

Tennessee Department of Health



Emergency Preparedness Exercise and Evaluation Program Summary Report Hospital Resource Tracking System Disaster Resource Reporting Drill



October 10, 2013
Northeast Region
Final AAR/IP November 21, 2013

Controlled//Unclassified Information



Pursuant to Tennessee law, the authorized distribution of this document extends only to members of the Exercise Planning Team (EPT), participants in the exercise, and other individuals as designated by the Tennessee Department of Health.

Tennessee Code Annotated (TCA 10-7-504) (21) states that certain records “shall be treated as confidential and shall not be open for public inspection” including (ii) “All contingency plans of a governmental entity prepared to respond to or prevent any violent incident, bomb threat, ongoing act of violence at a school or business, ongoing act of violence at a place of public gathering, threat involving a weapon of mass destruction, or terrorist incident.”

Exercises conducted under the authority of the Tennessee Department of Health Emergency Preparedness Program are part of the ESF #8 planning process for the State of Tennessee.

Any inquiries concerning the authorized use of this document or any other exercise-related materials should be directed to:

**Robert Newsad
Healthcare Preparedness Program
Nashville, Tennessee
(615) 532-6523**



TABLE OF CONTENTS

| | |
|---|-----------|
| PREFACE | 3 |
| EXECUTIVE SUMMARY | 4 |
| SECTION 1: EXERCISE OVERVIEW | 5 |
| SECTION 2: EXERCISE DESIGN SUMMARY | 6 |
| SECTION 3: PRINCIPAL FINDINGS | 7 |
| SECTION 4: CONCLUSION | 9 |
| APPENDIX A: REPRESENTATION AT THE EXERCISE | 10 |
| APPENDIX B: SCRIPT | 11 |



PREFACE

This Summary Report was produced with advice and assistance from the Exercise Planning Team and exercise participants. The purpose of the report is to provide written documentation explaining the purpose, structure and findings related to the Drill. This report is tangible evidence of the private, federal, state, and local preparedness partnership that exists within this community. This report will contribute to the overall improvement in the state wide response to emergencies and threats.



EXECUTIVE SUMMARY

This Drill was carried out according to Homeland Security Exercise and Evaluation Program (HSEEP) guidelines under the auspices of a joint State emergency preparedness exercise program involving the Tennessee Department of Health. The drill was conducted with 10 hospitals in the Northeast TN health planning region on October 10, 2013 between the hours of 9:30 am and 11:30 am EST. Various persons from 10 hospitals and from the TN Department of Health were involved in this exercise.

The objective of the Drill was to test systems to determine capability for timely determination of resource status for a response to a disease outbreak.



SECTION 1: EXERCISE OVERVIEW

Exercise Name

HRTS Northeast Region Disaster Resource Reporting Drill

Exercise Date

October 10, 2013

Location

Northeast Tennessee Regional Health Office

Duration

3 Hours (0930-1130)

Sponsors

Tennessee Department of Health

Type of Exercise

Drill

Classification

For Official Use Only

Focus

Test the capability of making an inventory of existing resources for a disaster response

Scenario

Respiratory Disease Outbreak

Exercise Planning Team

See Appendix A

Representation at the Exercise

There were 10 hospitals involved in the exercise which occurred with the use of the web-based Hospital Resource Tracking System (HRTS)



Participants:

FRANKLIN WOODS COMMUNITY HOSPITAL
JAMES H QUILLEN VA MEDICAL CENTER
JOHNSON CITY MEDICAL CENTER
JOHNSON COUNTY COMMUNITY HOSPITAL
LAUGHLIN MEMORIAL HOSPITAL, INC
SYCAMORE SHOALS HOSPITAL
TAKOMA REGIONAL HOSPITAL
UNICOI COUNTY MEMORIAL HOSPITAL
WELLMONT HANCOCK COUNTY HOSPITAL
WELLMONT HAWKINS COUNTY MEMORIAL HOSPITAL
TDH NORTHEAST REGIONAL OFFICE
TDH CENTRAL OFFICE

SECTION 2: EXERCISE DESIGN SUMMARY



Exercise Purpose and Design

The purpose of this Drill was to give participants an opportunity to inventory and report their available resources for a region-wide response to a disease outbreak. The Drill emphasized rapid report of available resources that could be used for a coordinated response in a real event.

