

Tuolumne County Health Care & Safety Coalition Information Sharing Exercise

Exercise Plan

December 17, 2019

EXERCISE OVERVIEW

Exercise Name	Tuolumne County Health Care & Safety Coalition Information Sharing Exercise
Exercise Dates	December 17, 2019
Scope	This is a functional exercise which will occur at individual participant locations. Exercise play is limited to the objectives listed in this Exercise Plan.
Mission Area(s)	Response
Core Capabilities	Information Sharing
Objectives	<ol style="list-style-type: none"> 1. Public Health will utilize the California Health Alert Network (CAHAN) system to alert HCSC partners of a potential Public Safety Power Shutoff (PSPS) and to remind them to charge their radios and begin outreach to clients with Access and Functional Needs (AFN). 2. Coalition partners will successfully communicate with Tuolumne County Public Health and the Medical Health Operational Area Coordinator (MHOAC) via EMResource, fax, phone, and radio. 3. The MHOAC will submit an update regarding the status of the local healthcare system to Tuolumne County Office of Emergency Services (OES). 4. The MHOAC will submit a Situation Report to the Regional Disaster Medical Health Specialist.
Threat or Hazard	Public Safety Power Shutoff
Scenario	On December 16, 2019, PG&E informed Tuolumne County OES of a potential PSPS beginning December 17, 2019 in the afternoon or evening. Tuolumne County Public Health issued a CAHAN alert notifying HCSC partners of the potential PSPS and reminding them to charge their radios and begin outreach to clients with AFN. On December 17 th , the Tuolumne County MHOAC Program asks all partner agencies to submit a Situation Report with updates regarding their preparedness efforts and current operating status.
Sponsor	Tuolumne County Public Health Department

**Participating
Organizations**

All members of the Tuolumne County Health Care & Safety Coalition are invited to participate.

**Point of
Contact**

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GENERAL INFORMATION

Exercise Objectives and Core Capabilities

The following exercise objectives in Table 1 describe the expected outcomes for the exercise. The objectives are linked to core capabilities, which are distinct critical elements necessary to achieve the specific mission area(s). The objectives and aligned core capabilities are guided by elected and appointed officials and selected by the Exercise Planning Team.

Exercise Objective	Core Capability
Public Health will utilize the California Health Alert Network (CAHAN) system to alert HCSC partners of a potential Public Safety Power Shutoff (PSPS) and to remind them to charge their radios and begin outreach to clients with Access and Functional Needs (AFN).	Information Sharing
Coalition partners will successfully communicate with Tuolumne County Public Health and the Medical Health Operational Area Coordinator (MHOAC) via EMResource, fax, phone, and radio.	Information Sharing
The MHOAC will submit an update regarding the status of the local healthcare system to Tuolumne County Office of Emergency Services (OES).	Information Sharing
The MHOAC will submit a Situation Report to the Regional Disaster Medical Health Specialist.	Information Sharing

Table 1. Exercise Objectives and Associated Core Capabilities

Participant Roles and Responsibilities

The term *participant* encompasses many groups of people, not just those playing in the exercise. Groups of participants involved in the exercise, and their respective roles and responsibilities, are as follows:

- **Players.** Players are personnel who have an active role in discussing or performing their regular roles and responsibilities during the exercise. Players discuss or initiate actions in response to the simulated emergency.
- **Controllers.** Controllers plan and manage exercise play, set up and operate the exercise site, and act in the roles of organizations or individuals that are not playing in the exercise. Controllers direct the pace of the exercise, provide key data to players, and may prompt or initiate certain player actions to ensure exercise continuity. In addition, they issue exercise material to players as required, monitor the exercise timeline, and supervise the safety of all exercise participants.

Exercise Assumptions and Artificialities

In any exercise, assumptions and artificialities may be necessary to complete play in the time allotted and/or account for logistical limitations. Exercise participants should accept that

assumptions and artificialities are inherent in any exercise, and should not allow these considerations to negatively impact their participation.

