Enter Organization Name

Health Care Provider

After Action Report/Improvement Plan

Tabletop Exercise

Hurricane (COVID-19 Considerations) Event

Prepared by

Date of Exercise

June 2, 2020

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# Introduction

The Tabletop Exercise for a Hurricane (COVID-19 Considerations) Event was developed to test the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Emergency Operations Plan. The exercise was developed by Nicole Peace Coarsey (LDH/OPH/BCDPHA). This exercise will test the viability of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_’s Emergency Operations Plan.

Planning for the exercise began mid-January, where the exercise objectives, scope and scenario were developed. This exercise focused on key aspects of the emergency management plan with regards to the response of health center staff to the crisis, responder coordination, critical decisions, and the integration of health center assets to perform based on planning practices. This exercise was not an inspection and was conducted in a no-fault atmosphere.

The purpose of this report is to analyze exercise results, identify strengths to be maintained and built upon, identify potential areas for further improvement, and support the development of corrective actions that will guide future emergency preparedness initiatives to advance overall emergency preparedness within each facility.

By completing this facility-based exercise, this facility will have met one of the testing/training requirements mandated. This facility understands that they are to comply with the other requirement of completing a second full-scale exercise that is community-based, individual, facility-based, or a tabletop exercise.

Utilizing the [Target Capabilities List (TCL)](https://www.fema.gov/pdf/government/training/tcl.pdf) as prescribed by the Department of Homeland Security, the capability that was evaluated was Communications in response to hypothetical natural gas leak causing the facility to close.

# Section 1: Exercise Overview

Exercise Name: Hurricane (COVID-19 Considerations) Event

**Exercise Start Date:** June 2, 2020

**Duration (insert the total length of the exercise or event in terms of days or hours, as appropriate):** *2 hours*

**Type of Exercise/Event Completed:**

*Discussion-Based Exercise*

[ ]  Seminar [ ]  Workshop [x]  Tabletop [ ]  Games

The goals and objectives of the exercise were to:

**Exercise Goals**

1. Discuss a hazard-specific scenario to determine how your facility would respond during the event, paying special attention to your emergency response plan, capabilities, and staff responsibilities.
2. Identify any weaknesses in your plan, consider the best ways to respond to your employees’ and patients’ needs, and ensure the facility is operational as soon as possible after the event.
3. Debrief after the scenario to improve your response to emergencies and disasters and trouble shoot any other unresolved questions.

**Exercise Objectives**

1. Reveal planning weaknesses in the Emergency Operations Plan and it standard operating procedures or to test or validate recently changed procedures.
2. Identify current capabilities.
3. Improve the coordination between and among various response personnel.
4. Identify deficiencies and/or validate training on the critical elements of emergency response.
5. Increase the general awareness and understanding of the potential hazard.

**Capabilities:**

**Target Capability - Planning:** Planning is the mechanism through which Federal, State, local and tribal governments, non-governmental organizations (NGOs), and the private sector develop, validate, and maintain plans, policies, and procedures describing how they will prioritize, coordinate, manage, and support personnel, information, equipment, and resources to prevent, protect and mitigate against, respond to, and recover from Catastrophic events.

Activity: Validate Plans Definition: Evaluate operational plans through exercising, training, and real world events, and use after-action reports (AARs) to support validation and revision of operational and strategic plans

Critical Task: ComA 3.5 Develop, review, evaluate and update emergency management and/or preparedness plans based on lessons learned and/or AARs to address problems/gaps and needed corrective actions

**Target Capability - Communication:** Communications is the fundamental capability within disciplines and jurisdictions that practitioners need to perform the most routine and basic elements of their job functions. Agencies must be operable, meaning they must have sufficient wireless communications to meet their everyday internal and emergency communication requirements before they place value on being interoperable, i.e., able to work with other agencies.

Activity: Develop and Maintain Training and Exercise Programs.

Critical Task: ComC 2.1.2 Develop exercise/drills of sufficient intensity to challenge management and operations and to test the knowledge, skills, and abilities of individuals and organizations for response communications.

