



**Bioterrorism Hospital Preparedness Program**  
*Healthcare Personnel Emergency Preparedness (HPEP) Competencies*



**Minnesota Department of Health**  
Office of Emergency Preparedness

## COMPETENCY 1:

Demonstrate understanding of the role(s) of healthcare personnel in an emergency response.

### Sub-Competencies

- A. Describe and verbalize understanding of the facility disaster plan
  - i. Identify the location of the facility disaster plan
  - ii. Verbalize understanding of the department's role in a disaster
  
- B. Identify protocol for facility access during an all hazards event and how to obtain facility access information
  - i. Describe procedure during a lock-down or restricted access of the facility
    - 1. Visitors
    - 2. Patients
    - 3. Employees
      - a. Identify designated location and time to report from work or from home
      - b. Identify requirements necessary to enter the facility (i.e. name badge)

- C. Describe and demonstrate ability to implement the Incident Command System (ICS)/Incident Management System (IMS) / Hospital Emergency Incident Command System (HEICS) as based on the National Incident Management System (NIMS)
  - i. Demonstrate ability to perform identified roles and responsibilities during an all hazards event
  - ii. Describe and demonstrate ability to function within the chain of command
  - iii. Demonstrate ability to locate and implement Job Action Sheets (JAS)



D. Verbalize understanding of institutional or individual role external to the organization

- i. Verbalize understanding of a coordinated emergency response among the state, regional, and local levels

E. Identify criteria and protocol for emergency procedures

- i. Lock-down or restricted access
- ii. Decontamination, including different types
- iii. Evacuation
- iv. Shelter in place
  - 1. Air handling system shut down
- v. Isolation and Quarantine
- vi. Surge capacity
- vii. Off-site care facilities
- viii. Environmental hazards
  - 1. Water supply
  - 2. Air supply
  - 3. Facility contamination (CBRNE)
- ix. Plan to manage psychological support - employees, patients, and visitors

F. Describe responsibility to promote to all employees the development of a personal family plan



## COMPETENCY 2:

Identify the location and demonstrate the correct use of any equipment as it relates to identified roles and responsibilities.

### Sub-Competencies

- A. Identify location of equipment and equipment instructions
- B. Demonstrate ability to obtain and maintain needed equipment and supplies
  - i. Identify departments or personnel responsible for the access, availability and distribution of equipment and supplies
  - ii. Verbalize understanding of the rotation system for maintaining the supplies
  - iii. Demonstrate ability to clean equipment and supplies
- C. Verbalize understanding of responsibility to coordinate with county / city emergency management to access and use equipment and supplies (Alternate healthcare sites may include, but are not limited to, clinics, hospitals, long term care facilities / assisted living centers, public health agencies, schools, Emergency Medical Services (EMS), tribal health agencies, behavioral health services, churches, board and lodging, blood banks)



D. Identify appropriate personal protective equipment (PPE) to use during a chemical, biological, radiological, nuclear, and explosive (CBRNE) event

- i. Describe the type of personal protective equipment (PPE) and other equipment available in the facility
  - 1. Reverse air-flow equipment
  - 2. PAPR
  - 3. N95
  - 4. Tyvek Suits
  - 5. Gloves
  - 6. Boots/Shoe covers
  - 7. Masks
  - 8. Decontamination Tents>Showers
  - 9. Geiger Counters
  - 10. Auxiliary Lighting
  - 11. Decon trailers
- ii. Identify and verbalize understanding of labels and symbols associated with equipment and supplies
- iii. Verbalize understanding of personal responsibility for appropriate use of equipment and describe proper selection and correct fit of equipment

E. Demonstrate readiness to apply assessment of CBRNE event to appropriate selection and use of varied equipment

- i. Demonstrate ability to perform functional role in decontamination process
  - 1. Demonstrate correct procedure for donning and doffing of equipment
  - 2. Identify difference in use of equipment specific to body size

F. Demonstrate ability to use communication equipment appropriately

- i. Email/Computer
- ii. Voicemail/Phone
- iii. Fax
- iv. Runners
- v. Radio/Base Station/Handheld
  - 1. HAM
  - 2. VHF
  - 3. 800 MHz
- v. Media
  - 1. Print
  - 2. Television

### COMPETENCY 3:

Demonstrate ability to recognize, identify, and manage illness, injury and disease.

