

INCIDENT COMMAND SYSTEM

MULTI-CASUALTY

GROUND AMBULANCE COORDINATOR

I-MC-236

COURSE ADMINISTRATOR'S GUIDE
AND TRAINEE WORKBOOK

Self-Paced Instruction

December 1991
and March 1990
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This document contains information relative to the Incident Command System (ICS) component of the National Incident Management System (NIMS). This is the same Incident Command System developed by FIRESCOPE.

Additional information and documentation can be obtained from the following sources:

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GROUND AMBULANCE COORDINATOR

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GROUND AMBULANCE COORDINATOR

INTRODUCTION

The Ground Ambulance Coordinator, I-MC-236, Self-Paced Instruction is a course designed to train individuals at a local level and at their own pace to be able to perform as an effective Ground Ambulance Coordinator in the Multi-Casualty Branch of the Incident Command System. The instruction level is targeted toward trainees who have little or no exposure in the functioning of this position.

This course is presented entirely by a self-paced written text. Organization charts, forms, and examples are used to supplement the text. Progress checks test the trainees' understanding as they proceed through each unit. The final examination, a formal closed book examination, is given by the proctor and should measure the trainees' comprehension level of the entire course material.

The Course Administrator has the responsibility to administer this course to meet their agency's training needs.

COURSE INSTRUCTIONS

1. Prerequisites - The trainee must have successfully completed Basic ICS and I-220 courses.

2. Course Objectives

Performance:

- a. Given course instruction, the trainee will be able to organize and staff for ground ambulance coordination in accordance with the text.
- b. Given course instruction, the trainee will be able to describe and list procedures for coordinating ground ambulances in accordance with text.
- c. Given course instruction, the trainee will be able to demobilize ground ambulance coordination.
- d. The trainee will perform satisfactorily in the position during the multi-casualty exercise.

Instructional objectives are as listed:

Unit 1 Introduction – The trainee will have knowledge of the course composition and performance standards.

Unit 2 Staffing and Organizing – The trainee will be able to identify the staffing and organizational requirements for coordination of ground ambulances during a multi-casualty incident.

Unit 3 Logistical and Physical Needs – The trainee will be able to determine the logistical and physical needs for ground ambulance coordination.

Unit 4 Operations – The trainee will be able to identify the essential considerations for coordination of ground ambulances.

Unit 5 Demobilization – The trainee will be able to identify the procedures for demobilization of ground ambulance coordination.

3. Course Administrator's Guide: This text is designed to provide the Course Administrator the information needed to administer the course. Access to this guide must be limited to only those performing as a course administrator:
- a. Time Element – Trainees will progress at different rates through this course. The final examination should be given within a reasonable time period following the completion of all progress checks and course units.
 - b. Equipment and Materials – Because of the design of this course, equipment and materials needed are minimal. The Trainee Self-Paced Workbook and paper and pencils are all that are required. The Course Administrator should write their name and telephone number in the space provided in the workbook introduction page.

- c. Evaluation – Progress checks have been included at the end of each unit. These progress checks measure whether the trainee has successfully mastered the unit objectives. Trainees should attain 100% on each progress check before proceeding to the next unit. Once the Trainee has completed all the Unit Progress Checks, the Course Administrator should be contacted. The Trainee should feel satisfied with their comprehension of the text prior to contacting the Course Administrator. If the Trainee has not contacted the Course Administrator with a reasonable period of time, the Trainee should be contacted and their progress monitored.

The Course Administrator should schedule a convenient time and location in which to present the final examination. If the trainee has not contacted the Course Administrator after a reasonable period of time, the trainee should be contacted to monitor progress.

The Final Examination is a formal proctored, closed book examination. The Final Examination and Keyed Examination can be found at the end of this Course Administrator's Guide.

- d. Administration – The Course Administrator is responsible for identifying the equipment, materials, and time period to meet both the needs of the agency and the trainees involved. The Course Administrator is responsible for taking appropriate action in case of trainee failure and to properly record successful completion on agency training records. Finally, the Course Administrator should issue the certificate of successful course completion.

GROUND AMBULANCE COORDINATOR FINAL EXAM

Choose the most correct answer.

