

# CONTACTS FOR OUTBREAK RESPONSE

Banach, D., Johnston, B.L., Al-Zubeidi, D., Bartlett, A., Bleasdale, S., Deloney, V., Enfield, K., Guzman-Cottrill, J., Lowe, C., Ostrosky-Zeichner, L., Popovich, K., Patel, P., Ravin, K., Rowe, T., Shenoy, E., Stienecker, R., Tosh, P., Trivedi, K., ORTP Advisory Panel (2017). **Outbreak Response and Incident Management: SHEA Guidance and Resources for Healthcare Epidemiologists in United States Acute-Care Hospitals.** *Infection Control & Hospital Epidemiology*, 38(12), 1393-1419. Short title: SHEA Guidance and Resources for Outbreak Response. <https://doi.org/10.1017/ice.2017.212>

# CONTENTS



- **CLINICAL**
- **ADMINISTRATIVE**
- **SUPPORT SERVICES**
- **FACILITY SERVICES**
- **PUBLIC HEALTH**
- **LOCAL/REGIONAL HEALTHCARE FACILITIES**
- **MUNICIPALITY LEADERSHIP**
- **UNIONS**
- **NON-GOVERNMENTAL ORGANIZATIONS (NGOS)**
- **PUBLIC AND MEDIA**

Last Saved: \_\_\_\_\_

Name: \_\_\_\_\_

Email: \_\_\_\_\_

## Contacts for Outbreak Response

- Each stakeholder and resource may not be needed in every outbreak, but this table should be completed as part of outbreak preparedness to avoid needing to find this information during a crisis.
- Additional stakeholders and resources may be needed and/or available depending on the facility. This table includes 20 additional rows at the end.
- Individual contacts may change, so permanent office lines should be listed.

Internal Contacts	Leadership	Name(s)	Office Phone	Cell Phone	Email	Notes
Clinical	Medical and nursing					
	Critical care					
	Infectious diseases					
	Obstetrics					
	Pediatrics					
	Radiology					
	Surgery					
	Trauma					

Last Saved: \_\_\_\_\_

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Internal Contacts	Leadership	Name(s)	Office Phone	Cell Phone	Email	Notes
	Allied health (OT/PT/RT)					
	Emergency department					
	Community ID physicians (with responsibility in HIMT)					
	Volunteer services (facility and emergency response)					
Administrative	Facility President/CEO					
	Director of Nursing					
	Chief Medical Officer					
	Chief Safety Officer					
	Risk Manager					
	VP of Finance					
	Communications					

Last Saved: \_\_\_\_\_

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Internal Contacts	Leadership	Name(s)	Office Phone	Cell Phone	Email	Notes
	<b>Health Incident Management Team (HIMT)</b>					
	Incident Commander (IC)					
	Public Information Officer (PIO)					
	Liaison Officer (LO)					
	Safety Officer (SO)					
	Medical-technical Specialist					
	Operations Section Chief					
	Planning Section Chief					
	Logistics Section Chief					
	Finance/ Administration Section Chief					
Recovery coordinators						

Last Saved: \_\_\_\_\_

Name: \_\_\_\_\_

Email: \_\_\_\_\_

<b>Internal Contacts</b>	<b>Leadership</b>	<b>Name(s)</b>	<b>Office Phone</b>	<b>Cell Phone</b>	<b>Email</b>	<b>Notes</b>
	<b>Academics</b> (if applicable)					
	Dean of Students					
	Student Health Medical Director					
<b>Support services</b>	<b>Infection prevention and control</b>					
	<b>Environmental services</b>					
	<b>Food services</b>					
	<b>IT and health information systems</b>					
	<b>Security</b>					
	<b>Materials management</b>					
	<b>Ethics</b>					

Last Saved: \_\_\_\_\_

Name: \_\_\_\_\_

Email: \_\_\_\_\_

<b>Internal Contacts</b>	<b>Leadership</b>	<b>Name(s)</b>	<b>Office Phone</b>	<b>Cell Phone</b>	<b>Email</b>	<b>Notes</b>
Facility services	Laboratory operations					
	Microbiology					
	Blood bank					
	Other laboratory divisions as appropriate					
	Dialysis					
	Diagnostic imaging					
	Occupational health and safety					
	Ambulance services					
	Pharmacy					

Last Saved: \_\_\_\_\_

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Internal Contacts	Leadership	Name(s)	Office Phone	Cell Phone	Email	Notes
Other						



Last Saved: \_\_\_\_\_

Name: \_\_\_\_\_

Email: \_\_\_\_\_

External Contacts	Office/Contact(s)	Notes
<b>Public health</b>	Health Care Coalition (HCC): healthcare organizations and public health officials within a geographic area, conducts preparedness and surge capacity exercises, collaborates with Emergency Support Function (ESF)-8	
	Local/Regional/Tribal/State Departments of Health	
	Local health department (can assist with contacting the state laboratory contacts or CDC)	
	State epidemiologists	
	Director of health and nursing leadership	
	Public health laboratory leadership	
	Centers for Disease Control and Prevention (CDC)	
	Laboratory Response Network (LRN): integrated network of state/local public health, federal, military, and international laboratories created to respond to bioterrorism, chemical terrorism, and other public health emergencies.	

Last Saved: \_\_\_\_\_

Name: \_\_\_\_\_

Email: \_\_\_\_\_

External Contacts	Office/Contact(s)	Notes
	24/7 Emergency Operations Center (EOC) Watch Desk	
	National Institutes of Health (NIH)	
	Assistant Secretary for Preparedness and Response (ASPR)	
	Hospital Preparedness Program (HPP): federal funded program to support regional healthcare system preparedness	
	Emergency Support Functions	
	ESF-8 (Public Health and Medical Services)	
	ESF-1 (Transportation)	
	ESF-3 (Public Works and Engineering)	
	ESF-5 (Emergency Management)	
<b>Local/regional healthcare facilities</b>	Hospitals	
	Post-acute care facilities	
	Long-term care facilities	

Last Saved: \_\_\_\_\_

Name: \_\_\_\_\_

Email: \_\_\_\_\_

External Contacts	Office/Contact(s)	Notes
	Healthcare networks	
	Designated specialty care centers	
	Clinical care centers	
<b>Municipality leadership</b>	Mayor	
	EMS	
	Fire and rescue	
	Law enforcement	
	Public works	
<b>Unions</b>	Relevant union(s) based on facility	
<b>Non-governmental Organizations (NGOs)</b>	Volunteer/donation supported organizations (e.g. Red Cross, Salvation Army)	
	Faith based organization(s)	
<b>Public and media</b>	Coordinated through PIO	

Last Saved: \_\_\_\_\_

Name: \_\_\_\_\_

Email: \_\_\_\_\_

External Contacts	Office/Contact(s)	Notes
Other		