

## SFHHP15

### Coordinate a team investigating and managing an incident or outbreak



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#### Overview

This standard covers bringing together and coordinating a team to manage an incident or outbreak, or a sub-group of the incident team, with the responsibility for handling key processes.

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

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#### Performance criteria

*You must be able to:*

- P1 assess the available information, and seek further critical evidence where necessary, to establish the nature and scale of the incident
- P2 using organisational guidelines, establish the appropriate response
- P3 inform and involve appropriate colleagues and partner organisations in a timely manner, following relevant incident or emergency plans
- P4 where indicated by the nature or scale of the incident, bring together a team to manage it, ensuring that the appropriate organisations and functions are represented
- P5 communicate clearly with colleagues, partner organisations and other stakeholders throughout the incident in a manner that:
  - P5.1 is appropriate to the swift management of the risk
  - P5.2 encourages mutual respect and good team working
- P6 jointly assess the available information, and identify and agree the aims of the team in managing the incident, and upon any further investigations or lines of inquiry that should be pursued
- P7 establish clear responsibilities of individual members of the team for specific activities to investigate or manage the incident or outbreak
- P8 arrange to call on expert personnel or resources as necessary for advice or assistance
- P9 establish agreement on control measures to be taken to minimise exposure to hazards and to reduce risks and prevent secondary or further spread or exposures
- P10 check availability of resources to implement the control measures, including maintaining safe standards out of hours, and where necessary take action to access additional resources
- P11 ensure that control measures are communicated to those who will implement them and colleagues and partner organisations who may be affected by them
- P12 develop and agree a communications strategy in relation to the incident, with clear responsibilities and support for effective communications (as necessary):
  - P12.1 internally, within the team, within your own organisation, and within other organisations represented on the team
  - P12.2 externally, with the wider community of agencies concerned with health protection, including communicating with colleagues in other geographical areas that may be affected
  - P12.3 with the press
  - P12.4 with members of the public
- P13 ensure accurate records of the investigation and management of the incident are maintained throughout the process. in a manner that meets good governance standards for documentation and recording

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- P14 lead reviews of the investigation and management of the incident at appropriate intervals, modify risk assessments where appropriate, and reach agreement on further measures to be taken
- P15 agree with colleagues and partner organisations any need for:
  - P15.1 long-term support to those affected and for vulnerable groups
  - P15.2 post incident surveillance mechanism
- P16 lead the review of the incident with colleagues, encouraging constructive, critical reflections on performance from all involved, identify lessons for future practice, and lead the drafting of the final report

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#### Knowledge and understanding

*You need to know and understand:*

- K1 your legal powers and duties, and your responsibilities and accountability under organisational and professional policies and protocols
- K2 the importance of working within the limits of your own competence and seeking support and advice when faced with situations outside your competence
- K3 emergency systems and local resilience partners' responses to manage incidents and outbreaks, including recognition of the specific contribution of local on-call arrangements and mutual aid or surge capacity
- K4 the impact of incidents and outbreaks on other health and wellbeing programmes and services and of business continuity management principles
- K5 the roles and responsibilities of local health agencies and departments and other agencies at regional and national level
- K6 sources of advice and expertise that can be drawn upon to contribute to investigating and managing the hazard
- K7 the principles and benefits of collaborative working with other agencies
- K8 the importance of, and how to achieve, effective communication with a range of individuals and groups, and the public, about hazards and risks in order to protect the population's health and wellbeing, during a period of crisis or pressure
- K9 principles of team working and team leadership and principles of effective team working at operational, tactical and strategic levels.
- K10 the importance of clear and effective recording of incident and outbreak control (including the preparation of written control reports)
- K11 what influences behaviour, perceptions of risk and behaviour change during health protection incidents

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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

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