**Location:**

This virtual tabletop exercise took place utilizing GoToWebinar and was conducted virtually. Each participant was able to access multiple handouts and templates, participate in small group activities at their respective locations, and respond utilizing the functions within the web application.

This AAR/IP is specific to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ located at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Partners and participants who participated in the tabletop exercise include:

(Add to the list as needed)

* Louisiana Department of Health/Office of Public Health/Bureau of Primary Care and Rural Health
* Louisiana Rural Health Association

**Scenario Summary:**

Monday, 8:00 a.m.

H-Hour 72

The National Hurricane Center reported that after a week in warm open waters, tropical storm Milo is approximately 200 miles off the coast of Louisiana. The local office of the National Hurricane Center issued a hurricane watch for large portions of the coast. Currently a tropical depression, TS Milo continues to gain strength.

Tuesday, 8:00 p.m.

H-Hour 60

The storm is approximately 150 miles off the coast of Louisiana. The storm has been upgraded to a Category 1 Hurricane (Milo). The local office of the National Hurricane Center issued a hurricane watch for large portions of the coast. Heavy rainfall is expected. Flooding of low-lying areas is expected. The Governor has issued a voluntary evacuation order for your area.

Wednesday, 8:00 a.m.

H-Hour 36

The storm has strengthened and the local office of the National Hurricane Center has issued a Hurricane Warning for Louisiana. Hurricane Milo is a Category 3 storm. A storm surge of 13 to 18 feet is forecast to the east of where the center will make landfall. The Governor has issued a mandatory evacuation order for your area. Several major roadways are impassable due to traffic from the evacuation. Cell phone service is sporadic due to the amount of phone traffic.

Thursday, 8:00 a.m.

H-Hour 0

Hurricane Milo has made landfall as a Category 1 storm. The initial storm surge was recorded at 10 feet, with an additional 5–8 inches of rain falling in the past 24 hours. As a result, local waterways are now 5 feet above flood stage. Damage reported by the media includes flooded homes and businesses across a widespread area, flooded and debris-clogged roadways, and large areas without power.

Friday, 8:00 a.m.

H-Hour +24

As the winds decrease and the rain tapers off, you are able to assess the damage from Milo. Water is slowly receding, allowing at least one lane of traffic on several major roads. Local law enforcement has restricted access to heavily damaged areas. Residents have been permitted to return home, though thousands remain in temporary shelters.

**Number of Participants:**

(The number of players is the number of participants in the virtual tabletop exercise.)

* Players:
* Facilitators: 1

**Analysis of Critical Objectives Performance**

This section of the report reviews the performance of the exercised capabilities, activities, and tasks. In this section, observations are organized by capability and associated activities. The capabilities linked to the exercise objectives of this exercise are listed below, followed by the corresponding activities. Each activity is followed by related observations, which include references, analysis, and recommendations. Activity/task assessments will follow.

EXAMPLE

You should have AT LEAST three (3) observations for each capability.

Once you complete this section of the AAR/IP, translate this information to the chart on the next section of the AAR/IP.

Observation: WHAT GAP DID YOU IDENTIFY DURING THE EXERCISE?

Example:

The current version of the Eternal Wellness Clinic’s Emergency Operations Plan’s procedure on contacting patients in the event of an office closure does not provide enough detail for completion of this task.

Analysis: IF THAT GAP IS NOT ADDRESSED, WHAT COULD BE THE CONSEQUENSES?

Example:

By not strengthening the procedure on contacting patients in the event of an office closure, patients may show up for appointments that have been scheduled, causing patient dissatisfaction and potentially the patient not re-scheduling.

Recommendations: WHAT ARE YOUR RECOMMENDATIONS TO ADDRESS THE GAP?

Example:

Working with the front-office staff and scheduling staff, develop a procedure detailing the steps necessary to contact all scheduled patients. Ensure all staff are trained on the newly developed annex.

