

Hurricane Florence

After-Action Report/Improvement Plan for the Eastern Virginia Healthcare Coalition (EVHC)

9/9/2018 – 9/18/2018

The After-Action Report/Improvement Plan (AAR/IP) aligns event objectives with preparedness doctrine to include the National Preparedness Goal and related frameworks and guidance. Exercise information required for preparedness reporting and trend analysis is included; users are encouraged to add additional sections as needed to support their own organizational needs.

EVENT OVERVIEW

Event Name	Hurricane Florence – RHCC Response
Dates	Sunday, September 9, 2018 – Tuesday, September 18, 2018
Scope	The Eastern Virginia Healthcare Coalition (EVHC) region experienced the effects of Hurricane Florence and the Regional Healthcare Coordination Center (RHCC) responded under a State of Emergency from Sunday September 9 – September 18, 2018.
HPP Core Capabilities, Objectives & Activities	<p>Response and Recovery</p> <p>Operational Coordination with all state HCC regions, VDH and VHHA</p> <p>Intelligence And Information Sharing</p> <p>Operational Communications</p> <p>Public Health And Medical Services</p>
Objectives/ Assistance Provided	<p>Activated EVHC’s RHCC up to a Tier 3 Full Activation during the hurricane event.</p> <p>Utilized the Virginia Healthcare Alerting and Status System (VHASS) during the event.</p> <p>Provided medical and non-medical Situational Awareness to all Partners; Acute Care, Long Term Care/Skilled Nursing Facilities, Dialysis Centers, Intermediate Care Facilities, Hospice, Home Health Agencies, Assisted Living Facilities, Public Health, EMS and Emergency Management in the EVHC region.</p> <p>Assisted with coordination of healthcare evacuation.</p>
Threat or Hazard	Hurricane/Tropical Storm effects in the Eastern Region
Participating Organizations	Eastern Virginia Healthcare Coalition Members

Point of Contact

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PURPOSE

The purpose of this report is to analyze event results, identify strengths to be maintained and built upon, identify potential areas for further improvement, and support development of corrective actions.

Event Description

On Sunday, September 9, 2018, the Virginia Department of Health (VDH) created a statewide event on the Virginia Healthcare Alerting and Status System (VHASS). Tuesday, September 11, 2018, EVHC staff met to start planning for an anticipated evacuations of Long Term Care Facilities, and possibly hospitals. Later that same day, the Commonwealth of Virginia's Governor announced a mandatory evacuation of Zone A. On September 12, 2018, five long term care facilities (Matthews and Norfolk), two jurisdictional Intermediate Care Facilities (Norfolk and Suffolk), and one specialty hospital (Hampton) decided to follow the evacuation order and began the process of evacuation. At the same time, the storm appeared to change directions and began heading further south showing direct impact to the coasts of North and South Carolina; therefore, one Long Term Care Facility (Currituck) located in North Carolina evacuated 66 residents, and one acute care facility in North Carolina evacuated five critical care patients, both to the Tidewater Region of Virginia.

RHCC was staffed 24 hours a day from September 12-16, 2018, and was otherwise available 24/7 by phone through duration. The RHCC staff solicited daily bed status from facilities, and shared the same information with EVHC membership via VHASS, and by phone, as well as with evacuating facilities and the Virginia Healthcare Emergency Management Program (VHEMP) partners through VHASS, and via daily briefs. RHCC provided daily telephone conferences to keep the membership abreast of current statewide management of the storm in regards to healthcare, and solicited input from membership for sharing information.

Communications

Strengths

- Common operating picture was visible on VHASS
- All coalition members were quick to provide any information they could when called or emailed
- Reporting via VHASS Status Boards by Hospitals, Long Term Care, and Dialysis was above previous reporting averages

Areas for Improvement

- VHASS requires double entry of information for regional and statewide postings; cumbersome and time-consuming
- VHASS became slow and non-responsive at times
- Alerts and Responses have improved, but remain at an average daily reporting percentage of: 70% hospitals; 59% Health Districts; 57% Dialysis; 53% Long Term Care Facilities
- Post storm facility inspection policies were inconsistent across the region

Coordination

Strengths

- 431 residents evacuated from four Skilled Nursing Facilities without incident
- Swift policy development created a direct relationship with Local Health District Emergency Coordinators, and the Virginia 4-Wheel Drive Association for staff and dialysis patient transport requests

