

SFHEC34

Organise emergency reception and treatment services following a major incident



Overview

This standard covers the organisation of reception and treatment services for individuals requiring emergency assistance following a major incident.

Users of this standard will need to ensure that practice reflects up to date information and policies.

SFHEC34

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Performance criteria

You must be able to:

- P1 establish the nature and requirements of the incident as early as possible
- P2 promptly initiate the planned response in line with organisational Major Incident Plans
- P3 confirm the identity of the practitioners and teams who will play designated roles in the response
- P4 establish effective communications with other agencies involved in providing a response
- P5 clear all designated receiving areas of non-incident related individuals, efficiently and with due regard to maintaining their safety
- P6 ensure that appropriate resources required to respond to the incident are mobilised as rapidly and efficiently as possible
- P7 ensure that all involved staff obtain and wear appropriate personal protective equipment appropriate to the nature of the incident
- P8 establish, monitor and evaluate your capacity to receive, admit and treat individuals on an on-going basis
- P9 keep the ambulance service fully and promptly advised of your immediate and on-going capacity
- P10 ensure that appropriate resources required to maintain an ongoing response are available during and following the incident.
- P11 clarify and confirm the nature of the resources available to you
- P12 organise and locate resources for effective use as required by the nature and scale of the incident to cater for:
 - P12.1 in-hospital treatment
 - P12.2 out of hospital treatment
- P13 establish priorities for action that are:
 - P13.1 clear
 - P13.2 justifiable on the basis of the information available to you at the time
 - P13.3 appropriate given the nature and scale of the incident
 - P13.4 in line with organisational Major Incident Plans
- P14 allocate roles and responsibilities to individuals that make optimum use of their capabilities within the response needed
- P15 actively maintain an accurate and current understanding of the situation
- P16 provide a clear, concise and current briefing on the situation to others to enable them to play their designated roles effectively
- P17 ensure that everyone involved complies fully with the organisation's Major Incident Plans and established procedures
- P18 provide appropriate support, advice and encouragement to enable practitioners and teams to provide the required level of response to the incident

SFHEC34

Organise emergency reception and treatment services following a major incident

- P19 monitor the performance of practitioners and teams and respond promptly to any issues which threaten the safety of practitioners and/or those in need of emergency medical support
- P20 clear all deviations from planned responses with the incident control team before initiating them
- P21 ensure that all those requiring emergency assistance are properly assessed, prioritised and directed to the appropriate onward destination in line with agreed protocols and procedures, providing escorts where appropriate
- P22 ensure that communication is maintained across vertical and horizontal communication lines
- P23 ensure that practitioners and teams are properly debriefed and the information they provide is used to support and improve the response provided
- P24 collect and collate information relating to the response provided as soon as possible throughout and following the crisis
- P25 support and encourage all relevant practitioners and teams to contribute to the evaluation in an effective manner
- P26 take prompt action to investigate and resolve any anomalies or gaps in the available history of the incident and response
- P27 evaluate accurately the response provided against the planned response detailed within the organisational Major Incident Plans
- P28 investigate and establish the cause(s), rationale and outcomes for/of any deviations from planned responses
- P29 liaise effectively with other agencies involved to ensure a coherent evaluation
- P30 identify accurately the implications arising from your evaluation for:
 - P30.1 major Incident planning processes
 - P30.2 the need for change in current Major Incident Plans
 - P30.3 capacity and preparedness
 - P30.4 personnel training and development within your organization
 - P30.5 communication and co-ordination between agencies involved
- P31 report your evaluation clearly, promptly and in the required format to support strategic level improvements in the response provided to a major incident
- P32 ensure there is a collaborative post-incident learning base amongst colleagues and organisations to inform future planning and future collaborative operations

SFHEC34

Organise emergency reception and treatment services following a major incident

Knowledge and understanding

You need to know and understand:

- K1 local Major Incident Plans and the roles and responsibilities of your organisation and others
- K2 the designated roles within local Major Incident Plans and who is authorised to undertake each role
- K3 the importance of clear and appropriate communication between agencies
- K4 the mechanisms to be followed to clear required areas of non-incident related individuals
- K5 why it is important to continually monitor capacity, reporting and acting on any changes appropriately
- K6 the types of personal protective equipment available and their use
- K7 the resources that you will need to implement a Major Incident Plan and the actions to be taken to mobilise them
- K8 the procedures to be followed in requesting specialised/additional resources
- K9 the positive and negative impact of media coverage of major incidents and the importance of effective management of media access
- K10 whom to contact regarding access to information for specific major incidents
- K11 how best to organise and locate resources so that they are available for use where and when needed
- K12 the processes you would go through in establishing priorities for action
- K13 what factors should be taken into account in allocating roles and responsibilities to personnel
- K14 the scope of practice of personnel available to respond to the incident
- K15 the importance of monitoring the performance of individuals and teams during the course of a Major Incident
- K16 the types of threats that might arise to the safety of individuals and practitioners during the course of a Major Incident and the responses that should be made to each threat
- K17 why it is important to clear any deviations from planned responses with the control team for a Major Incident
- K18 the prioritisation protocols to be applied within Major Incident Plans
- K19 the medical, and/or psychological conditions, with which individuals may present either during or after a major incident, and the clinical responses needed in relation to these
- K20 why it is important to collect and collate information as soon as possible
- K21 the types of contributions which different individuals and teams will be able to offer and why they may need support and encouragement to contribute effectively

SFHEC34

Organise emergency reception and treatment services following a major incident

- K22 the importance of investigating any anomalies or gaps in the information available, and the implications for your evaluation of not having a complete history
- K23 the processes by which the causes, rationales and outcomes of action taken can be established
- K24 the importance to effective and coherent evaluation of liaison with other agencies involved and how this can be achieved
- K25 the importance of pulling out implications for future practice from past experience and the aspects of the Plan and response which these should address
- K26 the manner in which the evaluation you undertake should be presented so that it can support strategic level improvements in response
- K27 the different levels of involvement for different organisations, dependent on the size and type of organisations
- K28 how to interpret and apply legislation to the work being undertaken

SFHEC34

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Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: HWB3 Protection of health and wellbeing

SFHEC34

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