

Event Name: [EXERCISE] NSW EXERCISE: NSPA I.T. Interruption Exercise

Event Type: EXERCISE

Public Health Category: Facility Impact

Distribution Category: Distribute on a need to know basis

Situation: For the past several hours your facility has experienced intermittent outages in networked systems such as electronic medical records (eMR, electronic human resources (eHR), and connection with your internet service provider (ISP). Normal operation within your facility have become strained to include difficulty in receiving or treating patients.

Facility Impacted: Other: This issue is impacting all healthcare facilities in the Near Southwest Region and several facilities in neighboring regions of Virginia.

Region(s): Near Southwest

Immediate Impact All participating healthcare facilities: Answer the following prompts. (1) Have you activated **and/or** emergency operations procedures at your facility? (2) Provide the name and phone number for

Required Action: your local emergency manager. (hint: check nspa1.org/emcontacts) (3) Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility. (IT individuals, etc.) (4) Provide information about your plan activation and the first steps you will use to mitigate the impact of this incident. (5) Provide information about the general operational status of your facility/business. (6) Do you have any resource needs at this time as a result of interruption to your IT systems?

Background: This exercise is intended to be completed by facilities that have participated in the NSPA 2021 CMS Exercise Series including the virtual tabletop exercise on October 12th, 13th or 14th. All other facilities welcome but not obligated to participate.

Discussion: See initial post by RHCC (located as the first initial post of the Event Log) for an example response to the required action above.

Recommended Action: As strongly encouraged on our exercise planning meeting, identify one part of your emergency operations plan or continuity of operations plan that is relevant to this scenario and practice it. Example: Call a vendor and ask how long it would take to have internet services restored if you faced an outage. Example: Exercise your all-staff alerting platform that does not rely on internet services. Example: Identify "downtime" procedures that apply to this scenario and update the document or resources. ENSURE ALL COMMUNICATIONS BEGIN WITH "EXERCISE"

Action Taken: VHASS Event; VHASS Activation; NSW UTAP Initiated; Event logs monitored

Points of Contact: Alley, Mary K	Cromer, Mark A	Hawkins, Robert
Near Southwest Preparedness Alliance	Near Southwest Preparedness Alliance	Near Southwest Preparedness Alliance
Near Southwest (540) 541-0315	Near Southwest (540) 339-2490	Near Southwest (540) 525-8681
McCullough, Monica L		
Near Southwest Preparedness Alliance		
Near Southwest (540) 562-3482		

Event Update History

Date/Time	Status	Name	Region	Organization	EN Access	Contact No.
11/10/2021 09:58 AM	Event Archived	Cromer, Mark A	Near Southwest	Near Southwest Preparedness Alliance	Events Region Administrator	(540) 339-2490
11/09/2021 10:00 AM	Event Activated	Cromer, Mark A	Near Southwest	Near Southwest Preparedness Alliance	Events Region Administrator	(540) 339-2490

Event: [EXERCISE] NSW EXERCISE: NSPA I.T. Interruption Exercise

Comments

Added: 11/9/2021 1:44 PM

Creator: Peggie Saunders

Org: Renal Care Group- Danville
(Fresenius)

Org Type: DS

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Dialysis Services

Peggie Hinton Saunders, Fresenius Kidney Danville

Analog phone will be used

Paper flowsheets will be used

Paper HD orders will be available to use

Backup generator

IT will be informed

Added: 11/9/2021 12:39 PM

Creator: Rhonda Wilson

Org: Fresenius: Crystal Spring

Org Type: DS

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Dialysis Services

Crystal Spring Dialysis FKC activated Emergency Operation plan.

Trevor Shannon is our local emergency manager, 1-540-853-2426.

Rhonda Wilson is Clinical Manager and Contact Person at 540-342-5514

Alternate Contact Steve Jones, DO, 540-525-3103

Using Paper records and IT department is working to restore our IT computers, etc.

No further needs at this time.

Added: 11/9/2021 12:00 PM

Creator: Mark Cromer

Org: Near Southwest Preparedness
Alliance

Org Type: RHCC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Regional Healthcare Coordinating
Center

ENDEX ENDEX ENDEX

Added: 11/9/2021 11:51 AM

Creator: Bobbie Grogan

Org: Southern Virginia Mental Health Institute

Org Type: HOSP

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Hospital

1. No (would if needed)
2. Tim Duffer 434-799-5226
3. Primary - Bobbie Grogan (w) 4347734288 (C) 4344296589 Alternate - Robin Crews (w) 4347734220 (C) 4342283158
4. P&P Emergency Plan #04 Communication Systems Failure/Compromised Means of Communication Plan
 1. The facility would go to hand held radio throughout as phones would not work
 1. A radio test would be completed by the switchboard
 2. We would unplug battery backup to generate MAR's to print
 3. There would be a test facility cell phones
 4. There would be notification to the CSB's for admission issues
 5. Everbridge notification to all staff or select staff available if needed
 5. Operating under limited commination status
 6. No needs at this time. VITA would be notified

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 11:55 AM

Reply: Thank you, Bobbie! Appreciate your update!

