

Emergency Incident Casualty Data Collection Protocol

Effective March 2017

Purpose

The purpose of this protocol is to detail the procedures for the provision of emergency incident information between health services and the Department of Health and Human Services (DHHS).

This protocol applies to all Victorian private and public health services with an Emergency Department or Urgent Care Centre.

This protocol is activated by DHHS in an emergency, for example a Level 2 or Level 3 event under the State Health Emergency Response Plan (SHERP).

Objective

To collate reliable, accurate, timely and consistent information on presentations to health services resulting from an emergency incident, in order for DHHS to:

- facilitate information sharing between key stakeholders;
- meet its responsibilities under the SHERP; and;
- provide information to Victoria Police for law enforcement purposes.

Activation and notification

The protocol is activated when DHHS notifies health services of an emergency incident, and requires health services to report specific data.

Notification is provided through two communication channels:

- an SMS text message to Chief Executive Officers, Chief Operating Officers, Directors and Nurse Unit Managers of Emergency Departments
- a 'First Wave Notification' email¹. A reporting template is attached to the First Wave Notification email.

The notification alerts health services to a potential or actual emergency casualty event and,

- that the Emergency incident Casualty Data Collection protocol has been activated for data collection, impact assessment, and intelligence sharing with Victoria Police for law enforcement purposes;
- advises who the Lead Agency² is for the incident and
- provides the details to where all media inquiries are to be directed.

¹ As described in SHERP V3 2013

² The lead agency is determined for each incident and is responsible and accountable for the all the functions of incident management.

The State Health Coordinator (SHC) may update the notice from time to time and the protocol remains activated until the SHC issues notice that it ceases to apply.

Procedure

Once the protocol is activated, all health services must strictly adhere to the procedure below, subject to change by the SHC:

- The health service acknowledges receipt of the protocol activation notification
- Coordinate within their organisation by the designated Hospital Commander³ is responsible for collating and sending the data;
- Complete the data collection template sent with the First wave notification email (example attachment 1);
 - Section 1 is completed for all events;
 - Section 2 is completed when instructed by the SHC;
 - the report must include the contact details of the collator, including name, job title, phone number and email address.
- The health service provides the reporting template (or nil response if no casualties have been received) upon First Wave Notification and thereafter at 6am and 3pm each day; and,
- The health service provide immediate notification to DHHS of the death of a casualty to the SHC on 1300 159 486 (24 hours), and confirmed in writing via email to semc@dhhs.vic.gov.au
- The SHC will issue a deactivation notification when reports are no longer required

Media

Once this protocol is activated, all health services must immediately notify communications and media personnel that the protocol for an emergency incident has been activated and to direct all communications relating to the incident as directed.

Immediate information to be provide by health services

Health services must immediately notify DHHS of the death of an incident presentation, directly to the SHC on 1300 159 486 (24 hours), and confirmed in writing via email to semc@dhhs.vic.gov.au

Information collection, use and disclosure

Health information collected, used, stored and disclosed by DHHS under this protocol will be in accordance with the Health Privacy Principles as set out in the *Health Records Act 2001*, unless the event is a potential law enforcement matter. Ordinarily, health services will only be required to provide de-identified information under this protocol.

If the SHC has notified health services that the event is a potential law enforcement matter, health services must also provide personal and health information of the affected patients. A request of this nature is made on behalf of Victoria Police and will only be made in circumstances where the information is reasonably necessary for the law enforcement function of Victoria Police. Therefore, DHHS will disclose the information received from health services to Victoria Police for law enforcement purposes.

³ SHERP V3

Responsibilities

- At each health service, the designated Hospital Commander⁴ is responsible for providing the completed template reports to DHHS at the required times;
- The SHC is responsible for activating this protocol, receiving the completed template reports and notifying of cessation of operation of the protocol.

⁴ SHERP V3

Attachment 1 – Reporting Template (example – to be provided in MS Excel for reporting)

Health service : [Insert name] person preparing report & signature block

Date: [#]

Time: [#]

Section 1: General information					Section 2: Identifiable Information					
Date presented	Gender	Age	Condition	Discharge date	Surname	First name	Date of birth	Address	Nationality (if foreign national)	Injury Summary / discharge diagnosis

Notes for preparation:

1. Only complete the blue section (Section 2: Identifiable Information) if the emergency incident is a potential law enforcement matter.
2. In the Condition column please reference the patient's medical condition and also whether the patient has been discharged or is deceased.