

Hospital Command Center Checklist

Infrastructure Outage Incident

Incident Information

- Date: _____
 - Time Activated: _____
 - Incident Type:
 - ☐ Electrical Power Failure
 - ☐ Generator Failure
 - ☐ Water Supply Interruption
 - ☐ HVAC Failure
 - ☐ Medical Gas System Failure
 - ☐ Information Technology (IT) Outage
 - ☐ Electronic Health Record (EHR) Downtime
 - ☐ Telephone/Communications Failure
 - ☐ Network/Cyber-Related Infrastructure Disruption
 - ☐ Steam/Boiler Failure
 - ☐ Sewer/Sanitation Failure
 - ☐ Multiple Infrastructure Failures
 - ☐ Other: _____
 - Areas Affected:
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INITIAL ACTIVATION (0–15 Minutes)

Incident Command

- ☐ Activate Hospital Incident Command System (HICS)
- ☐ Open Hospital Command Center

- ☐ Assign Incident Commander
 - ☐ Assign Section Chiefs
 - ☐ Operations
 - ☐ Planning
 - ☐ Logistics
 - ☐ Finance/Administration
 - ☐ Notify Executive Leadership
 - ☐ Notify Facilities Management
 - ☐ Notify Information Technology Leadership (if applicable)
 - ☐ Begin Incident Action Log
 - ☐ Establish operational briefing schedule (every 30–60 minutes)
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INCIDENT ASSESSMENT

- ☐ Identify infrastructure system(s) affected
 - ☐ Determine extent of outage
 - ☐ Estimate duration
 - ☐ Identify impacted clinical services
 - ☐ Determine life safety risks
 - ☐ Confirm utility provider notifications
 - ☐ Confirm vendor response times
 - ☐ Assess potential for cascading failures
 - ☐ Evaluate need for evacuation or shelter-in-place
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LIFE SAFETY

- ☐ Ensure emergency lighting is functional
- ☐ Verify fire detection and suppression systems

- ☐ Confirm emergency exits remain accessible
 - ☐ Assess elevator operations
 - ☐ Identify patients at immediate risk
 - ☐ Relocate patients if necessary
 - ☐ Increase safety rounds in affected areas
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FACILITY OPERATIONS

Electrical Systems

- ☐ Verify generator operation
 - ☐ Verify automatic transfer switch status
 - ☐ Confirm emergency power circuits
 - ☐ Monitor fuel levels
 - ☐ Estimate generator endurance
 - ☐ Reduce non-essential electrical loads
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Water Systems

- ☐ Verify potable water availability
 - ☐ Verify emergency water reserves
 - ☐ Assess sanitation capability
 - ☐ Evaluate dialysis operations
 - ☐ Monitor water pressure
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HVAC Systems

- ☐ Monitor patient care area temperatures
- ☐ Monitor humidity
- ☐ Evaluate negative- and positive-pressure rooms

- ☐ Protect temperature-sensitive clinical areas
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Medical Gas Systems

- ☐ Verify oxygen supply
 - ☐ Verify vacuum systems
 - ☐ Verify compressed air
 - ☐ Prepare portable cylinders
 - ☐ Monitor reserve capacity
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Information Technology

- ☐ Activate downtime procedures
 - ☐ Confirm backup systems
 - ☐ Verify network functionality
 - ☐ Implement paper documentation
 - ☐ Protect data integrity
 - ☐ Maintain cybersecurity monitoring
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CLINICAL OPERATIONS

- ☐ Assess Emergency Department operations
- ☐ Assess Operating Room functionality
- ☐ Assess Intensive Care Unit capability
- ☐ Assess Labor & Delivery operations
- ☐ Assess Pharmacy operations
- ☐ Assess Laboratory operations
- ☐ Assess Radiology operations
- ☐ Suspend or delay elective procedures if indicated

- ☐ Establish alternate patient care locations if needed
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PATIENT SAFETY

- ☐ Identify high-risk patients
 - ☐ Verify ventilator support
 - ☐ Verify infusion pump operation
 - ☐ Confirm monitoring equipment functionality
 - ☐ Verify medication refrigeration
 - ☐ Assess dialysis patients
 - ☐ Monitor neonatal and pediatric units
 - ☐ Evaluate behavioral health unit safety
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STAFFING

- ☐ Notify Department Directors
 - ☐ Activate staffing contingency plan
 - ☐ Assign Facility Liaison
 - ☐ Assign IT Liaison (if applicable)
 - ☐ Increase engineering support
 - ☐ Arrange staff relief for extended operations
 - ☐ Monitor staff accountability
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SUPPLIES & EQUIPMENT