#### Sub-Competencies

- A. Identify and describe the signs and symptoms of illnesses or injuries (CBRNE)
  - i. Chemical
  - ii. Biological
  - iii. Radiological
  - iv. Nuclear
  - v. Explosive
  
- B. Identify the types of patients that may present during an all hazards event
  - i. Identify patterns specific to age groups
    - 1. Pediatric needs for special equipment, psychosocial, physiological and treatment considerations
  - ii. Identify special populations



- C. Verbalize understanding of and/or demonstrate ability to perform surveillance
  - i. State/recognize emerging patterns or clusters of symptoms prior to the identification of a specific diagnosis
  - ii. Demonstrate ability to report suspicious findings of illnesses or injuries to internal and external personnel
    - 1. Demonstrate ability to present accurate information to healthcare team
  - iii. Verbalize understanding of reporting cases/events to internal resources
  - iv. Verbalize understanding of reporting cases/events to external resources, including public health system

D. Demonstrate ability to initiate and apply protocols and procedures for patient care within scope of practice, education, and/or training

- i. Verbalize understanding of patient flow and triage
- ii. Verbalize understanding of infection control processes and procedures
  1. State protocol for notification of infection control
  2. Describe infection control techniques
- iii. Verbalize understanding of identification and containment of infectious disease and potential chemical agents
  1. Infectious disease
    - a. Category A agents
    - b. Influenza
    - c. SARS
    - d. Emerging pathogens
  2. Potential chemical agents
- iv. Verbalize understanding of isolation and quarantine
  1. Identify appropriate type and use
  2. Identify internal support
  3. Identify external partners to contact
- v. Demonstrate ability to assess patient illness and injury for key signs indicating need for evacuation or mass immunization
- vi. Demonstrate ability to use established communication system for reporting possible illness or injury
  1. Demonstrate ability to notify internal contacts
  2. Demonstrate ability to notify external contacts



- vii. Demonstrate ability to utilize reliable and credible sources of information specific to disease entity and/or injury
  - 1. MDH
  - 2. CDC
- viii. Demonstrate ability to provide age-appropriate patient care
- ix. Demonstrate ability to differentiate treatment modalities
  - 1. Palliative
  - 2. Pharmacological (Age appropriate, dosages, and contraindications)
    - a. Prophylaxis
    - b. Treatment
- x. Identify signs and symptoms of behavioral health illnesses related to an all hazards event
  - 1. Demonstrate ability to notify behavioral health professionals internally and externally
  - 2. Define indicators to provide self-care
  - 3. Demonstrate ability to make appropriate referrals
- xi. Describe transfer guidelines and discharge criteria
  - 1. Surge capacity
  - 2. Disease-specific
  - 3. Age-specific

- E. Verbalize plan to carry out mass distribution of chemoprophylaxis and mass vaccination
  - i. Hospital personnel
  - ii. Patients
  - iii. Family members and close contacts of exposed persons



## COMPETENCY 4:

Demonstrate effective communication within identified roles and responsibilities during an all hazards event.

