



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

Exercise Name	Off the Grid Communications Drill
Exercise Date(s)	December 10, 2020
Purpose	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.
Mission Area(s)	Preparedness, Response and Recovery
HPP HPP Capabilities	HPP Capability 2 - Health Care and Medical Response Coordination
Objectives	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.
Threat or Hazard	Communication Failure
Scenario	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.
Participating Organizations	See Appendix B
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.

Objective	HPP Capability	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
Objective 1:					
Assess the ability of Regional Healthcare Preparedness Coalition (RHPC) to establish and maintain communications wide communications disruption	Health Care and Medical Response Coordination		X		
<ul style="list-style-type: none"> • 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

HPP Capability	Issue/Area for Improvement	Corrective Action	Primary Responsible Organization	Organization POC	Start Date	Completion Date
Health Care and Medical Response Coordination	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.	SETRAC	Corridor Coordinators	1/1/2021	Ongoing
	Satellite Phone Education	Develop educational opportunities for the proper use, storage, and maintenance of the satellite phone.	SETRAC	SETRAC Training	1/1/2021	2/28/2021
	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.	SETRAC	SETRAC	1/1/2021	Ongoing
	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.	SETRAC	SETRAC Training and Special Populations	1/1/2021	Ongoing

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

Off the Grid Communications Drill

APPENDIX B: PARTICIPANTS

Appendix B: Participants

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Homeland Security Exercise and Evaluation Program (HSEEP)

1st Texas Home Health
A-1 Home Health Care
ABBA GENTLE HEALTHCARE
ABL Homehealth services inc.
Advanced Home Health-Houston
Affinity Hospice
Affinity Hospice
Aftex Personal Care Services
AGAPE CARE LLC
AGRICH HEALTH SERVICES LLC
Altus Baytown Hospital
Angelina County & Cities Health District
ANGELS OVER US, LLC
Arden Place
arden place
Arden Wood
Ashton Parke Care Center
Avondale House
Banner Healthcare Services
Baptist Beaumont Hospital
Baptist Beaumont Hospital
Beaumont Nursing and Rehab
Ben Taub
BEST DOMINION HEALTHCARE SERVICES, INC.
Brighton Senior Living of Katy
C C C Health Care Inc
Castle pines
Chambers County
Chelsea Garden
CHI St Luke's Health Memorial Lufkin
CHI St. Luke's Health - Vintage Hospital
CHI St. Luke's Health Memorial Livingston
CHI St. Luke's Health Memorial San Augustine
CHI St. Luke's Health-Brazosport
CHI St. Luke's Sugar Land Health
CHRISTUS St. Mary Outpatient Center ER
City of Port Arthur Public Health
Clear Lake Emergency Medical Corps
Clute LTC dba Woodlake Nursing and Rehab
CNJ HOMECARE, INC
Coastal Health & Wellness
Columbus Community Hospital
Commitment To Caring

Communication Essentials
Creative Solutions in Healthcare
CRISTOS HEALTH CARE SERVICES
Cura Healthcare
Cypresscreek Rehab
DDF Health Services Inc.
DDMS of Houston, LLC
Debok Healthcare Inc
Devotion Hospice
Dogwood Trails Manor
Eden Hospice Care Services inc
Encompass Health Rehabilitation Hospital of Humble
FAITH MEDICAL SERVICES
Fall Creek Rehabilitation and Healthcare Center
Focus Care at Humble
Focused Post Acute Care Partners
Fort Bend County EMS
Fort Bend County HHS
Fresenius Kidney Care
Fresenius Medical Care Sugarland
G wills Rooming Facility
Gablink Inc.
Galleria Residence and Rehabilitation Center
Galway Meadows Care Home
Garden Terrace
Gardens at Roses Retreat
Greenbrier Nursing & Rehab of Tyler
GULF COAST COMMUNITY HEALTH SERVICES, INC
Gulf Coast Regional Blood Center
Harvest Home and Inwood Crossing
HCA Houston Healthcare The Woman's Hospital of Texas
HCA Houston Healthcare Tomball
Healing Through Caring Homecare, LLC
Health Care Temporaries Inc
Healthpoint Home Health and Infusion Services
Hemphill Care Center
Homewatch CareGivers of Houston Galleria
Houston Heights Healthcare Centre
Houston Hospice
Houston Methodist Baytown
Houston Methodist Sugar Land
Houston Methodist West Hospital
Houston Premier Surgery Center
Huntsville Memorial Hospital
Jacinto Nursing & Rehabilitation Center
Jasper County
Jefferson Nursing and Rehab
Kennedy Healthcare and Rehabilitation
Kina Healthcare Services, Inc

