



SUPERIOR HEALTH
Quality Alliance

Trusted Agent Preparation Meeting

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Empowering patients, families and caregivers to achieve health care quality improvement

Welcome and Introductions

Aimee Wollman, M.Div, M.S.

Brian Kaczmarski, B.S., MPH

Co-Owners Optima EP LLC, Emergency Preparedness Consultants

Controllers of the Exercise



Trusted Agents

Trusted agents are the individuals on the Exercise Planning Team(s) who are trusted not to reveal exercise and scenario details to players or third parties before exercise conduct.

Information in this document is intended for the exclusive use of the exercise planners and is not to be released to the public or other personnel who do not have a valid need-to-know without prior approval from an authorized sponsor organization representative.

This document is not releasable to any public website.



Meeting Objectives

Review Expectations of the Exercise Controller

- Core Capabilities and Objectives

Review Expectations of the Exercise Participants

- Invite key players
- Have copies of key plans and Job Action Sheets (JAS)
- Identify an Evaluator
- Review previous AARs



Core Capability 1 and Objectives

Operational Coordination (EOC)

- Identify “trigger points” and demonstrate the ability to activate the Incident Command System
- Ensure a coordinated response throughout the simulated event by sustaining the incident command system, and activating the relevant portions of the Emergency Operations Plan



Core Capability 2 and Objectives

Operational Communications (Information Sharing)

- Demonstrate intermediate knowledge of the role of the Public Information Officer and the Liaison Officer
- Identify at least three key audiences that must be included in information sharing and/or key communications to ensure situational awareness
- Ensure redundant communication strategies when primary communication strategies are not available due to information technology failure.



Core Capability 3 and Objectives

Resource Management

- Demonstrate a clear understanding of readily available resources (staff and stuff) and identify trigger points for surging resources
- Demonstrate awareness level knowledge of the sequence of tactics that must be adhered to when making resource requests (Mutual Aid) and practice making appropriate resource requests during a simulated event
- Review any relevant MOU's to ensure they are up to date and in line with current best practice



Exercise Day Logistics

12:30 p.m.-3:30 p.m.

Exercise Location

- Livonia Police Department
15050 Farmington Road
Livonia, MI 48154

Key Players

- Given Exercise Capabilities and Objectives, invite key players within your organization for example, Administrator, Directors and Supervisors, direct care staff and Informational Technology specialists.

Evaluator

- Please identify an evaluator prior to the exercise so they can review the Exercise Evaluation Guides and be ready to take notes.



Situation Reports

Not everyone is at the same place

- It is OK to not get to all of the questions
- They are there to generate conversation

If you stick to one or two questions

- due to good discussion
- or because you've identified a big gap, GREAT!
- Use the other questions for additional follow up conversation in your next staff meetings, trainings, etc.

Documentation is key

“Phone a Friend”/Chat option is available



Exercise Schedule

1230 Networking Lunch

1300 Intro to the Exercise

1315 Intro to Situation One

1350 Intro to Situation Two

1425 Intro to Situation Three

1515 Hotwash

1530 Conclusion of Exercise

25-minute play times + 10 minute report outs



Exercise Materials-1

Emergency Operations Plans

- Operational Coordination
- Communication Plan
- Resource Management

- Quick Start Incident Action Plan Documents

INCIDENT ACTION PLAN (IAP) QUICK START

COMBINES NHICS FORMS 201+202+203+204+215A



6. INCIDENT OBJECTIVES			
-- NHICS 202, 204--			
6a. OBJECTIVES	6b. STRATEGIES/ TACTICS	6c. RESOURCES REQUIRED	6d. ASSIGNED TO



Exercise Materials-2

Exercise Evaluation Guides

Example:

Exercise Name: Livonia and Canton Skilled Nursing Facility Exercise

Exercise Date: October 9, 2024

Jurisdiction/Organization:

Operational Communication
Exercise Objective: Test internal and external communication systems, timeliness, and content of information shared to ensure strong communications during a real event.
Capability 2: Operational Communication Ensure the capacity for timely communications in support of security, situational awareness, and operations by any and all means available, among and between affected communities in the impact area and all response forces.
Objective 1: Demonstrate intermediate knowledge of the role of the Public Information Officer and the Liaison Officer <ul style="list-style-type: none">• Agency has an identified Public Information Officer with access to key local or jurisdictional Public Information Officers in the event joint information needs to be shared.• Public Information Officer or team has received Crisis Risk Emergency Communications training.• Communication Plan states how the Public Information Officer will collaborate with the Incident Commander for approval of all public facing information.