The Drill was a structured event with the following learning objectives:

- HRTS system familiarity and testing
- Developing a common operating picture at the hospital, regional and state levels

The Drill was moderated by Brenda Greene and Jeff Sexton, TDH

The Drill featured the new just in time HRTS Disaster Resource Reporting configuration. Each emergency event will dictate the type of resource reporting that is warranted. A resulting resource availability electronic report was generated with the use of HRTS. The extract for the reporting was produced as a MS Excel File from HRTS. Below is an example of the table in HRTS that hospitals used to report for this drill:

Disaster Resources

| Event Specialized Needs | Resource | Response |
|-------------------------|--|----------|
| Respiratory Equipment | Ventilators - Adult (Total Capacity) | 2 |
| Respiratory Equipment | Ventilators - Adult (Currently Available) | 2 |
| Respiratory Equipment | CPAP Units (Total Capacity) | 2 |
| Hematology | Dialysis Units (Total Capacity) | 0 |
| Isolation Capability | Isolation Rooms (Total Capacity) | 0 |
| Isolation Capability | Negative Pressure Rooms - (Patient Capacity) | 2 |
| Fatality Management | Morgue -(Total Capacity) | 0 |

SECTION 3: PRINCIPAL FINDINGS



1. **Response to the Drill was positive.** Approximately 80% of the hospitals reported disaster resource availability in a very timely and correct method through HRTS. Some additional training and system familiarity should improve future reporting events.
2. Overall, hospital staff found that the new Disaster Resource Reporting feature in HRTS is user friendly and required only a few minutes to update.
3. There was confusion in using the HRTS Training site for this drill, some hospitals used the HRTS Production site for the drill. However, in a real event use of the Production site would be the correct reporting channel.
4. It was noted that the internal clock or system time was inaccurate for the event activation time stamp. Developers will adjust internal system times to correct this problem.
5. Specific update status reporting for the hospitals included the following:



HRTS Northeast Region Disaster Resource Reporting Drill

| <u>Hospital</u> | <u>County</u> | <u>Initial Update</u> | <u>2nd Update</u> |
|---------------------------------------|----------------------|------------------------------|--------------------------|
| FRANKLIN WOODS COMMUNITY HOSPITAL | WASHINGTON | Yes, Training | Yes, Training |
| JAMES H QUILLEN VA MEDICAL CENTER | WASHINGTON | No, Training | Yes, Production |
| JOHNSON CITY MEDICAL CENTER | WASHINGTON | No, Training | No, Training |
| JOHNSON COUNTY COMMUNITY HOSPITAL | JOHNSON | Yes, Training | No, Training |
| LAUGHLIN MEMORIAL HOSPITAL, INC | GREENE | No, Training | No, Training |
| SYCAMORE SHOALS HOSPITAL | CARTER | Yes, Training | Yes Production |
| TAKOMA REGIONAL HOSPITAL | GREENE | Yes, Training | Yes Production |
| UNICOI COUNTY MEMORIAL HOSPITAL | UNICOI | Yes, Training | No, Training |
| WELLMONT HANCOCK COUNTY HOSPITAL | HANCOCK | Yes, Training | Yes Production |
| WELLMONT HAWKINS COUNTY MEMORIAL HOSP | HAWKINS | Yes, Training | Yes, Production |



SECTION 4: CONCLUSION

This drill to test the new streamlined HRTS Disaster Resource Reporting System showed great promise for use in actual events. Hospitals can be alerted to immediately update a list of resources based on the specifics for an event. An extract of the data collected can then be quickly produced as a MS Excel file from HRTS.



