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Welcome and Overview

• Introduce Controllers, Evaluators
• Participant introductions
• Bathrooms
• Exits
• Other concerns
• Real-world events take priority! If you have a real event then let someone know.
Exercise Overview

Exercise scope:

• Discussion-Based Exercise
• Duration 45-55 minutes
Exercise Guidelines

This is an open, low-stress, no-fault, learning environment. Varying viewpoints, even disagreements, are expected

• Base your responses on the current plans and capabilities of your organization
• Decisions are not precedent setting; consider different approaches and suggest improvements
• Suggestions and recommended actions that could improve response efforts and problem-solving efforts should be the focus
Assumptions and Artificialities

- The exercise is conducted to test capabilities, plans, systems, and processes.
- The exercise scenario is plausible, and events occur as they are presented.
- All players receive information at the same time.
- Requirements of your individual facilities/organizations may differ.
- Assume all contracts and MOU’s are valid.
- Fire Departments and ambulance services are not available for medical transports for non-life threatening situations.
- Do not fight the scenario but work through it!
Objectives

• Set up internal Incident Command/Emergency Operations Center
• Test the ability to communicate with local emergency management officials, off-duty staff, and other exercise players
• Test the readiness to respond to resident/patient needs under adverse conditions
• Identify areas for improvement in existing plans and what additional plans may be needed
• Test ability of Resident/Patient Tracking and Accountability
More than a Plan, a Practice!

- Train employees on personal preparedness and facility policies
  - You respond only as well as you train!
- Participate in your local Health Care Coalition and your public health network
- Conduct spot drills of specific capabilities to keep training fresh
- Share best practices and lessons-learned
  - Real-world events
  - Build on each other’s knowledge
- Never stop learning or continuing to increase your resilience!
Exercise Structure

Pre-incident Preparedness
- Plans
- Training
- Staff understanding of roles (Pre-determined)

Incident Response
- Standalone
- With additional resources

Incident Recovery
- How do you get back to the new normal?
- What processes or plans are in place?
- How do you address areas for improvement?
WEATHER BROADCAST: the National Weather Service has issued a Rain Event Warning for your area: A slow moving strong rain event is coming and expected to bring rain in the amount of 2-3 inches or more with strong winds and lightning. The storm will impact our area during the overnight hours. Flooding is expected in low lying areas and rivers and streams are expected to exceed their banks and may not crest for several days. A Wind Advisory has been issued with predicted sustained winds of 31 to 39 mph with possible wind gusts of 55 to 60 mph. Several models indicate that system may stall for a prolonged time in central and northern New England with impacts as far west as the Finger Lakes Region in New York.

Substantial impact to trees, power lines, roads and bridges is expected. The State has suggested that residents in low lying areas move to higher ground and never cross any flooded roadway. More information will be shared as the event progresses during this March event.
Pre-Incident Preparedness

What plans are in place or should be considered?

What training has been done on these plans?

Are staff roles pre-determined and expectations known and clear?

- Job Action Sheets/Checklists
- Call trees?
- What triggers exist for activation of plans?
- Other types of notifications and/or systems?
- Access to medical and health records if power goes out?
- Do you have adequate supplies? How would you get more?
Scenario Update:

Local Media is reporting:

Rivers, Streams are rising quickly and roads have spot flooding and ponding. Some wash-out is occurring in your area. Local Emergency Management is requesting that people stay off of the roads and to avoid low lying areas. Also, if you are aware of people who may be in danger, advise local emergency services to have them checked on. Several outdoor events across the state have been cancelled and public service safety announcements are happening on radio and television.

The National Weather Service has updated the Rain Event to indicate that rain totals are likely to exceed original estimates as the weather system is causing the storm front to stall longer than expected. They will be watching this system closely but substantial ponding, flooding and river cresting is expected. The temperature is expected to reach a high of 40 degrees but will feel like less with the wind and moisture.
1. Who in the organization is responsible for monitoring or would receive an alert from the National Weather Service? How would this information be received?

2. What are your immediate concerns and actions?

3. Who has the authority in your facility to make these decisions? If they are not available?

4. What information will be shared with staff, patients, families, volunteers? How will it be communicated?
Scenario Update:

Rain is coming down hard. Media is reporting flooding in low lying areas and scattered power outages with more expected. Cell coverage, if present, is unreliable. Wind is causing tree damage and is blowing debris across roadways. Your facility remains operational and patients continue to arrive.

