



**EVHC**  
Eastern Virginia  
Healthcare Coalition

## 2018 ShakeOut Exercise

---

After-Action Report/Improvement Plan

October 19, 2018

## EVENT OVERVIEW

<b>Exercise Name</b>	2018 Southeastern ShakeOut Earthquake Exercise
<b>Exercise Date and Time</b>	Thursday, October 18, 2018 at 10:18 a.m.
<b>Scope</b>	This exercise targets each facility's response to an earthquake and planned last for approximately ½-1 hour at participating health care facilities in southeastern Virginia.
<b>HPP Core Capabilities, Objectives &amp; Activities</b>	<p>Capability 2: Health Care and Medical Response Coordination</p> <ul style="list-style-type: none"> <li>○ Objective 1: Develop and Coordinate Health Care Organization and Health Care Coalition Response Plans <ul style="list-style-type: none"> <li>▪ Activity 1: Develop a Health Care Organization Emergency Operations Plan</li> </ul> </li> <li>○ Objective 2: Utilize Information Sharing Procedures and Platforms <ul style="list-style-type: none"> <li>▪ Activity 3: Utilize Communications Systems and Platforms</li> </ul> </li> <li>○ Objective 3: Coordinate Response Strategy, Resources and Communications <ul style="list-style-type: none"> <li>▪ Activity 3: Communicate with Health Care Providers, Non-Clinical Staff, Patients and Visitors During an Emergency</li> </ul> </li> </ul> <p>Capability 3: Continuity of Health Care Service Delivery</p> <ul style="list-style-type: none"> <li>○ Objective 7: Coordinate Health Care System Recovery <ul style="list-style-type: none"> <li>▪ Activity 3: Facility Recovery Assistance and Implementation</li> </ul> </li> </ul>
<b>Threat or Hazard</b>	Earthquake
<b>Scenario</b>	On October 18, 2018 at 10:18 a.m., an earthquake strikes the eastern region of Virginia.
<b>Sponsor</b>	Eastern Virginia Healthcare Coalition
<b>Participating Organizations</b>	Eastern Virginia Healthcare Coalition Member Organizations listed in Appendix A
<b>Point of Contact</b>	Judith A. Shuck, AS, CHEC, Eastern Virginia Healthcare Coalition, 1104 Madison Plaza, Chesapeake, VA 23320 Office: (757) 963-0632; E-mail: jshuck@vaems.org

## Exercise Scenario

On October 18, 2018 at 10:18 a.m., an earthquake registering 6.0 strikes the eastern region of Virginia causing damage to buildings, roads and critical infrastructure in the region. The degree of damage varies depending on the health care facility’s distance from the earthquake’s epicenter.

## Exercise Objectives

The following exercise objectives describe the expected outcomes for the exercise. The objectives linked to capabilities, which are distinct critical elements necessary to achieve the specific mission area(s).

Objectives
1. Earthquake exercise and simulation announcement is received by everyone inside the health care facility on October 18, 2018 at 10:18 am.
2. Health care facility staff will take immediate protective actions in response to the earthquake. <i>(To the extent of play desired by the facility.)</i>
3. Health care facility establishes Incident Command and an Incident Commander assumes control of the response at the facility immediately after the earthquake announcement has ended. <i>(To the extent of play desired by the facility.)</i>
4. Health care facilities will communicate with the Regional Healthcare Coordination Center (RHCC) using the Virginia Healthcare Alerting and Status System (VHASS) and completing requested information.
5. Incident Commander will direct staff to check on the status of each patient/resident after the earthquake announcement has ended. <i>(To the extent of play desired by the facility.)</i>
6. Incident Commander will direct the Facilities Director, or designee, to conduct a damage assessment of the facility’s building(s) and systems and document their findings on the Facility System Status Report (HICS Form 251) and HICS Incident Action Form Quick Start. <i>(To the extent of play desired by the facility.)</i>
7. Incident Commander will report the actual status of their facility and it’s systems to the Regional Healthcare Coordination Center (RHCC) by adding a comment on the status of their facility to the Shake-Out 2018 Event Log in the Virginia Healthcare Alerting and Status System (VHASS) upon completion of the damage assessment.
8. Upon completion of the damage assessment, the health care facility’s designated Incident Commander, or their designee, will send the completed Facility System Status Report (HICS Form 251) to the Regional Healthcare Coordination Center (RHCC) by posting the requested documents in the VHASS Event Log.

