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

OBJECTIVES

- Be familiar with Regional Mass Casualty Incident (MCI) Communications Plan and Job Aid
- Have basic understanding of SALT Triage and materials
- Understand use of Regional Hospital Notification System
- Be able to locate and use the HSRR MCI MARCS Radio in your facility
- Be able to utilize GDAHA Surgenet MCI Page, knowing how to update patient numbers for your facility in the 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

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
MCI COMMUNICATIONS
QUARTERLY TRIAGE DAY DRILLS

- Agreed on by GDAHA Domestic Preparedness Coalition, GMVEMSC, MVFEA, GMCFA, et al
- 24 hours each quarter
- 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

SALT TRIAGE

SALT TRIAGE CATEGORIES:

ID-MED

- IMMEDIATE
- DELAYED
- MINIMAL
- EXPECTANT
- DEAD
  (Ribbon/Tag zebra-striped)

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
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

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

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
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

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

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

"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

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

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

GDAHA SURGENET MCI PAGE AND OHTRAC

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
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

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

WHO SHOULD HAVE GDAHA SURGENET ACCESS: MCI AND OHTRAC

For both OHTrac and MCI pages, MUST be available 24/7/365

For both pages, consider the need to do this during an MCI when chaos is rampant

As determined by your facility, MCI Page updates may be performed by:
- Charge nurses; house/nursing supervisor; others according to your hospital policy

OHTrac entry (as determined by your facility) performed by:
- Registration personnel; ED Clerks; others (as defined by your facility)
WHAT GDAHA SURGENET ACCESS SHOULD YOU HAVE?
Assure personnel who will do MCI updates have both view and edit privileges for your facilities.
Responsible personnel should have already received training.
* Training available on GDAHA Surgenet web page.

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

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.”

HOSPITAL ACTIONS
Receives RHNS
Monitors HSR3 MCI 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
**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

**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)

**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

**MCI COMMUNICATIONS QDAHA QUARTERLY TRIAGE DAY DRILLS (QTD DRILLS)**

**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

**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.

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.

Each ED nurse should place and fill out one GREEN Triage Drill Tag each shift during QTD Drills for familiarization:
- Assign patient to appropriate triage color/category
- Use actual patient information on triage tags
- Complete all normal documentation.

Each hospital already had a Blue Triage Ribbon Kit for use in actual MCIs.
Each hospital ED has received supply of GREEN Triage “Drill” Tags and a GREEN Ribbon Kit:
- Ribbons identical in both
- May use either or both Ribbon Kits for QTD Drills
- White Tags for real incidents; GREEN for Drills.

Receive RHNS messages:
Update GDAHA Surgenet MCI page for your hospital:
- On Drill Days, only need to update once per eight hours and for capabilities only, not for numbers received
- Real-life, immediately and every 20 minutes.
**MCI RADIO TALK GROUPS**

Drills will incorporate use of the MCI TGs

EMS agencies will make brief reports to the hospital over the HSR/MCI 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 MCI TG if crew workload does not permit

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**HANDBOOK MATERIALS**

Attached to this training are copies of:

- HICS 254 Patient Tracking Form
- SALT Hospital Handout
- MCI Communications Handout
- Real and...
  - Current exercise version

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**CONTINUING EDUCATION**

Complete the accompanying quiz

EMS Con Ed for this program (for EMS and nurses) provided courtesy of GMVEMSC