



# June 2022 SETRAC Off the Grid Communications Drill

After-Action Report/Improvement Plan

June 26, 2022

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>Off the Grid Communications Drill</b>
<b>Exercise Date(s)</b>	<b>June 26, 2022</b>
<b>Purpose</b>	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.
<b>Mission Area(s)</b>	Preparedness, Response and Recovery
<b>HPP HPP Capabilities</b>	HPP Capability 2 - Health Care and Medical Response Coordination
<b>Objectives</b>	Assess the ability of the Regional Healthcare Preparedness Coalition (RHPC) to establish communications with the CMOC in the event of a region-wide disruption of communications.
<b>Threat or Hazard</b>	Region-wide Communication Outage
<b>Scenario</b>	A major hurricane has disrupted communications across Southeast Texas, multiple communications systems are unavailable.
<b>Participating Organizations</b>	See Appendix B
<b>Points of Contact</b>	Lisa Spivey – 281-822-4446 <a href="mailto:lisa.spivey@setrac.org">lisa.spivey@setrac.org</a> John Wingate – 281-822-4439 <a href="mailto:john.wingate@setrac.org">john.wingate@setrac.org</a>

## 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)
Assess the ability of the Regional Healthcare Preparedness Coalition (RHPC) to establish communications with the CMOC in the event of a region-wide disruption of communications.	Health Care and Medical Response Coordination	X			
<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 – Assess the ability of the Regional Healthcare Preparedness Coalition (RHPC) to establish communications with the CMOC in the event of a region-wide disruption of communications.**

### **Overview**

The June 2022 Off the Grid Drill was coordinated to run with the Houston Area Emergency Comm Teams monthly check-in. All facilities and agencies were provided with ICS forms 201 and 205. This information detailed the process for HAM radio operators, satellite phone, and text only options services the process to properly establish communications with the CMOC. In all there were 70 participating facilities/agencies able to establish alternate communication with the CMOC. Of the 69 participants there were 56 that communicated using web-based texting service, 12 utilizing the HAM Radio through the Houston Amateur Radio Network, and two (2) participating agencies using satellite to satellite phones.

### **Additional HAM Information:**

The Houston Area Hospital Amateur Radio Net conducted the amateur radio component of the SETRAC Off the Grid Drill on 6/26/2022 from at 1830 hrs. The purpose of this net was to ensure that amateur radio stations located at hospitals and health care facilities were operational and to log the activity of hospital amateur radio emergency communications team members. Communications equipment like radios, cables, and antennas were tested through participation in the net. First responders, emergency operations centers and other served agencies were encouraged to check in as were any unaffiliated visitors.

This was a directed net with the primary frequency 145.170 using the KA5QDG repeater with Net Control operating from the radio room at Houston TranStar.

Check-ins were received in four groups:

1. Hospital EmComm team members checking in from their hospital's radio station (on-site)
2. Hospital EmComm team members checking from locations other than their hospital's radio station (remote)
3. All served agencies like EOC's, first responders, Red Cross, etc.
4. All others (visitors)

### **#1 – Check-ins from hospitals**

Four hospitals checked in from their radio rooms with a total of 7 EmComm team members. All were clearly audible with strong signals.

<b>Hospital</b>	<b>Call Signs Checking In</b>
Methodist Continuing Care	W5WMC, KD5PQJ
Methodist West, call sign KT5MW	KD5E, KE5JBW, WP2AHG
Texas Children's Woodlands, call sign K5TCHW	K1ATM
Houston NW Med. Center, call sign W5NWM	WB5HJV



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### #2 – Check-ins from EmComm team members not at hospitals

Six EmComm team members representing a total of six hospitals checked in remotely, that is from locations other than their hospital radio stations. All signals were clearly audible.

Hospital	Call Signs Checking In
Methodist Willowbrook	KD5U
Cristus DuBuis, Beaumont	KI5RTA
Texas Children’s Main Campus, call sign K5GCH	W5LDK
UTMB	K5OB
Memorial Hermann Northeast	KF5VIK
Methodist West	K5SEK

### #3 – Check-ins from served agencies

Seven served agencies checked in with a total of eight radio operators. Signals were good to strong and clearly audible.

Agency	Call Signs Checking In
Methodist Willowbrook	KD5U
Texas Children’s Medical Center, call sign K5GCH	W5LDK
UTMB	K5OB
Memorial Hermann Northeast	KF5VIK
Red Cross	WB5HJV
Johnson Space Center EOC	KB5PGY
SETRAC	KD5DFB, KI5ROV

### #4 – Check-ins from visitors

Ten unaffiliated visitors checked in.

Call Sign
KI5MIK
KI5TTM
WD5X
KI5RTE
KD5MVU
AC5RX
N4GHP
KI5VCU
WA3NZA
KA5QDG

## 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	Education	Continue to hold training sessions for HAM Radio licensing due to turnover and hospital visitation policies of external vendors being permitted access during pandemic operations.	SETRAC	SETRAC Training	Ongoing	Ongoing

# APPENDIX B: PARTICIPANTS

<b>Participating Agencies/Facilities</b>
1st Texas Home Health
Abba Gentle Healthcare LLC
Advanced Home Health
Advocates for the Independent
Altus Hospice
A Pineywoods Home Health
Baptist Hospital Beaumont
Beaumont Emergency Hospital
Beaumont Public Health Department
CHI St Luke's Lakeside
CHI St Luke's Springwood Village
CHI St Luke's The Woodlands
Christus Dubois Beaumont
Christus Jasper Memorial
Commitment To Caring
Cy-Fair FD
Cypress Woods Care Center
Dunn Behavioral Science Center
Eden Hospice Care Services Inc
El Campo memorial hospital
Encompass Health Rehabilitation Hospital of Humble
Encompass Health Rehabilitation Hospital Sugar Land
Fresenius Medical Care Home Therapy
Fresenius Medical Care Houston Region
Galway Meadows Care Home
Harris County Psychiatric Center
Harris Health
Home Health Unlimited
Houston Methodist Hospital Continuing Care
Houston Methodist West
Houston Methodist Willowbrook
Houston NW Medical Center
Johnson Space Center EOC
Kindred Hospital Sugar Land
Kingwood Emergency Hospital
Liberty Dayton Regional Medical Center
Lifeway Healthcare Inc

Memeeha LLC
Memorial Hermann Children's
Memorial Hermann Northwest
Memorial Hermann Orthopedic and Spine Hospital
Memorial Hermann Southwest
Memorial Hermann TIRR
Memorial Hermann TMC
MRC Pine Crest Retirement
Mzee Home Care Services, LLC
Northpoint Healthcare Services Inc
Oakmont Healthcare & Rehab Center Katy
Oakwood Manor
Oceans Behavioral Hospital
Oceans Healthcare
Omni Point Health Hospital
Option Care Women's Health
PAM Rehabilitation Hospital of Clear Lake-South
Pam Rehabilitation Hospital of Humble
Perpetual Home Health, LLC
Red Cross
Regent Care Center of Kingwood
River Kids Pediatric Home Health
Sabine County Hospital
SETRAC
Silverado - Hermann Park
Texas Children's Hospital Medical Center
Texas Children's Hospital The Woodlands
Texas Emergency Care Center Atascocita
Texas Emergency Care Pearland
Treemont Health Care Center
Trucare Hospice and Palliative Services
Tyler County Hospital
UT MD Anderson Cancer Center
UTHealth HCPC/DCB
UTMB
Walker Co. OEM/EOC
Wellness Healthcare Inc.
West Wynde Health Services