December 2020 SETRAC Off the Grid Communications Drill

After-Action Report/Improvement Plan
December 22, 2020

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

<table>
<thead>
<tr>
<th>Exercise Name</th>
<th>Off the Grid Communications Drill</th>
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<tbody>
<tr>
<td>Exercise Date(s)</td>
<td>December 10, 2020</td>
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<tr>
<td>Purpose</td>
<td>The purpose of this drill was to evaluate the effectiveness of the Regional Healthcare Preparedness Coalition (RHPC) to communicate with partners during a region-wide communications disruption.</td>
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<td>Mission Area(s)</td>
<td>Preparedness, Response and Recovery</td>
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<tr>
<td>HPP HPP Capabilities</td>
<td>HPP Capability 2 - Health Care and Medical Response Coordination</td>
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<td>Objectives</td>
<td>Assess the ability of Regional Healthcare Preparedness Coalition (RHPC) to establish and maintain communications with the coalition members in the event of a region-wide communications disruption.</td>
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<td>Threat or Hazard</td>
<td>Communication Failure</td>
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<td>Scenario</td>
<td>A Geomagnetic storm caused the disruption of multiple communications systems across southeast Texas. The solar flares associated with this storm also caused a disruption of the power grid.</td>
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<td>Participating Organizations</td>
<td>See Appendix B</td>
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</table>
| Points of Contact          | Lisa Spivey – 281-822-4446 lisa.spivey@setrac.org  
John Wingate – 281-822-4439 john.wingate@setrac.org |
**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.

<table>
<thead>
<tr>
<th>Objective</th>
<th>HPP Capability</th>
<th>Performed without Challenges (P)</th>
<th>Performed with Some Challenges (S)</th>
<th>Performed with Major Challenges (M)</th>
<th>Unable to be Performed (U)</th>
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<tr>
<td>Objective 1:</td>
<td>Health Care and Medical Response Coordination</td>
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- **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.
- **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.
- **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.
- **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).

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 – Assess the ability of the Regional Healthcare Preparedness Coalition (RHPC) to establish and maintain communications with the coalition members in the event of a region-wide communications disruption.**

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

**Strengths**

1. Participation was greater than expected due to COVID-19 Response Efforts across the region.
2. Special Population facilities and agencies to include, but not limited to nursing homes, long term care and home health agencies participated in large numbers.

**Area for Improvement**

1. Communication: Increase our response/reply capabilities, due to the large number of facilities and agencies using the text option, keeping up and replying in a timely manner was trying at times.
2. Satellite Phone Education: Develop educational opportunities for the proper use, storage, and maintenance of the satellite phone.
3. Information Sharing: Ensure reminders are provided to the coalition on the importance of checking and maintaining the battery life on their battery-operated communication devices.
4. Education: Provide educational opportunities and information to the Special Populations group including the difference, purpose, and capabilities of the Satellite Phone and the SETRAC WAVE app.
## APPENDIX A: IMPROVEMENT PLAN

<table>
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<tr>
<th>HPP Capability</th>
<th>Issue/Area for Improvement</th>
<th>Corrective Action</th>
<th>Primary Responsible Organization</th>
<th>Organization POC</th>
<th>Start Date</th>
<th>Completion Date</th>
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<tr>
<td>Health Care and Medical Response</td>
<td>Communication</td>
<td>Increase our response/reply capabilities, due to the large number of facilities and agencies using the text option, keeping up and replying in a timely manner was trying at times.</td>
<td>SETRAC</td>
<td>Corridor Coordinators</td>
<td>1/1/2021</td>
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<tr>
<td>Satellite Phone Education</td>
<td></td>
<td>Develop educational opportunities for the proper use, storage, and maintenance of the satellite phone.</td>
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<td>SETRAC Training</td>
<td>1/1/2021</td>
<td>2/28/2021</td>
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<td>Information Sharing</td>
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<td>Ensure reminders are provided to the coalition on the importance of checking and maintaining the battery life on their battery-operated communication devices.</td>
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<td>SETRAC</td>
<td>1/1/2021</td>
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<tr>
<td>Education</td>
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<td>Provide educational opportunities and information to the Special Populations group including the difference, purpose, and capabilities of the Satellite Phone and the SETRAC WAVE app.</td>
<td>SETRAC</td>
<td>SETRAC Training and Special Populations</td>
<td>1/1/2021</td>
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**After-Action Report/ Improvement Plan (AAR/IP)**
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<th>Appendix B: Participants</th>
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