Areas for Improvement

- Regional facilities that evacuated did not use resident tracking in VHASS
- VHASS entries in resident tracking by receiving facilities did not save in VHASS
- Numbers of residents being evacuated was a dynamic number, fluctuating on variables such as family decisions, facility-to-facility coordination, and other factors
- Tracking the volume of information following the evacuation was difficult to maintain
- Very weak communications between VA Medical Center in Hampton and RHCC
- Hampton Roads Transit closure for extended period compromised patient access to public transportation (DIALYSIS)
- Transportation became a competitive resource rapidly (noteworthy because 431 beds out 6,600 beds in the region were evacuated, or 6.5%)

Coalition Member Response Actions

Strengths

- Nursing and paraprofessional staffing assistance provided to NC mobile Emergency Department
- Evacuated 66 Sentara Lifecare Currituck, NC residents to Tidewater sister facilities
- Evacuated five critical care patients from Sentara's Albemarle Medical Center to Tidewater Sentara facilities
- Dialysis facilities recognized 75 patients that used mass transit for appointments, and developed "alternate" transportation plans with those patients
- Multi-disciplinary team of Long Term Care leaders was developed as a deployable resource for evacuating, and reconstituting facilities

Areas for Improvement

- Documentation in VHASS was sparse from some facilities, or reported in the wrong format
- Difficulty facilitating beds in Central region due to key facility personnel not being readily available (correct person or phone number)
- Reported bed availability was outdated and/or inaccurate (rapid) as a result of facilities reserving beds for respite, hospital discharges, and sister facilities.
- Virginia Resident Emergency Evacuation Form was reported as a barrier for swift evacuation due to the extensive detail on the form.
- One facility did not utilize a Virginia Resident Emergency Evacuation Form or a HICS 260, Patient Evacuation Tracking Form

- Beds available in the region were being withheld for surge, negatively affecting evacuating facilities and hospice respite
- Long Term Care facilities that evacuated did not share receiving facility location with hospice providers caring for their residents
- Both Riverside Regional Medical Center and Sentara Virginia Beach General Hospital MCI buses were restricted to local travel only due to mechanical limitations

Overall Performance

This event demonstrated that large healthcare agencies had the depth of finance, personnel and other resources to identify alternate bed locations for patients and residents, and to be effective and efficient in moving those patients and residents themselves. Smaller facilities demonstrated that they had plans for patient/resident evacuation, and executable contracts in place, but they did require assistance from the RHCC to completely execute those plans. This is not a criticism since that is why healthcare coalitions exist, just an observation.

This event demonstrated that transportation assets will be rapidly depleted across the region if the evacuation grows much larger. With the movement of only 6.5% of Long Term Care residents in the region, we still needed to request additional medical transport assets from the State (and they were provided) to execute timely movement of patients, and residents.

In regards to the performance of the Eastern Virginia Healthcare Coalition, the staff of the Regional Healthcare Coordination Center during the event was collaborative and especially supportive of the region's healthcare agency needs. While certainly not flawless, the staff was committed and engaged for an extended period (seven days). The efforts made by the EVHC staff in the past 18 months with site visits, meetings, and training with the entire healthcare continuum across the Eastern region lent to the collaborative response experienced during Hurricane Florence.

Evacuated Facility Tables

Signature Healthcare of Norfolk – 139 Residents

Receiving Facility	Number of Residents	Date Evacuated	Date Returned
Norfolk Health and Rehab, Norfolk, Va	10	9/11/18	9/17/18
Beth Shalom, Virginia Beach, Virginia	4	9/11/18	9/16/18
Lexington Health and Rehab, Richmond, Virginia	4	9/12/18	9/15/18
Petersburg Health and Rehab, Petersburg, Virginia	2	9/12/18	9/15/18
DePaul Medical Center, Norfolk, Virginia	4	9/11/18	9/15/18
Signature Healthcare – Roanoke Rapids, NC	9	9/12/18	9/15/18
Signature Healthcare of Mallard Bay, Maryland	38	9/11/18	9/15/18
Signature Healthcare of Tanbark, Lexington, Kentucky	61	9/11/18	9/16/18
Home with family	7	9/11/18	9/16/18

Consulate Healthcare of Norfolk – 208 Residents

Receiving Facility	Number of Residents	Date Evacuated	Date Returned
Consulate Healthcare of Windsor, Windsor, Virginia	19	9/11/18	9/15/18
Consulate of Williamsburg, Williamsburg, Virginia	45	9/11/18	9/15/18
Envoy of Williamsburg, Williamsburg, Virginia	39	9/11/18	9/15/18
Ashland Health and Rehab, Ashland, Virginia	36	9/11/18	9/15/18

Bonview, Richmond, Virginia	36	9/11/18	9/15/18
Newport News Health and Rehab, Newport News, Virginia	15	9/11/18	9/15/18
The Meadows Nursing and Rehab	11	9/11/18	9/15/18
Home with Family	5	9/11/18	9/15/18

