Health Care Facility Process Diagram

Health care facilities can use this hospital process diagram during a Crisis Standards of Care situation to help guide the process and steps involved in responding to an incident—similar to the Planning P used in ICS.

Crisis Care Situation Exists or Anticipated
- Activate Hospital Incident Command & EOP
- Implement temporary strategies
- Notify health care coalition (HCC) and health care system partners

Manage and Optimize Capacity
- Transfer patients, distribute load to other facilities/alternate care, rapid discharge
- Obtain resources through partners
- Triage only if no other options available, re-evaluate over time

Strategize
- Hospital Strategies
- HCC Strategies (consistency within the region)
- State Strategies (actions and clinical guidance)

Implement Planned Strategies
- Minimum necessary restrictions
- Access/Triage process if needed
- Communications to providers & community

Re-Assess
- Re-evaluate Triage
- Monitor resources
- Analyze current operations
- Adjust strategies

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