## Exercise Participation

This exercise was open to all healthcare organizations and facilities in the Eastern Region of Virginia. Participation was measured by actions taken in the Virginia Healthcare Alerting and Status System (VHASS). VHASS by the facility as regional communication was the focus of this year’s exercise. The following table summarizes healthcare organization participation in this exercise.

<b>Facility Type (As defined in VHASS)</b>	<b>Status Board Updated During the Exercise (1018-1200)</b>	<b>Event Log Entry</b>	<b>HICS 251 Attached to Event Log Entry</b>
Acute Care Hospitals & Associated Facilities	11	5	3
Nursing Facilities	33	7	4
Dialysis Centers	31	0	0
Out of Region Facilities	0	0	2*
<b>TOTALS</b>	<b>75</b>	<b>12</b>	<b>9*</b>

## Exercise Evaluation

Successful participation was measured by individual healthcare organization entries in VHASS. Facilities were requested by the Regional Healthcare Coordination Center (RHCC) to update their facility status board, (if applicable), make an entry in the Event Log, complete a HICS 251 Facility Status Form and attach the completed form to an entry in the Event Log. The tables below indicate successful entries in VHASS facility status boards, event log, and the completion and attachment of a completed HICS 251 in an Event Log entry. An “X” indicates successful task completion in VHASS.

### Acute Care Hospitals and Associated Facilities

Facility Name	Status Board Updated During the Exercise (1018-1200)	Event Log Entry	HICS 251 Attached to Event Log Entry
Bon Secours DePaul Medical Center		X	X
Bon Secours Surgery Center at Virginia Beach	X	X	X
Chesapeake Regional Medical Center	X		
Children's Hospital of the King's Daughters	X		
Naval Medical Center Portsmouth	X	X	
Riverside Doctors' Hospital Williamsburg	X		
Riverside Tappahannock Hospital	X		
Riverside Walter Reed Hospital	X		
Sentara Belleharbour		X*	
Sentara Careplex Hospital	X		
Sentara Norfolk General Hospital	X	X	X
Sentara Obici Hospital	X		
Sentara Virginia Beach General Hospital	X		
<b>TOTALS</b>	<b>11</b>	<b>5</b>	<b>3</b>

### Nursing Facilities

Facility Name	Status Board Updated During the Exercise (1018-1200)	Event Log Entry	HICS 251 Attached to Event Log Entry
Sentara Lifecare Center Virginia Beach	X		
Concordia Transitional Care & Rehabilitation Center – River Pointe	X		
Walter Reed Convalescent & Rehabilitation Center	X		

<b>Facility Name</b>	<b>Status Board Updated During the Exercise (1018-1200)</b>	<b>Event Log Entry</b>	<b>HICS 251 Attached to Event Log Entry</b>
Atlantic Shores	X		
Bayside of Poquoson Health & Rehab	X		
Beacon Shore Nursing & Rehabilitation	X	X	X
Beth Shalom Village	X	X	
Bon Secours DePaul Hospital Transitional Care Center	X		
Cedar Manor Assisted Living Facility	X		
Coliseum Convalescent & Rehabilitation Center	X		
Consulate Care of Windsor	X		
Envoy of Williamsburg	X		
Harbourway Assisted Living at Atlantic Shores	X		
Hermitage Eastern Shore	X		
Heritage Hall – Nassawadox	X		
Heritage Hall – Virginia Beach	X		
James River Convalescent & Rehabilitation Center	X		
Lake Taylor Transitional Care Hospital	X	X	X
Lancashire Convalescent & Rehabilitation Center	X		
Newport News Nursing & Rehab	X		
Our Lady of Perpetual Help	X		
Rappahannock Westminster-Canterbury	X		
Regency Health & Rehabilitation Center	X		
Riverside The Orchard at Warsaw	X	X	
Riverside Patriot’s Colony at Williamsburg	X		
Sentara Lifecare of Chesapeake	X		
Sentara Lifecare Center Hampton	X	X	X
Sentara Lifecare Center Norfolk	X		
Sentara Lifecare Center Virginia Beach	X		

