



Drill Name: Shakeout REDCOMM Exercise

Date: 20 October 2022

Objectives: Redundant Communications Drill

References: ASPR Grant 1901 BP 4, PM 12 and 13

Participants: DPHHS/HPP/MHA/All RHCC members

AAR Author: HCC Coalition Coordinators

Program Manager (PM): Don McGiboney

AAR Completion Date: 25 October 2022

AAR Submitted to PM: 25 October 2022

PM Approval Date: 25 October 2022

Description of Event: HCC Coordinators sent an email survey in response to the Great Shakeout event to measure responsiveness to email communications

Announcement of Event: “At 10:20 am on October 20th, thousands of people across Montana practiced [earthquake safety](#) during [International Shakeout Day](#). The Montana Regional Health Care Coalitions are using this opportunity to test a method of redundant communications. This message serves as an alert and a test of our email communications. Please let us know that you have received this message by clicking this [link](#) and completing the short survey on whether your organization utilized the Great Shakeout as an opportunity to test any of your Emergency Operations Plans.

Thank you for your continued participation in Healthcare Preparedness and the Montana Health Care Coalitions. Please respond by 24 October 2022.”

Responses Received:

	<u>WRHCC</u>	<u>CRHCC</u>	<u>SRHCC</u>	<u>ERHCC</u>
Core Members:	14	13	14	16
Non-Core Members:	10	11	8	9



Improvement Plan

Strength or Improvement	Observation	Corrective Action	Job Info / Progress		
			POC	Status	Notes
Strength	Increase in member participation since the previous drill	Continue outreach efforts	Each RHCC Coordinator	In-Work	Ongoing, review quarterly Reviewed 11/2022
Strength	Drill utilized the entirety of all RHCC POC lists	Previous drill utilized general LISTSRV format; this drill utilized detailed, established, and customized distribution lists for drill communications. List refinements and continued customizations will be ongoing	Each RHCC Coordinator	In-Work	Ongoing, review quarterly. Citing an improvement from the 10/2021 Shake Out AAR/IP. This year's drill utilized the RHCC Coordinators POC lists 11/2022 – Reviewed 1/2023 - Reviewed
Improvement	Missing contacts within provider types	Review lists, identify missing contacts, update as needed	Each RHCC Coordinator	In-Work	Ongoing, review quarterly. 11/2022 – Reviewed 1/2023 - Continue outreach to obtain updated point of contact information. 5/3/2023 - Continue outreach to obtain updated point of contact information. Confirmed via site visits, regional meetings, etc.



<p>Improvement</p>	<p>Increase advertising of Shakeout Drill</p>	<p>Promote event in various communication formats</p>	<p>Each RHCC Coordinator</p>	<p>In-Work</p>	<p>HCC website, Banner on EMResource, HCC Newsletter, EC meetings, Training Calendars 11/2022 – Reviewed 1/2023 - No current progress. Plans will be developed prior to October 2023 Shakeout. Complete by October 2023. 5/3/2023 – reviewed; no changes.</p>
<p>Improvement</p>	<p>Increase percentage of responses in each provider group type</p>	<p>Utilize CORES-HAN for mass notification events</p>	<p>Each RHCC Coordinator</p>	<p>In-Work</p>	<p>Increased utilization will increase awareness, and increase number of redundant communication method types per individual. 11/2022 - Reviewed 01//2023 – CORES/HAN Platform will be implemented in January 2023. Plan to utilize for April 2023 Redundant Communication Drill. Complete by 6/2023. 5/3/2023 – Improvement item on hold as the CORES-HAN platform is in question. Will update as able.</p>