Added: 11/9/2021 11:49 AM

Creator: Randal Beckner

Org: Virginia Veterans Care Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Our IT department has informed us that the outage should last no more than four hours. We will utilize additional staff after the outage is over to key in paper notes and orders. Other than that issue, we will be able to resume regular operations.

Replies

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 11:52 AM

Reply: That sounds like fun, and a lot of work.

Added: 11/9/2021 11:47 AM

Creator: Marisa Hamilton

Org: Brandon Oaks at Home

Org Type: HHA

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Home Health Agency

As this situation continues to evolve, we have activated the EOP. Clinicians are now charting on paper notes. Referral sources have been notified. IT continues to work to identify the source of the problem. No resources needed at this time.

Replies

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 11:49 AM

Reply: Marissa, appreciate the update.

Added: 11/9/2021 11:38 AM
Creator: Julianne Wingfield
Org: Surgery Center of Lynchburg
Org Type: OCC
Region: Near Southwest

Regions:
Near Southwest

Organization Types:
Outpatient Care Center

EXERCISE

Our IT department notified us we could possibly be a week before we are fully up and functioning after the restoration process. All surgeons office's have been notified. A better way needs to occur for the sharing of information so there is no redundancy. After a week of being "down" we will be in definite need of help to go through, process and scan in all necessary documenting of the surgeries that were provided. This could be a cry for help to NSPA at this time.

Replies

Author: McCullough, Monica
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 11:44 AM
Reply:

Thanks for your update. This is a great example of how crucial it is to contact our RHCC hotline to let us know what you're anticipating. (IF we didn't already have this event opened up like today.) Be sure your staff has our RHCC number readily available and know how to initiate contact with us!

1-866-679-7422 Great idea for all staff to put our number in their phone contact list! This is the 24-7-365 number!!

Author: Hawkins, Robert
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 11:44 AM
Reply: Thank you for that feedback. If you were to reach out to NSPA, what resource would your request to assist with your needs?

Author: Wingfield, Julianne
Organization: Surgery Center of Lynchburg
Time: 11/09/2021 11:54 AM
Reply: I believe extra staffing to assist with organizing and scanning

Added: 11/9/2021 11:36 AM
Creator: Randal Beckner
Org: Virginia Veterans Care Center
Org Type: LTC
Region: Near Southwest

Regions:
Near Southwest

Organization Types:
Long Term Care Facility

We have our own in house pharmacy so they will be handwriting orders and able to fill prescriptions as usual. No disruption.

Replies

Author: Cromer, Mark
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 11:37 AM
Reply: That is nice

Added: 11/9/2021 11:32 AM

Creator: Mary Alley

Org: Near Southwest Preparedness Alliance

Org Type: RHCC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Regional Healthcare Coordinating Center

Andrew Sanders | Kissito Hot Springs

We have notified our RHCC of our disruption and have notified Nursing Staff to go to complete paper documentation. We have sent a staff member to the home office to notify them of our IT issue.

Replies

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 11:34 AM

Reply: Thank you Andrew. We like the interaction with your RHCC.

Added: 11/9/2021 11:30 AM

Creator: Daryl Hatcher

Org: SOVAH Health - Martinsville

Org Type: HOSP

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Hospital

EXERCISE - EXERCISE - EXERCISE

Sovah Health - Martinsville

(1) Have you activated emergency operations procedures at your facility? Yes.
Facility EOP has been activated.

(2) Provide the name and phone number for your local emergency manager. John Turner, Martinsville EM. (276) 403-5283.

(3) Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility. Anthony Hedrick, IT Director, (276) 666-7491. Scott Bagwell, Network Specialist (276) 670-7072.

(4) Provide information about your plan activation and the first steps you will use to mitigate the impact of this incident. First step: Situational assessment. Determine what systems are affected. Second step: Attempt restoration by rerouting those systems to secondary networks. Third step: Situational reassessment. 4th step: Move to written charting procedures and reassign personnel from medical offices to assist with documentation duties (scribes).

(5) Provide information about the general operational status of your facility/business. Primary and Secondary Facility network systems are fully operational

(6) Do you have any resource needs at this time as a result of interruption to your IT systems? Currently no resources are needed.

EXERCISE - EXERCISE - EXERCISE

Daryl Hatcher

Replies

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 11:31 AM

Reply: Daryl, thank you so very much. Great information.

Added: 11/9/2021 11:26 AM

Creator: Marisa Hamilton

Org: Brandon Oaks at Home

Org Type: HHA

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Home Health Agency

Brandon Oaks at Home

We have not activated the EOP at this time.

Contact is Trevor Shannon 540-853-2426

Primary contact: Tim Synder 540-777-9316

Secondary contact: Frank Lombardo 540-777-9314

The IT department is currently working on the issue with no identified solution at this time. We will have the liaison contact local hospitals to update our status regarding being able to accept patients and how to contact the office.

We are able to operate in a limited capacity, we are able to continue to see the patients currently on service, but have been impacted regarding accepting new patients.

No resources needed at this time.

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 11:30 AM

Reply: Thank you for your information! Are you considering activating your EOP? (Just wanted to advise that EOP activation is a requirement for CMS exercise documentation purposes.) Please continue to update as the event unfolds! Great work!