1. The Ground Ambulance Coordinator reports to:
 - a. Treatment Dispatch Manager
 - b. Medical Communications Coordinator
 - c. Multi-Casualty Branch Director
 - d. Patient Transportation Group Supervisor

2. What is the prerequisite for this course?
 - a. I-120, Self-Paced ICS
 - b. I-220, Basic ICS
 - c. I-252, Ground Support Unit Leader
 - d. I-271, Helispot Manager

3. What is the most significant and important physical and logistical need of the Ground Ambulance Coordinator?
 - a. Traffic cones
 - b. Identification vest
 - c. Ground ambulance staging area
 - d. Helispot

4. Which of the following routes of travel would not be designated by the Ground Ambulance Coordinator:
 - a. Ground ambulance staging to Treatment Areas
 - b. Treatment Areas to Air Ambulance Helispot
 - c. Treatment Areas to off-incident
 - d. Incident to home

5. What is the primary form utilized by the Ground Ambulance Coordinator?
 - a. Multi-Casualty Ambulance Resource Status
 - b. Multi-Casualty Recorder Worksheet
 - c. Multi-Casualty Hospital Resource Availability
 - d. Unit/Activity Log ICS Form 214

6. During an extended operation, what section of the Incident Command System would provide for fuel?
 - a. Plans
 - b. Operations
 - c. Finance
 - d. Logistics

7. The Ground Ambulance Coordinator should establish communications as soon as possible with what other positions?
 - a. Treatment Area and Medical Communications Coordinator
 - b. Treatment Dispatch Manager and Medical Communications Coordinator
 - c. Treatment Dispatch Manager and Air Ambulance Coordinator
 - d. Medical Communications Coordinator and Air Ambulance Coordinator

8. The release of ambulance would be coordinated with what ICS position?
 - a. Ground Support Unit
 - b. Situation Unit
 - c. Supply Unit
 - d. Resources Unit

9. When documentation is turned in to the Patient Transportation Group Supervisor, to what unit does he turn it over?
 - a. Situation Unit
 - b. Demobilization Unit
 - c. Documentation Unit
 - d. Resources Unit

10. The primary responsibility of the Ground Ambulance Coordinator is
 - a. to coordinate getting supplies from ambulances
 - b. to ensure that ambulances have equipment to meet patient needs during transport
 - c. to establish immediate contact with ambulance agencies on scene
 - d. to provide ambulances on request to the Treatment Areas

GROUND AMBULANCE COORDINATOR KEYED FINAL EXAM

Choose the most correct answer

1. The Ground Ambulance Coordinator reports to:
 - a. Treatment Dispatch Manager
 - b. Medical Communications Coordinator
 - c. Multi-Casualty Branch Director
 - d. Patient Transportation Group Supervisor**

2. What is the prerequisite for this course?
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 - b. I-220, Basic ICS**
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 - b. Identification vest
 - c. Ground ambulance staging area**
 - d. Helispot

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 - c. Treatment Dispatch Manager and Air Ambulance Coordinator
 - d. Medical Communications Coordinator and Air Ambulance Coordinator

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 - b. Demobilization Unit
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 - a. to coordinate getting supplies from ambulances
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**GROUND AMBULANCE COORDINATOR
TRAINEE WORKBOOK
Self-Paced Instruction**

GROUND AMBULANCE COORDINATOR
TRAINEE WORKBOOK

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Unit 1: Introduction 1

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UNIT 1: INTRODUCTION

The purpose of this self-paced instruction is to give the trainee knowledge of the duties and responsibilities of a Ground Ambulance Coordinator and operations on a multi-casualty incident. This workbook covers the information and skills needed to perform those duties.

The prerequisite for this course is I-220. Basic ICS, as it is necessary for persons working in the Incident Command System to have a working knowledge of the system. It is assumed that the trainee has had some field experience with the ICS. The trainee also must possess a working knowledge of the communication system in use at the incident.

The course consists of five instructional units with three Progress Checks that the trainees takes and corrects on their own. These are "open book" tests; the trainee should restudy the text material covering any missed questions before moving on. The trainee should score 100% on the first two Progress Checks and 90% on the Final Progress Check. The Course Administrator will then administer the Final Exam. A minimum score of 80% on the Final Exam is necessary for successful completion of the course. The Course Administrator is also available to answer questions about the course or the text.