Exercise Materials-3

Executive Summary and Improvement Plan

Example: [Executive Summary and Improvement Plan](#)

Date of Exercise: October 9, 2024	Name of Agency or Jurisdiction Completing this form:	Name, Phone, Email of PRIMARY POC for this document:	Number of Agencies that participated in this exercise (including your own): Leave Blank	Total number of local participants (people) that participated in exercise:	
Please identify the 3 Greatest Strengths You Observed During this Exercise:		Please identify the top 3 Areas of Improvement You Observed During this Exercise:			
Target Capability *	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Projected Completion Date
Example ONLY Operational Coordination	New staff haven't been trained in Incident Command roles and responsibilities	Hold Nursing Home Incident Command Course and provide links to on-line training	Administrator will reach out to HERC	Administrator	12/31/2022



Exercise Materials-4

After Action Report

Example:

EXERCISE OVERVIEW	
Exercise Name	“Situation Open Door” Regional Virtual Exercise
Exercise Dates	<p>November 7, 2018 A RAVE notification was intended to be sent to the participants who had registered for the exercise. This did not happen due to issues with the RAVE system. Local partners were encouraged to conduct their own internal Communication Plans that afternoon.</p> <p>November 8, 2018 An Adobe Connect meeting room was opened at 8:15 a.m. by the Healthcare Emergency Readiness Coalition Coordinator. The Exercise began at 8:30 a.m. and concluded at 11:00 a.m. A follow up Participant Feedback Survey link was sent to all participants in the afternoon.</p>
Scope	The Exercise was coordinated and controlled through a virtual platform. Partners conducted exercise play at the own facilities or agencies with key leaders. The exercise encouraged functional components such as reaching out to community partners.
Mission Area(s)	Coordination and Response
Core Capabilities	Emergency Operations Coordination (EOC) (Capability 1: Foundation for Health Care and Medical Readiness) Information Sharing (IS) (Capability 2: Health Care and Medical Response Coordination) (Capability 3: Continuity of Healthcare Delivery) Medical Surge (MS) (Capability 4: Medical Surge)



Next Steps

Watch for email with: Trusted Agent PPT, Exercise PPT, Exercise Evaluation Guides, Quick Start IAP, Executive Summary and IP Template. (please do not share broadly)

Prior to the exercise:

- Please choose an evaluator and print off the Exercise Evaluation Guides

Within 10 days after the exercise:

- Please send your facility's completed Executive Summary and Improvement Plan in WORD format (not pdf)

Within 45 days after the exercise:

- All participating facilities will receive a copy of the After Action Report with their Executive Summary and Improvement Plans included in the document.
- This will serve as documentation for 1 of your annual CMS exercises



Questions??



Preparation for Virtual Tabletop Exercise

- Thank-you for attending the Trusted Agent meeting today!
- Please watch for an email from Jenn Yanke. It will include **all the materials** you will need for a successful Tabletop Exercise.
- Read the instructions carefully and follow the directions to ensure that the exercise runs as smoothly as possible.
- If you have any questions about the upcoming virtual tabletop exercise, please email Kelli Engen, kengen@metastar.com.

Emergency Preparedness Plan Review

- To fully support nursing homes in Michigan, Minnesota and Wisconsin with their public health emergency preparedness efforts, Superior Health Quality Alliance will review your plan at NO COST to you.
- Please send the following documentation to: publichealthEP@superiorhealthqa.org
 - Policies on COVID -19, pandemic influenza, surge staffing
 - Hazard Vulnerability Assessment
 - Policies related to staffing or Personal Protective Equipment shortages
 - Emergency Preparedness Training



SUPERIOR HEALTH Quality Alliance

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