Assumptions

Assumptions constitute the implied factual foundation for the exercise and, as such, are assumed to be present before the exercise starts. The following assumptions apply to the exercise:

- The exercise is conducted in a no-fault learning environment wherein capabilities, plans, systems, and processes will be evaluated.
- The exercise scenario is plausible, and events occur as they are presented.
- Exercise simulation contains sufficient detail to allow players to react to information and situations as they are presented as if the simulated incident were real.
- Participating agencies may need to balance exercise play with real-world emergencies. Real-world emergencies take priority.

EXERCISE LOGISTICS

Safety

Exercise participant safety takes priority over exercise events. The following general requirements apply to the exercise:

- During all communications, participants are to state “This is an Exercise”.
- For a real emergency that requires assistance, use the phrase “**real-world emergency.**”

POST-EXERCISE AND EVALUATION ACTIVITIES

Debriefings

Post-exercise debriefings aim to collect sufficient relevant data to support effective evaluation and improvement planning.

Controller and Evaluator Debriefing

Controllers and evaluators attend a facilitated C/E Debriefing immediately following the exercise. During this debriefing, controllers and evaluators provide an overview of their observed functional areas and discuss strengths and areas for improvement.

Participant Feedback Forms

Participant Feedback Forms provide players with the opportunity to comment candidly on exercise activities and exercise design. Participant Feedback Forms should be collected at the conclusion of the Hot Wash.

Evaluation

After-Action Report

The AAR summarizes key information related to evaluation. The AAR primarily focuses on the analysis of core capabilities, including capability performance, strengths, and areas for improvement. AARs also include basic exercise information, including the exercise name, type of exercise, dates, location, participating organizations, mission area(s), specific threat or hazard, a brief scenario description, and the name of the exercise sponsor and POC.

Improvement Planning

Improvement planning is the process by which the observations recorded in the AAR are resolved through development of concrete corrective actions, which are prioritized and tracked as a part of a continuous corrective action program.

Improvement Plan

The IP identifies specific corrective actions, assigns them to responsible parties, and establishes target dates for their completion. It is created by elected and appointed officials from the organizations participating in the exercise, and discussed and validated during the AAM.

PARTICIPANT INFORMATION AND GUIDANCE

Exercise Rules

The following general rules govern exercise play:

- Real-world emergency actions take priority over exercise actions.
- Exercise players will comply with real-world emergency procedures, unless otherwise directed by the control staff.
- All communications (including written, radio, telephone, and e-mail) during the exercise will begin and end with the statement “**This is an exercise.**”

Players Instructions

Players should follow certain guidelines before, during, and after the exercise to ensure a safe and effective exercise.

Before the Exercise

- Review appropriate organizational plans, procedures, and exercise support documents.
- Review the Exercise Plan and become familiar with the exercise timeline

During the Exercise

- Respond to exercise events and information as if the emergency were real, unless otherwise directed by an exercise controller.
- If you do not understand the scope of the exercise, or if you are uncertain about an organization’s participation in an exercise, ask a controller.
- Parts of the scenario may seem implausible. Recognize that the exercise has objectives to satisfy and may require incorporation of unrealistic aspects. Every effort has been made by the exercise’s trusted agents to balance realism with safety and to create an effective learning and evaluation environment.
- All exercise communications will begin and end with the statement “**This is an exercise.**” This precaution is taken so that anyone who overhears the conversation will not mistake exercise play for a real-world emergency.

After the Exercise

- Complete the Participant Feedback Form. This form allows you to comment candidly on emergency response activities and exercise effectiveness. Provide the completed form to a controller or evaluator.
- Provide any notes or materials generated from the exercise to your controller or evaluator for review and inclusion in the AAR.

Simulation Guidelines

Because the exercise is of limited duration and scope, certain details will be simulated. The physical description of what would fully occur at the incident sites and surrounding areas will be relayed to players by simulators or controllers.

