PRA) as necessary, while working with the Control Facilities to rapidly assess Receiving Facility capacities and coordinate the patient distribution. When contacted to establish a FTS/PRA, the MHOAC shall:
 - 1. Notify the County Office of Emergency Services (OES) Coordinator to activate and support the FTS/PRA, including the establishment of an ICS structure, Medical Branch Director, and accurate Patient Tracking
 - 2. Notify the local Control Facility of the event, and need for patient distribution and patient tracking
 - 3. Notify local EMS providers to support the FTS/PRA, including any medical transportation needs
 - 4. Monitor EMResource to ensure Receiving Facility capacities are accurately reflected
 - 5. Maintain communications with the RDMHC to facilitate patient movement and patient distribution
 - 6. Ensure final Patient Tracking information is provided to the RDMHC for feedback to the requesting MHOAC.

SECTION 4: Regional Disaster Medical/Health Coordinator/Specialist

The RDMHC is responsible for the coordination of medical and health mutual aid among the operational areas within the mutual aid region. The Regional Disaster Medical/Health Specialist (RDMHS) is staff to the RDMHC, and works under the general guidelines and objectives issued by the State EMS Authority.

- A. The RDMHC/S shall be activated by an EMS Agency or MHOAC for assistance with inter-regional/state patient distribution when a local event exceeds the capacity of Receiving Facilities listed in EMResource (or into a neighboring jurisdiction).
- B. For local events that exceed the capacity of facilities within the region, the RDMHC/S shall contact the state EMS Authority (EMSA) to facilitate inter-region or inter-state patient distribution.
- C. For events occurring outside the region, the RDMHC/S will coordinate with the MHOACs to establish temporary Field Treatment Sites (FTS)/Patient Reception Areas (PRA) as necessary, while working with the Control Facilities to rapidly assess Receiving Facility capacities and coordinate the patient distribution.
- D. When contacted by EMSA to receive patients from outside the region, the RDMHC/S shall:
 1. Identify locations for establishing FTS/PRA as necessary (e.g. major airports for receiving military aircraft)
 2. Contact MHOAC(s) to activate FTS/PRA as necessary
 3. Create a Regional Announcement in EMResource (see Appendix F) to notify local facilities of the event, and need for patient distribution and patient tracking
 4. Monitor EMResource to ensure Receiving Facility capacities are accurately reflected
 5. Maintain communications with the EMSA and MHOAC(s) to facilitate patient movement and patient distribution
 6. Ensure final Patient Tracking information is provided to the requesting agency.
- E. For events requiring patient distribution out-of-state, the EMSA will coordinate with the National Disaster Medical Service (NDMS) to rapidly assess other states' Receiving Facility capacities and coordinate the patient distribution to other states.

SECTION 5: GLOSSARY

“Crisis Standard of Care”: Condition in which the resources or services are not available to provide the same Standard of Care provided during normal operations.

“Control Facility (CF)”: A facility identified and authorized by the local EMS agency to assume primary responsibility for determining patient destinations during a multiple casualty incident or facility evacuation requiring the coordination of patient destinations.

“Delayed Patient”: Patients whose medical care can be held one to two hours without detriment. Patients without life-threatening injuries who cannot be sent to the waiting room will be triaged as delayed patients.

“EMSystem / EMResource”: An internet-based system that lists the resources within a geographic region & constantly monitors the status of each. (System Requirements: 200 MHz processor, 128 Mb RAM, 1024 x 768 video card, sound card w/ speakers, high-speed internet)

“Event”: A triggering circumstance requiring communication and coordination among various system participants. EMResource Events include: MCI Events, Regional Announcements, and Inpatient Bed Polls.

“EMS Authority” (EMSA): The state department with responsibility to coordinate, through local EMS agencies, medical and hospital disaster preparedness with other local, state, and federal agencies and departments having a responsibility relating to disaster response.

“Immediate Patient”: Patients with life threatening injuries that will most likely need medical intervention within the hour.

“Medical Group Supervisor (MGS)”: Staff person from the field responsible for medical operations. May assign Medical Communications Coordinator or Patient Transportation Unit Leader to contact the Control Facility.

“Medical Health Operational Area Coordinator (MHOAC)”: A role shared by the Public Health Officer and EMS Agency Administrator or an individual designated by a County Health Officer and EMS Agency Administrator who is responsible, in the event of a disaster or major incident where mutual aid is requested, for obtaining and coordinating services and allocation of medical and health resources within the Operational Area (county).