### Sub-Competencies

- A. Verbalize understanding of facility communication plan
  - i. Identify the location of facility communication plan
  - ii. Identify functional role in plan
  - iii. Verbalize understanding of other communication roles
- B. Identify available communication methods
- C. Demonstrate ability to function within chain of notification
  - i. Demonstrate ability to implement chain of notification to appropriate personnel
  - ii. Demonstrate readiness to apply internal notification procedures
  - iii. Demonstrate readiness to apply external notification procedures
- D. Demonstrate ability to establish and maintain relationship with external partners
  - i. Demonstrate ability to establish and maintain open ongoing communication with identified external partners



- E. Verbalize understanding of Health Alert Network and of distribution process
- F. Demonstrate ability to use established communication system to inform personnel in a timely manner
  - i. Identify personnel who need to receive information based upon scope and type of incident
  - ii. Demonstrate ability to select appropriate equipment and initiate protocol for equipment use within communication system (equipment may include but is not limited to email/computer, voicemail/phone, fax, runners, radio/base station/handheld-HAM, VHF, 800 MHz, and media-print, television)

G. Demonstrate ability to distribute appropriate reliable and credible material to patients

- i. Age-specific
- ii. Various methods
  - 1. Handouts
  - 2. Verbal instruction
  - 3. Translated materials

H. Demonstrate ability to distribute appropriate reliable and credible material to staff

- i. Family emergency and response plans
  - 1. Alternative methods of communication
  - 2. Supply kits

I. Demonstrate ability to communicate clearly the risks associated with recommended actions to personnel

J. Demonstrate ability to communicate clearly the risks associated with recommended actions to patients

K. Verbalize understanding the importance of accurate and comprehensive data collection and documentation

- i. Identify protocol for reporting

L. Demonstrate ability to provide psychological triage by identifying the signs and symptoms of behavioral (mental) illnesses for personnel related to an all hazards event, and to refer for a behavioral health evaluation, psychological first aid, or crisis counseling services

M. Verbalize understanding established communication system to keep public informed of situational status

- i. Verbalize understanding that all information is coordinated through Joint Public Information Center/Public Information Officer
- ii. Verbalize understanding the importance of consistent information throughout local, regional, state and national agencies

N. Describe protocols and procedures in risk communication

O. Verbalize understanding and/or demonstrate role in post-event feedback and assessment

## COMPETENCY 5:

Demonstrate understanding of role in applying problem solving and flexible thinking to unusual challenges in identified roles and responsibilities.

### Sub-Competencies

- A. Demonstrate ability to assess need for alternative modes of operation as identified in Competency 1, Indicator E.
  
- B. Define and verbalize understanding of concept of resiliency in adapting to an emergency within self and with others
  - i. Verbalize importance of making realistic plans and taking steps to carry them out
  - ii. Verbalize importance of establishing and maintaining a positive view and confidence in strengths and abilities
  - iii. Verbalize importance of communicating and problem solving
  - iv. Verbalize importance of managing strong feelings and impulses



- C. Verbalize importance of contributing to team efforts in addressing an all hazards event
  - i. Verbalize importance of listening to alternative points of view in an open, unbiased manner
  - ii. Identify cultural, social, spiritual, religious, behavioral factors that play a role in an all hazards event
  - iii. Verbalize importance of functioning independently and dependently when appropriate
    - 1. Verbalize importance of consulting with other disciplines
    - 2. Verbalize importance of consulting with colleagues
  - iv. Demonstrate ability to cooperate with and utilize community partners
    - 1. Local public health
    - 2. County resources
    - 3. Tribal resources
    - 4. Regional resources
    - 5. State resources

D. Verbalize importance of thinking critically in any given situation

- i. Verbalize importance of making decisions quickly and accurately
- ii. Verbalize importance of brainstorming solutions to issues
- iii. Verbalize importance of differentiating between complaints and critical issues

E. Verbalize importance of prioritizing and organizing workload, time, materials, and resources

F. Verbalize understanding of continuity of operations (business continuity planning)

G. Demonstrate ability to function effectively within limitations of role with reduced personnel

- i. Demonstrate ability to assess need for and implement just-in-time training and identify appropriate delivery mechanisms for just-in-time trainings
- ii. Demonstrate ability to initiate protocol for utilization of volunteers
  1. MN Responds!

