**York County Department of Emergency Services
Communications Division**

**Policy # 60.7
Subject: Mass Casualty Incidents
Issued Date: July 1, 2003
Issued By: Cindy Dietz, Deputy Director
Approved By: Audrey Rychalsky, 911 Director**

A.   Mass Casualty Box Utilization

Purpose – To give the 9-1-1 Dispatcher indicators of when and how a Mass Casualty Box would be best utilized. This guideline also attempts to steer the dispatcher away from the confusion of switching to a Mass Casualty Box mid call by suggesting it be done at an earlier stage in the call.

Guideline:

Dispatch Criteria Level I (< 10 injured) -When a call is received indicating there will be **4** or more patients needing medical treatment, the dispatcher should utilize the Mass Casualty Box for that particular municipality.
- Send one BLS unit per patient until you reach 7 patients under Level I.
- Between 7 and 10 patients dispatch **exactly** what is called for under Level I.
- If the criteria are met, send both ALS units under Level I immediately on partial dispatches.
- When dispatching a partial Level I response fulfill the standby replacements as they become appropriate.
- Also when dispatching a partial Level I response and there is a helicopter listed place them on standby automatically.
- Announce the box number as "Mass Casualty Box (whatever the box area is)".

Dispatch Criteria Level II (10 to 25 injured) - Dispatch the correct number of BLS units for the number of patients given and complete the remainder of the response in its entirety. This includes dispatching all ALS units, Helicopters, Specialty Pieces, Standbys, Transfers, and Medical Support equipment listed.

Dispatch Criteria III (> 25 injured) – Dispatch the Level III response in its entirety immediately.

Dispatch Order – When dispatching units (medics should be dispatched first) dispatch them in groups of 4 at a time. Continue until the desired numbers of units are alerted. Consider which units have been dispatched and give an immediate second voice on an appropriate tower after each dispatch. By

doing this all units receive a voice on dispatch and it will hopefully cut down on the need for the dispatcher to repeat the location. All helicopter requests will be done using Stacom for the closest helicopter. Disregard specific names of helicopters.

Dispatch Supervisor Intervention – In the event that you go to dispatch a Mass Casualty Box and have questions or find the following <u>notify your shift supervisor</u>:

 a. **Many of the ambulances that are due on the box are already on another call or are not available and you are having difficulty deciding how to replace them.**
 b. **The replacement ambulances end up being those that were originally meant to be transfer units.**
 c. **The Mass Casualty Box provides inadequate ALS/BLS replacement coverage to the area once a level has been completed.**

The **911 Shift Supervisor** is authorized at anytime to make changes and redirect units if unforeseen problems arise during dispatch and implementation of a Mass Casualty Box.

The **911 Shift Supervisor** will determine, after checking the box, what additional transfers may be needed to assure adequate coverage for any area in question.

B. Hospital Alerting for Mass Casualty Incidents

Purpose – To alert hospital personnel when there is potential for a large number of patients to arrive at their facility within a short period of time. This will be done to give the hospitals a "heads up". With the information the hospital obtains from us they will then make a determination in accordance with their own in house guidelines as to whether or not they will need to alert additional personnel to their facility.

Guideline: Upon receipt of a call that has potential for a large number of patients **(>10),** and after alerting emergency crews to respond, the EMS dispatcher will send an alert using the Mass Casualty Alert button located on the EMS paging screen. York, Memorial, & Hanover Hospital BLS intercoms will automatically be simuled. The dispatcher will then voice the location of the call, nature, and possible number of patients. This voice will only go out over the intercoms.

  EX: "York County to all York County Hospitals, Dover Borough, Dover High School, 35 West Canal Street, collapsed bleachers in the football stadium. Reported 20-30 injured" Time.

  EX: " York County to all York County Hospitals, Conewago Township, I83 NB in the area of exit 28, motor vehicle accident, bus vs. tractor trailer, Reported 15 to 20 injured" Time.

When units arrive on scene and updates are given the dispatcher should then realert the hospitals with the additional information.

If no update is given, once units start transporting patients' check with the triage officer for any updated information they may be able to supply and then relay to the hospitals.

EX: " York County to all York County Hospitals, Conewago Twp incident now reporting 2 class 1 patients flown to Hershey Med, 2 class 2 patients to York Hospital, 4 class 3 patients unknown destination, 3 class 4 patients, and 8 sign offs." Time.