



# 2018 SETRAC Texas Soaker Tabletop Exercise – TSA-Q



After-Action Report/Improvement Plan  
September 12, 2018

The After-Action Report/Improvement Plan (AAR/IP) aligns exercise 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.

## EXERCISE OVERVIEW

<b>Exercise Name</b>	<b>Texas Soaker Table Top Exercise</b>
<b>Exercise Date(s)</b>	<b>August 1, 2018</b>
<b>Purpose</b>	The purpose of this (4) hours Table Top Exercise within the Texas Trauma Service Area Q of the Southeast Texas region, at Seven Lakes Jewish Senior Care Services Houston, Texas, involving the SETRAC Special Populations Group, was to conduct an intra-agency discussion-based exercise involving the various healthcare disciplines of the region. The tabletops exercise considered and discussed plans, in addition to procedures and best practices to be followed during a major weather event. The exercise brought personnel from local and state-wide agencies to discuss significant weather events coordination and response.
<b>Mission Area(s)</b>	Mitigation, Preparedness, Response and Recovery
<b>HPP HPP Capabilities</b>	Health Care and Medical Response Coordination, Continuity of Health Care Service Delivery.
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Evaluate the ability of the region to effectively coordinate Emergency Response during a large-scale weather emergency.</li> <li>• Assess the ability of the region to establish and maintain communications in response to a large-scale weather event.</li> <li>• Discuss Shelter-In-Place and Evacuation procedures during a large-scale weather event.</li> </ul>
<b>Threat or Hazard</b>	Significant Weather Event, Flooding and Infrastructure Failure.
<b>Scenario</b>	A powerful storm system dubbed Texas Soaker is forecasted to bring heavy precipitation across the region for an extended period, leading to regional and localized flooding. With creeks and rivers above normal flood stage and the NWS extending flood watch for the coming 3 to 5 days, authorities are predicting this will be a major flooding event. The storm system will be accompanied by above than normal temperatures, high humidity, rolling power outages, utility and other infrastructure systems failing.
<b>Participating Organizations</b>	See Appendix B
<b>Points of Contact</b>	<p>Hilal Salami – 832-782-4915 <a href="mailto:hilal.salami@setrac.org">hilal.salami@setrac.org</a></p> <p>John Wingate – 832-570-2162 <a href="mailto:john.wingate@setrac.org">john.wingate@setrac.org</a></p>



## ANALYSIS OF HPP CAPABILITIES

Aligning exercise objectives and HPP capabilities provides a consistent taxonomy for evaluation that transcends individual exercises to support preparedness reporting and trend analysis. Table 1 includes the exercise objectives, aligned HPP capabilities, and performance ratings for each HPP capability as observed during the exercise and determined by the evaluation team.






Objective	HPP Capability	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
<b>Objective 1:</b> Evaluate the ability of the region to effectively coordinate Emergency Response during a large-scale weather emergency	Health Care and Medical Response Coordination				
	Continuity of Health Care Services Delivery				
<b>Objective 2:</b> Assess the ability of the region to establish and maintain communications in response to a large-scale weather event	Health Care and Medical Response Coordination				
	Continuity of Health Care Services Delivery				
<b>Objective 3:</b> Discuss Best Practices for Shelter in Place and Evacuation procedures during a large-scale weather event	Health Care and Medical Response Coordination				
<ul style="list-style-type: none"> <li>• Performed without Challenges (P): The targets and critical tasks associated with the HPP capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws.</li> <li>• Performed with Some Challenges (S): The targets and critical tasks associated with the HPP capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. However, opportunities to enhance effectiveness and/or efficiency were identified.</li> <li>• Performed with Major Challenges (M): The targets and critical tasks associated with the HPP capability were completed in a manner that achieved the objective(s), but some or all of the following were observed: demonstrated performance had a negative impact on the performance of other activities; contributed to additional health and/or safety risks for the public or for emergency workers; and/or was not conducted in accordance with applicable plans, policies, procedures, regulations, and laws.</li> <li>• Unable to be Performed (U): The targets and critical tasks associated with the HPP capability were not performed in a manner that achieved the objective(s).</li> </ul>					

Table 1. Summary of HPP Capability Performance

The following sections provide an overview of the performance related to each exercise objective and associated HPP capability, highlighting strengths and areas for improvement.