<b>Facility Name</b>	<b>Status Board Updated During the Exercise (1018-1200)</b>	<b>Event Log Entry</b>	<b>HICS 251 Attached to Event Log Entry</b>
Sentara Lifecare Center Windemere	X		
Shore Health & Rehabilitation Center	X		
Thorton Hall	X	X	X
Westminster-Canterbury on the Chesapeake Bay	X	X	
Westmorland Rehabilitation & Healthcare Center	X		
York Convalescent & Rehabilitation Center	X		
<b>TOTALS</b>	<b>33</b>	<b>7</b>	<b>4</b>

### Dialysis Centers

<b>Facility Name</b>	<b>Status Board Updated During the Exercise (1018-1200)</b>	<b>Event Log Entry</b>	<b>HICS 251 Attached to Event Log Entry</b>
FKC Kempsville Home Dialysis	X		
BMA- Nassawadox (Fresenius)	X		
RAI- Mercury Boulevard-Hampton	X		
RAI-Chesapeake-Newport News	X		
RAI- Thimble Shoals - Newport News	X		
RAI- Churchland-Chesapeake	X		
RAI- Goode Way-Portsmouth	X		
RAI- Medical Drive-Gloucester	X		
RAI- John Tyler Highway- Williamsburg	X		
Fresenius Denbigh	X		
RAI- South Church-Smithfield	X		
RAI- Airline-Portsmouth	X		
Davita - Tidewater Home Dialysis	X		

<b>Facility Name</b>	<b>Status Board Updated During the Exercise (1018-1200)</b>	<b>Event Log Entry</b>	<b>HICS 251 Attached to Event Log Entry</b>
Kempsville Dialysis Center (Fresenius)	X		
BMA- Greater Norfolk (Granby Dialysis)	X		
U.S. Renal Care- Warsaw	X		
DaVita - Port Warwick Dialysis	X		
DaVita - Peninsula Dialysis Center	X		
Fresenius Kidney Care North Suffolk	X		
Fresenius Kidney Care First Colonial	X		
FKC Virginia Beach Home Dialysis	X		
FMC North Suffolk Home	X		
Dominion Dialysis Center (Fresenius)	X		
Artificial Kidney Center-Suffolk (Fresenius)	X		
Southampton Dialysis Center (Fresenius)	X		
Chesapeake Kidney Center (Fresenius)	X		
Nimmo Parkway (Fresenius)	X		
FKC - Indian River	X		
DaVita - Portsmouth Dialysis Center	X		
DaVita - Oceana Dialysis Center	X		
FMC- Virginia Beach (Fresenius)	X		
<b>TOTALS</b>	<b>31</b>	<b>0</b>	<b>0</b>



## Miscellaneous

Facility Name	Status Board Updated During the Exercise (1018-1200)	Event Log Entry	HICS 251 Attached to Event Log Entry*
INOVA Loudoun Ambulatory Surgery Center	NA	NA	X
INOVA McClean Ambulatory Surgery Center	NA	NA	X
<b>TOTALS</b>	<b>NA</b>	<b>NA</b>	<b>2</b>

\* These facilities are not located in the eastern region of Virginia. These facilities completed the HICS 251 and faxed the completed form to the Eastern Region RHCC.

## Communications

### Strengths

- VHASS allowed RHCC Staff to push out the HICS 251 as an attached file in an Event Log entry.
- Facilities were good at updating their facility status in VHASS.
- Exercise participation by healthcare organizations increased from 24 in 2017 to 75 in 2018.

### Areas for Improvement

- The VHASS statewide alerting system component did not work. A trouble call was phoned into Sitevision during the exercise and the problem was corrected the same day.
- VHASS was a bit slow during peak usage.
- Users do not appear to be knowledgeable using the VHASS Event Log, nor do they appear to know how to download, or attach files, in the Event Log.

## Overall Performance

This exercise demonstrated an increased knowledge and use of VHASS as a regional communication platform for healthcare organizations in the eastern region of Virginia. However, additional training must take place to make VHASS users knowledgeable in the use of the VHASS Event Log. This is particularly important for those healthcare organization types that do not have a facility status board in VHASS.

## APPENDIX A: IMPROVEMENT PLAN

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	10/18/18	10/18/18
VHASS became slow and non-responsive at times	Provide feedback to VHHA and Sitevision for input and action if possible	EVHC	McBride	10/18/18	TBD
Train VHASS user in Event Log use, including attachments.	Training on VHASS	EVHC	Metzner	11/01/18	Ongoing