

HCSC EMResource Drill

After-Action Report/Improvement Plan

Exercise Date: November 27, 2018

AAR/IP Date: December 31, 2018

EXERCISE OVERVIEW

Exercise Name	HCSC EMResource Drill
Exercise Dates	November 27, 2018 from 1:30-2:30
Scope	This exercise was a functional drill planned for one hour at individual participant locations. Exercise play was limited to testing of the situation reporting and resource requesting process between health care agency members of the Health Care and Safety Coalition and the Medical Health Operational Area Coordinator (MHOAC).
Mission Area(s)	Response
Core Capabilities	Information Sharing
Objectives	<ol style="list-style-type: none"> 1. Health care agency participants will login to the <i>live</i> EMResource site between 1:30-2:30 to update their facility status and leave a comment. 2. Health care agency participants will submit an electronic Sit Rep to: <ol style="list-style-type: none"> 1) Provide a situation update to the MHOAC, and 2) Request resources as necessary 3. Participants will submit the Participant Feedback Form to the HPP Coordinator by 16:00.
Threat or Hazard	All Hazards
Scenario	A large wildfire is burning in Northern California and smoke is blowing south into Tuolumne County. The smoke is so dense that it has created a fog throughout the county. As a result, several of your staff members are out sick and at least 25% of patients/clients calling, visiting, or residing in your facility are complaining of adverse health effects due to the smoke. You recognize this as an unusual event and decide to use EMResource to alert the Tuolumne County MHOAC. Your facility also needs to request N95 and/or N100 masks.
Sponsor	Tuolumne County Public Health Department- Hospital/Healthcare Preparedness Program (HPP)
Participating Organizations	Health care agency members of the Tuolumne County Health Care & Safety Coalition
Point of Contact	Rebecca Morgenstern, HPP Coordinator, Tuolumne County Public Health Department. (209) 533-7416 RMorgenstern@co.tuolumne.ca.us

ANALYSIS OF CORE CAPABILITIES

Aligning exercise objectives and core capabilities provides a consistent taxonomy for evaluation that transcends individual exercises to support preparedness reporting and trend analysis. Table 1 includes the exercise objectives, aligned core capabilities, and performance ratings for each core capability as observed during the exercise and determined by the evaluation team.

Objective	Core Capability	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
Health care agency participants will login to the <i>live</i> EMResource site between 1:30-2:30 to update their facility status and leave a comment.	Information Sharing	P			
Health care agency participants will submit an electronic Sit Rep to: 1) Provide a situation update to the MHOAC, and 2) Request resources as necessary	Information Sharing	P			
Participants will submit the Participant Feedback Form to the HPP Coordinator by 16:00.	Information Sharing	P			
<p>Ratings Definitions:</p> <ul style="list-style-type: none"> • Performed without Challenges (P): The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. • Performed with Some Challenges (S): The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. However, opportunities to enhance effectiveness and/or efficiency were identified. • Performed with Major Challenges (M): The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s), but some or all of the following were observed: demonstrated performance had a negative impact on the performance of other activities; contributed to additional health and/or safety risks for the public or for emergency workers; and/or was not conducted in accordance with applicable plans, policies, procedures, regulations, and laws. • Unable to be Performed (U): The targets and critical tasks associated with the core capability were not performed in a manner that achieved the objective(s). 					

Table 1. Summary of Core Capability Performance

The following sections provide an overview of the performance related to each exercise objective and associated core capability, highlighting strengths and areas for improvement.

Objective 1: Health care agency participants will login to the live EMResource site between 1:30-2:30 to update their facility status and leave a comment.

The strengths and areas for improvement for each core capability aligned to this objective are described in this section.

Strengths

The full capability level can be attributed to the following strengths:

Strength 1: All nine participants were able to update their status and/or make a comment on EMResource.

Strength 2: Participants reported that they were able to easily update status.

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area for Improvement 1: n/a

Objective 2: Health care agency participants will submit an electronic Sit Rep to 1) Provide a situation update to the MHOAC, and 2) Request resources as necessary.

Strengths

The full capability level can be attributed to the following strengths:

Strength 1: All nine participants were able to submit an electronic situation report to the MHOAC via EMResource.

Strength 2: The exercise was an opportunity for the MHOAC and alternate MHOAC to practice receiving and responding to situation reports.

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area for Improvement 1: n/a

Objective 3: Participants will submit the Participant Feedback Form to the HPP Coordinator by 1600.

Strengths

The full capability level can be attributed to the following strengths:

Strength 1: The majority of participants submitted feedback forms.

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area for Improvement 1: n/a

Select Participant Feedback

Areas for Improvement

- “MHOAC call went to voice mail.”
- “When calling the MHOAC the link was busy, unable to leave message.”

Strengths

- “Clear instructions.”
- “Being able to view what is going on with other facilities & resources needed.”
- “Can easily see others facility status and availability.”
- “It was easy to use and navigate with your instructions.”

APPENDIX A: IMPROVEMENT PLAN

This IP has been developed specifically for the Tuolumne County Health Care and Safety Coalition as a result of the HCSC EMResource Drill conducted on November 27, 2018.

Core Capability	Issue/Area for Improvement	Corrective Action	Capability Element ¹	Primary Responsible Organization	Organization POC	Start Date	Completion Date
Core Capability 1: n/a	1. n/a	n/a	n/a	n/a	n/a	n/a	n/a
		n/a	n/a	n/a	n/a	n/a	n/a
		n/a	n/a	n/a	n/a	n/a	n/a
	2. n/a	n/a	n/a	n/a	n/a	n/a	n/a
		n/a	n/a	n/a	n/a	n/a	n/a

¹ Capability Elements are: Planning, Organization, Equipment, Training, or Exercise.

APPENDIX B: EXERCISE PARTICIPANTS

Participating Organizations
Tuolumne County Public Health Department
Tuolumne County Emergency Medical Services Agency
Tuolumne County Behavioral Health
Avalon Care Center Sonora
MACT Health Sonora
Mathiesen Memorial Clinic
Adventist Health – Health and Wellness
Adventist Health – Home Health and Hospice
Adventist Health – Clinic Services
Adventist Health – Indian Rock Prompt Care
Sequoia Home Health