Added: 11/9/2021 11:22 AM

Creator: Susan Ward

Org: Fresenius: Franklin County

Org Type: DS

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Dialysis Services

Franklin County dialysis FKC activated Emergency Operation plan.

William Ferguson is our local emergency manager, 1-540-483-3091.

Susan Ward is Clinical Manager and Contact Person at 540-484-3972.

Alternate Contact Steve Jones, DO,540-525-3103

Using Paper records and IT department is working to restore our IT computers, etc.

No further needs at this time.

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 11:24 AM

Reply: Thanks for the information! Continue to post your updates as the event unfolds! Great work!

<p>Added: 11/9/2021 11:18 AM Creator: Randal Beckner Org: Virginia Veterans Care Center Org Type: LTC Region: Near Southwest</p> <p>Regions: Near Southwest</p> <p>Organization Types: Long Term Care Facility</p>	<p>We have notified VDH and Steve Combs in Richmond that we are 100% on paper documentation.</p> <p>Replies Author: Cromer, Mark Organization: Near Southwest Preparedness Alliance Time: 11/09/2021 11:20 AM Reply: Randy, thanks for the input. Having the information up the chain to administration will make things easier in the long term.</p>
<p>Added: 11/9/2021 11:17 AM Creator: David Fesperman Org: Danville-Pittsylvania Community Services - River View Place Org Type: IID Region: Near Southwest</p> <p>Regions: Near Southwest</p> <p>Organization Types: Inter. Care for Ind. Intellectual Disabilities</p>	<p>Our IT has notified us that we have a bigger problem that may last several days to fix. We are being told that the external has reached out to their partner with the city IT Department to help fix the problem due to the nature of it. We are being told be prepared for three days worth of outages.</p> <p>Replies Author: McCullough, Monica Organization: Near Southwest Preparedness Alliance Time: 11/09/2021 11:20 AM Reply: Thanks for the information! Great interaction and opportunity to work through your internal challenges!</p>
<p>Added: 11/9/2021 11:17 AM Creator: Mark Cromer Org: Near Southwest Preparedness Alliance Org Type: RHCC Region: Near Southwest</p> <p>Regions: Near Southwest</p> <p>Organization Types: Regional Healthcare Coordinating Center</p>	<p><u>All participating healthcare facilities: Answer the following prompts.</u></p> <p>Have you activated emergency operations procedures at your facility?</p> <p>Provide the name and phone number for your local emergency manager. (hint: check nspa1.org/emcontacts)</p> <p>Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility. (IT individuals, etc.)</p> <p>Provide information about your plan activation and the first steps you will use to mitigate the impact of this incident.</p> <p>Provide information about the general operational status of your facility/business. Do you have any resource needs at this time as a result of interruption to your IT systems?</p>

Added: 11/9/2021 11:11 AM

Creator: David Gibson

Org: Kroontje Center at Warm Hearth Village

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

EXERCISE EXERCISE

Administrator and DON has contacted all nursing staff at KHCC to inform them that paper charting will continue for the next 24 hours. DON has contacted pharmacy via phone to let them know of outages. Network Administrator has contacted our back up service providers with updates. Internet outages will continue to be distributed for the next 24 hours per our Network Admin.

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 11:13 AM

Reply: Thanks for your update! Great work!

Added: 11/9/2021 11:11 AM

Creator: David Fesperman

Org: Danville-Pittsylvania Community Services - River View Place

Org Type: IID

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Inter. Care for Ind. Intellectual Disabilities

Julianne with Surgery Center of Lynchburg. Is this system not password protected or monitored for hacking? This may be a beneficial resource to think about to hopefully prevent that. It also may need to be thought about printing some of these forms so that it is possible to have backups in case something is changed. Do you have back up generator?

Added: 11/9/2021 11:05 AM

Creator: Mary Alley

Org: Near Southwest Preparedness Alliance

Org Type: RHCC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Regional Healthcare Coordinating Center

Angela | Home Nursing INC

1. We have activated emergency operations procedures at our facility
2. Emergency Manager Jess Powers 276-889-8247 or 276-701-9775
3. Internal contact Jennifer Chumbley and Michelle Baker. External contact JC Harriger with Hungate Business Services.
4. (1) Contact IT Dept.
(2) Activate EOP; Emergency Call Tree Procedure activated.
(3) Manually transfer call to answering service via service provider
(4) Office staff will utilize designated paper charting at this time.
(5) Field staff may continue to use iPads with currently downloaded schedule and chart until they can communicate.
(6) Landlines will be available through fax ports
(7) Continue communication via cell service and landlines as long as available for each office.
5. We continue to operational; needs are being met. Have contacted 3rd party IT support. No further resources needed at this time.

Replies

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 11:13 AM

Reply: Thanks

Added: 11/9/2021 11:03 AM

Creator: Joe Dowdy

Org: Horizon Behavioral Health

Org Type: CMHC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Community Mental Health Center

All locations are utilizing paper back up forms, and will continue to do so until outage is resolved. EOP has already been implemented, and Medical Records has been notified for probable influx of information to be uploaded during recovery. No resources are currently needed.