“Minor Patient”: Ambulatory patient whose medical care can be held two hours or more without detriment.

“Multi-Casualty Incidents (MCI)”: Incident that involves more patients than initial responding pre-hospital units can render appropriate care.

“National Disaster Medical System (NDMS)”: The federal organization responsible to augment the Nation's emergency response capability.

“Patient Reception Areas (PRA)”: A geographic locale containing one or more airfields; adequate patient staging facilities; and adequate local patient transport assets that support patient reception and transport to a group of voluntary, pre-identified, non-Federal, acute care hospitals

capable of providing definitive care for victims in a domestic disaster, emergency, or military contingency.

“Regional Disaster Medical/Health Coordinator (RDMHC)”: The EMS Authority and CDPH jointly appoint the RDMHC in each mutual-aid region. The RDMHC coordinates disaster information and medical/health mutual-aid and assistance between the MHOACs within that mutual-aid region and response to other mutual-aid regions in the state. The RDMHS provides the day-to-day planning and coordination of medical and health disaster response within the mutual-aid region. During disaster response, the combined RDMHC/S Program is the point-of-contact for MHOAC Programs within the mutual-aid region, as well as for the CDPH and EMSA.

“Regional Disaster Medical/Health Specialist (RDMHS)”: A staff person in a LEMSA where that agency has agreed to manage the regional medical and health mutual aid and emergency response system for the California Governor’s Office of Emergency Services (Cal OES) Mutual Aid Region. Responsibilities are to manage and improve the region medical and health mutual aid and mutual cooperation systems; coordinate medical and health resources; support development of the Operational Area Medical and Health Disaster Response System; and, support the State medical and health response system through the development of information and emergency management systems.

SECTION 6: APPENDICES

A. Forms

B. Directory

C. Back-up Communications

D. Regional Map

Appendix A: FORMS

- 1. Receiving Facility Capacity Worksheet**
- 2. Patient Destination Worksheet**
- 3. MCI Critique – Receiving Facility**
- 4. MCI Critique – Control Facility**

RECEIVING FACILITY CAPACITY WORKSHEET

1. PLACE INITIALS, OR A CHECK MARK, FOR EACH PERSON/BED AVAILABLE FOR MEDICAL TREATMENT BEGINNING WITH "IMMEDIATE TEAM" COLUMNS. WORK LEFT TO RIGHT.
2. SURGEONS NAMES MUST BE PROVIDED (for MCI Trauma). SURGEONS MUST BE IMMEDIATELY AVAILABLE TO REPORT TO THE RECEIVING FACILITY.
3. PLACE TOTAL NUMBER OF COMPLETE IMMEDIATE TEAMS IN "COMPLETE TEAMS" COLUMN AND "TOTAL PATIENTS" COLUMN.
4. TRANSFER CHECK MARKS TO "DELAYED TEAM" COLUMNS FROM INCOMPLETE "IMMEDIATE TEAMS" OR ADDITIONAL STAFF.
5. MULTIPLY COMPLETE "DELAYED TEAMS" BY 2, AND PLACE TOTAL IN "TOTAL PATIENTS" COLUMN.
6. TRANSFER CHECK MARKS TO "MINOR TEAM" COLUMNS FROM INCOMPLETE "DELAYED TEAMS" OR ADDITIONAL STAFF.
7. MULTIPLY COMPLETE "MINOR TEAMS" BY 10, AND PLACE TOTAL IN "TOTAL PATIENTS" COLUMN.

TEAMS			Complete Teams	Total Patients
IMMEDIATES			<i>(1 PATIENT PER TEAM)</i>	
ED PHYSICIAN _____ *SURGEON _____ NAME _____ MICN/RN _____ ICU/ED LVN _____ Resp Tech _____ 1 Ed Bed _____	ED PHYSICIAN _____ *SURGEON _____ NAME _____ MICN/RN _____ ICU/ED LVN _____ Resp Tech _____ 1 Ed Bed _____	ED PHYSICIAN _____ *SURGEON _____ NAME _____ MICN/RN _____ ICU/ED LVN _____ Resp Tech _____ 1 Ed Bed _____		
DELAYED			<i>(2 PATIENTS PER TEAM)</i>	
PHYSICIAN _____ MICN/RN _____ ICU/ED LVN _____ 2 Ed Beds _____	PHYSICIAN _____ MICN/RN _____ ICU/ED LVN _____ 2 Ed Beds _____	PHYSICIAN _____ MICN/RN _____ ICU/ED LVN _____ 2 Ed Beds _____		
MINOR			<i>(10 PATIENTS PER TEAM)</i>	
MICN/RN _____	MICN/RN _____	MICN/RN _____		