APPENDIX A: EXERCISE SCHEDULE

Time	Main Controller for Activity	Activity	Location
December 16, 2019			
Afternoon	Michelle Jachetta	Public Health: CAHAN sent to HCSC partners to alert them of a potential PSPS beginning on 12/17/19 at 3 p.m. Participants: Respond to CAHAN	Individual participant locations
December 17, 2019			
1:30 p.m.	Rebecca Morgenstern	Public Health: Send Start Exercise email	Individual participant locations
1:30-2:15 p.m.	Rebecca Morgenstern	1. Participants submit Situation Report via EMResource (healthcare) and/or fax (non-healthcare) 2. Participants call MHOAC after submitting SitRep to ensure it was received	Individual participant locations
2:15-2:30 p.m.	Michelle Jachetta	Participants with radios test radio connection with Public Health	Individual participant locations
2:30-3:30 p.m.	Rebecca Morgenstern	Participants submit Participation Feedback Forms to Public Health (Appendix D)	Individual participant locations
2:30-3:30 p.m.	Clarence Teem & Dr. Bernstein	MHOACs submit situation reports to Tuolumne County OES & RDMHS	Individual participant locations
January 9, 2020			
1:30 p.m.	Rebecca Morgenstern	Participants & Controllers: After Action Review during HCSC meeting	Individual participant locations

APPENDIX C: EXERCISE INSTRUCTIONS

December 16, 2019

STEP 1: RESPOND TO CAHAN ALERT

Tuolumne County Public Health will send a practice CAHAN alert on December 16, 2019 to alert HCSC partners of a potential Public Safety Power Shutoff (PSPS) and to remind them to charge their radios and begin outreach to clients with Access and Functional Needs (AFN).

1. Participants should respond to the CAHAN alert as directed to confirm receipt of the message
2. Participants who did not receive the message or who would like to update their contact information should complete the CAHAN Enrollment Form. The form can be found at www.tuolumnehcsc.com > Files > Coalition Forms > CAHAN Enrollment Form.
3. Participants with radios should ensure they are charged.
4. Optional: Participants may practice internal coordination necessary to conduct outreach to clients (be sure to tell your colleagues **THIS IS AN EXERCISE**).

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STEP 2: HEALTHCARE PARTNERS WITH EMRESOURCE ACCESS

(All others skip to step 3)

Complete this activity between 1:30-2:15 p.m.




Login to the **LIVE** EMResource site: <https://emresource.juware.com/emresource/login>

You will need to complete two activities in EMResource:

- A. Update status and make a comment
- B. Submit situation report with updates regarding your preparedness efforts and current operating status.

Activity A

(note: Changing facility status does not alert the MHOAC.)

Tuolumne Other	Non-Hospital Facility Status
 Avalon Care Center [Tuo]	Fully Functional
 SRMC TCU/SNF [Tuo]	Fully Functional
 MACT Health Sonora [Tuo]	Fully Functional

1. Click on the keys next to your facility.
2. Change status. Options include **fully functional**, **partially functional**, or **not functional**.
3. Enter comment stating **“THIS IS A DRILL”** and share the status of your facility so that other facilities may see it. Write **“THIS IS A DRILL”** after your comment as well. Click **“save”**.
4. The results are available for all partners to view. However, updating your status will not notify the MHOAC. This is why you must submit a Situation Report (next step).

Avalon Care Center of Sonora [Tuo]

Select the statuses to update (unchecked ones will not be changed):

Non-Hospital Facility Status: Region 4 - used by clinic, SNF, etc (non-
 Fully Functional
 Partially Functional: Requires comments - Ensure MHOAC updated.
 Not Functional: Requires Comments - Ensure MHOAC updated.

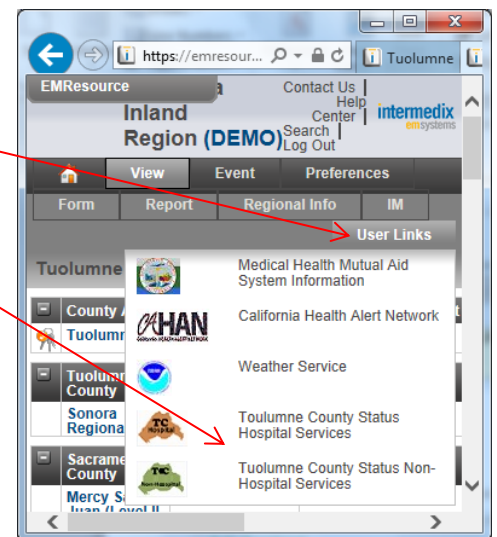
Comment:
 THIS IS A DRILL. All phone lines down.
 Unable to accept calls re: admits.
 THIS IS A DRILL.

