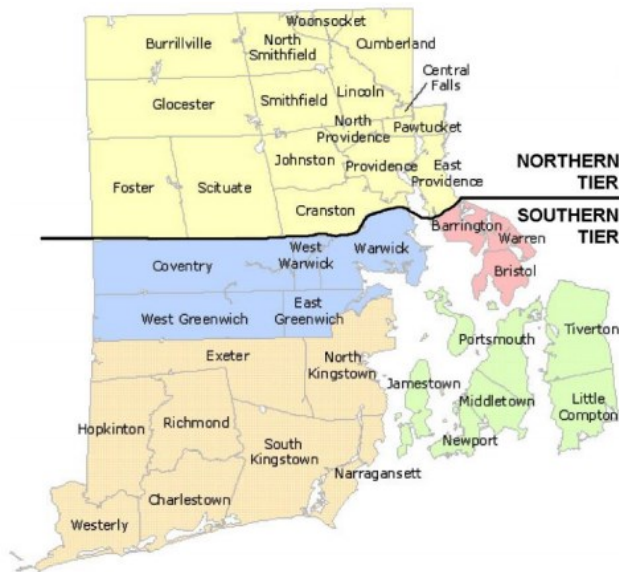


RHODE ISLAND LONG TERM CARE MUTUAL AID PLAN (LTC-MAP) FUNCTIONAL EXERCISES APRIL 10 & 11, 2017



EXECUTIVE SUMMARY REPORT

May 3, 2017

Report Prepared By:



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Fire and Emergency Management
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The goal of this exercise was to implement the Rhode Island Long Term Care Mutual Aid Plan (LTC-MAP) and to provide practice, as well as an opportunity to improve the plan. Overall, there was a focus on resident evacuation, tracking and communication between two Disaster Struck Facilities (DSFs) and the ability of Resident Accepting Facilities (RAFs) to manage an influx of residents. This included the Department Operation Center (DOC) operations to support the event.

The focus of this particular exercise was the full evacuation of two DSFs per region. This created an opportunity for all participating LTC-MAP members in the region to effectively practice and test their plans to be RAFs and manage surge and/or influx of residents. A core focus of this exercise was also having the DOC assist and coordinate appropriate resident placement from the DSF to the RAFs focusing on categories of care of each residents placed.

This series of exercises (one exercise in each region) provided an excellent opportunity to engage the participation of every member of LTC-MAP including community partners. The majority of the participating facilities were able to see the results of the extensive planning, education, training, and data collection.

This exercise was designed to comply with the Rhode Island Department of Health and The Joint Commission (TJC) Emergency Management Standards for Exercises.

EXECUTIVE SUMMARY

Major Strengths

The major strengths identified during this exercise are as follows:

- **Community Partner involvement.** Members from around the state took this full-scale exercises as an opportunity to invite and work with community partners. Local Fire Departments, EMS, Emergency Management Directors were onsite in member's command centers to help manage the simulated disaster and work together.
- **Facility based After Action Improvement Plan.** This year, to assist LTC MAP Member's compliance with the new Centers for Medicare & Medicaid Services (CMS) regulations Russell Phillips & Associates (RPA) developed a Facility After Action and Improvement Plan that if properly completed and documented by the facility, will meet their requirement to participate in a Full Scale Exercise. In addition a plan-wide After Action Report is still provided to document the LTC- MAP's exercise participation, strengths and areas for improvement. . This Facility After Action Improvement Plans document t is a a tool to document facility participation and prioritizing the items that were identified by facilities as areas for improvement.
- **Members correctly handed Social Media injects.** In an direct acknowledgement that in today's society this is a very real probability, members were given injects that stated staff were taking photos of residents and posting them on social media outlets and many members successfully navigated this "complication". Reviewing member's response to this issue, it was identified that many facilities and communities already had policies on this topic. Furthermore, many of the members who did not have a formal policy in place regarding this issue, have taken swift action to create one.



- **Disaster Carts.** Based on tools previously provided by the Mutual Aid Plan, it was great to see that many of the members started to design and implement "disaster carts" during this year's exercises. Incident Command Center binders, forms and general emergency preparedness equipment is a lot to

store and to have readily available for deployment, and members are successfully organizing their command centers.

- **Surge Areas identified and setup.** Members successfully identified and setup surge areas. These internal plans were the result of members implementing LTC-MAP provided plans and lessons learned from previous exercises. This process helped members visualize how to setup process would be performed in a true emergency. Many of the members took photos of their surge areas and placed the photos in their internal emergency operation plan.



Photo: Grace Barker – Surge Area

Primary Areas for Improvement

Throughout the exercises, several opportunities for improvement were identified to enhance the ability of the LTC-MAP to respond and assist during an incident. The primary areas for improvement are as follows:

- **Reporting Compliance – Both Regions.** There was a decline in reporting compliance in both regions. It was noted that overall compliance on emergency reporting was down. In 2016 88% of the Northern Region reported by the end of the exercise. In 2017, 82% reported during the exercise. For the Southern Region, 83% of total members reported compared to 2016 where 96% reported in the established timeline. The numbers being down could be based on leadership change over, the Steering Committee “Responsibility Lists” (assigning follow ups to committee members) not being utilized, or Contact information not being updated.
- **Command Center locations.** Several members reporting having to move their Command Centers due to poor layout, poor location or inadequate resources Command Centers can be crowded, noisy and tough to manage an emergency if they are not in proper locations.. A proper Command Center should be large enough to accommodate leadership teams, have phone and internet access as well as a way to communicate with facilities or communities’ intake or holding area(s).

- **Transportation Evacuation Survey.** Many skilled nursing as well as assisted living communities did not complete or update their surveys as requested (*See below*). Prior to the exercises, we requested that all members complete an updated Transportation Evacuation Survey. This survey is to determine transportation needs for all the residents within the facility or community.
- **Resident Tracking Confusion.** Stronger communication between the DOC and DSFs must be made to ensure a smooth process on resident placement. When two facilities are being evacuated, a challenge can be ensuring the DOC and the two DSFs are not calling the same RAFs. During this year's exercises, as members were entering their emergency status online, both the DOC and DSFs were calling the same RAFs which caused confusion on both the RAF and DSF/DOC side.

Every successful exercise identifies areas for improvement; this exercise was no exception. Russell Phillips & Associates is in the process of drafting the After Action Report (AAR) for this exercise, which will analyze exercise results, identify strengths to be maintained and built upon, identify potential areas for further improvement, and support the development of corrective actions. All LTC-MAP members will be notified via a Constant Contact email message when the After Action Report is completed and posted on the LTC-MAP website.

All participants should be proud of their hard work and allow the momentum of this process to carry forward. We wish to thank all of you who participated and made this a very successful exercise.

Sincerely,

Darren Osleger
Fire & Emergency Management Consultant
Russell Phillips & Associates