Index

Note: Page references in *italics* refer to figures; those in **bold** refer to tables and boxes

accommodation, on-site for staff 84
action card 24, 39, 41, 85–6
  abbreviated 86
  burns co-ordinator *137*
  chemical assessment team *128*
  operating team *54*
  paediatric assessment team *147*
  press officer *77*, 94
  senior emergency physician *126*
  senior emergency physician burns incidents *136*
  senior manager *75–6*
  senior nurse *61–2*
  senior nurse critical care *63*
  senior nurse emergency department *127*
  senior paediatrician *146*
  senior surgeon *52–3*
admissions 7
  without needing surgery/intensive care 109
advanced life support 102, 123
Advanced Life Support Group 99
advice cards, discharge in reception phase 89
aide-memoires 86
airway
  injury 134
  patency 100
alerts 81
all-hazards approach 5, 113, 118, 140
ambulance liaison officer 31
ambulance service
  chemical incident equipment 119
  major incident declaration 81, 82
ambulances
  contaminated patient transfer 124, *124*
  control 31
analgesics 92
antidotes 119, 123
area selection, key 25, **25**
assessment, rapid 16
audit 20, 113
  burns incidents 135
  notes for 89

bad news, breaking 95
bed management team 58
bereavement area 95–6
biochemical diagnostic laboratories 92
biochemistry co-ordinator 49
blood/blood products 91
blood donation 91
blood transfusion service 91
  see also National Blood and Transport (NHSBT) service
burns assessment team (BAT) 134
burns/burns incidents 129–35, *136*, *137*
  audit 135
  beds 129–30
  equipment 132, **132**
  management 133
  planning 132
  pre-hospital phase 133
  preparation 132–3
  psychological support for patients 135
  reception phase 134–5
  recovery 135
  special major incidents 5
  support 135
  training 133
  transfer of patients 134
  treatment 134
  triage 134, **134**
burns centre 130
burns co-ordinator *133*
  action card *137*
burns facility 130
burns incident response team (BIRT) 134
burns services (UK and Ireland) **131**
burns units 129, 130, 134–5
business continuity co-ordinator 74

call-in list 83, *84*
call-in system 83, *84*
cancellation of alert 82
capillary refill time (CRT) 100
car parking 93
carbon monoxide poisoning 134
care
  audit of delivery 113
  definitive 20
  incidents involving large number of children 144
cascade system 83
casualties
  admitted to hospital 7
  burns 129, **130**, 132
  contaminated 119, 120
  discharged 89
  documentation 19, 90
  live 8
  priorities 48, 51
  property 19, 90
  reception 17–19
  records 19
  resuscitation 39
  safety 120
  severely ill 90
  social workers 92
  triage 17
casualty card 90
casualty clearing station, triage 99
casualty decontamination and treatment team 120
casualty state board 91
casualty statements 90
catering 93
central sterile supplied department 93
chaplain 95
  patient counselling 113
chemical assessment team 120, 121
  action card *128*
Chemical Hazards and Poisons Service (CHaPS) 118
chemical incidents 5, **117**
  advanced life support 123
  assessment 121
  command 120
  counselling 125
  debriefing 125
  decontamination of patients 118, 122, **122**, **123**
  emergency departments 120
  equipment 119–20
  follow-up 125
  life-saving first aid 123
  medical management 120–1
  medical support 121–5
  monitoring programmes 118
  planning 118
  preparation 118–20
  response 118–25
  safety 120–1
  specific therapies 123
  surveillance programmes 118
  toxic risk 118

COPYRIGHTED MATERIAL

Major Incident Medical Management and Support: The Practical Approach in the Hospital, Second Edition.
Edited by Kevin Mackway-Jones and Simon Carley.
© 2019 John Wiley & Sons Ltd. Published 2019 by John Wiley & Sons Ltd.

chemical incidents (*cont'd*)
training 120
transport 124–5
triage 121–2, *121*, *122*
treatment 122–3
chemicals
antidotes 119, 123
hazardous 117–25, *126–8*
identification 123
special major incidents 5
children
special major incidents 5
specialist services 144
children, incidents involving large number 139–45, **140**, **142**
definitive care 144
equipment 141, **141**
planning 141
preparation 140–1, **141**
reception phase 142–4
recovery phase 145
treatment 144
circulation 100
Civil Contingencies Act 2004 12
civil disorder 6
clinical areas 17, 18
clinical care
equipment 28, **29–30**
reception phase 89–91
clinical hierarchy 43–51, *44–7*, *52–4*
clinical roles 40
additional 49–50
essential 48–9
non-managerial 50–1
clinical support services 91–2, 109
clothing, identifying for staff 85
command 15–16, 24
communication
cancelled patients 109
equipment 31–2
failure 16
hospitals 24
predictable failures 16
procedures 16
senior telephonist 72
systems 31–2
training deficiencies 13
compensated major incidents 4
compound major incidents 4
consultant haematologist 91
consultant pathologist 92
consultant radiologist 91
consultants 50
control structure 15–16, 24
establishment 18–19
coroner 92
counselling
chemical incidents 125
patients 113
creche facilities 95
creche manager 74
criminal investigation 89