APPENDIX A: REPRESENTATION IN THE DRILL

Observers, Subject Matter Experts, and Exercise Planning Team:

| | |
|----------------------|---|
| Brenda Greene | Northeast TN Regional Hospital Coordinator |
| Jeff Sexton | HRTS Administrator |
| Robert Newsad | TN Healthcare Preparedness Coordinator |



APPENDIX B: DRILL SCRIPT

| | |
|----------|---|
| 0930 EST | <p>Brenda Greene activates an Event in HRTS Training for the NE Region: “***Exercise *** Outbreak Disaster Resource Update Request, “Please log into the HRTS Training Site and update the listed Disaster Resources on the bottom of your home page.” ***Exercise *** (select 30 minute update cycle)</p> <p>Jeff Sexton manually sends out HRTS Alert E Mail because training does not automatically send out emails when an event is activated: “***Exercise *** “Outbreak Disaster Resource Update Request”, “Please log into the HRTS Training Site and update the listed Disaster Resources on the bottom of your home page.” http://health.tn.gov/HRTSTRAIN/login.aspx?ReturnUrl=%2fHRTSTRAIN%2f</p> |
| 0935 EST | <p>Brenda Greene will send out a THAN alert to the NE Hospital group: “ ***Exercise *** Outbreak Disaster Resource Update Request, Please log into the HRTS Training Site and update the listed Disaster Resources on the bottom of your home page. ***Exercise ***”</p> <p>(URL Link for HRTS Training Site to be included in THAN Alert) http://health.tn.gov/HRTSTRAIN/login.aspx?ReturnUrl=%2fHRTSTRAIN%2f</p> |
| 0945 EST | <p>Brenda Greene adds a message board comment to the incident message board: “***Exercise *** Reminder, please update your Disaster Resources at the bottom of your home page if you have not done so ***Exercise ***”</p> |
| 1000 EST | <p>Jeff Sexton manually sends out a second email update request for a 30 minute update because the HRTS training system does not do it automatically. ***Exercise *** “Reminder, please do your 2nd update of your Disaster Resources for the 30 minute update at the bottom of your home page if you have not done so ***Exercise ***”</p> |
| 1010 EST | <p>Brenda Greene adds a message board comment to the incident message board: “***Exercise *** Reminder, please do your 2nd update of your Disaster Resources for the 30 minute update at the bottom of your home page if you have not done so ***Exercise ***”</p> |
| 1025 EST | <p>Brenda Greene concludes the exercise by closing the event before the next automatic 30 minute update.</p> |
| 1100 EST | <p>Jeff Sexton generates a report showing the results for the 2 updates from the 15 NER hospitals</p> |

APPENDIX C: IMPROVEMENT PLAN

This IP has been developed to improve the hospital resource reporting system in the State of Tennessee.

| ISSUE | ACTION PLANNED | RESPONSIBLE PERSON | COMPLETION DATE |
|---|--|---|-----------------------------|
| <p>HRTS Report Generation: A report of the specific resources available from each of the hospitals was not readily available as an export from the HRTS system.</p> | <p>A new report will be developed in HRTS for Disaster Resource Reporting in time for the follow up drill on Dec 3,4 2013.</p> | <p>Jeff Sexton, TDH Central Office</p> | <p>December 2013</p> |
| <p>Some hospitals reported their resources in the HRTS production site instead of the HRTS training site where the exercise was being conducted. The training site was used because HRTS production had not yet had all of the disaster resources removed for a more clear reporting environment.</p> | <p>The HRTS production site will be configured like the training site and will be tested in the upcoming Dec 304 exercise.</p> | <p>Jeff Sexton, TDH Central Office</p> | <p>December 2013</p> |
| <p>It was noted that the internal clock or system time was inaccurate for the event activation time stamp.</p> | <p>Developers will adjust internal system times to correct this problem.</p> | <p>Jeff Sexton, TDH Central Office</p> | <p>December 2013</p> |