

MASSMAP LONG TERM CARE MUTUAL AID PLAN  
 JUNE 2018 FULL SCALE EXERCISE AFTER ACTION REPORT  
 APPENDIX A: IMPROVEMENT PLAN

Capability Objective	Issue / Area for Improvement	Corrective Action	Capability Element	Primary Responsible Organization	Organization POC	Start Date	Completion Date
Health Care and Medical Response Coordination	Many Facilities were non-compliant in completing their Emergency Reporting.	RPA and Mass Senior Care to identify facilities and complete outreach education.	Planning	Russell Phillips & Associates (RPA) and Mass Senior Care	Jim Garrow - RPA Helen Magliozzi - Mass Senior Care	9/1/2018	12/30/2018
Health Care and Medical Response Coordination	It was identified that phone and fax numbers have changed.	RPA to update Attachment B "Emergency Activation Phone Numbers".	Planning	RPA	Jim Garrow	7/1/2018	8/16/2018
Health Care and Medical Response Coordination	The LTC Coordinating Center Responders had difficulty coordinating with the DSFs as to what facilities they evacuated their (30) thirty mock resident to.	RPA updated the LTC Coordinating Center / DSF Intake form.	Planning	RPA	Jim Garrow	9/1/2018	12/30/2018
Health Care and Medical Response Coordination	Not all members were comfortable using a formal or semi-formal incident command system.	RPA and Mass Senior Care to review funding options to offer the NHIC Course.	Planning	RPA / Mass Senior Care	Jim Garrow - RPA Helen Magliozzi - Mass Senior Care	9/1/2018	7/1/2019
Health Care and Medical Response Coordination	DSFs and LTC Coordinating Center staff struggled to develop an Incident Action Plan (IAP)	RPA provided an IAP Quick Start Guide. Plan members should review and incorporate into their IC Tools.	Training	RPA	Jim Garrow	7/1/2018	8/16/2018
Health Care and Medical Response Coordination	Plan members stated they struggled with identifying the location and communications components that should be in your Command Center.	RPA provided a Command Center Reference Guide to assist with the development of your Command Center. See Appendix F.	Planning	RPA	Jim Garrow	7/1/2018	8/16/2018
Health Care and Medical Response Coordination	Members stated that during staff callback they did not have the most recent updated list.	We recommend developing a policy that identifies who will update the phone list and at what frequency.	Planning	MassMAP Members	Administrators	9/1/2018	10/31/2018
Continuity of Health Care Service Delivery	Unfamiliarity of MassMAP with First Responders.	RPA to contact the Fire Chiefs Associations and EMS Conference Organizers to educate them on the functions of MassMAP.	Training	RPA	Jim Garrow	9/1/2018	6/30/2019

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Continuity of Health Care Service Delivery	The LTC Coordinating Center responders had difficulty in identifying the closest transportation resource as they did not have a map of the area.	RPA to obtain statewide maps and place in the Operations Manuals at the LTC Coordinating Centers.	Planning	RPA	Jim Garrow	9/1/2018	9/15/2019
Continuity of Health Care Service Delivery	Facilities were lacking robust Recovery Plans.	RPA developed a Recovery Plan Reference Guide. See Appendix D.	Planning	MassMAP Members	Administrators	9/1/2018	4/30/2019
Medical Surge	Plan members were requested to have a copy of the DPH waiver to shelter evacuated LTC Residents. Many members did not have this form available.	Plan members to print Waiver and place it in Emergency Operations Plan binder. See Appendix H.	Planning	MassMAP Members	Administrators	9/1/2018	9/30/2018
Medical Surge	Most plan members do not have a robust Credentialing Policy.	It is recommend that plan members develop a robust Credentialing Policy. RPA has provided a Best Practice Guide. See Appendix I.	Planning	MassMAP Members	Administrators	9/1/2018	9/30/2018