death 100
debriefing 112–13
chemical incidents 125
declaring major incident 81–2
decompensation 4–5
decontamination facilities 119
decontamination of patients 119, 122–3
dry decontamination technique 122, **122**
life-saving first aid 123
rinse–wipe–rinse procedure 122, **123**
definitive care phase 19–20, 107–9
equipment 28
medical/non-surgical 109
diagnostic services 92
Director of Pathological Services 91
dirty area 120
discharge 94
reception phase 89–90
discharge area 90, 94
documentation of casualties 19
dry decontamination technique 122, **122**
duty manager, standby alert 82

education 33, *34*
emergency departments 6
capacity increase 25
chemical incidents 120
decontamination facilities 119
major incident declaration 81
preparation 87, **88**
triage by nurses 89
enquiries 94
enquiry point 94
equipment 27–32
burns incidents 132–3
chemical incidents 119
incidents involving large number of children 141, **141**
medical for chemical incidents 119
protective personal 119, 120
resupply **29–30**
evacuation from scene 104, **104**

families 144
finance and operations 112
first aid, life-saving 123
forensic pathologists 92

Glasgow Coma Scale (GCS) 100, *101*

haematological diagnostic laboratories 92
haematologist, consultant 91
haematology co-ordinator 49
HazMat PPE 119
health and safety measures 120
Health Protection Agency 125
heat, airway injury 134
helicopters 93
hierarchy
clinical 43–51, *44–7*, *52–4*
management 65–74, *66–71*, *75–7*
nursing 55–60, *56–7*, *61–3*
hoax calls 82
hospital
admissions 7, 8
area selection 25, **25**
communication 24
definitive care 19–20
infrastructure 25, **26**
major incident declaration 81
management 18–19
phases of response 17–20
plans 11, 24–6
preparation 12, 17–18, 87, **88**
reception phase 17–19
safety 16
structured approach to response 15–20
training courses 35, **35**
urban 6
hospital control team 112
hospital co-ordination team (HCT) 18, 20, 40, 58, 74, 98
co-ordination role 24
identification of staff 85
incidents involving large number of children 142
medical co-ordinator 43, 48
senior manager 65
senior nurse 55
staff alert 84
workload information 87
hospital information centre 90–1
hotel services 93
hotel services manager 74, 93
human resources 112

ID badges and cards 86
identification of patients 19
industrial accidents 6–7
infectious diseases, special major incidents 5
infrastructure and supply 112
inquiry 20
intensive therapy unit (ITU)
bed occupancy 129, 132
burns beds 129–30
nurses *63*
interpreters 95

junior doctors 50

key area selection 25, **25**
key personnel, special incident telephones 32, **32**

laboratory services 91–2
laundry 93
lead counsellor 112
linen provision 93

major cases 87, *88*
major incidents
activating plan 82–6
alert **81**
cancelled **81**, 82
classification 4–5
compensated or uncompensated 4–5
declaring 81–2
definition 3–4
epidemiology 6–9
incidence 6
patient numbers 7–9
plans 7–9, 39–40, 81–6
simple or compound 4
size 4
special 5
standby **81**, 82
types 6–7
see also planning for major incidents; response to major incidents
management 18–19
hierarchy 65–74, *66–71*, *75–7*
services 93–5
management roles 40
additional 72–4
essential 72
media
handling deficiencies 13
incidents involving large number of children 144
staff alert 84–5
telephone availability 31–2
training courses 35
medical co-ordinator (MC) 18, *18*, 48, 50
casualty statements 90–1
clinical support services 91
command and control 24
function 40, 43
medical support, chemical incidents 121–5

Mettag label 105
middle grade doctors 50
minor cases 87, *88*
mobile medical team (MMT) 17, 34
mobile phones 31
mortuary 92
mortuary manager 73
multi-agency exercises, large 36

National Audit Office reports 12–13
natural disasters 5, **5**
NHS Blood and Transplant (NHSBT) service 119
NHS Decon Unit 119
NHS England guidance 11, 24
non-clinical support services 109
non-medical (surgical) response 108–9
notes
  keeping 89
  pre-prepared 19
nursing roles 40
  additional 59
  essential 58
nursing staff hierarchy 55–60, *56–7*, *61–3*

occupational health departments 125
operating teams 49, 51, 58
  action card *54*
  definitive care phase 108
operating theatre availability 107