There is some ponding in your parking lot and staff has indicated that some water has made its way into a rear storage facility where some non-critical supplies are kept. This storage area is located near a computer server which holds your EMR.
Exercise Communication

1. What are your immediate concerns and actions?
2. What information will be shared with staff, residents/patients, families, volunteers? How will it be communicated?
3. What considerations do you have for preparation for your facility/staff?
4. What additional resources or planning is needed?
5. What considerations or concerns for patients outside or off-site?
6. Do you have adequate medical supplies and a methodology for replenishing?
Scenario Update:

Local Media is reporting:

Roads are flooding and trees are down causing road closures. The Governor’s Office has indicated that 911 lines are overwhelmed and resources are thin. Additional resources from neighboring states and Canada have been requested but they may not be able to access all areas as some are inaccessible due to wash-out and high water.

Some employees have indicated that they need to go home to attend to family. Your facility is still able to maintain operations and your immediate area is not as impacted as others in your region.

Your facility is receiving walk-in patients, some indicating that they were directed to your facility by another medical care provider who is unable to operate due to storm damage.
Discussion

Priorities

1. How do you set primary objectives?

2. Resource management?
   • Who knows what contracts or MOU’s exist and how to access them?
   • What is your role in an event like this? If you do not have a role, what role could you provide?
   • How could you assist others in need?
   • Does your facility have a plan for “surge” and assisting other healthcare entities during a time of need?
Discussion

Situational Awareness

How is your organization maintaining Situational Awareness on:

- Road closures
- Power outages
- Downed power lines and trees
- Resident/Patient/Staff care
- Access to Food/Medical/RX supplies
- Enlisting help or assistance of emergency services
Incident Recovery
Scenario Update

The storm duration was approximately 12 hours and is now moving out. There is substantial flooding and rivers and streams continue to crest. Winds continue to be strong knocking over weakened trees, poles and some electrical towers. At least two communities are isolated due to road wash-out and high water levels.

Nearly every community has roads that have debris on them restricting access and approximately 250,000 residents are still without power resulting in shelters being opened in 25 communities with 8,000 people sheltered.

Due to the power outage, fuel supplies are low and communication is intermittent. Many in your community are displaced and water sources may become contaminated.
Exercise Communication

1. What are your immediate concerns and actions?
2. What information will be shared with staff, patients, families, volunteers?
   • How will it be communicated?
3. How do you tend to the needs of residents/patients/staff?
4. Describe your considerations for providing care under these conditions?
5. What plans/policies/procedures/MOU’s would you need?
6. What plans/policies/procedures/MOU’s need to be added?
7. How would you support or interact with your community?
Discussion

Recovery

1. How will your organization support economic recovery efforts?
   • Individual Citizens/Employees
   • Businesses
   • Local Government

2. What plans do you have for long-term recovery operations?

3. How would you transition back into day-to-day operations?

4. How would you address Areas for Improvement?
   • After Action Report/Improvement Plan
Exercise End
Next Steps

1. Identify areas for improvement from exercise findings.
2. Deliver findings to your organization
3. Discuss findings with Emergency Management Director, Emergency Services, Partner organizations
4. Update policies and procedures
5. Build new partnerships and MOU’s
6. Review, test, and update annually!
Hot Wash/Debriefing

Strengths

- 
- 
- 

Areas for Improvement

Short-Term

Long-Term
Concepts to Consider

Continuity of Operations (COOP)

• Focus on rapid resumption of mission critical functions
• Communicate needs to state, regional, and local authorities
• How do you get back to the “New Normal”?
• Who has the authority to make these decisions?
Questions ???
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The **Granite State Health Care Coalition** is an initiative of the Foundation for Healthy Communities, a non-profit organization that engages in innovative partnerships to improve health and health care in New Hampshire by addressing quality of care, access to care and community prevention.

The **Foundation for Healthy Communities** is a nonprofit corporation that aims to improve the health and healthcare through collaborative partnerships so that New Hampshire residents achieve their highest potential for health and well-being in the communities where they live, work, learn and play.