Replies

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 11:07 AM

Reply: Excellent with the input of future paper to eMR upload

Added: 11/9/2021 11:00 AM

Creator: Mary Alley

Org: Near Southwest Preparedness Alliance

Org Type: RHCC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Regional Healthcare Coordinating Center

Andrew Sanders | Kissito Hot Springs

Yes, we have activated our emergency operations procedures

Andy Seabolt-540-839-7236

Kissito Healthcare IT department, external-VCPI, external-Comcast

We would attempt to print off the EMAR backup, so we are able to pass medications to residents. We would attempt to utilize a radio to contact emergency response in the event assistance is needed.

We are a skilled nursing facility and most of our documents, etc. We will have difficulties with pharmacy communications in the event of internet interruptions due to our phone lines are internet based. We will also have difficulties ordering supplies, communicating with VHASS, etc

Added: 11/9/2021 11:00 AM

Creator: Randal Beckner

Org: Virginia Veterans Care Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Virginia Veterans Care Center:

As outage continues we are printing and distributing EMARs and TARs to the units. We are verifying that paper ADL's are available on each unit. We are meeting with present staff to let them know paper documentation will need to begin.

Replies

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 11:01 AM

Reply: Thanks Randy,

Added: 11/9/2021 10:59 AM

Creator: Katie Curfiss

Org: South Roanoke Nursing Home

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Katie Curfiss, South Roanoke Nursing Home

We have activated our EOP

Local Emergency Manager: Trevor Shannon (540) 853-2426 notified

Main Contact: Katie Curfiss (540)537-2341

Alternate Contact: Jim Garrett (540) 529-8951

Current clinical documentation system simulated down. Converted to paper process

No resources needed at this time.

Replies

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 11:01 AM

Reply: Katie, thank you very much.

Added: 11/9/2021 10:57 AM
Creator: Julianne Wingfield
Org: Surgery Center of Lynchburg
Org Type: OCC
Region: Near Southwest

Regions:
Near Southwest

Organization Types:
Outpatient Care Center

EXERCISE EXERCISE

Didn't consider the patients trying to go onto our website to do online preoperative assessments. Which would cause them to call our center and bog down phone lines, not to mention we don't have that assessment on paper. Learning curve!

Replies

Author: Cromer, Mark
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 11:02 AM
Reply: Julianne, excellent point. Great information for us and our partners

Added: 11/9/2021 10:56 AM
Creator: David Gibson
Org: Kroontje Center at Warm Hearth Village
Org Type: LTC
Region: Near Southwest

Regions:
Near Southwest

Organization Types:
Long Term Care Facility

EXERCISE EXERCISE

Katherine Torrey our HR director has contacted Segra to activate back-up services for eHR. Miller Williams, Network Admin has been notified and approved for above actions.

Replies

Author: Cromer, Mark
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 11:03 AM
Reply: Excellent, would love to know how that goes.

Added: 11/9/2021 10:56 AM
Creator: Shawna Hall
Org: Blue Ridge Surgery Center
Org Type: OCC
Region: Near Southwest

Regions:
Near Southwest

Organization Types:
Outpatient Care Center

- 1) Yes
- 2) Dustin Campbell 540-777-8705
- 3) HCA Help desk
- 4) General operations 100% paper chart
- 5) Resources needed: none

Replies

Author: Cromer, Mark
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 10:59 AM
Reply: Thank you Shawna, continue to update.

Added: 11/9/2021 10:51 AM
Creator: Jennifer Williams
Org: Snyder Nursing Home, Inc
Org Type: LTC
Region: Near Southwest

Exercise
General operations> 100% manual charting
Resources needed>none needed.

Regions:
Near Southwest

Organization Types:
Long Term Care Facility

Replies
Author: Cromer, Mark
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 10:52 AM
Reply: Awesome, thank you

Added: 11/9/2021 10:46 AM
Creator: William Scott
Org: Snyder Nursing Home, Inc
Org Type: LTC
Region: Near Southwest

Exercise.
All available staff gather for inservice to review manual charting for ADL's.
Ensure all Mgrs aware of situation.

Regions:
Near Southwest

Organization Types:
Long Term Care Facility

Replies
Author: McCullough, Monica
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 10:48 AM
Reply: Message received, thanks.

Author: Cromer, Mark
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 10:50 AM
Reply: Bill thank you and your team

Added: 11/9/2021 10:45 AM
Creator: David Fesperman
Org: Danville-Pittsylvania Community Services - River View Place
Org Type: IID
Region: Near Southwest

All of contacts will still be the same regardless with our EOP activated. Through the chain of command we will include Jim Bebeau and the entire executive team. Same phone numbers will apply. We still have no resource needs.

Regions:
Near Southwest

Organization Types:
Inter. Care for Ind. Intellectual Disabilities

Replies
Author: Cromer, Mark
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 10:47 AM
Reply: David, great keep it up.

Added: 11/9/2021 10:44 AM

Creator: Reid Parsons

Org: Appomattox Health &
Rehabilitation Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Our contacts for IT support are MFA helpdesk and Digacore. We have e-mail and phone numbers available to contact them

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:45 AM

Reply: Thanks for the information. Continue to provide updates as the event unfolds.