MCM 407 (9/06)

PATIENT DESTINATION WORKSHEET

Total Transport Units Available: Air: _____ Ground: _____

Total Patients: _____ Total Deceased: _____ Total Refused: _____

Immediate: _____

Delayed: _____

Minor: _____

	Age/ Sex	Tag Number	Major Injury	Destination	Mode/Unit	Departure Time	ETA	Facility Notified
I					A G			
D								
M								
I					A G			
D								
M								
I					A G			
D								
M								
I					A G			
D								
M								
I					A G			
D								
M								
I					A G			
D								
M								
I					A G			
D								
M								

I = Immediate, D = Delayed, M = Minor

A = Air, G = Ground

Completed by: _____

MCI CRITIQUE - RECEIVING FACILITY

Date: _____ Time: _____ Receiving Facility Name: _____

GIVEN TIME TO PREPARE A STATUS REPORT: Yes [] No [] **GIVEN ENOUGH INFORMATION:** Yes [] No [] **HEARD ALERT:** Yes [] No []
DID YOU ACTIVATE ANY PORTION OF INTERNAL DISASTER PLAN? Yes [] No []

COMMENTS/SUGGESTIONS:

IF YOU RECEIVED PATIENTS, PLEASE COMPLETE THE FOLLOWING SECTION:

FIELD TRIAGE	TRIAGE TAG# (Last 4)	INJURY TYPE	CRITERIA* (SEE BELOW)	TRANSPORT UNIT	AGE	HOSPITAL TRIAGE	CRITERIA** (SEE BELOW)	ADMIT	WHERE	ADMIT/DISCHARGE DIAGNOSIS
					SEX					
I D M						I D M		Y N		DX:
					M F					
I D M						I D M		Y N		DX:
					M F					
I D M						I D M		Y N		DX:
					M F					
I D M						I D M		Y N		DX:
					M F					
I D M						I D M		Y N		DX:
					M F					

* CRITERIA – FIELD TRIAGE		** CRITERIA – HOSPITAL TRIAGE	
IMMEDIATE	- CODE 3 TRANSPORT- MAJOR TRAUMA CRITERIA	IMMEDIATE	- ADMISSION TO SPECIALTY UNIT/EMERGENCY SURGERY
DELAYED	- NON AMBULATORY- CANNOT GO TO WAITING RM	DELAYED	- ADMIT MED-SURG - NON-AMBULATORY ON ARRIVAL
MINOR	- AMBULATORY AND CAN GO TO WAITING ROOM IF NECESSARY	MINOR	- AMBULATORY

Instructions: Completed worksheets shall be sent to the Region III RDHMS as soon as possible - 1) Take a picture of the completed worksheet with a smartphone and email the photograph to RDMHS.Region3@ssvems.com, or 2) Fax completed forms to (916) 625-1720.

Appendix A-4

MCI CRITIQUE - CONTROL FACILITY

DATE: _____ DRILL: [] ACTUAL: [] ALERT: Yes [] No [] TIME: _____ BY WHOM: _____

INCIDENT NAME: _____ LOCATION: _____

PATIENT DISPERSAL OFFICER: _____ FACILITY STATUS OFFICER: _____

TIMES (RECV. HOSP. ALERT): _____ (CONFERNECE CALL): _____ INCIDENT NEEDS REVIEW: Yes [] No [] HOSPITAL ACTIVATED: YES [] NO []

SUPERVISOR NOTIFIED: _____ COMPLETED BY: _____

COMMENTS/SUGGESTIONS:

IF YOU RECEIVED PATIENTS, PLEASE COMPLETE THE FOLLOWING SECTION:

FIELD TRIAGE	TRIAGE TAG# (Last 4)	INJURY TYPE	CRITERIA* (SEE BELOW)	TRANSPORT UNIT	AGE	HOSPITAL TRIAGE	CRITERIA** (SEE BELOW)	ADMIT	WHERE	ADMIT/DISCHARGE DIAGNOSIS
					SEX					
I D M						I D M		Y N		DX:
					M F					
I D M						I D M		Y N		DX:
					M F					
I D M						I D M		Y N		DX:
					M F					
I D M						I D M		Y N		DX:
					M F					
I D M						I D M		Y N		DX:
					M F					

* CRITERIA - FIELD TRIAGE		** CRITERIA - HOSPITAL TRIAGE	
IMMEDIATE	- CODE 3 TRANSPORT- MAJOR TRAUMA CRITERIA	IMMEDIATE	- ADMISSION TO SPECIALTY UNIT/EMERGENCY SURGERY
DELAYED	- NON AMBULATORY- CANNOT GO TO WAITING RM	DELAYED	- ADMIT MED-SURG - NON-AMBULATORY ON ARRIVAL
MINOR	- AMBULATORY AND CAN GO TO WAITING ROOM IF NECESSARY	MINOR	- AMBULATORY

Instructions: Completed worksheets shall be sent to the Region III RDHMS as soon as possible - 1) Take a picture of the completed worksheet with a smartphone and email the photograph to RDMHS.Region3@ssvems.com, or 2) Fax completed forms to (916) 625-1720.

Appendix B: DIRECTORY

(i) STATE AUTHORITIES

0800-1700 Monday thru Friday:

CA Dept. of Health Services (CDPH)	(800) 554-0354
CDPH Licensing and Cert (L&C)	(916) 229-3400
L&C District Supervisor (Sacramento)	FAX: (916) 229-3465

After Hours and Weekends:

CDPH Duty Officer	(916) 814-3441
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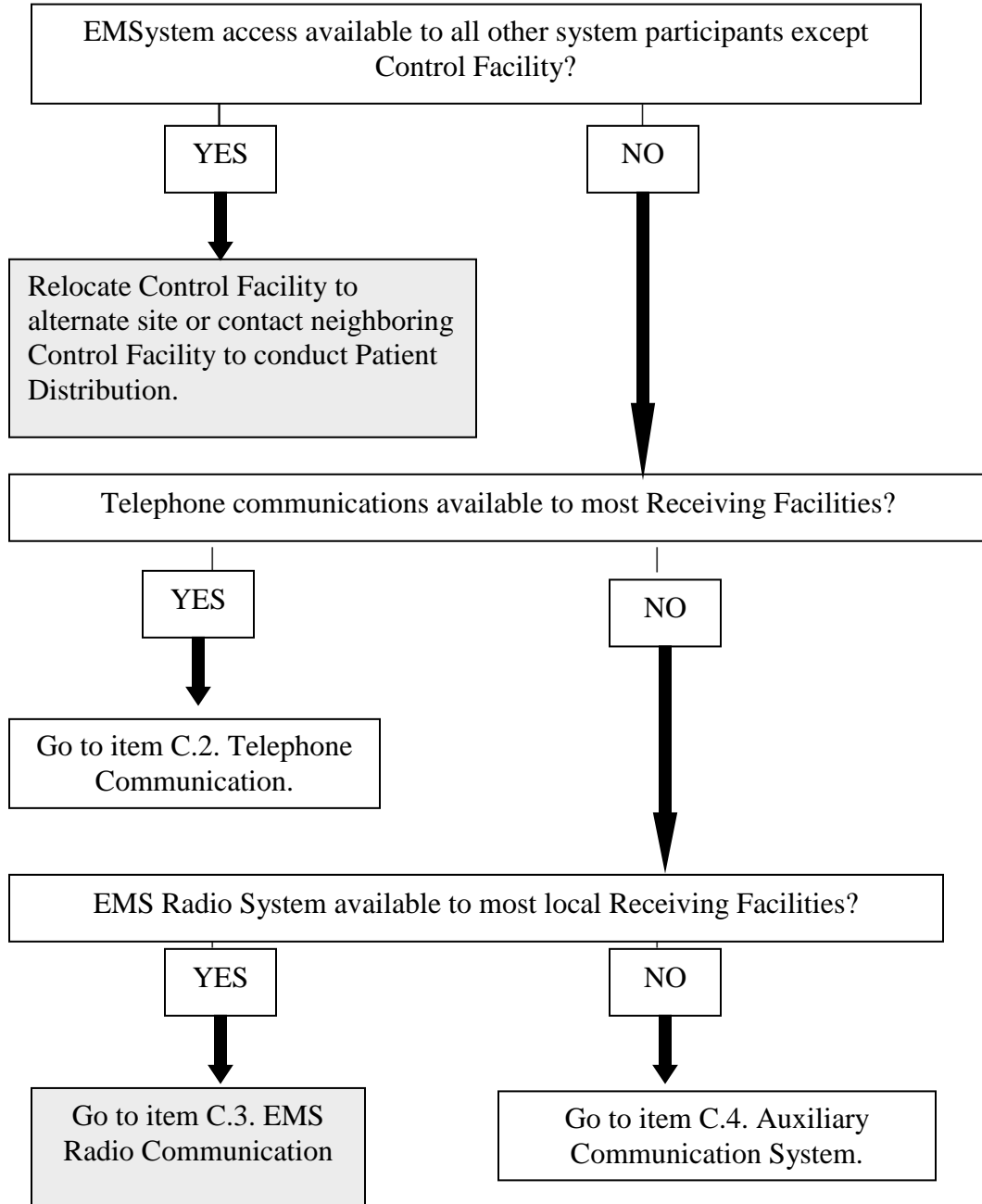
(ii) HOSPITALS / CONTROL FACILITIES