Verify availability of:

- ☐ Flashlights
- ☐ Batteries
- ☐ Portable lighting

- ☐ Extension cords
 - ☐ Portable generators
 - ☐ Portable oxygen cylinders
 - ☐ Battery-powered suction
 - ☐ Manual blood pressure equipment
 - ☐ Paper documentation forms
 - ☐ Downtime medication administration records
 - ☐ Fuel supplies
 - ☐ Drinking water
 - ☐ Portable HVAC equipment (if available)
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PHARMACY

- ☐ Monitor medication refrigeration
 - ☐ Protect temperature-sensitive medications
 - ☐ Activate manual dispensing procedures if necessary
 - ☐ Verify automated dispensing cabinet functionality
 - ☐ Ensure controlled substance accountability
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LABORATORY

- ☐ Verify analyzer functionality
 - ☐ Protect refrigerated specimens
 - ☐ Activate manual testing procedures
 - ☐ Prioritize critical testing
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RADIOLOGY

- ☐ Verify imaging equipment status

- ☐ Prioritize emergency imaging
 - ☐ Protect equipment during power fluctuations
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COMMUNICATIONS

Maintain communication with:

- ☐ Utility providers
 - ☐ Facilities Engineering
 - ☐ Information Technology
 - ☐ Emergency Management
 - ☐ Public Health
 - ☐ EMS
 - ☐ Regional Healthcare Coalition
 - ☐ Hospital Leadership
 - ☐ Vendors and service contractors
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SECURITY

- ☐ Secure affected areas
 - ☐ Control facility access
 - ☐ Monitor elevators and stairwells
 - ☐ Assist with traffic control
 - ☐ Protect critical infrastructure spaces
 - ☐ Increase patrols
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CONTINUITY OF OPERATIONS

- ☐ Identify essential services
- ☐ Suspend non-essential operations

- ☐ Prioritize critical patient care
 - ☐ Implement downtime procedures
 - ☐ Coordinate patient transfers if necessary
 - ☐ Consider diversion status
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PUBLIC INFORMATION

- ☐ Activate Public Information Officer
 - ☐ Coordinate messaging with leadership
 - ☐ Notify staff of operational impacts
 - ☐ Prepare media statements if appropriate
 - ☐ Maintain patient confidentiality
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DOCUMENTATION

- ☐ Incident Action Log
 - ☐ Utility Status Log
 - ☐ Equipment Failure Log
 - ☐ Resource Requests
 - ☐ Patient Impact Log
 - ☐ Staff Assignment Log
 - ☐ Vendor Communications Log
 - ☐ Financial Tracking
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RECOVERY

- ☐ Verify restoration of utility systems
- ☐ Test affected equipment
- ☐ Validate information systems

- ☐ Resume suspended clinical services
- ☐ Replenish emergency supplies
- ☐ Document infrastructure repairs
- ☐ Conduct facility inspection
- ☐ Return to normal operations
- ☐ Conduct hot wash
- ☐ Schedule After Action Review (AAR)
- ☐ Develop Improvement Plan

COMMAND CENTER STATUS BOARD

Infrastructure Status

System	Operational	Limited	Failed
Electrical Power	☐	☐	☐
Emergency Generator	☐	☐	☐
Water Supply	☐	☐	☐
HVAC	☐	☐	☐
Medical Gas	☐	☐	☐
IT Network	☐	☐	☐
EHR	☐	☐	☐
Telephone System	☐	☐	☐
Fire Protection	☐	☐	☐

Clinical Operations

Emergency Department:

☐ Normal ☐ Limited ☐ Closed

Operating Rooms:

☐ Normal ☐ Limited ☐ Suspended

ICU:

☐ Normal ☐ Limited ☐ Critical Capacity

Laboratory:

☐ Normal ☐ Downtime ☐ Limited

Radiology:

☐ Normal ☐ Limited ☐ Downtime

Pharmacy:

☐ Normal ☐ Limited ☐ Downtime

Operational Status

Patients Affected: _____

Patient Transfers: _____

Diversion Status:

☐ No ☐ Partial ☐ Full

Generator Fuel Remaining: _____ Hours

Estimated Time to Restoration: _____

Resource Requests

Operational Priorities

1. _____
2. _____
3. _____

4. _____

5. _____

Significant Events Log

Time	Event	Action Taken	Responsible Leader
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