Thornton Hall – 50 Residents

Receiving Facility	Number of Residents	Date Evacuated	Date Returned
Concordia Transitional Care Facility – Bay Pointe, Virginia Beach, Virginia	16	9/11/18	9/16/18
The Chesapeake, Newport News, Virginia	1	9/11/18	9/16/18
Lake Taylor, Norfolk, Virginia	1	9/11/18	9/16/18
Beth Shalom, Virginia Beach, Virginia	1	9/11/18	9/16/18
Home with family	3	9/11/18	9/16/18
Shelter in place*	28		

**Hard to place residents and staff not willing to evacuate to other locations outside of Norfolk*

Riverside Nursing Facility - Matthews – 60 Residents

Receiving Facility	Number of Residents	Date Evacuated	Date Returned
The Gardens at Warwick Forest – Newport News, Va	11	9/11/18	9/16/18
Hampton Rehab Center, Hampton, Virginia	17	9/11/18	9/16/18
The Orchard, Warsaw, Virginia	6	9/11/18	9/16/18
Patriot’s Colony, Williamsburg, Virginia	6	9/11/18	9/16/18
The Sanders, Gloucester, Virginia	12	9/11/18	9/16/18

Receiving Facility	Number of Residents	Date Evacuated	Date Returned
Riverside Nursing Facility – West Point	3	9/11/18	9/16/18
Home with family	5	9/11/18	9/16

APPENDIX A: EVENT PARTICIPANTS

The following is a list of organizations and facilities, emergency management and public safety organizations that assisted or participated in this event.

Participating Organizations			
State			
Virginia Department of Health			
Virginia Hospital and Healthcare Association			
Virginia Department of Emergency Management			
Region			
<i>Eastern Virginia Healthcare Coalition</i>			
Virginia Department of Emergency Management Region V			
Tidewater Office of the Chief Medical Examiner			
Virginia Department of Health, Eastern Region Office of Emergency Preparedness			
City/County			
Western Tidewater Health District			
Norfolk Health District			
Chesapeake Health District			
Virginia Beach Health District			
Eastern Shore Health District			
Peninsula/Hampton Health Districts			
Other Facilities/Organizations			
Facility	Type	Facility	Type
Cedar Manor	ALF	Colby Way	ICF
Artificial Kidney Center- Suffolk (Fresenius)	Dialysis	Indian River	ICF
BMA- Nassawadox (Fresenius)	Dialysis	Kentucky Ave	ICF
Chesapeake Kidney Center (Fresenius)	Dialysis	West Neck	ICF
DaVita - Butler Farms Dialysis	Dialysis	Gilbertson Lodge	IID
DaVita - Camelot Dialysis Center	Dialysis	Hampton Newport News CSB	IID
DaVita - Great Bridge Dialysis Center	Dialysis	Holiday House of Portsmouth	IID
DaVita - Greater Portsmouth	Dialysis	St Mary's Home	IID
Davita - Hampton Roads Home Training Center	Dialysis	Winburn Place	IID
DaVita - Jefferson Avenue Dialysis	Dialysis	Atlantic Shores	LTC
Davita - Kempsville Dialysis Center	Dialysis	Autumn Care of Chesapeake	LTC
Davita - Langley	Dialysis	Autumn Care of Norfolk	LTC
DaVita - Leigh Dialysis Center	Dialysis	Autumn Care of Portsmouth	LTC
DaVita - Little Creek Dialysis (Total Renal Care)	Dialysis	Autumn Care of Suffolk	LTC
DaVita - MidTowne Norfolk Dialysis	Dialysis	Bayside Health and Rehabilitation Center	LTC
Davita - Newport News	Dialysis	Bayside of Poquoson Health and rehab	LTC
DaVita - Norfolk Dialysis Center	Dialysis	Beacon Shores Nursing and Rehab	LTC