Kindred Hospital Clear Lake
Kindred Hospital Houston Medical Center
KINETIC THERAPY SERVICES, LLC
Kingwood Emergency Hospital
Kingwood Endoscopy
LBJ Hospital
Legacy Home Health Care
Liberty Dayton Regional Medical Center
Lifecare Options Home Health Services, Inc.
Lufkin State Supported Living Center
MAJESTIK CARE PROVIDERS, INC
MD Anderson Cancer Center
Memeeha llc
Memorial Hermann Hospital TMC
Memorial Hermann Hospital Children's Memorial Hermann Hospital
Memorial Hermann Hospital Memorial Hermann Orthopedic and Spine Hospital
Memorial Hermann Pearland
Memorial Hermann Rehabilitation - Katy
Mid Jefferson Extended Care Hospitals (Beaumont & Nederland)
MINGO'S PERSONAL CARE HOME
MRC Creekside Retirement Community
Mzee Home Care Services, LLC
Nations Pioneer Health Services, Inc
Nexus Health System- Healthbridge
Nexus Health System- The Woodlands
Nexus Health System-Shenadoah
North Houston Transitional Care
NURSES NIGHT & DAY, INC.
Oak Bend Medical Center – Williams Way
Oak Bend Medical Center - Jackson Street
Oak Bend Medical Center- Wharton Hospital Campus
Oakmont Healthcare & Rehabilitation Center of Humble
Omkhealthcare
Pages Health Services Inc
Palacios Community Medical Center
PAM Rehab Clear Lake North
PAM Rehabilitation Hospital Humble
PAM Rehabilitation Hospital of Clear Lake-Main Campus
Park Manor at CYFAIR
Peach Creek ALF
Personal Touch Therapy, LLC
Reez Healthcare LLC
Reez pediatric healthcare inc
Regency village
Regent Care Center of Kingwood
Rice Medical Center
RiverKids Pediatric Home Health
Rollingbrook Rehabilitation and Healthcare

ROSARY HOME HEALTH, INC.
Rose hill retirement home
Sabine County Hospital
Seven Acres Jewish Senior Care Services
Silverado - Hermann Park
Silverado Hospice - North Houston
Silverado Hospice South Houston
Southside Home Health Services
Spindletop Center
St. Luke's The Woodlands
St. Luke's Lakeside
St. Luke's Springwoods
Sterling Oaks Rehabilitation
Sugar land Rehab Hospital
Sun Behavioral
Superior Integrated Home Health Care, INC
Texas Children's Hospital
Texas Children's Hospital The Woodlands
Texas Children's Hospital West Campus
Texas Premier Care Services, Inc.
The Arbors Healthcare and Rehabilitation
The Forum at Memorial Woods Healthcare Center
The Gardens of Bellaire - SNF & AL
The Harris Center
The Harris Center for Mental Health and IDD
The Medical Center of Southeast Texas
The Medical Center of Southeast Texas Beaumont
The Orchard
The Park at Bay Area
The Villa at Savory Springs LLC
Tiffany R Broussard
Titanium Rehab LLC
Touching Hearts at Home
Transition Home Healthcare
Treemont Healthcare
Triple O Health services inc.
UNIVERSITY PLACE SKILLED NURSING
UTHealth Harris County Psychiatric Center
Vidor Health and Rehabilitation
Villa of Tyler Assisted Living
West Wynde Health Services
Westchase Nursing and Rehab
Whispering Pines Lodge
WINDSONG CARE CENTER
Windsor Houston
Windsor Quail Valley Post-Acute Healthcare
Woodville Health and Rehabilitation Center
Xtra-Care Home Health Inc
Your Health Team