[Show All Statuses](#)

	Tuolumne Other	Non-Hospital Facility Status	Comment	Last Update
	Avalon Care Center of Sonora [Tuo]	Partially Functional	THIS IS A DRILL. All phone lines down. U...	15 Feb 2018 1
	SRMC TCU/SNF [Tuo]	Fully Functional	Comment	08 Dec 2014 1
	MACT Health Sonora [Tuo]	Fully Functional	THIS IS A DRILL. All phone lines down. Unable to accept calls re: admits. THIS IS A DRILL.	05 Nov 2014 1
	Mathiesen Memorial Clinic [Tuo]	Fully Functional		29 Nov 2017 1
	Sierra Conservation Center Medical	Fully Functional		20 Nov 2014 1

Activity B

1. In the upper right corner of the screen, click on **“USER LINKS”**
2. Open the form for **“non-hospital”** services (except for AHS Acute/Hospital who uses hospital)
3. Open the form and complete. The **“starred”** items must be completed in order to submit your Sit Rep.
4. In box #4, be sure to enter the status of your facility related to the scenario.
5. In box #5, be sure to choose **“EXERCISE”** as the event type.
6. In box #19, be sure to enter the name of the person submitting the situation report.
7. When finished entering information into all boxes, click **“submit”**.
8. The MHOAC will receive your Sit Rep via email. It is important to make a follow up phone call to ensure receipt of your Sit Rep.



NOTE: Pop-Up Blocker must be turned off for the SitRep form to open (it will open in a new window). If a Pop-Up is blocked, there will usually be a small notice in the upper right corner of your window.

STEP 3: SUBMIT PAPER SITUATION REPORT VIA FAX

(Those who completed Step 2 may complete Step 3
for extra practice or move on to Step 4)

Complete this activity between 1:30-2:15 p.m

Normally, partners who do not have access to EMResource are instructed to first call the MHOAC if needing to report an unusual event. The MHOAC may then ask you to submit a situation report via fax. For the purpose of this exercise, all partners have already been asked to submit a situation report.

Complete the Situation Report and submit to the Medical Health Operational Area Coordinator (MHOAC)/Tuolumne County Public Health Department via fax at 209-533-7406.


Be sure to note that **THIS IS AN EXERCISE** and follow the instructions on page two of the Sit Rep document.

If you do not already have the situation report saved on your computer, you may download it from the coalition website: <https://tuolumnehcsc.com/wp-content/uploads/2019/05/HCO-SitRep-v2-2.pdf>

STEP 4: PHONE CALL TO MHOAC

Complete this activity between 1:30-2:15 p.m

1. After submitting a Situation Report (SitRep), you **must** make a phone call to the MHOAC to ensure receipt of your SitRep.
2. View the MHOAC reference card below for contact information and additional details.
3. When making a phone call to the MHOAC during the drill, be sure to state “**THIS IS A DRILL**” at the beginning and end of every conversation (with receptionist, MHOAC, etc)