Added: 11/9/2021 10:44 AM

Creator: Lori Sweeney

Org: Westminster-Canterbury of
Lynchburg

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

EXERCISE EXERCISE ONLY:

Westminster Canterbury of Lynchburg and Westminster at Home (S.I.)

1. Have you activate emergency operations procedures are your facility? YES

2. Provide the name and phone number of you local and emergency manager.
Melissa Foster, 434-455-4290

3. Provide the primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within you facility. (IT individuals etc.) Michael Closs, Director of IT, 434-386-3599. He also uses a handheld radio in house. Mike is also in contact with outside partners and the staff in his department.

4. Provide information about your plan activation and the first steps you will use to mitigate the impact of this incident. Nursing has implemented paper records to assure we are providing services to our residents. Including medication administration and pertinent documentation.

5. Provide information about the general operations status of you facility/business. Do you have any resource needs are this time as a result of interruption to you IT systems? IT Department is working to restore connection with our internet services. Emergency operations in effect and we have no needs at this time.

Replies

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:46 AM

Reply: Lori, thank you. Great information

Added: 11/9/2021 10:42 AM

Creator: David Gibson

Org: Kroontje Center at Warm Hearth Village

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

EXERCISE EXERCISE

Staff at KHCC has been directed to paper chart by our Network Administrator.

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:43 AM

Reply: Great! Thanks for the update.

Added: 11/9/2021 10:41 AM

Creator: Mark Cromer

Org: Near Southwest Preparedness Alliance

Org Type: RHCC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Regional Healthcare Coordinating Center

All participating healthcare facilities: Answer the following prompts.

Have you activated emergency operations procedures at your facility?

Provide the name and phone number for your local emergency manager. (hint: check nspa1.org/emcontacts)

Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility. (IT individuals, etc.)

Provide information about your plan activation and the first steps you will use to mitigate the impact of this incident.

Provide information about the general operational status of your facility/business. Do you have any resource needs at this time as a result of interruption to your IT systems? **Replies**

Author: Jerman, Phil

Organization: Pheasant Ridge Nursing & Rehab Center

Time: 11/09/2021 10:58 AM

Reply:

Emergency Operations Procedures activated.

Contacted Trevor Shannon at 540-853-2426

Contacted internal IT at 877-262-4870 Cox cable also contacted at 866-496-6240

Plan initiated, emergency staffing in place

no further resources needed at this time

Added: 11/9/2021 10:40 AM
Creator: Mary Alley
Org: Near Southwest Preparedness Alliance
Org Type: RHCC
Region: Near Southwest

Regions:
Near Southwest

Organization Types:
Regional Healthcare Coordinating Center

All participating healthcare facilities: Answer the following prompts.

Have you activated emergency operations procedures at your facility?

Provide the name and phone number for your local emergency manager. (hint: check nspa1.org/emcontacts)

Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility. (IT individuals, etc.)

Provide information about your plan activation and the first steps you will use to mitigate the impact of this incident.

Provide information about the general operational status of your facility/business. Do you have any resource needs at this time as a result of interruption to your IT systems?

[2021 CMS FE EXPLAN_Final.docx](#)

Added: 11/9/2021 10:38 AM
Creator: William Scott
Org: Snyder Nursing Home, Inc
Org Type: LTC
Region: Near Southwest

Regions:
Near Southwest

Organization Types:
Long Term Care Facility

1. EOP activated.
2. Chief John Prillaman 540-375-3080 City of Salem
3. GSS Tim Snyder 540-362-7686
4. P&P loss of IT
5. Manual Charting
6. resources available

Replies

Author: Cromer, Mark
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 10:39 AM
Reply: Bill thank you for the information

Added: 11/9/2021 10:38 AM

Creator: Randal Beckner

Org: Virginia Veterans Care Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Virginia Veterans Care Center:

1. EOP is activated
2. Contacted Trevor Shannon (540-853-2426) 713 Third Street, Roanoke, VA
3. Contacts for internal and external contacts are VITA (866-637-8482) for external and Glenn Diamani (540-537-7779) for our internal contact. We may also contact Cox Communications (800-234-3993) as our internet provider.
4. Internally we would check routers and see if there are any internal issues. We would contact the DVS IT Team and VITA to see if there are any department or state wide issues causing the problems. If no internal issues we would contact our internet provider and see if there is an issue and what the estimated repair time would be.
5. We are operating as normal with a little slow down in processes.
6. We have no resource needs at this time.

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:40 AM

Reply: Thank you for your information. Please continue to provide updates for your facility as the event unfolds.

Added: 11/9/2021 10:37 AM

Creator: Kiristen Younger

Org: Johnson Health Center- Rustburg
Community Health Center

Org Type: OCC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Outpatient Care Center

emergency operations activated

Melissa Foster 4344554285

Primary- Kiristen Younger 4349291400

Secondary- Jason Spear 4349291400

No resource needs

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:44 AM

Reply:

Thanks for your updates! Continue to provide your updates as the event unfolds.

Added: 11/9/2021 10:37 AM

Creator: David Gibson

Org: Kroontje Center at Warm Hearth Village

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

EXERCISE EXERCISE

Kroontje Health Care Center has now activated our EOP

Replies

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:39 AM

Reply: Much appreciated

Added: 11/9/2021 10:36 AM

Creator: Kiristen Younger

Org: Johnson Health Center- James River Dental Clinic

Org Type: OCC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Outpatient Care Center

emergency operations activated

Melissa Foster 4344554285

Primary- Kiristen Younger 4349291400

Secondary- Jason Spear 4349291400

No resource needs

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:45 AM

Reply: Info received!