Receiving Facility	County (*Pending approval)	Recorded ED Line (** Not Recorded)	Control Facility Y/N	Control Facility Area
Biggs-Gridley Hospital	Butte	530-846-9068	No	BUTTE CONTROL
Enloe Medical Center	Butte	530-332-7417	Yes	BUTTE CONTROL
Feather River Hospital	Butte	530-877-3325	No	BUTTE CONTROL
Oroville Medical Center	Butte	530-523-8342	No	BUTTE CONTROL
Colusa Regional Medical Center	Colusa	530-458-5898	No	BUTTE CONTROL
Glenn Medical Center	Glenn	530-934-1840***	No	BUTTE CONTROL
Banner Lassen Medical Center	Lassen**	530-252-2096***	No	WEST=SHASTA CONTROL, EAST=RENOVN
Modoc Medical Center	Modoc	530-233-1911	No	SHASTA CONTROL
Surprise Valley Hospital	Modoc	530-279-6111 ext 228***	No	SHASTA CONTROL
Seneca District Hospital	Plumas	530-258-2253	No	BUTTE CONTROL
Eastern Plumas District Hospital	Plumas	530-832-6538	No	BUTTE CONTROL
Plumas District Hospital	Plumas	530-283-1322	No	BUTTE CONTROL
Mayers Memorial Hospital	Shasta	530-336-6440***	No	SHASTA CONTROL
Mercy Med Center - Redding	Shasta	530-225-7214	Yes	SHASTA CONTROL
Shasta Regional Medical Center	Shasta	530-243-4042	No	SHASTA CONTROL
Fairchild Medical Center	Siskiyou	530-841-6259	No	SHASTA CONTROL
Mercy Med Center - Mt. Shasta	Siskiyou	530-926-1108	No	SHASTA CONTROL
St. Elizabeth Community Hospital	Tehama	530-527-0321	No	SHASTA CONTROL
Trinity Hospital	Trinity	530-623-5541***	No	SHASTA CONTROL
Rideout Regional Medical Center	Yuba	530-749-4524	Yes	YUBA CONTROL

Appendix C: BACK-UP COMMUNICATIONS

In the event of EMSsystem failure, either due to loss of internet connection, or loss of EMSsystem access, the Control Facility shall implement back-up Communications with the Receiving Facilities using the following algorithm.

1. Communication Failure Algorithm.



2. Telephone Communications

In the event that EMSsystem and the local EMS Radio System are unavailable to the Control Facility for obtaining Receiving Facility status reports, the Control Facility shall conduct patient dispersal activities over the telephone system.