The Course Administrator's name is _____.
Contact this person at the following phone number when you are prepared to take the Final Exam _____.

The last unit is where the trainee performs this function during a multi-casualty drill or exercise. Successful performance during this exercise is necessary in order to consider the trainee qualified for the position.

Course Objectives

Performance:

- a. Given course instruction, the trainee will be able to organize and staff for ground ambulance coordination in accordance with the text.
- b. Given course instruction, the trainee will be able to describe and list procedures for coordinating ground ambulances in accordance with the text.
- c. Given course instruction, the trainee will be able to demobilize ground ambulance coordination.
- d. The trainee will perform satisfactorily in the position during the multi-casualty exercise.

Instructional:

Unit 1 Introduction - The trainee will have knowledge of the course composition and performance standards.

Unit 2 Staffing and Organizing - The trainee will be able to identify the staffing and organizational requirements for coordination of ground ambulances during a multi-casualty incident.

Unit 3 Logistical and Physical Needs - The trainee will be able to determine the logistical and physical needs for ground ambulance coordination.

Unit 4 Operations - The trainee will be able to identify the essential considerations for coordination of ground ambulances.

Unit 5 Demobilization - The trainee will be able to identify the procedures for demobilization of ground ambulance coordination.

UNIT 2: STAFFING AND ORGANIZATION

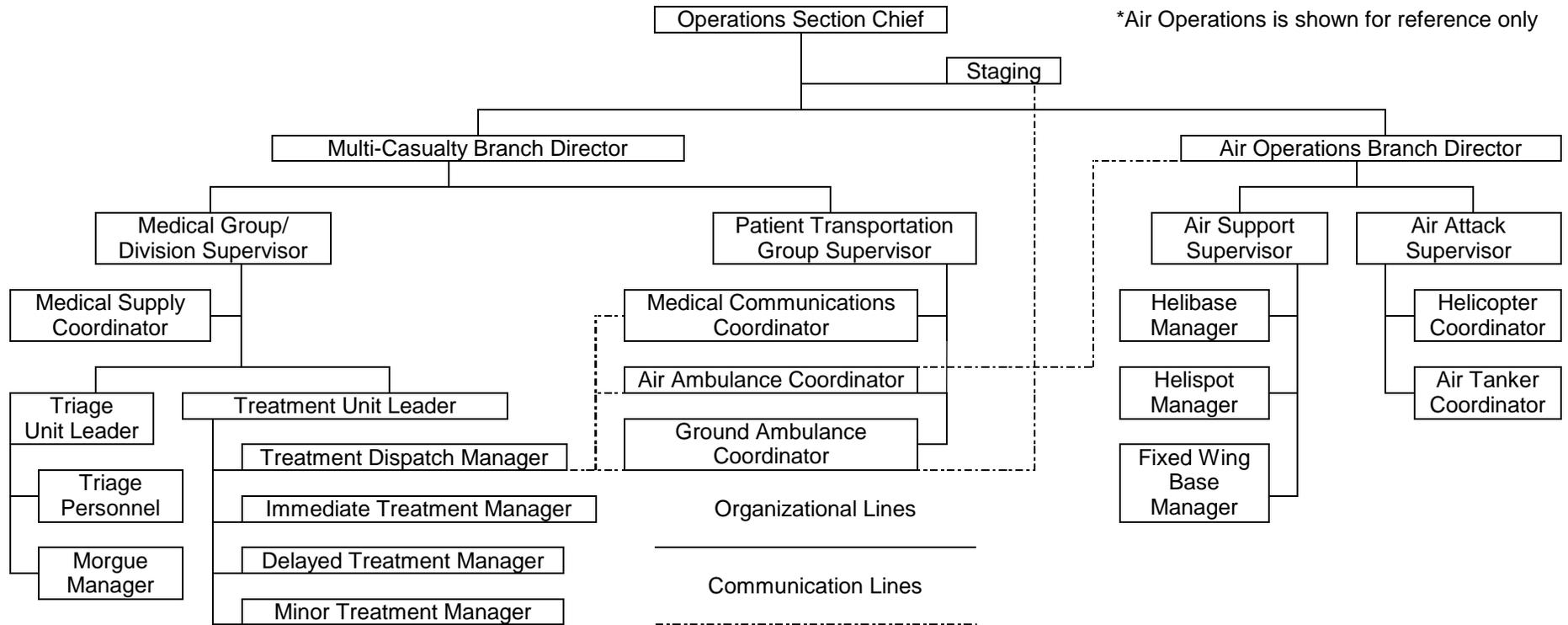
The function of the Ground Ambulance Coordinator is to manage ground ambulance activities in conjunction with the Treatment Dispatch Manager and the Air Ambulance Coordinator. The work location is normally a staging area.