**Capability 1 Planning:** Planning is the mechanism through which Federal, State, local and tribal governments, non-governmental organizations (NGOs), and the private sector develop, validate, and maintain plans, policies, and procedures describing how they will prioritize, coordinate, manage, and support personnel, information, equipment, and resources to prevent, protect and mitigate against, respond to, and recover from Catastrophic events.

Activity: Validate Plans Definition: Evaluate operational plans through exercising, training, and real-world events, and use after-action reports (AARs) to support validation and revision of operational and strategic plans

Observation 1:

Analysis:

Recommendation:

Observation 2:

Analysis:

Recommendation:

Observation 3:

Analysis:

Recommendation:

**Capability 2 Communication:** Communications is the fundamental capability within disciplines and jurisdictions that practitioners need to perform the most routine and basic elements of their job functions. Agencies must be operable, meaning they must have sufficient wireless communications to meet their everyday internal and emergency communication requirements before they place value on being interoperable, i.e., able to work with other agencies.

Activity: Develop and Maintain Training and Exercise Programs.

Observation 1:

Analysis:

Recommendation:

Observation 2:

Analysis:

Recommendation:

Observation 3:

Analysis:

Recommendation:

# Section 3: Improvement Plan

This Improvement Plan (IP) should include the top three key recommendations and corrective actions (at a minimum) identified in the Critical Objectives Performance section. Insert additional rows to the table if more than three recommendations and corrective actions have been identified.

EXAMPLE

| Capability | Top 3 Observations | Top 3Recommendations | Corrective Action Description | Responsible Facility | Start Date | Completion Date |
| --- | --- | --- | --- | --- | --- | --- |
| Communication | Observation 1Weak procedure – contacting patients in the event of an office closure. | Recommendation 1Working with the front-office staff and scheduling staff, develop a procedure detailing the steps necessary to contact all scheduled patients. | 1. Front office staff and scheduling staff will conduct a meeting to review the current procedure.
2. Recommendations will be made to strengthen this procedure and provided to the Office Manager.
3. Office Manager will edit/approve/deny the recommendations.
4. All staff will be trained on the new procedure at the next weekly meeting and training will be documented with a sign-in sheet.
5. A second facility drill testing the new procedure will be conducted within 90 days to ensure the new procedure will address issues identified during this exercise.
 | Jane Deaux – ReceptionistDorothy Smith – Scheduling Supervisor | 1/1/2999 | 2/1/2999 |
| Observation 2 | Recommendation 2 |  |  |  |  |
| Observation 3 | Recommendation 3 |  |  |  |  |

| Capability | Top 3 Observations | Top 3Recommendations | Corrective Action Description | Responsible Facility | Facility POC | Start Date | Completion Date |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Planning | Observation 1 | Recommendation 1 |  |  |  |  |  |
| Observation 2 | Recommendation 2 |  |  |  |  |  |
| Observation 3 | Recommendation 3 |  |  |  |  |  |

| Capability | Top 3 Observations | Top 3Recommendations | Corrective Action Description | Responsible Facility | Facility POC | Start Date | Completion Date |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Communication | Observation 1 | Recommendation 1 |  |  |  |  |  |
| Observation 2 | Recommendation 2 |  |  |  |  |  |
| Observation 3 | Recommendation 3 |  |  |  |  |  |

# Section 4: Conclusion

Major Strengths

Enter the major strengths identified during the exercise (include the top 3 strengths, at a minimum)

1.
2.
3.

Areas of Improvement

Enter areas for improvement identified during the exercise, including recommendations (include the top 3 areas, at a minimum)

1.
2.
3.

Exercise Success

Describe the overall exercise as successful or unsuccessful, and briefly state the areas in which subsequent exercises should focus

1.
2.
3.

# APPENDIX A: ACRONYMS

Any acronym used in the AAR/IP should be listed alphabetically and spelled out.

|  |
| --- |
| **ACRONYMS** |
| **Acronym** | **Meaning** |
|  |  |
|  |  |
|  |  |
|  |  |

# APPENDIX B: DOCUMENTATION

Attach copies of notes gathered during the table top exercise.

Attach any other documentation you feel necessary to validate this AAR/IP