DaVita - Oceana Dialysis Center	Dialysis	Beth Sholom Village	LTC
DaVita - Peninsula Dialysis Center	Dialysis	Carrington Place of Tappahannock	LTC
DaVita - Port Warwick Dialysis	Dialysis	Cedar Manor Assisted Living Facility	LTC
DaVita - Portsmouth Dialysis Center	Dialysis	Chesapeake Health Care Center	LTC
Davita - Princess Anne	Dialysis	Coliseum Convalescent and Rehabilitation Center	LTC
DaVita - Soco South Hampton County	Dialysis	Concordia Transitional Care and Rehabilitation - Bay Pointe	LTC
Davita - Tidewater Home Dialysis	Dialysis	Concordia Transitional Care and Rehabilitation - Nansemond Pointe	LTC
DaVita - Total Renal Care - Chesapeake	Dialysis	Concordia Transitional Care and Rehabilitation Ctr- River Pointe	LTC
DaVita - Virginia Beach	Dialysis	Consulate Health Care of Williamsburg	LTC
DaVita - Williamsburg Dialysis	Dialysis	Consulate Health of Norfolk	LTC
Dominion Dialysis Center (Fresenius)	Dialysis	Consulate Health of Windsor	LTC
FKC - Indian River	Dialysis	Courtland Health & Rehabilitation Center	LTC
FKC Kempsville Home Dialysis	Dialysis	Envoy of Williamsburg	LTC
FKC Norfolk	Dialysis	Greenbrier Regional Medical Facility	LTC
FKC Virginia Beach Home Dialysis	Dialysis	Harbor's Edge	LTC
FMC North Suffolk Home	Dialysis	Harbourway Assisted Living At Atlantic Shores	LTC
FMC- Virginia Beach (Fresenius)	Dialysis	Heritage Hall - Nassawadox	LTC
Fresenius Denbigh	Dialysis	Heritage Hall - Virginia Beach	LTC
Fresenius Kidney Care First Colonial	Dialysis	Heritage Hall Nassawadox	LTC
Fresenius Kidney Care North Suffolk	Dialysis	Hermitage Eastern Shore	LTC
Kempsville Dialysis Center (Fresenius)	Dialysis	James River Convalescent & Rehabilitation Center	LTC
Nimmo Parkway (Fresenius)	Dialysis	Kempsville Health and Rehab Center	LTC
RAI- Airline-Portsmouth	Dialysis	Lake Prince Center	LTC
RAI- Churchland-Chesapeake	Dialysis	Lake Taylor Transitional Care Hospital	LTC
RAI- Goode Way- Portsmouth	Dialysis	Lancashire Convalescent & Rehabilitation Center	LTC
RAI- John Tyler Highway- Williamsburg	Dialysis	Lydia H Roper House ALF	LTC
RAI- Medical Drive- Gloucester	Dialysis	Newport News Nursing and Rehab	LTC
RAI- Mercury Boulevard-Hampton	Dialysis	Norfolk Health and Rehabilitation Center	LTC
RAI- South Church- Smithfield	Dialysis	Northampton Convalescent & Rehabilitation Center	LTC
RAI- Thimble Shoals - Newport News	Dialysis	Our Lady of Perpetual Help	LTC
RAI-Chesapeake-Newport News	Dialysis	Portsmouth Health and Rehab	LTC
Southampton Dialysis Center (Fresenius)	Dialysis	Princess Anne Health & Rehabilitation Center	LTC
U.S. Renal Care- Warsaw	Dialysis	Rappahannock-Westminster Canterbury	LTC
BMA - Greater Norfolk	Dialysis	Regency Health & Rehabilitation Center	LTC
At Home Care Irvington	Home Care	Riverside - Warwick Forest ALF	LTC
At Home Care Williamsburg	Home Care	Riverside Convalescent Center - Mathews	LTC
At Home Care Hospice Williamsburg	Hospice	Riverside Convalescent Center - Saluda	LTC
Compassionate Care Hospice	Hospice	Riverside Convalescent Center- West Point	LTC
Interim Healthcare and Hospice VB	Hospice	Riverside Healthy Living Community of Smithfield	LTC
633D Medical Group, Langley AFB, VA	Hospital	Riverside LTC Command Center	LTC
Bon Secours DePaul Medical Center	Hospital	Riverside- Patriots Colony at Williamsburg	LTC
Bon Secours Health Center at Harbour View	Hospital	Riverside Rehabilitation Institute	LTC
Bon Secours Mary Immaculate Hospital	Hospital	Riverside- The Gardens of Warwick Forest	LTC
Bon Secours Maryview Medical Center	Hospital	Riverside- The Orchard at Warsaw	LTC
Bon Secours Rappahannock General Hospital	Hospital	Sentara Lifecare Center Chesapeake	LTC

