

Appendix II

Outbreak Response Guidance to Hospital Incident Command and Ancillary Departments

A. Training and Information

Nursing Education, Pharmacy, Nutritional Services, Environmental Services, Financial Services are responsible to prepare just-in-time (JIT) training materials for untrained personnel or personnel unfamiliar with the care or support environment. It is recommended that material be prepared in advance, be easily accessible, and easily implemented.

B. Succession of Authority

Review of Orders of Succession within all departments Emergency Action Plan (EAP) to ensure appropriate leadership and healthcare delivery in case of increased morbidity and mortality within employee populations.

C. Morgue

Assess morgue capacity if outbreak causes increased mortality (SFDPH assesses city morgue status).

D. Supplies, Contracts, MOUs, Storage

1. Pharmacy, Materiel, Nutritional and Environmental Services will assess current supplies, contracts and Memoranda of Understanding (MOUs) with suppliers, and increase orders if shortages are anticipated. These departments should anticipate simultaneity of need in the region that would interrupt the supply chain, and increase supply orders accordingly. Lists of anticipated shortages will be sent to the Administrator on Call (AOC) and to the HICS if initiated.
2. If increased ordering of supplies occurs, Pharmacy, Materiel, Nutritional and Environmental Services will identify locations for storage of supplies. Senior leadership (Logistics, Operations, and Planning roles if HICS initiated) will oversee commandeering unconventional storage locations for increased supplies. All storage will meet statute-required safety conditions, and may require additional security, facilities management, or environmental measures.
3. Pharmaceutical supplies
Pharmacy will order vaccine, antivirals, antibiotics, other critical pharmaceuticals as need is anticipated and pharmaceuticals are available:
 - a. Information about vaccines will be distributed as it becomes available, using the communications modalities identified.
 - b. Antiviral stockpiles (as determined by public policy and recommendations from UCSF Medical Center's Department of Pharmacy) will be mobilized at the direction of DPH and/or Medical Center leadership decision with input by appropriate stakeholders including HEIP.

E. Distribution, Re-Use, Recycling of Scarce Resources

1. Distribution of scarce resources will be determined by HICS with input by appropriate stakeholders including HEIP.
2. Materiel Services will ensure Powered Air Purifying Respirators (PAPR) functionality, and will coordinate with the Safety Officer and Facilities Management for use and distribution.
3. DHHS, CADPH or SFDPH and HICS, HEIP, MC Safety Officer, and Materiel Services will provide directions for reuse or recycling scarce resources as they become available.
4. Staff will refrain from inappropriate reuse of resources.
5. SPD will instruct on protocols for reprocessing reusable items

F. Human Resources

1. Competency and staffing ratio requirements may be relaxed or lifted if the healthcare workforce is reduced as directed by CDPH.
2. Just-in-time training materials for training workers unfamiliar with patient care or support services may be required if increased morbidity and mortality is associated with the CD and workforce reduction occurs.
3. HICS will direct deployment of staff within the Labor Pool if activated.
4. Human Resources will ensure leave and compensation policies are followed for:
 - a. Medical leave
 - b. Leaves of absence
 - c. Family leave
 - d. Sick leave
 - e. Death
5. Human Resources will identify crucial thresholds for adjusting care based upon workforce reduction.
6. Human Resources will implement procedures for procuring increased workforce if significant absenteeism is anticipated.
7. If applicable, immunized or recovered personnel will be assigned to acutely ill CD confirmed or suspect cases.
8. Human Resources will enforce disaster policies as appropriate.
9. Additional answers to frequently asked questions can be found here:
<https://hr.ucsf.edu/hr.php?AT=kb>

G. HVAC, Utilities, Security, Traffic Flow

1. Ensure properly working heating, ventilation, air conditioning (HVAC) systems with filters and pressures, critical equipment. List of Infection Airborne Isolation Rooms (AIIR) is available from Facilities.
2. Assess materials required to expand air chambers (positive or negative, as required to contain the CD agent) and expand appropriate air handling to contain CD.
3. Assess traffic patterns to limit exposure opportunities.
4. Assess procedures for increased security, access limitation.
5. Confirm working disaster action plans for uninterrupted water, utilities, and telecommunications.
6. Operations Chief in HICS will ensure readiness of alternative care sites and supplies for surge capacity.
7. Environmental, Materiel, Nutritional and Pharmacy Services will obtain increased supplies as able; implement rationing if scarcity is anticipated as directed by HICS or DHHS, CADPH, SFDPH.
8. If pharmaceuticals are available and appropriate, mobilize mass prophylaxis plans.

H. Environmental Cleaning

Because JIT-trained staff may be utilized, modifications of routine practices related to the environment may need to occur at the direction of the Director of Facilities or designee. Proper cleaning is imperative in an outbreak situation.

1. Director of Hospitality Services will prioritize cleaning to high-risk areas only if workforce is affected:
 - a. Critical care areas
 - b. Surgery

- c. Delivery rooms
 - d. Emergency department
 - e. Diagnostic and treatment areas
2. Instruction of JIT protocols to include:
- a. How to mix cleaning agents properly
 - b. Information on when to change solution
 - c. Methods for cleaning and equipment use
 - d. Specific practices in specialized areas
 - e. Protocols to identify priority areas
 - f. Waste removal
 - g. Use of PPE