Added: 11/9/2021 10:36 AM

Creator: Kiristen Younger

Org: Johnson Health Center- Integrated Services

Org Type: OCC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Outpatient Care Center

emergency operations activated

Melissa Foster 4344554285

Primary- Kiristen Younger 4349291400

Secondary- Jason Spear 4349291400

No resource needs

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:47 AM

Reply: Received your information! Thank you!!

Added: 11/9/2021 10:36 AM
Creator: Kiristen Younger
Org: Johnson Health Center- Bedford
Community Health Center
Org Type: OCC
Region: Near Southwest

emergency operations activated
Melissa Foster 4344554285
Primary- Kiristen Younger 4349291400
Secondary- Jason Spear 4349291400

Regions:
Near Southwest
No resource needs

Organization Types:
Outpatient Care Center

Replies
Author: McCullough, Monica
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 10:48 AM
Reply: Thanks so much!

Added: 11/9/2021 10:35 AM
Creator: Kiristen Younger
Org: Johnson Health Center- Bedford
Community Dental Center
Org Type: OCC
Region: Near Southwest

emergency operations activated
Melissa Foster 4344554285
Primary- Kiristen Younger 4349291400
Secondary- Jason Spear 4349291400

Regions:
Near Southwest
No resource needs

Organization Types:
Outpatient Care Center

Replies
Author: Cromer, Mark
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 10:36 AM
Reply: Thanks Kiristen

Author: McCullough, Monica
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 10:36 AM
Reply: Received your information. Thanks for posting! Continue to provide our updates as the event unfolds.

Added: 11/9/2021 10:35 AM
Creator: David Fesperman
Org: Danville-Pittsylvania Community
Services - River View Place
Org Type: IID
Region: Near Southwest

Emergency Operation Plans have been activated due to a prolonged event as well as the issue not being able to be quickly fixed. Executive team has gathered with ICF Safety Coordinator and working on plans to manage the situation.

Replies
Author: Cromer, Mark
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 11:12 AM
Reply: Thank you

Regions:
Near Southwest

Organization Types:
Inter. Care for Ind. Intellectual
Disabilities

Added: 11/9/2021 10:35 AM

Creator: Kiristen Younger

Org: Johnson Health Center- Amelon
Square Immediate Care

Org Type: OCC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Outpatient Care Center

emergency operations activated

Melissa Foster 4344554285

Primary- Kiristen Younger 4349291400

Secondary- Jason Spear 4349291400

No resource needs

Replies

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:37 AM

Reply: Thanks Kiristen

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:38 AM

Reply: Thanks for your information. Please continue to provide any updates as the event unfolds!

Added: 11/9/2021 10:34 AM

Creator: Robert Heins

Org: LewisGale Hospital Montgomery

Org Type: HOSP

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Hospital

Robert Heins, Lewis Gale Montgomery

1.) Downtime Disaster Policy would be activated

2.) Tyler Hall - (540) 492-1054

3.) Diron Lane - Market IT, Division Help Desk

4.) When Downtime is activated we transition to paper charting and paper ordering. As available charts on existing patients are printed as the system allows or through a dedicated computer on a secondary ISP. Due to constraints of Radiology the Radiologist on duty has to come to the facility to read exams.

5.) Internet downtime substantially slows all operations at the facility and could lead to diversion status as a Storke/Trauma Center.

6.) Yes

Replies

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:38 AM

Reply: Thank you alot MR. Heins

Added: 11/9/2021 10:34 AM
Creator: Kiristen Younger
Org: Johnson Health Center - Lynchburg Women's and Pediatric Health Services
Org Type: OCC
Region: Near Southwest

emergency operations activated
Melissa Foster 4344554285
Primary- Kiristen Younger 4349291400
Secondary- Jason Spear 4349291400

Regions:
Near Southwest

Organization Types:
Outpatient Care Center

Replies
Author: McCullough, Monica
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 10:51 AM
Reply: Thanks so much for your update.

Added: 11/9/2021 10:33 AM
Creator: Kiristen Younger
Org: Johnson Health Center - Amherst Community Health Center
Org Type: OCC
Region: Near Southwest

emergency operations activated
Melissa Foster 4344554285
Primary- Kiristen Younger 4349291400
Secondary- Jason Spear 4349291400

Regions:
Near Southwest

Organization Types:
Outpatient Care Center

Replies
Author: McCullough, Monica
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 10:53 AM
Reply: Information received. Thank you.

Added: 11/9/2021 10:32 AM
Creator: Kiristen Younger
Org: Johnson Health Center
Org Type: OCC
Region: Near Southwest

emergency operations activated
Melissa Foster 4344554285
Primary- Kiristen Younger 4349291400
Secondary- Jason Spear 4349291400

Regions:
Near Southwest

Organization Types:
Outpatient Care Center

Replies
Author: McCullough, Monica
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 10:33 AM
Reply: Thanks for your update. Continue to update as the event unfolds.

