Alameda County Operational Area
2019 California State Wide Medical & Health Exercise

Health Care Partner Levels of Play & Developing Objectives

Major Flooding Event Scenario, November 21, 2019
Exercise Purpose

Operationally address and coordinate response functions of the Disaster Preparedness Health Coalition and its partners to a severe flooding event that involves coordinated medical care and transportation across the County Operational Area.
Goals

- Maintain healthcare system situational awareness in coordination with the MHOAC Program and Health Care Coalition Partners.

- Coordinate messaging disseminated by the County to healthcare coalition partners, to include those with access and functional needs (AFN).

- Coordinate patient destination and tracking.

- Coordinate health care system patient care during a flood event.
Objectives

1. Pre-event incident action planning, EOC activations and coordination activities between various OA agencies and partners related to significant weather event across Alameda County.

2. Health care partner communications and situational awareness to and from the Medical Health Branch/MHOAC Program partners.

3. Evaluate pediatric and adult patient movement related to critical care expansion; and allocation of scarce resources.

4. Evaluate pediatric and adult patient tracking using ReddiNet.

5. Evaluate use of communications systems (ReddiNet, Med1, DPHC listserv, VEOCI, Ham Radio, 700/800 MHZ Radio) to share and disseminate actionable information.

6. Discuss EOC JIC Messaging to healthcare and other county partners.
Exercise Preparation

- Key Informant Interviews
- Exercise Injects
- Exercise Registration
- Exercise Communications
- Controller Evaluator Briefing
- Exercise Webinar for Controllers
Exercise Communication

- AC Alert
- Health Alert Email
- Med1@acgov.org Email
- ReddiNet
- Phone
- 700/800 MHz Radios
- Ham Radio
- VEOCI
- Webinar for Controllers
Exercise Evaluation

- Participant Feedback Forms for EOC and DOC
- Webinar Interaction
- Hot Wash Notes
- Exercise Evaluation Guides
- Participant Feedback Link
Functional Exercise Preparation

- DPHC Listserv
- AC Alert
- ReddiNet HTML - New
  - Ensure Training & Update HCC Contact Information
  - Complete HAvBED & Customized Poll
- Disaster Forms (New EMS Website Link - http://ems.acgov.org)
  - SitStat Reporting
  - Resource Requests
- Disaster Email: Med1 Email Address
  - If you need resources, use Resource Request Form
    - Email to Med1 Email Address
    - Ensure name of organization on subject line
REDDINET PRE-EXERCISE PLANNING

➢ ALL 11/21/19 ORGANIZATION “PLAYERS” EXPECTED TO BE REDDINET USERS.

➢ PREPARE TO MONITOR MESSAGING; TRACK PATIENTS FOR MCIs,

➢ PLAN TO UPDATE CENSUS.HAVBED; & RESPOND TO ASSESSMENT POLLS

CURRENT USERS

• CUSTOMIZE PROFILES ON REDDINET – Forward User Messages to email & or SMS Test

• ENSURE COMMAND CENTER CONTACT INFORMATION UPDATED – PHONE / EMAIL

• Make sure you know what your ReddiNet username and password are before that date.

• Contact your facility’s ReddiNet Coordinator, or call ReddiNet Support at 800-440-7808 no later than Monday 11/18.
How Does My Facility Fit Into the Exercise?

- Preparation for Severe Weather Event with Flooding
  - Practice Communications
  - Opportunity to Train Staff
  - Test Plans, Policies, Procedures

- Meet CMS Requirements
  - HCC HVA Listed Flooding as a Concern
  - Community-based Exercise
  - Participation with the Health Care Coalition and EOC

- Collaboration
  - Opportunity to connect with County and other HCC partners
  - Build relationships with the County
  - Build communication capabilities
Exercise Registration

➢ Flyer
➢ Email
➢ Webpage
Alameda County 2019 - Statewide Medical Health Functional Exercise

Join us for the functional exercise webinar on Nov 21, 2019 at 8:00 AM PST.

REGISTER HERE NOW FOR THE WEBINAR!!

You are cordially invited to participate in the 2019 Alameda County Statewide Medical Health Functional Exercise. This year’s scenario encompasses impacts and considerations associated with a large-scale flood in the County.

All organizations will participate from their own facilities utilizing the Incident Command Structure, and should encourage participation from appropriate staff to meet the following exercise goals:

1. Coordinate messaging disseminated by the County via the Joint Information Center (JIC) to healthcare coalition partners, to include those with access and functional needs (AFN).
2. Coordinate healthcare system patient care (including pediatric) during a flood event.
3. Coordinate interfacility patient transportation.
4. Maintain healthcare system situational awareness in coordination with the Medical Health Operational Area Coordinator (MHOAC) Program and Health Care Coalition Partners.