P (priority) system 98
paediatric assessment team 144
  action card *147*
paediatric critical care units 144
paediatric services, specialist regional 144
paediatric triage tape 142–3, *143*
pagers 84
pathologist, consultant 92
pathology services 92
patients
  cancelled 111
  identification 19
  logs in chemical incidents 120
  movements 19
  numbers planned for 7–9
  peer support 113
  records 19
  safety and quality 111–12
  uninvolved in incident 109
peer support 113
pharmacy 92
planning for major incidents **12**, 23–6
  aims 23–4
  burns incidents 132
  chemical incidents 118
  children's services 141
  compliance **12**
  incidence 6
  number of patients 7–9
  principles 23
  priority 11
  self-reported 13
plans 11
  activation 81, 82–6, *84*
  alert/delay 82
  audit 113
  common framework 39–40
  comprehensibility 23
  comprehensiveness 23
  content 23
  in-hospital 24–6
  testing 12–13
poisoning 49
police, traffic control 93
police casualty documentation team 19, 90
portering 92
  prioritisation of tasks 72
  staff communications 31
  volunteers 95
practical exercises without casualties (PEWCs), 33
practical skills training 33
pre-hospital phase 17
  equipment 28
  multi-agency exercises 36
  protective equipment 27
  training courses 36
preliminary survey 102
press conferences 94
press officer 41, 72, 74, 94
  action card *77*, 94
press relations 94
press room 94
primary survey 102–3
property bags 90
property of casualties 19, 90
protective equipment, personal 119, 120
psychiatric staff, patient counselling 112
psychological morbidity
  discharged casualties 89
  incidents involving large number of children 145
psychological support 112

radiation, special major incidents 5
radio
  links 31
  staff alert 84
radiologist, consultant 91
radiology 91
radiology co-ordinator 48, 49
reception area 18, 19
  porters 92
  preparation 87, *88*
reception phase 17–19, 87–95
  burns incidents 134–5
  clinical care 89–91
  discharge during 89–90
  equipment 28
records 19
recovery phase 20, 111–14
  incidents involving large number of children 145
reflection 112–13
relatives
  creche facilities 95
  enquiries 94
  social workers 92
religious officers 72, 73, 95
reporting area 85, 86
reporting hierarchy 89
resolution 111–12
  finance and operations 112
  human resource 112
  infrastructure and supply 112
  patient safety and quality 111–12
resource allocation 19, 20
respiratory rate 100
response to major incidents 11–12
  assessment 16
  command 15–16
  communication procedures 16
  equipment 27
  phases 17–20
  plans *see* planning for major incidents
  safety 16
  structured approach 15–20
  triage 16
resupply, pre-arranged 92
resuscitation 39
  drugs 92
  prior to transportation 104
rinse–wipe–rinse procedure 122, **123**
Royal Voluntary Service (RVS) 90

safety 16
  chemical incidents 120–1
scaleable hierarchy concept 39–42
  common framework for major incident 39–40
  hospital co-ordination team 40
  scaleable hierarchies 40–1
secondary survey 102–3
security staff 93
  communications 31
  signs for traffic control 93
self-triage 121
senior acute physician 108
senior admissions officer 19, 73, 90
senior anaesthetist, operating teams 107, 108
senior anaesthetist theatres 49, 50
senior bed manager 59
senior catering manager 77, 85
senior critical care physician 48–9, 50, 58, 108, 109
senior emergency physician 18, *18*, 40, 48, 50, 58
  action card *126*, *136*
  burns incidents 134, *136*
  casualty documentation 90
  chemical incidents 120
  clinical care in reception phase 89
  management plans 103
  responsibility 40, 41, 48
  triage 58, 103
senior emergency physician majors 48, 50, 59
senior emergency physician minors 50, 51, 59
senior emergency physician resuscitation 48, 50, 59
senior enquiries officer 72, 73, 94
senior laboratory co-ordinator 48
senior manager 18, *18*, 65, 74
  action card *75–6*
  management services 93
  responsibility 40
  scaleable hierarchy 41
  staff alert 84
senior nurse 18, *18*, 58
  action card *61–2*
  catering requirements 93
  hospital coordination team 55
  Priority 1–3 areas 59
  responsibility 40, 58
  standby alert 82
senior nurse critical care 58, 108, 109
  action card *63*
senior nurse discharge area 94
senior nurse discharges 41, 59
senior nurse emergency department 48, 50, 58, 59, 74, 120
  action card *127*
  reception phase 89
  standby alert 82
senior nurse majors 59
senior nurse minors 59
senior nurse paediatrics 59
senior nurse receiving wards 59
senior nurse resuscitation 59
senior nurse theatres 49, 50, 58
  operating teams 108
  senior supplies manager 74
  theatre availability 107
senior nurse wards 41, 58
senior paediatrician 50, 59, 142, 144
  action card *146*