Added: 11/9/2021 10:31 AM
Creator: Joe Dowdy
Org: Horizon Behavioral Health
Org Type: CMHC
Region: Near Southwest

Regions:
Near Southwest

Organization Types:
Community Mental Health Center

With all Facilities Impacted, Horizon has activated its EOP for IT disruption.

Replies

Author: Cromer, Mark
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 10:33 AM
Reply: Excellent Joe, thanks very much

Added: 11/9/2021 10:31 AM
Creator: David Gibson
Org: Kroontje Center at Warm Hearth Village
Org Type: LTC
Region: Near Southwest

Regions:
Near Southwest

Organization Types:
Long Term Care Facility

EXERCISE EXERCISE

We have not activated our EOP yet

Local Emergency Manger, Tyler Hall 540-230-8021 or Brandon Winesett 540-200-5079

At this point we would contact Miller Williams our Network Adminstrator. Our DON Jen Akers has contacted Nursing to do a back up on our EMR and has directed staff to use their cell phones to access EMR. Our Administrator Korie Flannagan has contacted Agility Recovery to review them on the situations. Agility Recovery can provide computer equipment and online services for us. And if need to they can also forward 10 additional land lines to voicemail and fax machine.

At this time Kroontje Health Care System does not need any resources and business/facility has not been interrupted.

Replies

Author: McCullough, Monica
Organization: Near Southwest Preparedness Alliance
Time: 11/09/2021 10:34 AM
Reply: Thanks for your information. Please continue to provide updates as the event unfolds.

Added: 11/9/2021 10:29 AM
Creator: Mark Cromer
Org: Near Southwest Preparedness Alliance
Org Type: RHCC
Region: Near Southwest

Regions:
Near Southwest

Organization Types:
Regional Healthcare Coordinating Center

If you have not activated your EOP yet, please go ahead and do so.

This is a requirement by CMS for exercise documentation purposes.

Thank you!

Added: 11/9/2021 10:28 AM

Creator: Reid Parsons
Org: Appomattox Health & Rehabilitation Center
Org Type: LTC
Region: Near Southwest

Regions:
Near Southwest

Organization Types:
Long Term Care Facility

Appomattox Health and Rehab:

Reid Parsons (Maintenance Director)

Emergency Operations Team has been activated

All department heads have been tasked with providing alternate methods until outage is restored

Moderate impact to operations at this time

Replies

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:31 AM

Reply: Reid, thank you for the update

Added: 11/9/2021 10:27 AM

Creator: Julianne Wingfield
Org: Surgery Center of Lynchburg
Org Type: OCC
Region: Near Southwest

Regions:
Near Southwest

Organization Types:
Outpatient Care Center

EXERCISE, EXERCISE

1. We have activated our EOP

2. Our emergency manager is Melissa D. Foster (434) 455-4285

3. Our primary contact if IT interruption is Data Privia (855) 477-4882. We could also reach out to one of partners

Centra Hospital (434) 200-5575.

4. Downtime process initiated- paper charts distributed to all areas to be completed. These have been made and are filed in cabinets under "downtime". Data Privia notified immediately. Contact other facilities in our vicinity to see how far this is reaching. Our phones are not controlled by internet. Any medications that need to be given can still occur because medication system has an override button. All coding and scheduling can still happen using phone system and paper.

5. Our process will slow down drastically but not cease. Business as usual until we hear back from our IT team.

6. No needs at present time

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:32 AM

Reply: Thanks for your update! Please go ahead and activate your EOP now, if you need to meet CMS exercise requirements. Continue to post your updates, as appropriate throughout the event.

Added: 11/9/2021 10:26 AM

Creator: Laura Ranzer

Org: Good Samaritan Hospice -
Roanoke

Org Type: HSPC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Hospice

Laura Ranzer - Good Samaritan Hospice Roanoke & Christiansburg

Have you activated emergency operations procedures at your facility? Yes

Provide the name and phone number for your local emergency manager. (hint: check nspa1.org/emcontacts)

Dustin Campbell540-777-8705 & Michael Geary540-394-2146

Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility. (IT individuals, etc.) IT Supervisor, Blue Ridge Telecom, IT Agency Vendor

Provide information about your plan activation and the first steps you will use to mitigate the impact of this incident. Notified IT immediately. Converting from electronic to paper documentation.

Provide information about the general operational status of your facility/business. Do you have any resource needs at this time as a result of interruption to your IT systems? Current functional status normal.

Replies

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:27 AM

Reply: Thank you Laura

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:30 AM

Reply: Thank you for your information. Please continue to provide updates, as the event unfolds.

Added: 11/9/2021 10:17 AM

Creator: Joe Dowdy

Org: Horizon Behavioral Health

Org Type: CMHC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Community Mental Health Center

Horizon Behavioral Health

Joe Dowdy EOC point of contact 434-221-8412

Locations represented

Lakeview ICF

Boyer/Warren ICFs

Timothy/Bethany ICFs

Powell/Pearson ICFs

Forest Hills ICF

1. We have not activated our EOP yet
2. Lynchburg- Melissa Foster 434-455-4285, Amherst County – Sam Bryant 434-946-9307
3. Internal Partners would be IT department
4. We would activate once a switch over to manual process has begun. This process would involve notifying Medical records of the situation, so they can prepare for the upload on the backend when all is restored.
5. EMR, and chart notes would swap over to a manual paper process. All Locations have preprinted forms for outages that can be sustainable with paper and a copier.
6. No resource need at this time.