Bon Secours Surgery Center at Virginia Beach	Hospital	Sentara Lifecare Center Hampton	LTC
Chesapeake Regional Medical Center	Hospital	Sentara Lifecare Center Windemere	LTC
Childrens Hospital of the Kings Daughters CHKD	Hospital	Shepherd's Village at Park Avenue ALF	LTC
Eastern State Hospital	Hospital	Shore Health and Rehabilitation Center	LTC
Naval Medical Center	Hospital	Signature Healthcare of Norfolk	LTC
Riverside Doctors Hospital Williamsburg	Hospital	Southeastern Virginia Training Center	LTC
Riverside Regional Medical Center	Hospital	St. Francis Nursing Center	LTC
Riverside Shore Memorial Hospital	Hospital	The Chesapeake (Virginia Baptist Homes)	LTC
Riverside Tappahannock Hospital	Hospital	The Newport	LTC
Riverside Walter Reed Hospital	Hospital	Thornton Hall	LTC
Sentara CarePlex Hospital	Hospital	Transitional Care Center-DePaul Hospital Bon Secours	LTC
Sentara Independence	Hospital	Virginia Beach Health and Rehab Center	LTC
Sentara Leigh Hospital	Hospital	Walter Reed Convalescent & Rehabilitation Center	LTC
Sentara Norfolk General Hospital	Hospital	Westminster-Canterbury on Chesapeake Bay	LTC
Sentara Obici Hospital	Hospital	Westmoreland Rehabilitation and Healthcare Center	LTC
Sentara Princess Anne Hospital	Hospital	Williamsburg Landing, Inc. -ALF	LTC
Sentara Virginia Beach General Hospital	Hospital	WindsorMeade of Williamsburg	LTC
Sentara Williamsburg Regional Medical Center	Hospital	York Convalescent & Rehabilitation Center	LTC
Southampton Memorial Hospital	Hospital		
Veterans Affairs Medical Center -- Hampton	Hospital		

VHASS REPORTING

During the storm, there were requirements or requests to report daily (or more frequently) on the status of the facility and operations. The following tables illustrate the compliance for reporting for the Health Districts and Regional Healthcare Coordination Center in providing required Situational Reports, and tables for Hospitals, Long Term Care, and Dialysis Facilities who were requested to provide daily updates. Hospitals averaged 70%, Health Department 59%, Dialysis 57%, and Long Term Care at 53% reporting for the event.

Situational Reporting Updates by District and Region

Organization Name	Sitrep 9/12	Sitrep 9/13 AM	Sitrep 9/13 PM	Sitrep 9/14 AM	Sitrep 9/14 PM	Sitrep 9/15	Sitrep 9/16	Percent
Eastern RHCC	X	X	X	X	X	X	X	100%
VDH Eastern Region Team	X	X		X	X	X		71%
Chesapeake Health District		X	X	X	X	X	X	86%
Virginia Beach Health District		X						14%
Norfolk Health District	X	X	X	X	X	X	X	100%
Eastern Shore Health District	X	X	X	X	X	X		86%
Western Tidewater Health District	X	X	X	X	X	X		86%
Hampton/Peninsula Health District		X	X	X				43%
Portsmouth Health District								0%
Three Rivers Health District								0%

VHASS Updates by Hospitals in Eastern Region

Organization Name	10-Sep	11-Sep	12-Sep	13-Sep	14-Sep	15-Sep	16-Sep	% Report
633D Medical Group, Langley AFB, VA		X	X		X		X	57%
Bon Secours DePaul Medical Center		X	X	X	X			57%
Bon Secours Health Center at Harbour View		X	X	X	X		X	71%
Bon Secours Mary Immaculate Hospital	X	X	X	X	X	X	X	100%
Bon Secours Maryview Medical Center			X		X	X	X	57%
Bon Secours Rappahannock General Hospital	X	X	X	X	X	X	X	100%
Bon Secours Surgery Center at Virginia Beach	X	X	X	X	X	X	X	100%
Chesapeake Regional Medical Center	X	X	X	X	X	X	X	100%
Childrens Hospital of the Kings Daughters CHKD	X	X	X	X	X	X	X	100%
EASTERN STATE HOSPITAL	X	X	X	X	X	X	X	100%
Naval Medical Center		X	X	X	X			57%
Riverside Doctors Hospital Williamsburg	X	X	X		X	X	X	86%
Riverside Regional Medical Center	X	X	X	X	X	X	X	100%
Riverside Shore Memorial Hospital		X	X	X	X			57%
Riverside Tappahannock Hospital					X	X	X	43%
Riverside Walter Reed Hospital	X	X	X	X	X	X	X	100%
Sentara CarePlex Hospital	X	X	X	X	X	X		86%
Sentara Independence					X			14%
Sentara Leigh Hospital		X	X		X		X	57%
Sentara Norfolk General Hospital	X	X	X	X	X	X	X	100%
Sentara Obici Hospital	X	X	X		X	X		71%
Sentara Princess Anne Hospital	X	X	X	X	X			71%
Sentara Virginia Beach General Hospital		X	X					29%
Sentara Williamsburg Regional Medical Center		X	X	X	X		X	71%
Southampton Memorial Hospital				X				14%
Veterans Affairs Medical Center -- Hampton		X						14%