- i. Notify all hospitals of the event over the telephone system (or blast conference telephone system where available).
 - Notify the hospitals of the event and that EMS System or EMS Radio System will not be used for the collection of Receiving Facility Capacity reports and patient dispersal
 - Request that each facility complete the Receiving Facility Capacity Report
 - Notify facilities that they will be re-contacted in 5 minutes to obtain their facility capacity reports
 - ii. Locate the MCI on facility maps, and identify the Receiving Facilities within 30 minutes travel time, for receiving potential Immediate victims.
 - iii. Maintain communications with the field Medical Communications Coordinator (or other patient information source, e.g. out-of-county county Control Facility, MHOAC, etc.).
 - iv. Update Receiving Facilities any time new information is received from the field, including: total patient count by triage category, patient destinations, etc.
 - v. Confirm total number of transport resources available, and begin Patient Destination Worksheet.
 - vi. Document Patient Information on the Patient Destination Worksheet.
 - vii. Assign Patient Destinations using the Patient Destination Guidelines in Section 3. A.: Control Facilities, part 2. A. (15) MCI Events.
 - viii. Notify individual Receiving Facilities as patients are dispersed, including patient triage category, major injury, age, unit number, and ETA.
 - ix. Upon completion of the Event:
 - Notify the hospitals that the Event has ended
 - Request that each facility complete and fax the Receiving Facility Critique
3. EMS Radio Communications
- In the event that EMS System is unavailable to the Control Facility for obtaining Receiving Facility status reports, the Control Facility shall conduct patient dispersal activities over the local EMS Radio system.
- i. Notify all hospitals of the event over the H.E.A.R. Radio System
 - Conduct roll-call of the facilities
 - Notify the hospitals of the event and that EMS System will not be used for the collection of Receiving Facility Capacity reports
 - Request that each facility complete the Receiving Facility Capacity Report
 - Notify all facilities that they will be re-contacted in 5 minutes to obtain their facility capacity reports

- ii. Locate the MCI on facility maps, and identify the Receiving Facilities within 30 minutes travel time, for receiving potential Immediate victims.
- iii. Maintain communications with the field Medical Communications Coordinator (or other patient information source, e.g. out-of-county county Control Facility, MHOAC, etc.).
- iv. Update Receiving Facilities any time new information is received from the field, including: total patient count by triage category, patient destinations, etc.)
- v. Confirm total number of transport resources available, and begin Patient Destination Worksheet.
- vi. Document Patient Information on the Patient Destination Worksheet.
- vii. Assign Patient Destinations using the Patient Destination Guidelines in Section 3. A.: Control Facilities, part 2. A. (15) MCI Events.
- viii. Notify individual Receiving Facilities as patients are dispersed, including patient triage category, major injury, age, unit number, and ETA.
- ix. Upon completion of the Event:
 - Conduct roll-call of the facilities
 - Notify the hospitals that the Event has ended
 - Request that each facility complete a Receiving Facility Critique Form