The Ground Ambulance Coordinator reports to the Patient Transportation Group Supervisor in the Operations Section of the Incident Command System (see organization chart). The Ground Ambulance Coordinator may require additional personnel to assist in this function; most often this would probably be a recorder to assist in documentation. On a large incident where there may be multiple Medical Divisions that are geographically separated, multiple Ground Ambulance Coordinators may be needed. All would report to one Patient Transportation Group Supervisor and all patient destinations would be coordinated through one Medical Communications Coordinator. Assistance, if needed, should be requested through the Patient Transportation Group Supervisor.

The checklist of activities below should be considered minimum requirements for this position. Users should feel free to augment the list as necessary. Note that some activities are one-time actions and others are ongoing or repetitive for the duration of the incident:

- a. Check in and obtain briefing from Patient Transportation Group Supervisor.
- b. Establish appropriate staging area for ground ambulances.
- c. Establish routes of travel for ambulances for incident operations.
- d. Establish and maintain communications with the Medical Communications Coordinator and Treatment Dispatch Manager. Provide ambulances, on request, from the Medical Communications Coordinator.
- e. Maintain records as required.
- f. Assure that necessary equipment is available in the ambulance for the patient during transportation.
- g. Establish immediate contact with ambulance agencies at the scene.
- h. Request additional transportation resources as appropriate.
- i. Provide an inventory of medical supplies available at ambulance staging for use at the scene.

INCIDENT COMMAND ORGANIZATIONAL CHART FOR A MULTI-CASUALTY BRANCH FULL BRANCH RESPONSE LEVEL



UNIT 3: LOGISTICAL AND PHYSICAL NEEDS

Probably the most significant and important logistical and physical need of the Ground Ambulance Coordinator is a location for staging the ambulances. It should have good accessibility from the street. It must be large enough to accommodate the anticipated number of ambulances to be used on the incident. It should be close enough to the Treatment Areas to provide good, quick access for ambulances to the Treatment Areas. It must also have good access to and from the helispot being used by the air ambulances. However, it must be far enough away from the helispot to avoid noise and flying debris. Wind direction should be considered; the location should not be downwind of a fire or hazardous material situation.

It is also a responsibility of the Ground Ambulance Coordinator to establish routes of travel for ambulances. This should be taken into consideration when determining the location for ambulance staging.

In the event that a Logistics Section has been established, all of this must be coordinated with the Logistics Section Chief or the Facility Unit Leader. The Patient Transportation Group Supervisor should approve this location.

Communication is another important logistical need of the Ground Ambulance Coordinator. Good communication with the Medical Communications Coordinator and the Treatment Dispatch Manager are vital to the timely transportation of the injured to medical facilities. This is best accomplished by the use of handheld portable radios.

Traffic cones or other traffic control devices may be needed to establish routes of travel for ambulances and to protect pedestrians in the area.

Other logistical needs might include the Multi-Casualty Ambulance Resource Status Form, ICS-MC-310, a clipboard, writing implements, and an identification vest. These might be part of a "position kit" received from the Patient Transportation Group Supervisor at the initial briefing.

PROGRESS CHECK 1

Before proceeding to Unit 4, use this Progress Check to test your knowledge of Units 1-3. Complete the Progress Check, and check your answers against those on the following page.

1. What is the prerequisite for this course?

2. The Ground Ambulance Coordinator reports to:

- a. Treatment Dispatch Manager
- b. Medical Communications Coordinator
- c. Multi-Casualty Branch Director
- d. Patient Transportation Group Supervisor

3. What kind of additional staffing is the Ground Ambulance Coordinator most likely to need?

4. What is the most significant logistical and physical need of the Ground Ambulance Coordinator?

5. When might the Ground Ambulance Coordinator receive a "position kit"?

PROGRESS CHECK 1 ANSWERS

Before proceeding to Unit 4, use this Progress Check to test your knowledge of Units 1-3. Complete the Progress Check, and then check your answers against those on the following page.

