



Drill Name: RHCC Redundant Communications – PPE Outreach

AAR Author: Regional Coordinators

DATE of Event: Tier 1 – Dec 10, 2021; Tier 2 – Mar 8, 2022

Objective: To test redundant forms of communication while distributing PPE to multiple coalition partners

References: ASPR Grant 1901 BP3, Performance Measures 12 and 13

AAR Completion Date: Jun 15, 2022

Participants: DPHHS HPP and MHA, and select RHCC members

AAR Submitted to PM: Jun 15, 2022

Program Manager (PM): Don McGiboney

PM Approval Date: Jun 27, 2022

Description of Event: The HPP COVID cache needed to be distributed to healthcare partners throughout the regions. To do so, tiers were developed for equitable distribution of materials, and emails were sent to the respective agencies. Agencies completed a survey to indicate PPE needs then orders were filled and shipped out.

Summary of Event: Emails were sent to two tiers of healthcare contacts in each region to fulfill PPE needs from the HPP COVID cache. Emails were sent to the contacts for the following healthcare facility types, Tier 1 – RHCs, FQHCs, LTC, and Dialysis Centers; Tier 2 – Home Health, Hospice, EMS, and Ambulatory Surgery Centers. Facilities were asked to complete a survey of PPE needs then orders were filled and shipped out.

Announcement: (Example below from Tier 1, Tier 2 was similar)

The Department of Public Health and Human Services (DPHHS) Healthcare Preparedness Program (HPP) has secured a cache of Personal Protective Equipment (PPE) utilizing COVID-19 pandemic funding that we would like to distribute to our healthcare partners throughout the state. As facilities continue to grapple with ongoing surges of COVID patients and prepare for potential influenza or other outbreaks, this PPE will help ensure that facilities are adequately prepared to provide patient care.

In an effort to further our engagement and relationships with all provider types within each region, a tiered approach has been developed to distribute this PPE. The first tier of outreach consists of Dialysis Centers, Long-Term Care Facilities, Rural Health Clinics and Federally Qualified Health Centers. If materials remain available after outreach to the first tier, Tiers 2 and 3 will be contacted.



We are aware that the person receiving this message may be the point of contact for partner agencies throughout the region or state. We ask that you consult with your partners on their needs prior to completing your request. All PPE is medical grade and will be able to integrate into your supply rotation.

To request this PPE, please complete this survey [Healthcare Coalition PPE Request Form - Formstack](#) no later than **5:00 pm on Friday, December 17**. Supplies will be on a first come, first served basis for all reasonable requests. Please contact hppcoordinators@mtha.org with any questions.

Responses Received

Table with 5 columns: Facility Type, WRHCC, CRHCC, SRHCC, ERHCC. Rows include RHC, FQHC, LTC, Dialysis Center, Home Health, Hospice, EMS, and Ambulatory Surgery Center.



Improvement Plan



Strength or Improvement	Observation	Corrective Action	Job Info / Progress		
			POC	Status	Notes
Strength	There was an increase in member participation since the previous drill	Continue to reach out	Each RHCC Coordinator	In-Work	N/A 11/2022 - Reviewed
Strength	As a result of this outreach, there has been increased communication with these provider types	Continue to build relationships and communications	Each RHCC Coordinator	In-Work	N/A 11/2022 - Reviewed
Strength	Due to this drill, communication has increased with lead agencies resulting in better contacts for ESF-8 Advisory Council	Continue to build relationships and communications with these partners	DPHHS and RHCC Coordinators	In-Work	N/A 11/2022 - Reviewed
Improvement	The RHCC is missing numerous contacts within multiple provider types	Review the lists and identify missing contacts. Validate contacts.	Each RHCC Coordinator	In-Work	Complete by 3/31/23 11/2022 - Ongoing updates as needed; regular checks to ensure facility contact accuracy. 01/2023 - Working to obtain and maintain accurate contact information for facilities and agencies. 5/4/2023 – Continue



					to obtain appropriate and accurate contacts.
Improvement	Emails from each RHCC to contacts may not be the most efficient method of communication	Populate and utilize new HAN Platform beginning in January 2023	DPHHS and RHCC Coordinators	Not started; waiting for further information from DPHHS	Complete by: 3/31/23 11/2022 – Reviewed. 01/2023 - New CORES/HAN Platform will be implemented in January 2023 and used as a Redundant Communication Exercise in April 2023. 05/04/2023 - Informed the New HAN Platform is possibly not going to be implemented. Will research new avenues. 6/26/2023 – State PHEP has purchased Everbridge platform for this purpose.