VHASS Updates by Long Term Care Facilities in the Eastern Region

Organization Name	10-Sep	11-Sep	12-Sep	13-Sep	14-Sep	15-Sep	16-Sep	% Report
Atlantic Shores	X	X	X	X	X	X	X	100%
Autumn Care of Chesapeake		X	X	X				43%
Autumn Care of Norfolk	X		X					29%
Autumn Care of Portsmouth		X	X	X	X			57%
Autumn Care of Suffolk		X	X		X			43%
Bayside Health and Rehabilitation Center		X	X		X		X	57%
Bayside of Poquoson Health and rehab		X					X	29%
Beacon Shores Nursing and Rehabilitation		X	X		X			43%

Organization Name	10-Sep	11-Sep	12-Sep	13-Sep	14-Sep	15-Sep	16-Sep	% Report
Beth Sholom Village		X	X		X		X	57%
Carrington Place of Tappahannock		X	X		X	X		57%
Cedar Manor Assisted Living Facility		X	X		X		X	57%
Chesapeake Health Care Center		X	X	X	X		X	71%
Coliseum Convalescent and Rehabilitation Center		X	X		X			43%
Concordia Transitional Care and Rehabilitation - Bay Pointe		X	X	X	X		X	71%
Concordia Transitional Care and Rehabilitation - Nansemond Pointe		X	X					29%
Concordia Transitional Care and Rehabilitation Ctr- River Pointe		X	X		X			43%
Consulate Health Care of Norfolk		X			X		X	43%
Consulate Health Care of Williamsburg		X						14%
Consulate Health Care of Windsor		X	X	X	X	X		71%
Courtland Health & Rehabilitation Center		X	X		X		X	57%
Envoy of Williamsburg		X	X					29%
Greenbrier Regional Medical Facility			X	X	X			43%
Harbor's Edge		X						14%
Harbourway Assisted Living At Atlantic Shores		X	X		X		X	57%
Heritage Hall - Nassawadox		X	X	X	X			57%
Heritage Hall - Virginia Beach		X	X	X	X			57%
Hermitage Eastern Shore	X	X	X	X	X			71%
James River Convalescent & Rehabilitation Center	X	X	X	X			X	71%
Kempsville Health and Rehab Center		X					X	29%
Lake Prince Center		X	X	X	X			57%
Lake Taylor Transitional Care Hospital		X	X	X	X		X	71%
Lancashire Convalescent & Rehabilitation Center	X	X	X		X		X	71%
Lydia H Roper House ALF			X	X	X	X		57%
Newport News Nursing and Rehab		X	X		X			43%
Norfolk Health and Rehabilitation Center		X	X					29%
Northampton Convalescent & Rehabilitation Center	X	X	X	X	X		X	86%
Our Lady of Perpetual Help		X	X	X	X	X	X	86%
Portsmouth Health and Rehab		X	X	X	X	X	X	86%
Princess Anne Health & Rehabilitation Center		X	X	X	X			57%
Rappahannock-Westminster Canterbury		X	X	X	X		X	71%
Regency Health & Rehabilitation Center		X	X		X			43%
Riverside - Warwick Forest ALF		X	X		X		X	57%

Organization Name	10-Sep	11-Sep	12-Sep	13-Sep	14-Sep	15-Sep	16-Sep	% Report
Riverside Convalescent Center - Mathews		X	X	X			X	57%
Riverside Convalescent Center - Saluda	X	X						29%
Riverside Convalescent Center- West Point					X			14%
Riverside Healthy Living Community of Smithfield		X	X		X			43%
Riverside- Patriots Colony at Williamsburg		X		X	X			43%
Riverside- The Gardens of Warwick Forest		X	X	X				43%
Riverside- The Orchard at Warsaw		X	X		X			43%
Sentara Lifecare Center Chesapeake		X	X	X	X		X	71%
Sentara Lifecare Center Hampton		X	X		X			43%
Sentara Lifecare Center Windemere		X						14%
Shepherd's Village at Park Avenue ALF			X		X		X	43%
Shore Health and Rehabilitation Center			X	X	X			43%
Signature Healthcare of Norfolk	X	X		X				43%
Southeastern Virginia Training Center	X	X	X		X		X	71%
St. Francis Nursing Center	X	X	X				X	57%
The Chesapeake (Virginia Baptist Homes)		X	X					29%
The Newport	X	X	X		X		X	71%
Thornton Hall		X	X		X	X	X	71%
Transitional Care Center-DePaul Hospital Bon Secours		X	X		X		X	57%
Virginia Beach Health and Rehab Center		X	X	X	X		X	71%
Walter Reed Convalescent & Rehabilitation Center		X	X		X		X	57%
Westminster-Canterbury on Chesapeake Bay		X	X	X	X			57%
Westmoreland Rehabilitation and Healthcare Center		X	X	X	X	X		71%
Williamsburg Landing, Inc. -ALF		X	X	X	X			57%
WindsorMeade of Williamsburg	X	X	X	X	X	X		86%
York Convalescent & Rehabilitation Center	X	X	X		X			57%

