

## SFHHP17

# Contribute to implementing measures to manage an incident or outbreak



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### Overview

This standard covers the activity of playing a part in implementing measures to manage an incident or outbreak. You will need to clarify what you are expected to do to help to manage the incident, work well with other members of the team, communicate with people affected by the incident, and report back on progress to the incident control team.

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 communicate clearly with other members of the incident management team in a manner which:
  - P1.1 is appropriate to the swift management of the risk
  - P1.2 encourages mutual respect and good team working
- P2 clarify your own role with the individual(s) in charge of managing the incident, in particular the details of what you are expected to do, and how, and by when
- P3 raise and clarify with the appropriate person, such as your manager, any difficulties regarding priorities and competing demands on your time that may arise while you are managing the incident
- P4 clarify the control measures that you are expected to implement or that affect you, discussing any problems or queries where appropriate, and agree what you will do
- P5 implement the control measures that are your responsibility, in the manner and timescale agreed
- P6 communicate with individuals affected by the incident in a manner that is appropriate to them and which encourages understanding
- P7 explain clearly to individuals affected by the incident:
  - P7.1 the nature of the hazard and associated risks
  - P7.2 the purpose and benefits – and where relevant the risks - of the intervention
- P8 seek advice and support promptly if problems arise that are outside your competence or responsibility
- P9 report back on any difficulties in implementing the control measures, making suggestions where appropriate about how to resolve problems
- P10 review progress with your contribution to managing the incident, and report back when required
- P11 complete accurate records as required of your actions in helping to manage the incident

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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 the roles and responsibilities of local health and social care agencies and departments and other agencies at regional and national level
- K4 the importance of, and how to achieve, effective communication with a range of individuals about hazards and risks in order to protect the population's health and wellbeing
- K5 good record keeping criteria and how to write contemporaneous notes
- K6 the principles of, and how to apply, the measure(s) you are implementing
- K7 the nature, causes and occurrence of the hazard you are helping to manage
- K8 the risks associated with the hazard you are helping to manage
- K9 the principles of primary, secondary and tertiary prevention programmes as they relate to the hazard you are helping to manage

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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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<b>Developed by</b>	Skills for Health
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<b>Version number</b>	1
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<b>Date approved</b>	June 2010
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<b>Indicative review date</b>	June 2012
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<b>Validity</b>	Current
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<b>Status</b>	Original
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<b>Originating organisation</b>	Skills for Health
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<b>Original URN</b>	HP17
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<b>Relevant occupations</b>	Health, Public Services and Care; Health Professionals
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<b>Suite</b>	Health Protection
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<b>Key words</b>	health protection, risk management, incident management, public health
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