<p>MHOAC Medical Health Operational Area Coordinator</p> <ul style="list-style-type: none"> ✓ Report unusual events (see reverse) ✓ Request resources <p>Submit Situation Report via EMResource, if available, or fax. Then call the MHOAC to ensure receipt. Call TCPH during business hours and call Duty Officer during after hours. Only call Backup Duty Officer number if unable to reach MHOAC via any other number.</p> <p>Tuolumne County Public Health (TCPH): 209-533-7401 TCPH Fax: 209-533-7406 After hours Duty Officer: 209-533-8055 Backup After hours Duty Officer: 209-743-8106 EMResource link: https://emresource.juware.com/login</p> <p>MHOAC: Clarence Teem, EMS Coordinator MHOAC Alternate: Dr. Bob Bernstein, County Health Officer MHOAC Alternate: Dr. Kimberly Freeman, EMS Medical Director</p>		<p>Definition of Unusual Event:</p> <ul style="list-style-type: none"> ▪ The incident significantly impacts or is anticipated to impact public health or safety ▪ The incident disrupts or is anticipated to disrupt your facility's services and/or the Public Health and Medical system ▪ Resources are needed or anticipated to be needed beyond the capabilities of the Operational area (including those resources available through existing agreements) ▪ The incident produces media attention or is politically sensitive ▪ The incident leads to a Regional or State request for information OR ▪ Whenever increased information flow from the Operational Area to the State will assist in the management or mitigation of the incident's impact. <p>Source: EOM 2011, (Emergency Operations Manual, CDPH, EMSA)</p> <p>The MHOAC must submit a Situation Report to Region IV within 2 hours of incident. Region IV staff will notify CDPH &/or EMS Authority.</p>
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STEP 5: RADIO COMMUNICATION

(Partners without radios may skip to Step 5.)

Complete this activity between 2:15-2:30 p.m.

Utilize your radio(s)/radio base station(s) to attempt communication with the Health Department. Be sure to begin and end communication with “**THIS IS A DRILL**”. If desired, you may contact Public Health several times during the exercise to test your radio from a variety of locations at/in your facility. See below for Radio Use Instructions.

Radio Use Instructions

Short Knob

- Power on/off
- Use to set volume

Tall Knob

- Use to set channel

Light

- Green flash upon power up
- Blinks green during scan
- Solid red during transmissions (red blinking during transmissions = battery low)
- Blinks red when channel is busy

Transmissions on Radio or Microphone

- Hold down left side to speak
- Release left side to listen

Radio Etiquette

- Identify self and identify party calling
- All communications or radio traffic must be acknowledged
- Communications should be concise and professional

STEP 6: SUBMIT PARTICIPATION FEEDBACK FORM

1. After you have completed all steps of the drill, please complete the Participant Feedback Form in Appendix D.
2. Submit form to HPP Coordinator through fax (209-533-7406) or email (RMorgenstern@co.tuolumne.ca.us)

APPENDIX D: PARTICIPANT FEEDBACK FORM

Thank you for participating in this exercise. Your observations, comments, and input are greatly appreciated, and provide invaluable insight that will better prepare our community against threats and hazards. Any comments provided will be treated in a sensitive manner and all personal information will remain confidential. Please keep comments concise, specific, and constructive.

Part I: General Information

Please enter your responses in the form field or check box after the appropriate selection.

Name _____ Position/Title: _____

Agency/Organization Affiliation: _____

Part II: Exercise Design

Please rate, on a scale of 1 to 5, your overall assessment of the exercise relative to the statements provided, with 1 indicating strong disagreement and 5 indicating strong agreement.

Assessment Factor	Check this column if N/A	Strongly Disagree					Strongly Agree				
I was able to successfully participate in the MAC via GoToMeeting		1	2	3	4	5					
I was able to easily update facility status on EMResource		1	2	3	4	5					
I was able to easily submit a Situation Report via EMResource		1	2	3	4	5					
I was able to easily submit a Situation Report via fax		1	2	3	4	5					
I was able to easily phone the MHOAC		1	2	3	4	5					
I was able to operate my radio adequately		1	2	3	4	5					
I was able to communicate with the Health Department clearly via radio		1	2	3	4	5					
The exercise materials and instructions were easy to follow		1	2	3	4	5					
After this exercise, I am better prepared to deal with the capacity (Information Sharing) and hazards addressed.		1	2	3	4	5					

Part III: Participant Feedback

1. I observed the following strengths during this exercise:

Strengths

2. I observed the following areas for improvement during this exercise:

Areas for Improvement

Thank you for participating!