

**Greater Rochester MAP Full-Scale Exercise After Action Report
APPENDIX A: IMPROVEMENT PLAN (IP)**

September 2021

Capability Objective	Issue / Area for Improvement	Corrective Action	Capability Element	Responsible Organization	Organization POC	Target Date	Completion Date
Healthcare Systems Preparedness	Many plan members have not accessed the LTC-MAP website and input the basic facility planning data <i>including</i> current contacts.	All LTC-MAP plan member facilities to enter at least three (3) current contacts (Administrators / Executive Directors, Directors of Nursing / Resident Care Directors and Maintenance Directors) in the Contacts Tab of their facility planning data tabs on the LTC-MAP website. (See Appendix D)	Planning	All LTC-MAP Members	Facility Administrators	December 31, 2021	
Information Sharing	During the initial call between the DSF and the RCC, there was no sharing of contact info including phone and fax numbers, and email.	Further training and exercising of the plan utilizing the RCC call scripts will work to hard-wire the process to ensure proper contact information is shared between the DSF and the RCC.	Training	Jensen Hughes	Brad Austin	July 14, 2021	September 14, 2021
Information Sharing	Many of the RAFs experienced difficulty in sending the Influx Logs via fax due to overall call volume and faxes not going through to the RCC in a timely fashion.	Further exploration of an e-mail address to use for the LTC-MAP and how the responder teams would have access to it needs to occur. Additional approaches may include pdf attachments on the incoming e-mails being deposited to a specific location where they may be retrieved from the web-based management system (e.g., on the ERS dashboard).	Planning	Jensen Hughes	Andy McGuire	July 14, 2021	
Emergency Operations Coordination	Many Mutual Aid Plan member facilities have not implemented an incident command structure or are not using the Nursing Home Incident Command System (NHICS).	Plan members need to learn and implement the ICS system to be compliant with CMS Regulations. All plan members should review the NHICS website at: https://www.cahtdisasterprep.com/nhics to download and implement the tools of the NHICS and train their staff on use of the system.	Training	All LTC-MAP Members	Administrators	December 31, 2021	
Emergency Operations Coordination	Some plan member facilities were challenged with setting up an effective Incident Command Center within their facilities.	Jensen Hughes developed a Facility Incident Command Center Guide (see Appendix G). All plan members should reference this guide to assure an effective location and setup of their facility incident command center.	Planning	All LTC-MAP Members	Administrators	December 31, 2021	
Emergency Operations Coordination	Mutual Aid Plan members facilities were challenged with creating an Incident Action Plan (IAP) during the initial phases of the exercises.	Jensen Hughes has provided an Incident Action Plan (IAP) Guide (See Appendix I). All plan members should download this guide and incorporate it into their Incident Command Center tools and processes.	Planning	Jensen Hughes	Andy McGuire	December 31, 2021	

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Emergency Operations Coordination	Regional Coordinating Center Responders had difficulty matching up correct Categories of Care for more complex residents due to lack of Categories of Care information being current for all facilities.	Jensen Hughes distributed a Categories of Care Quick Guide (See Appendix E) for all plan members to use to update their Categories of Care. All Mutual Aid Plan member facilities need to assure their categories of care are correctly entered on the LTC-MAP website.	Planning	All LTC-MAP Members	Administrators	December 31, 2021	
Emergency Operations Coordination	The Regional Coordinating Center needs maps for geographical spatial awareness of the facilities within the region.	Jensen Hughes to work with key partners to obtain maps plotted with all MAP member facilities and other key landmarks (major roadways, hospitals, etc.) for all NY MAP regions.	Planning	Jensen Hughes	Brad Austin	July 14, 2021	
Emergency Operations Coordination	The Regional Coordination Centers need improved participation by Steering Committee Members Responders with standing up and running the RCC.	Jensen Hughes to work with the existing Steering Committee to recruit and train more Steering Committee Members Responders to assist with the RCC during trainings and exercises.	Training	Jensen Hughes	Brad Austin	July 14, 2021	
Information Sharing	LTC-MAP Member Emergency Reporting	To facilitate increasing facility institutional knowledge on emergency reporting, Jensen Hughes has provided a Quick Reference Guide – How to Complete Emergency Reporting (see Appendix F). All Mutual Aid Plan member facilities need to practice emergency reporting and have at least three people from each facility that know how to complete emergency reporting when requested.	Training	All LTC-MAP Members	Administrators	December 31, 2021	December 3, 2021
Emergency Operations Coordination	Resident Accepting Facilities (RAFs) lacked the experience and tools to effectively operationalize a surge area.	Jensen Hughes to develop and distribute a Triage/Intake and Surge Capacity Guide for all NY MAP members.	Planning	Jensen Hughes	Andy McGuire	December 31, 2021	