senior pharmacist 50, 92
senior physician 19, 20, 48, 49, 50, 59
  definitive care phase 109
  treatment teams 89
senior porter 41, 72, 92
senior radiographer 49, 91
senior security manager 41, 73
senior security officer 93
senior social worker 73, 113
senior supplies manager 73, 74, 92
senior surgeon 19, 48, 50, 59, 108
  action card *52–3*
  intervention order 104
  operating teams 51, 108
  operating theatre availability 107
  responsibilities 49
  scaleable hierarchy system 41
  sterile supplies 93
  transfer of critically ill patients 109
  treatment control 107
  treatment teams 51
senior surgeon theatres 50
  operating teams 51, 58
  theatre availability 107
senior surgeon wards 50
senior telephonist 72
senior transport manager 41, 74, 94
simple major incidents 4
smoke
  airway injury 134
  inhalation 109
social disorder 6
social work 92
social workers, patient counselling 113
special major incidents 5
specialist operating teams 51, 58
specialist surgeons 108
sports stadium accidents 6, 7
  multi-hospital response 9
  patient number planning 8
staff
  adequate 19
  allocation 17
  call-in 83, *84*
  communications 31–2
  contacting 83, 84–5, *84*
  contaminated patient transfer 124
  creche facilities 95
  debriefing 112–13
  delegation 39
  identification 85–6
  induction 86
  key 24, 83
  logs in chemical incidents 120
  precedence over survivors 16
  protection 27
  reporting 85
  selection 23, 24
  tasking 24–5
standby message 82
sterile services manager 73
sterile supplies 93
structured response 15–20
supplies 93
support services
  clinical 109
  non-clinical 92–3, 109
surgery
  critical time of response 108
  life-saving 104
  order of intervention 104, **108**
  planning 108
  priorities 108
surgical response 107–8
survivor groups 113
switchboard 31
  plan activation 83

T (treatment) system 98
tabards 85, 86
tabletop exercises 33, 35–6
tannoy systems 84
team co-ordinator 48, 58
  operating teams 107, 108
  reception phase 89
  transfer of critically ill patients 109
  transfer teams 90
telephones 31, 32
television, staff alert 84
terrorist attacks 6
theatre sterile supplies manager 93
toxidrome 123
traffic control 93
training 33–6, *34*
  aims 33
  burns management 133
  chemical incidents 120
  commander 17
  exercises 33–6
    levels of 34
  in-hospital courses **35**
  large multi-agency exercises 36
  media 35
  mobile medical team 17
  personal 34–5
  tabletop exercises 35–6
transfer 90
  burns casualties 134
  chemical casualties, risks to staff 124
  critically ill patients 109
  incidents involving large number of children 144
  resuscitation prior to 104
  secondary 35
transfer teams 51, 90
  allocation 109
  porters 92
transfusion co-ordinator 49
transport 17, 94
  chemical incident casualties 124–5
transport manager 94
transportation
  accidents 6, 7
  resuscitation prior to 104
treatment 17
  reception phase 89
  responsibility for 41
treatment teams 19, 39, 41, 50, 51
  paediatric staff 144
  primary/secondary surveys 103
  reception phase 89
  responsibilities 48
  transfer teams liaison 109
  triage 103

triage 16, 19, 97–106
  aims 97
  burns 133, 134, **134**
  categories 89, **98**, **102**, 103
    expectant 98–9
  chemical incidents 121, *121*, *122*
  clerks 90
  cruciform cards 105, *106*
  definitions 98
  exercises 35
    dynamic 35
    paper 35
  history 97
  incidents involving large number of children 142–4
  intervention order 103–4
  labelling systems 99, 105, *106*
  methods 99–103, **103**
  multi-use labels 105
  notes 19
  preliminary survey 102
  primary survey 102–3
  priorities 98–9, *101*, **101**
    changing 105
  reception phase 89
  responsibility for 41
  secondary survey 102–3
  secondary transfer 35
  senior emergency physician 48
  sieve 99–100, *100*, 103, 105, 106, 121, *121*, *122*, 142
    paediatric modified algorithms 143
  sift *121*
  single card labels 105
  sort 100–2, **101**, 103, 121, 142
  status 105
  timing 97
triage nurse 58
triage officer 19, 143
Triage Revised Trauma Score (TRTS) 99, 100, *101*, **101**, 103
TRTS (Triage Revised Trauma Score) 99, 100, *101*, **101**, 103
types of major incidents 6–7

uncompensated major incidents 4–5

vapour, airway injury 134
vehicles
  contaminated patient transfer 124–5
  see also ambulances
victim groups 113
VIP visits 94
voluntary caring organisations 90
volunteer co-ordinator 72, 73, 95
volunteers
  portering 92
  registered 95
  utilisation 95

wards
  porters 92
  predesignated 25
waste materials, disposal/storage 121
workload appraisal 87