We are encouraging all healthcare organizations in the County to participate in this exercise. While there will be several activities occurring at the Operational Area Emergency Operations Center (EOC) and the Health Care Services Agency Department Operations Center (DOC), the intent is to facilitate participation for all healthcare organizations via webinar with interactions to/from the DOC and EOC throughout the day. Only 1 person from each organization should register for this webinar (identify this should be the person you identify as the exercise controller for your facility). The idea is to have your incident command/management team participate together from your command center and follow along and respond to the information and tasks presented in the webinar. For any questions, please contact steve@thehiergroup.com

REGISTER HERE NOW FOR THE WEBINAR!!

After registering, you will receive a confirmation email containing information about joining the webinar.

View System Requirements
Next Steps

- Determine Your Level of Play
- Identify what you want to Test, Drill or Exercise
- Create Objectives for the Exercise
- Let us know if there are any final injects you need to drive play
Level of Play
Shallow End or the Deep Dive?

- **Level 1 - Beginner**
- **Level 2 - Past Participant**
- **Level 3 - Advanced Participant**
What Will You Test, Drill or Exercise?

- Communications Plan
  - Staff, Clients, Client Families
  - Message Development

- Staff Policies

- Staff Notification Protocol (general)

- Patient Transportation / Interfacility MOUs

- Internal Dissemination of Health Alerts/AC Alerts

- Shelter In Place (staff, clients, families)

- Flooding Plan
Create Objectives for the Exercise

- Evaluate the distribution protocol for communicating a Health Alert.
- Evaluate the activation of the flood plan.
- Identify the notification protocols for patient transfer to a hospital.
- Identify MOUs that can be activated.
- Evaluate the receipt of patients.
- Evaluate the recall procedure for additional staff.
Make Your Objectives SMART

- Add **specificity**: who is the target or who is doing the activity?

- Add the action: what is being done?

- Add something **measurable**: how much change is expected/can you observe that the action has been achieved?

- Determine if it is **achievable**: can the activity or task be completed within the scope of the exercise?

- Determine if it is **realistic**: review the protocol to identify a task that can be reasonably accomplished.

- Add a **time** component: what is the time frame for accomplishing the objective?
Sample SMART Objectives

- The Incident Commander will activate the “Internal Flood Plan” within 1 hour of receiving an AC Alert from County OES.

- Within 15 minutes of receipt of a patient, the ReddiNet administrator will add the patient to ReddiNet.

- Within 4 hours of receipt of a Health Advisory or Health Alert from the Alameda County Public Health Department the facility administrator of Emergency Coordinator disseminates the information to each department within facility.
Injests to Drive Exercise Play

- The Incident Commander will activate the "Internal Flood Plan" within 1 hour of receiving an AC Alert from County OES.

- Within 15 minutes of receipt of a patient, the ReddiNet administrator will add the patient to ReddiNet.

- Within 4 hours of receipt of a Health Advisory or Health Alert from the Alameda County Public Health Department the facility administrator or Emergency Coordinator disseminates the information to each department within facility.

- The Facility Administrator will activate the "Shelter in Place Plan" within 1 hour of receiving an AC Alert from County OES.
Example of Active Participation

- The Medical Health Branch polls facilities on ReddiNet to determine bed availability for non-acute care patients upon activation of the Pediatric Medical Surge Plan.
  1. Poll will be sent via ReddiNet to facilities
  2. Facility representative needs to:
     - be on ReddiNet
     - receive message
     - share the message with appropriate staff
     - decide the number and types (if requested) of patients they can realistically take in given the scenario
     - respond to the poll
     - may receive patient profiles transferred from hospitals
     - need to decide if can take patients based on profiles
     - need patient transfer form
Example of Active Participation

- The Alameda County Public Health Department sends out a Health Alert to all healthcare facilities in Alameda County.

1. Facility representatives will receive the HA email.
2. Facility representatives need to:
   - receive the email
   - open the Health Alert attachment or link
   - read the information
   - share the message with appropriate staff
   - designated staff decide on actions based on the information
   - activate plans, protocols, procedures as appropriate
   - staff will implement associated tasks
   - review a real or paper patient profile
   - respond appropriately based on HA info and facility plan/protocol
Questions?

Exercise Registration Questions Contact
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General Exercise Participation Questions
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