1. What is the prerequisite for this course?

I-220 Basic ICS

2. The Ground Ambulance Coordinator reports to:

- a. Treatment Dispatch Manager
- b. Medical Communications Coordinator
- c. Multi-Casualty Branch Director**
- d. Patient Transportation Group Supervisor

3. What kind of additional staffing is the Ground Ambulance Coordinator most likely to need?

A recorder

4. What is the most significant logistical and physical need of the Ground Ambulance Coordinator?

A ground ambulance staging area

5. When might the Ground Ambulance Coordinator receive a "position kit"?

During the initial briefing

UNIT 4 OPERATIONS

Upon arrival at an incident and you receive your assignment as Ground Ambulance Coordinator, you should receive an initial briefing from the Patient Transportation Group Supervisor or the person assigning you. Your briefing should include the location of the ground ambulance staging area, if it has been designated, or the assignment for you to designate it; expected number and type of resources, anticipated duration of the incident or the operational period; communications, i.e., incident frequency to communicate with Patient Transportation Group Supervisor, Medical Communications Coordinator, and Treatment Dispatch Manager; other logistical information.

If you are to designate the staging area, remember the considerations mentioned in Unit 3, size, traffic flow, proximity to Treatment Areas and helispots, accessibility, and wind. In considering size, remember that diagonal parking usually provides better traffic flow. Security should also be considered to keep out unauthorized personnel. As soon as the location is designated and approved, the location should be communicated to Incident Staging, Incident Base, and wherever else to ensure that incoming ambulances are sent there.

Routes of travel must also be designated and communicated. They include route to the ambulance staging area from the public streets or the streets not involved in the incident, routes to all Treatment Areas (remember, the Minor Treatment Area may not be close to the others), routes from the Treatment Areas to the streets for transport to medical facilities, routes to the air ambulance helispot, and routes back to the ambulance staging area.

As soon as possible establish communication with the Medical Communications Coordinator and the Treatment Dispatch Manager. The primary responsibility of the Ground Ambulance Coordinator is to provide ambulances on request of the Medical Communications Coordinator to the Treatment Areas as soon as possible, in order to expedite the transportation of patients to medical facilities. The Treatment Dispatch Manager coordinates loading of the ambulances and advises the ambulance driver of his destination, a medical facility or the air ambulance helispot, and advises the driver to return to the incident as appropriate. You will be told your radio communications frequency at the initial briefing or via the Incident Radio Communications Plan (ICS Form 205) in the Incident Action Plan.

The primary form utilized by the Ground Ambulance Coordinator is the ICS-MC-310, Multi-Casualty Ambulance Resource Status. It is used for tracking ambulance resources assigned to the Ground Ambulance Coordinator.

Their incident status should only change when released from the incident, at which time the Incident Communications Center and/or the Resources Unit in the Planning Section should be notified. When the Planning Section is established, they will want the ICS 211, Check-in List, completed for the resources in ambulance staging. A recorder may be requested to assist with this function.

The Ground Ambulance Coordinator will probably be dealing with multiple agencies. Most of these will be private ambulance companies with some hospital-operated ambulances and some from public agencies such as fire departments. It is important to make contact with each agency and/or with each ambulance crew to give them a briefing as to their role, routes of travel on the incident, other people they will be working with such as Treatment Dispatch Manager. Some agencies may also send a supervisor or other person to serve as an Agency Representative. It is very important to work with this person as this person can give you information you need as well as brief the crews.

Make sure that the ambulances have the necessary equipment available for patient needs during transportation. As necessary, working with the Medical Supply Coordinator, determine what supplies are available on the ambulances for use on the incident. Agency Representatives can be very helpful in this area.

If additional resources are needed, contact the Patient Transportation Group Supervisor. Your instructions may be to order them yourself, or to order them through Logistics or someone else. You may also be instructed to keep a certain number of ambulances, in staging, at all times. Consider ordering vans and/or buses for transporting patients from the Minor Treatment Area.

For extended operations, consider the need for fuel (ambulances may be either gas or diesel) and possibly a mechanic. The Logistics Section should be established on any extended operation, and should be able to provide for your needs.