## **Objective 1 – Evaluate the ability of the region to effectively coordinate Emergency Response during a large-scale weather emergency**

### **HPP Capability – Health Care and Medical Response Coordination – Full Capability**

#### **Strengths**

- 1:** The Healthcare Coalition recognized the need for activations and engaged in internal and external mitigation steps, reaching out to key partners as per their plans in the early phases of the event.
- 2:** Each discipline understood their role during the incident and were able to perform their assigned tasks.
- 3:** The activation of mutual aid support for the simulated incident was identified early in the scenario, the partners and contacts were expressed and identified for contact.

#### **Area for Improvement**

- 1.** Though familiar with own plans and procedures, participants could not identify plans of agencies with overlapping healthcare delivery servicing the population, such as hospitals, EMS & Fire, and dialysis centers among other partners.

### **HPP Capability – Continuity of Health Care Services Delivery – Full Capability**

#### **Strengths**

- 1:** Facility based agencies readily placed like/sister facilities with MOU on alert in anticipation for a partial or complete evacuation of the facility, with plans in place for continuation of healthcare services through staffing, provision and medicine transfer procedures.

#### **Area for Improvement**

- 1:** Facility and home-based organizations did not pre-identify destination facility or evacuation residence area dialysis services for continuity of care based on MOU facility location and pre-identified evacuation locations.

## **Objective 2 – Assess the ability of the region to establish and maintain communications in response to a large-scale weather event.**

### **HPP Capability – Health Care and Medical Response Coordination – Full Capability**

#### **Strengths**

- 1: Participating agencies engaged in early communications with corporate for internal activations and support, while expressing the presence of redundant communication systems for internal and external contact
- 2: Participating agencies Identified potential new partners and inquired on the availability of resources based on scenario progression.
3. Information sharing amongst staff, residents, and family members was immediately included in all discussions.

#### **Area for Improvement**

1. Separately from Dialysis Center where this is program requirement, some Long-Term Care Participating agencies did not initiate and maintain updates of the EMResource system

**Analysis:** Each agency may operate with different systems, operational guidelines and protocols. Communication with these resources prior to a disaster is crucial to identifying key agencies and personnel. It is important to establish and maintain communications with all agencies to include OEM and CMOC. This can be accomplished with the use of EMResource systems. As new-coming members of the healthcare coalition with little familiarity with the system, a higher rate of participant is expected as exposure and training and the system through the Healthcare coalition grow.

## **Objective 3 – Discuss Best Practices for Shelter In Place and Evacuation procedures during a large-scale weather event.**

### **HPP Capability – Health Care and Medical Response Coordination – Partial Capability**

#### **Strengths**

- 1: Transportation and evacuation plans have been developed and were discussed across various agencies.
- 2: Shelter in Place plans and procedures were communicated by the group.

#### **Area for Improvement**

- 1: Critical transportation resources were estimated not to be sufficient or capable of performing the necessary movement in the event of a disaster or other emergency. Ensuring overlapping MOA's for transportation resources will add a back-up where some primary resources may not be immediately available.