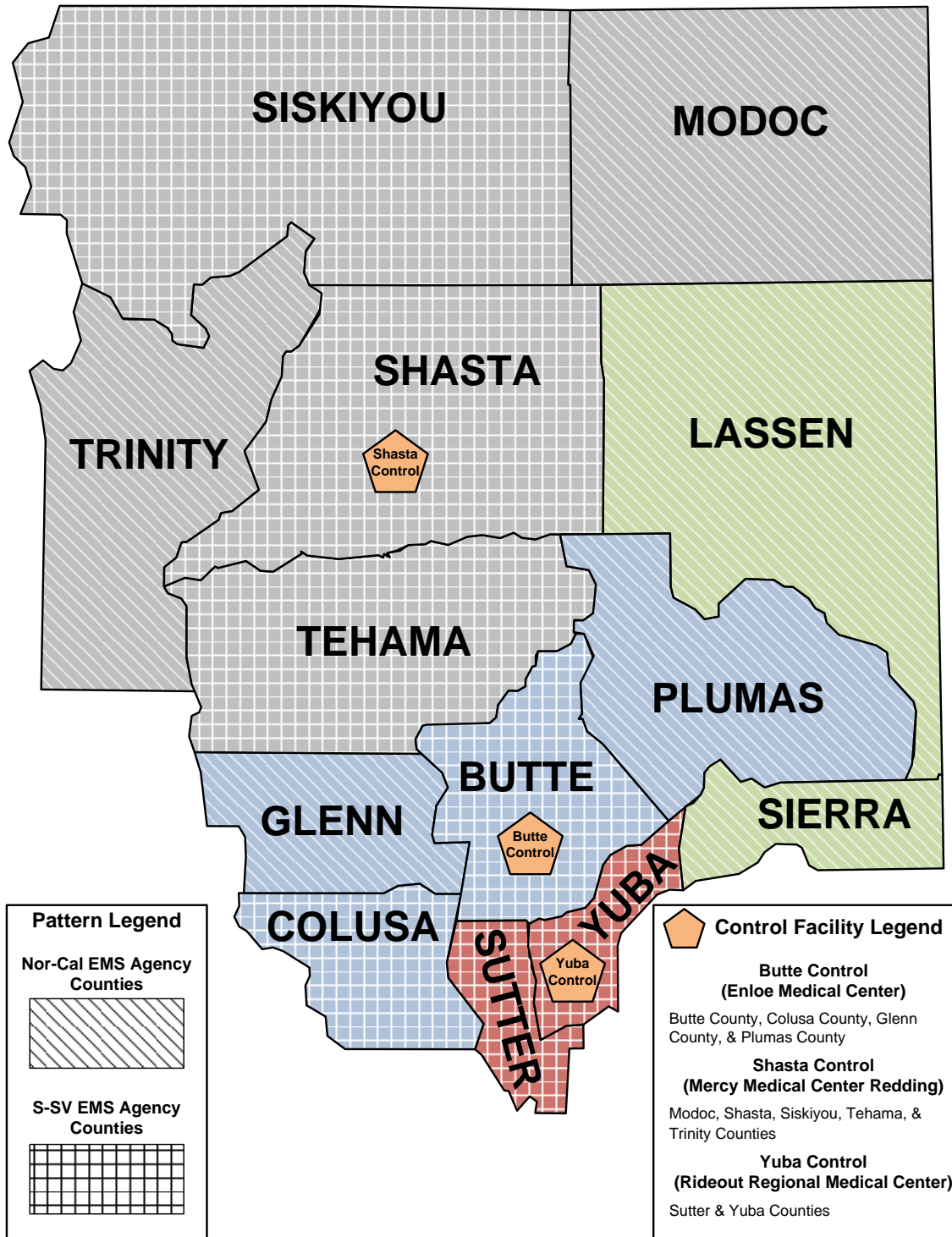
4. Auxiliary Communications System (ACS)
In the event that EMS system, the local EMS Radio System, and telephone systems are unavailable to the Control Facility for obtaining Receiving Facility status reports, the Control Facility shall conduct patient dispersal activities over the ACS (Amateur Radio).
 - i. The MHOAC shall contact the local OES to ensure that ACS is activated or deployed to the Control Facility and each Receiving Facility within the Operational Area.
 - ii. Once the ACS has been established, the Control Facility shall notify all hospitals of the event over the ACS.
 - Notify the hospitals of the event and that the ACS will be used for the collection of Receiving Facility Capacity reports and patient dispersal
 - Request that each facility complete the Receiving Facility Capacity Report
 - Notify facilities that they will be re-contacted in 5 minutes to obtain their facility capacity reports
 - iii. Locate the MCI on facility maps, and identify the Receiving Facilities within 30 minutes travel time, for receiving potential Immediate victims.
 - iv. Maintain communications with the field Medical Communications Coordinator (or other patient information source, e.g. out-of-county county Control Facility, MHOAC, etc.).
 - v. Update Receiving Facilities any time new information is received from the field, including: total patient count by triage category, patient destinations, etc.
 - vi. Confirm total number of transport resources available, and begin Patient Destination Worksheet.
 - vii. Document Patient Information on the Patient Destination Worksheet.
 - viii. Assign Patient Destinations using the Patient Destination Guidelines in Section 3. A.: Control Facilities, part 2. A. (15) MCI Events.
 - ix. Notify individual Receiving Facilities as patients are dispersed, including patient triage category, major injury, age, unit number, and ETA.
 - x. Upon completion of the Event:
 - Notify the hospitals that the Event has ended
 - Request that each facility complete a Receiving Facility Critique Form

Appendix D: Regional Map

TENATIVE

Changes pending for Trinity County (STAR), Lassen County (East) and Sierra County

Appendix D: Regional Map/Control Facilities



Plan Changes – Please note date, changes and agency

DATE	PAGE	CHANGES	AGENCY
4-2016	5	Staff and resources	Nor-Cal EMS S-SV EMS
4-2016	7	Receiving Facility Status Reports	Nor-Cal EMS S-SV EMS
4-2016	10	Ending MCI Alert	Nor-Cal EMS S-SV EMS
4-2016	App A3/4	MCI Critique-Receiving Facility/MCI Critique-Control Facility	Nor-Cal EMS S-SV EMS