PROGRESS CHECK 2

Before proceeding to Unit 5, use this Progress Check to test your knowledge of Unit 4. Complete the progress check, and then check your answers against those on the following page.

1. Name at least three routes of travel for ambulances that must be designated by the Ground Ambulance Coordinator.

2. What is the primary form utilized by the Ground Ambulance Coordinator?

3. Who would the Ground Ambulance Coordinator normally receive a briefing from?

4. During an extended operation, what section of the Incident Command System would provide for fuel?

PROGRESS CHECK 2 ANSWERS

Before proceeding to Unit 5, use this Progress Check to test your knowledge of Unit 4. Complete the progress check, and then check your answers against those on the following page.

1. Name at least three routes of travel for ambulances that must be designated by the Ground Ambulance Coordinator.

From off incident to ground ambulance staging

From ground ambulance staging to Treatment Areas

From Treatment Areas to Air Ambulance helispot

From Treatment Areas to off incident

2. What is the primary form utilized by the Ground Ambulance Coordinator?

Multi-Casualty Ambulance Resource Status, ICS-MC-310

3. Who would the Ground Ambulance Coordinator normally receive a briefing from?

Patient Transportation Group Supervisor

4. During an extended operation, what section of the Incident Command System would provide for fuel?

Logistics

UNIT 5 - DEMOBILIZATION

Demobilization within the Patient Transportation Group generally occurs when all appropriate patients have been transported to medical facilities. At this point, the Ground Ambulance Coordinator must coordinate the release of ambulances, and/or other patient transportation resources, with the Resources Unit and the Demobilization Unit of the Planning Section. Contact the Resources Unit and advise them which units are no longer needed. Any property or equipment such as radios issued to those units must be returned and coordinated with the Demobilization Unit. If recorders were assigned to you, they should also be released through the Resources Unit.

Any equipment you used, such as traffic cones or other traffic controls, must be returned. This is done through the Logistics Section, if established.

If you received a "position kit", or part of one, such as a vest, it should be returned to your supervisor. All of your documentation must be turned in to your supervisor; he will turn it in to the Documentation Unit. Documentation is extremely important in multi-casualty incidents.

FINAL PROGRESS CHECK

Before contacting your Course Administrator to take the Final Exam, use this Progress Check to test your knowledge of the material in this Workbook. Complete the Progress Check, and then check your answers against those on the following page.

- 1. What kind of additional staffing is the Ground Ambulance Coordinator most likely to need?

- 2. What is the most important physical need of the Ground Ambulance Coordinator?

- 3. Name two items a "position kit" might contain.

- 4. The Ground Ambulance Coordinator would normally be briefed by whom?

- 5. Who does the Ground Ambulance Coordinator turn in documentation to?

- 6. Release of resources is coordinated with what unit?

- 7. Return of issued equipment is coordinated with what unit?

- 8. The Ground Ambulance Coordinator should establish communications, as soon as possible, with what other positions?

- 9. What type of parking usually provides the best traffic flow?

- 10. When would the Ground Ambulance Coordinator be told what radio frequency to use?

FINAL PROGRESS CHECK

Before contacting your Course Administrator to take the Final Exam, use this Progress Check to test your knowledge of the material in this Workbook. Complete the Progress Check, and then check your answers against those on the following page.

- 1. What kind of additional staffing is the Ground Ambulance Coordinator most likely to need?

Recorders

- 2. What is the most important physical need of the Ground Ambulance Coordinator?

Ground ambulance staging area

- 3. Name two items a "position kit" might contain.

Forms, identification vest, clipboard, writing implement

- 4. The Ground Ambulance Coordinator would normally be briefed by whom?

Patient Transportation Group Supervisor

- 5. Who does the Ground Ambulance Coordinator turn in documentation to?

Patient Transportation Group Supervisor

- 6. Release of resources is coordinated with what unit?

Resources Unit

- 7. Return of issued equipment is coordinated with what unit?

Demobilization Unit

- 8. The Ground Ambulance Coordinator should establish communications, as soon as possible, with what other positions?

Treatment Dispatch Manager

- 9. What type of parking usually provides the best traffic flow?

Diagonal

- 10. When would the Ground Ambulance Coordinator be told what radio frequency to use?

Initial Briefing
