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Beyond Backup: Ensuring Resilience in Long-Term Care Facilities

14th Annual MDCHPC Symposium



Exercise Agenda

Time	Activity
April 10, 2024	
13:30	Welcome, Opening Remarks, Ground Rules, and Exercise Objectives
13:40	Module 1: Briefing, Discussion, Q&A
14:00	Module 2: Briefing, Discussion, Q&A
14:20	Module 3: Briefing, Discussion, and Brief-Back
14:40	Hot Wash
15:00	Closing Comments

Exercise Overview

- Exercise scope: This exercise is a tabletop exercise, planned for 90 minutes
- Exercise play is limited to individuals in the room; there is no expectation that outside players will be involved.
- Mission area(s): Response and/or Recovery



Exercise Guidelines



This is an open, low-stress, no-fault environment. Varying viewpoints, even disagreements, are expected



Base your responses on the current plans and capabilities of your organization



Decisions are not precedent setting; consider different approaches and suggest improvements



Issue identification is not as valuable as suggestions and recommended actions that could improve efforts; problem-solving efforts should be the focus

Assumptions and Artificialities

The exercise is conducted in a no-fault learning environment wherein capabilities, plans, systems, and processes will be evaluated.

The exercise scenario is plausible, and events occur as they are presented.

All players receive information at the same time.

Objectives and Capabilities

Understanding

Understanding
utility failure
challenges

Enhancing

Enhancing
emergency
response strategies

Promoting

Promoting
collaborative
problem-solving

Participant Roles and Responsibilities

- **Players:** Respond to situation presented based on current plans, policies, and procedures
- **Observers:** Support players in developing responses, but do not participate in moderated discussion
- **Facilitators/Controllers:** Provide situation updates and moderate discussions

Exercise Structure

This exercise will be a facilitated exercise. Players will participate in group discussions during the following three modules followed by an introduction to resources

- **Module 1: Scenario Initiation and Immediate Response**
- **Module 2: Escalating Conditions and Decision-Making**
- **Module 3: Long-Term Recovery and Mitigation**



MODULE 1

Scenario Initiation | Immediate Response

Module 1

September 9: 0900

- A Category 4 hurricane has made landfall in South Florida, causing widespread power outages and communication breakdowns.
- Your facility has lost power, and while the backup generator is operational, it only has fuel for 72 hours.
- The air conditioning is not functioning properly due to the generator's limited capacity, and temperatures are rising inside the building.
- The local power company cannot provide a restoration timeline, and the main roads are blocked by debris, making evacuation challenging.

Module 1 | Discussion

1. What are your immediate actions to ensure the safety and well-being of residents?
2. How do you prioritize which services to maintain with the limited backup power available?
3. What communication strategies do you employ to update staff, residents' families, and local authorities about the situation?
4. Considering the generator's fuel limitation, how do you plan for the possibility that power may not be restored within 72 hours?



MODULE 2

Escalating Conditions and
Decision-Making

Module 2

September 10: 0900

- 24 hours into the power outage, temperatures have significantly increased, and residents are showing signs of heat stress.
- The local hospital is also dealing with its own emergency situation and has limited capacity to accept transfers.
- Additionally, you receive an update that a fuel delivery for the generator may be delayed due to road conditions.
- The staff is becoming increasingly concerned about maintaining adequate care under these conditions.

Module 2 | Discussion

1. How do you assess the health risks to residents and decide whether to initiate evacuation procedures?
2. What logistical considerations must be addressed to execute an evacuation under these circumstances?
3. How do you manage staff workload and morale to prevent burnout during this extended emergency?
4. In the absence of immediate external support, how do you improvise to cool down the facility or provide relief to residents?



MODULE 3

Long-Term Recovery and Mitigation

Module 3

September 15: 1400

- 24 hours into the power outage, temperatures have significantly increased, and residents are showing signs of heat stress.
- The local hospital is also dealing with its own emergency situation and has limited capacity to accept transfers.
- Additionally, you receive an update that a fuel delivery for the generator may be delayed due to road conditions.
- The staff is becoming increasingly concerned about maintaining adequate care under these conditions.

Module 3 | Discussion

1. What are the key lessons learned from managing this crisis, and how will they inform future emergency preparedness plans?
2. How do you address the psychological impact of the event on residents, families, and staff?
3. Considering the new regulations and this experience, what additional investments or changes are needed to enhance the facility's resilience to similar future events?
4. How do you engage with local authorities, the community, and other facilities to improve collective response capabilities and share best practices?

The background features a hand holding a stethoscope on the left side. Behind it is a faint world map. A grid of blue hexagons is overlaid on the right side, each containing a white medical icon: a heart, a clipboard, a person, a first aid kit, an eye, a wheelchair, a syringe, a molecular structure, and test tubes. The word 'MEDICAL' is written in small letters next to some icons.

ENDEX

UTILITY FAILURE HOTWASH

- 1 Lessons a hot emitter
- 2 challenges ultra pump
- 3 switches back
- 3 controls built-in safety
- 12 needline less sensitive
- 9 bring on safety mod for lessons
- 3 improve
- 11 Lessons learned (back)
- 0 Churns, no more
- 3 capability

HOTWASH

Strengths & Opportunities

Hotwash

- What major gaps, if any, in processes, plans, or training gaps were identified during the exercise?
- What best practice or new information did you learn that will help you plan and respond more efficiently as a result of the exercise?