

## ASPR TRACIE Technical Assistance Request

**Requestor:** [REDACTED]  
**Requestor Phone:**  
**Requestor Email:**  
**Request Receipt Date (by ASPR TRACIE):** 26 January 2018  
**Response Date:** 2 February 2018  
**Type of TA Request:** Standard

### Request:

[REDACTED] asked if ASPR TRACIE had examples of and contact information for entities/ jurisdictions that have used/ use subject matter expert (SME) representatives in their city/ state/ regional Emergency Operations Centers (EOC). After clarifying the inquiry with the requestor, these SMEs would not be representing an Emergency Support Function (ESF), but rather have a particular technical expertise (e.g., pediatrics, vulnerable populations, etc.) that would be beneficial due to the nature of the event/ emergency.

### Response:

The ASPR TRACIE Team reviewed existing Topic Collections, including the [Emergency Operations Plans/ Emergency Management Program](#), and [Incident Management](#) Topic Collections. We also conducted a literature review for entities/ jurisdictions that have used/ use SMEs in their city/ state/ regional EOCs. In addition, we reached out to several ASPR TRACIE SME Cadre members to gather examples of written materials or anecdotal information that they could share with the requestor.

## I. ASPR TRACIE SME Cadre Member Comments

Note: These are direct quotes or paraphrased from emails and other correspondence provided by ASPR TRACIE SME Cadre members in response to this specific request. They do not necessarily express the views of ASPR or ASPR TRACIE.

### SME Cadre Member 1:

- In our jurisdiction, SMEs are referred to as Technical Specialists as identified by the Incident Command System (ICS). [Refer to the following Federal Emergency Management Agency document (pages 105-106), which is also cited in Section II below: [Appendix B: Incident Command System.](#)]
- For example, the Medical Countermeasures (MCM) Coordinator will likely serve as the SME/ Technical Specialist with regard to the MCM Distribution mission at the local level.

### SME Cadre Member 2:

- Our EOC always includes a team of folks at our ESF-8 desk, including a Public Health representative (the lead agency for ESF-8 activations), a County Coalition representative (Healthcare Emergency Response Coalition [HERC]), and a Special Needs Specialist.

- A Transportation Coordinator from local EMS can also be positioned in the EOC to help prioritize evacuations/ transports. A transportation liaison is positioned at evacuating facilities to communicate with the EOC and provides status updates.
- We also interface with our regional partners and other EOCs for mutual support and expertise.
- Our HERC representative is familiar with our coalition membership which is diverse, so there is a level of comfort when reaching out for mission requests for queries or support.
  - For example, during the H1N1 outbreak, our children's hospital helped all other coalition members with how to mix Tamiflu pediatric preparations. After a maternity death due to H1N1, information was also shared about that due to great fear in the County.
  - Our plant operations/ facilities/ engineering representatives have also supported issues related to generators during power outages.
  - Trauma representatives support our hospitals for mass casualty incidents and routine emergencies. We have a fairly robust telemedicine program which helps greatly to support decision making related to whether patients need a trauma center referral or can be treated in a tertiary facility.
  - Law enforcement supports activations as well. For example, protestors at the Republican Governor's Conference were using "Sleeping Dragons"- homemade PVC devices – to chain themselves together and block roads. EMS raised concerns as to how they would safely disconnect them in the event of injuries. The Sheriff's Office brought one of the devices to our HERC meeting to demonstrate what it was and how it was used. That was really helpful to share with healthcare facilities.

**SME Cadre Member 3:**

- To my knowledge the ESF-8 does not have a medical SME present in the EOC. The person in that chair reaches back to the Department of Health (DOH) – HECC (Command Center) at a remote location (their daily offices) for coordination assistance and response to requests for information, etc.
- In the past, the HECC has not included medical SMEs, but typically has included DOH personnel.
- For special events such as an inauguration, there have been Maryland and Virginia local public health and coalitions representatives to promote cross-state lines coordination. There is also a gathering of U.S. Department of Health and Human Services (HHS), and VA and MD DOH representatives at another location to address higher level issues.
- In the city EOC, there is expertise within other ESF's to address special needs population, sheltering, etc.
- Unlike the SMEs comments above, we do not have a regional telemedicine program to assist.

**SME Cadre Member 4:**

- Our Catastrophic Medical Operations Center (CMOC) is situated within the EOC and includes SMEs such as EMS for transportation staging, mission tasking, and coordination (air and ground).
- The CMOC does provide the medical component of ESF-8.

- We have a clinical director for medical support, and a special population’s coordinator that supports dialysis, long term care and pediatrics.

**SME Cadre Member 5:**

- We plan to include either virtual or physical SMEs in our regional healthcare resource center for pediatrics, burn, and chemical events. A roster, of either names or a page group, are available for those SMEs.

**SME Cadre Member 6:**

- In Butler County, Ohio we use several technical specialists in our EOC.
- I do not have any written materials, but I would be happy to further discuss our procedures.
- For additional information, contact Jim Bolen (Planning Section Chief, Butler County/ State of Ohio AHIMT) at [jbolen@bcrert.org](mailto:jbolen@bcrert.org) or 513-594-3133.

**SME Cadre Member 7:**

- Our health emergency coordination center has integrated SMEs from areas of our department based on the type of incident.
- These SMEs represent the Behavioral Health and Developmental Disabilities Administration. This administration establishes the policy direction and standards for the statewide system including Community Mental Health Services Program, services to children and adults, Substance Abuse prevention and treatment, Autism Services to Children and families, problem gambling addictions services, and State Hospital Centers.

**SME Cadre Member 8:**

- In our State, the SMEs are usually identified at the local level. We do not have health SMEs at the State level for pediatrics or vulnerable populations. Often the State looks to us (local public health agencies) as the SME or to identify one.
- At the local level, we spend a significant amount of time building relationships with SMEs so we have those connections established when developing plans, exercises and during real events.
  - One example, is our [REDACTED] Access and Functional Needs (AFN) Workgroup who reviews plans and participates in exercise. We also developed AFN Support Teams to assist in shelters, family assistance centers, and points of distribution.
- Our SMEs do not have a seat at our EOC, but are consulted with on an as-needed basis.
- I am aware that a neighboring state has AFN SMEs, which we have reached to during the planning phase and they have been extremely helpful.

**II. EOC Resources**

Backer, H., Smiley, D., Schoenthal, L. et al. (2014). [Hospital Incident Command System \(HICS\) Guidebook: Fifth Edition, May 2014](#). California Emergency Medical Services Authority.

This latest version of the HICS guidebook meets the needs of all types of hospitals, regardless of location, size, or patient care capabilities and provides event-based templates and resources in addition to the system framework and job action sheet

templates. **NOTE:** Pages 46-47 provides a list of Medical-Technical Specialists. A definition of Medical-Technical Specialists is also included on page 48, and is addressed throughout the document. Page 77 notes that these specialists may be located in the Hospital Command Center or alternate sites.

Federal Emergency Management Agency. (2008). [Appendix B: Incident Command System.](#)

This document provides an overview of the ICS and describes the ICS organization, the various positions within an ICS structure, and the planning process. **NOTE:** Pages 105-106 define Technical Specialists and their role as a SME in an EOC.

The Center for HICS Education and Training. (n.d.). [Hospital Incident Management Team Organizational Chart.](#) (Accessed 1/31/2018.)

This online, fillable PDF form represents the typical incident management structure under the Hospital Incident Command System. It can be completed online and printed, sent via e-mail, or saved by the users. **NOTE:** The Medical-Technical Specialists section identifies several SMEs that could be a part of the Hospital Incident Management Team.