## APPENDIX A: IMPROVEMENT PLAN

HPP Capability	Issue/Area for Improvement	Corrective Action	Primary Responsible Organization	Organization POC	Start Date	Completion Date
Health Care and Medical Response Coordination	Participants could not identify plans of agencies with overlapping healthcare delivery servicing the population, such as hospitals, EMS & Fire, and dialysis centers.	Increase engagement and maintain relationships of various healthcare and emergency management partners through individual contacts, in addition to encouraging attendance to regional corridor meetings with various disciplinary agencies discussing planning efforts	SETRAC	Hilal Salami	09/12/2018	Ongoing
Continuity of Health Care Services Delivery.	Facility and home-based organizations did not pre-identify destination facility or evacuation residence area dialysis services for continuity of care based on MOU facility location and pre-identified evacuation locations	Coalition members will engage in preparedness planning efforts with area dialysis centers to identify possible alternate dialysis locations depending on the final destination of resident	Participating Agency	Administrator / planning designee	09/12/2018	03/12/2018
Health Care and Medical Response Coordination	Some Long-Term Care Participating agencies did not initiate and maintain updates of the EMResource system	SETRAC will continue EMResource exposure, in addition to conducting monthly training for the Long-Term Care facilities staff and designees on the system	SETRAC	Hilal Salami	09/12/2018	Ongoing
Health Care and Medical Response Coordination	Critical transportation resources were estimated not to be sufficient or capable of performing the necessary movement in the event of a disaster or other emergency	Ensuring overlapping MOA's for transportation resources will add a back-up where some primary resources may not be immediately available.	Participating Agency	Administrator / planning designee	09/12/2018	03/12/2018

**After-Action Report/  
Improvement Plan (AAR/IP)**

**Texas Soaker  
Tabletop Exercise (TTX)**

## APPENDIX B: PARTICIPANTS

Agency/Facility	Number of Participants
All Giving Provider Services	1
Baywood Crossing	4
Beacon Home Health	1
Brazos Towers @ Bayou Manor	1
Cambridge Health	2
Chelsea Gardens	1
Conroe Healthcare Center SNF	1
Courtyard Nursing	1
Creative Solutions Inc, Sharpview Residence	1
Dialyspa Medical Center	1
Diversicare Oakmont of Katy	1
Eagle Lake Nursing and Rehab	1
Fort Bend County HHS	1
Fort Bend County OEM	3
Forest Care ALF	1
Fresenius Kidney Care Clear Lake	2
Fresenius Kidney Care Deer Park	1
Fresenius Kidney Care E. Central Houston	1
Fresenius Kidney Care Galveston	1
Fresenius Kidney Care Gessner	1
Fresenius Kidney Care Fort Bend	1
Fresenius Kidney Care Mission Bend	1
Fresenius Kidney Care Moody Park	2
Fresenius Kidney Care Rosenberg	1
Fresenius Kidney Care Sugar Land	1
Fresenius Kidney Care W. Pearland	1



Fresenius Medical Care Deer Park	2
Fresenius Medical Care Medical Center	2
Garden Terrace Alzheimer's Center	2
Grace Care Center Northpoint	2
Harbor Hospice	2
Harris Health System – Riverside Dialysis	1
Harris Health System ACS Riverside	1
Harris Health Systems	1
HHSC Region 6	2
Holiness Home Healthcare	1
Home Health Resources	2
Houston Health Dept	1
Huntsville Care Center	1
Joycare Pediatric	2
Matagorda House HCC	1
Matagorda Nursing and Rehab	2
Memorial Hermann Home Health	1
Park Manor Facilities Woodlands	1
Pathways Memory Care	1
Pathways Memory Care at Villa Toscana	1
Pathways Memory Care Stonegate	1
Regent Care Center Kingwood	1
Royal Oaks Residence and Rehab	1
Seven Acres Jewish Senior Center	3
Sienna Home Health - Tomball	1
St James House	2
STO Nino Home Health	1
The Brinkley House	2

The Forum at Memorial Woods	1
The Hallmark	1
The Legacy Campus	1
Treemont Healthcare	1
Trucare Hospice	2
Unlimited Care Cottages	1
VibraLife of Katy	2
Vitalus Home	1
Vitas Hospice	1
Willowbrook RRC	1
Windsor Houston	2
Woodridge Nursing and Rehab	1