VHASS Updates by Dialysis Facilities in the Eastern Region

Facility	10-Sep	11-Sep	12-Sep	13-Sep	14-Sep	15-Sep	16-Sep	% Report
Artificial Kidney Center- Suffolk (Fresenius)	X	X	X	X	X	X		86%
BMA - Greater Norfolk		X	X	X	X	X		71%
BMA- Nassawadox (Fresenius)	X	X	X	X	X	X	X	100%
Chesapeake Kidney Center (Fresenius)	X	X	X	X	X	X		86%
CHKD Pediatric Dialysis Center								0%
DaVita - Butler Farms Dialysis	X							14%
DaVita - Camelot Dialysis Center	X		X		X	X	X	71%
DaVita - First Colonial at Home								0%
DaVita - Great Bridge Dialysis Center			X	X		X		43%
DaVita - Greater Portsmouth	X							14%
Davita - Hampton Roads Home Training Center			X		X	X		43%
DaVita - Harbour View								0%
DaVita - Jefferson Avenue Dialysis			X		X		X	43%
Davita - Kempsville Dialysis Center						X		14%
Davita - Langley		X	X	X			X	57%
Facility	10-Sep	11-Sep	12-Sep	13-Sep	14-Sep	15-Sep	16-Sep	% Report
DaVita - Leigh Dialysis Center		X					X	29%
DaVita - Little Creek Dialysis (Total Renal Care)			X			X		29%
DaVita - MidTowne Norfolk Dialysis		X	X	X	X	X	X	86%
Davita - Newport News		X	X	X	X	X		71%
DaVita - Norfolk Dialysis Center						X		14%
DaVita - Oceana Dialysis Center		X	X	X	X	X	X	86%
DaVita - Peninsula Dialysis Center		X	X	X	X	X	X	86%
DaVita - Port Warwick Dialysis		X	X	X	X	X	X	86%
DaVita - Portsmouth Dialysis Center		X	X	X	X	X		71%
Davita - Princess Anne						X		14%
DaVita - Soco South Hampton County			X	X	X	X		57%
Davita - Tidewater Home Dialysis				X	X	X		43%
DaVita - Total Renal Care - Chesapeake						X		14%
DaVita - Virginia Beach				X		X		29%
DaVita - Williamsburg Dialysis	X		X	X	X	X	X	86%

Facility	10-Sep	11-Sep	12-Sep	13-Sep	14-Sep	15-Sep	16-Sep	% Report
DaVita Chesapeake								0%
Dominion Dialysis Center (Fresenius)	X	X	X	X	X	X		86%
FKC - Indian River	X	X	X	X	X	X		86%
FKC Kempsville Home Dialysis		X	X	X	X			57%
FKC Norfolk		X	X	X	X	X		71%
FKC Virginia Beach Home Dialysis		X	X	X	X		X	71%
FMC North Suffolk Home			X	X	X		X	57%
FMC- Virginia Beach (Fresenius)	X		X	X	X	X	X	86%
Fresenius Denbigh	X	X	X	X	X	X	X	100%
Fresenius Kidney Care - Chesapeake								0%
Fresenius Kidney Care First Colonial		X	X	X	X		X	71%
Fresenius Kidney Care North Suffolk	X		X	X	X		X	71%
Kempsville Dialysis Center (Fresenius)	X		X	X	X	X	X	86%
Nimmo Parkway (Fresenius)	X	X	X	X	X	X		86%
RAI- Churchland-Chesapeake		X	X	X	X	X		71%
RAI- Airline-Portsmouth		X	X	X	X	X	X	86%
RAI- Goode Way- Portsmouth		X	X	X	X			57%
RAI- John Tyler Highway- Williamsburg	X	X	X	X	X	X	X	100%
RAI- Medical Drive- Gloucester		X	X	X	X	X	X	86%
RAI- Mercury Boulevard-Hampton	X	X	X	X	X	X	X	100%
RAI- South Church- Smithfield		X	X	X	X	X	X	86%
RAI- Thimble Shoals - Newport News	X	X	X	X	X	X	X	100%
RAI-Chesapeake-Newport News	X	X	X	X	X	X	X	100%
Southampton Dialysis Center (Fresenius)	X	X	X	X	X	X		86%
Tappahannock Dialysis Center (Fresenius)								0%
Tidewater Home Dialysis								0%
Tidewater Renal Dialysis Center (Fresenius)								0%
U.S. Renal Care- Warsaw	X		X	X	X			57%