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:20 AM

Reply: Thanks for posting your update! Please continue to update as event unfolds.

Added: 11/9/2021 10:16 AM

Creator: David Fesperman

Org: Danville-Pittsylvania Community Services - River View Place

Org Type: IID

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Inter. Care for Ind. Intellectual Disabilities

Danville-Pittsylvania Community Services

1. We have not activated our emergency operations plan

2. Tim Duffer 434-799-5226 for the city and Chris Slemp 434-432-7920 for the county. We have places in both places.

3. Brent Burnette- 434-799-0456, Eddie Neal 434-799-0456, Jennifer Thompson 434-799-0456, and RiverStreet Networks 434-792-2253

4. Our plan activation would need to come from the Executive Director or Executive Team. This would require them to be notified and the chance that the event would be very prolonged. Most of our documentation at the daily level is on paper rather than electronic so this would not require much change for us.

5. We are fully open and have a screening policy in effect and mask must be work at all times while in the building unless in a private office. Residents are not required to where masks unless they are out in the community.

6. At this time we do not need anything.

Replies

Author: Fesperman, David

Organization: Danville-Pittsylvania Community Services - River View Place

Time: 11/09/2021 10:17 AM

Reply: We have four facilities in residential and outpatient services at our main office. Three ICFs and one waiver home

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:20 AM

Reply: Thank you for your information. Please continue to update, as event unfolds.

Author: Fesperman, David

Organization: Danville-Pittsylvania Community Services - River View Place

Time: 11/09/2021 10:22 AM

Reply: We have representation from River View Place, Bridge View Place and Mount Herman Manor

Added: 11/9/2021 10:14 AM

Creator: Brittany Camper

Org: LewisGale Hospital Pulaski

Org Type: HOSP

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Hospital

EXERCISE EXERCISE

We have activated emergency operations procedures.

Local Emergency Manager for Pulaski Co.: Brad Wright (540) 994-2574

Primary contact: Internal-Andy Greene-IT

Notified IT immediately. Converting from electronic to paper documentation and ordering. We are able to print current medication lists for inpatients. Pyxis machines switched to manual override. Radiologist presence for reading of imaging. Use of POTs lines.

Current functional status normal.

No resource needs at this time.

EXERCISE

Replies

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:15 AM

Reply: Thank you, please continue to update.

Added: 11/9/2021 10:02 AM

Creator: Mark Cromer

Org: Near Southwest Preparedness Alliance

Org Type: RHCC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Regional Healthcare Coordinating Center

Webex information ...

Part 6 Exercise Series | FE Hotline

Hosted by NSPA Staff

<https://nspa1.webex.com/nspa1/j.php?MTID=m42248f7c9f82cfe7a06c02262562b576>

Tuesday, Nov 9, 2021 10:00 am | 2 hours | (UTC-05:00) Eastern Time (US & Canada)

Meeting number: 2301 875 1218

Password: 3J3hmj9ebYj

Join by video system

Dial 23018751218@nspa1.webex.com

You can also dial 173.243.2.68 and enter your meeting number.

Join by phone

+1-415-655-0002 US Toll

Access code: 230 187 51218

Replies

Author: Curfiss, Katie

Organization: South Roanoke Nursing Home

Time: 11/09/2021 10:35 AM

Reply:

Katie Curfiss, South Roanoke Nursing Home; NSPA region

EOP activated

Local Emergency Manager: Trevor Shannon, Roanoke City 540-853-2426

Primary Contact: Katie Curfiss 540-537-2341

Alternate Contact: Jim Garrett 540-529-8951

Notified IT of interruption, converting to paper charting, monitoring function of facility

No resources needed at this time

Current functional status:

Added: 11/9/2021 10:01 AM

Creator: Mark Cromer

Org: Near Southwest Preparedness Alliance

Org Type: RHCC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Regional Healthcare Coordinating Center

All participating healthcare facilities: Answer the following prompts.

Have you activated emergency operations procedures at your facility?

Provide the name and phone number for your local emergency manager. (hint: check nspa1.org/emcontacts)

Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility. (IT individuals, etc.)

Provide information about your plan activation and the first steps you will use to mitigate the impact of this incident.

Provide information about the general operational status of your facility/business. Do you have any resource needs at this time as a result of interruption to your IT systems?

[2021 FE EXPLAN.docx](#)

Replies

Author: Denson, Keith

Organization: Snyder Nursing Home, Inc

Time: 11/09/2021 10:17 AM

Reply:

EOP for Snyder Nursing Home has been activated.

Emergency Manager for City of Salem notified - Chief Perlman @ 540-537-3417

GSS (IT vendor notified of facility urgent needs) 540-362-7686.

EOP team assembled to access critical needs..Nursing, Dietary, HR and Administration.

No resource needs at this time

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 11/09/2021 10:25 AM

Reply: Thanks Keith, much appreciated.