APPENDIX B: HURRICANE RESPONSE IMPROVEMENT PLAN

This Improvement Plan (IP) was developed for the RHCC EVHC as a result of Hurricane Florence that occurred Sept 9-18, 2018.

Area Identified for Improvement	Corrective Action Needed	Responsible Organization	Responsible Person	Start Date	Completion Date
VHASS requires double entry of information for regional and statewide postings, cumbersome and time-consuming	Provide feedback to VHHA and Sitevision for input and action if possible	EVHC	McBride	9/18/18	
VHASS became slow and non-responsive at times	Provide feedback to VHHA and Sitevision for input and action if possible	EVHC	McBride	9/18/18	
Alerts and Responses have improved, but remain at an average daily reporting percentage of: 70% Hospitals; 59% Health Districts; 57% Dialysis; 53% Long Term Care Facilities	Training on VHASS	EVHC	Metzner	9/18/18	Ongoing
Regional facilities that evacuated did not use resident tracking in VHASS	Develop plan for resident tracking use, share with members, train and test plan	EVHC	Metzner	9/18/18	
VHASS entries in resident tracking by receiving facilities did not save in VHASS	Provide feedback to VHHA and Sitevision for input and action if possible	EVHC	McBride	9/18/18	
Numbers of residents being	Discuss with LTC members, devise	EVHC	Cowling	9/18/18	

evacuated was a dynamic number, fluctuating on variables such as family decisions, facility-to-facility coordination, and other factors	alternatives for sharing information, develop a consistent plan, share plan with members and test through exercises				
Tracking the volume of information following the evacuation was difficult to maintain	Recorders or scribes assigned could assist with information synthesis. MRC Volunteers may be a good source	EVHC	McBride	9/18/18	
Very weak communications between VA Medical Center in Hampton and RHCC	Establish a working relationship with VAMC	EVHC	McBride	9/18/18	
Hampton Roads Transit closure for extended period compromised patient access to public transportation for (DIALYSIS)	Present issue at the next Hampton Roads All Hazards Advisory Committee meeting for Emergency Manager awareness and input	EVHC	McBride	9/18/18	
Transportation became a competitive resource rapidly (noteworthy because only 6.5% of region evac'ed)	Transportation exercise scheduled Nov 8 to review and remedy issue	EVHC	McBride	9/18/18	11/8/18
Documentation in VHASS was sparse from some facilities, or reported in the wrong format	Training on VHASS	EVHC	Metzner	9/18/18	

Difficulty facilitating beds in Central region due to key facility personnel not being readily available (correct person or phone number)	Collaborate with Central region more closely, as they have good understanding of their facilities	EVHC	Cowling	9/18/18	10/4/18 at VHEMP summit meeting
Reported bed availability was outdated and inaccurate rapidly as a result of facilities reserving beds for respite, hospital discharges, and sister facilities.	Discuss with LTC members, devise alternatives for sharing information, develop a consistent plan, share plan with members and test through exercises	EVHC	Cowling	9/18/18	
Virginia Resident Emergency Evacuation Form was reported be a barrier for swift evacuation due to the extensive detail on the form.	Discuss with LTC members, devise alternatives, share plan with members and test through exercises	EVHC	Cowling	9/18/18	
One facility did not utilize a Virginia Resident Emergency Evacuation Form or a HICS 260, Patient Evacuation Tracking Form	Include training on these forms with LTC members through regular scheduled visits, meetings and other training venues	EVHC	Cowling	9/18/18	
Beds available in the region were being withheld for surge, negatively affecting evacuating facilities and hospice respite	Discuss with VHHA and LTC members	EVHC	Cowling	9/18/18	10/4/18 at VHEMP summit meeting
Long Term Care facilities that evacuated did not	Debrief and solicit input from LTC facilities and	EVHC	Cowling	9/18/18	

share receiving facility location with hospice providers	hospice agencies to resolve				
Both Riverside Regional Medical Center and Sentara Virginia Beach General Hospital MCI buses were restricted to local travel only due to mechanical limitations	Address mechanical concerns with Coalition members, determine funding availability and other options	EVHC	McBride	9/18/18	