

Event: [EXERCISE] 2022 MFA I.T. Interruption Exercise

Comments

Added: 2/23/2022 11:17 AM

Creator: Mary Alley

Org: Near Southwest Preparedness Alliance

Org Type: RHCC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Regional Healthcare Coordinating Center

If our internet went down for an unknown period of time, we would call a meeting with all of management to discuss next steps. Before completely activating our EOP we would get in touch with our IT department, our internet provider which is Spectrum to see if they are aware. If they are able to tell us it is a short-lived outage, we would get with all staff to let them know to paper chart until service is restored. If it is going to last longer than 30 mins to an hour, we would active our EOP. Mark Baker, 910-321-6734, is our counties Emergency Management Planner for our county would be contact immediately. We would stay in contact with our IT department, Digacore, and internet provider, Spectrum, for constant updates. We are not sure about our backups. We will need to add that to our after-action plan. We would operate all departments on paper charting, nurse management will contact our health providers and pharmacy. We fill confident that we would be able to operate as close to 100% as we could without internet and we would be able to take care of our patients needs.

Marc Danner

Maintenance Director

Carolina Rehab Center of Cumberland

Added: 2/22/2022 11:58 AM

Creator: Robert Blade

Org: Lynchburg Health & Rehabilitation Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

1. What is your first step in your response according to your emergency operations plan (EOP)? Call IT Department to see if they can assist.
2. Does this scenario require you to activate your EOP? Yes
3. Which departments are assisting in your response? Maintenance / IT Help Desk/ Admin/ Regional Support
4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE). Pete Svoboda pete.svoboda@central-region.org / Parrott Steve.Parrott@central-region.org
5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility. Help Desk 1-866-632-3375 / Sip Voice 1-855-640-0600 / Comcast
6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not. We test our back up phone lines last week and they started working fine.
7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted. This would depend on the weather out side if a outside contractor could get here also if we have the parts available.
8. Do you have any resource needs at this time as a result of interruption to your IT systems? We curently have a back up system that we can use and it has been tested

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 12:01 PM

Reply: Your response has been recorded. Thank you.

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 12:01 PM

Reply: Thank you for posting your information.

Added: 2/22/2022 11:55 AM

Creator: Rochelle Hale

Org: Fairfax Nursing Center

Org Type: LTC

Region: Northern

Regions:

Northern

Organization Types:

Long Term Care Facility

Fairfax Rehab and Nursing

1. Activate the Emergency Command Center, Together with IT staff assess the impact on facility operations and resident care and develop an action plan. Determine if access offsite backup data and or cloud storage for back up data. Notify all departments to activate down-time procedures and determine if reporting to VDH by completing a FRI is warranted.

2. yes

3. Maintenance, Dining Services, Central Supply, Nursing, Therapy, Administration

4. Seamus Mooney 571-350-1000 or after hours 571-459-4901

5. Primary -Cox 703-378-0882 , backup- verizon 1-800-837-4966, Digicore- 732-646-5725

6. yes, has trouble signing into back up laptop.intiially, but they worked.

7. We had to use our back up computer to print MARs to the printer on the generator emergency plug. We have binders with all the documents needed to manually document on paper. Copying of forms can be done on the printer on the red generator plug. Use hot spots and to print MARs to printer. All depts would go on manual ordering or order via cell phones, print resident tray tickets connected to the emergency printer use hot spot. We expect system to be down 8 hrs or less and will complete reportable to VDOH at the 3.5 hr mark if not back up.

8. Yes it would be beneficial to have actual hot spots and will look into having one per floor.

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 12:01 PM

Reply: Your response has been recorded. Thank you.

Added: 2/22/2022 11:51 AM

Creator: Dylan Schweickert

Org: Pulaski Health & Rehab Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Pulaski Health and Rehabilitation Center 2/22/2022

(Terrie Turner, Administrator)(Lisa Sheplak, DON)(Matthew Robertson, Maintenance Director)(Dylan Schweickert, IP)

1. Notify all department heads and communicate with cooperate about outage situation. Prepare paper documentation supplies. Command Center activated with assignments to each department head.
2. Yes, this situation activates the EOP
3. All departments are involved in this response. Phone group created between all department heads to ensure timely communication. Western administrators communicated with via text message to facilitate assistance if needed.
4. Josh Talbert (540-980-7705) Called at 10:53a.m on 2/22/2022 to confirm the exercise is in progress.
5. Digacore- Contacted at (732-646-5725) to notify of outage exercise and steps to take. Ticket for outage submitted by Digacore and technician at Digacore notified to begin support. Digacore given Emergency Contact #1 for IT outage [Matt Robertson, Maintenance Director (540-577-7157)]. Cooperate maintenance also notified of current outage status.
6. Back-up computer located in TCU pantry functioning, walkie-talkies and cell phones charged and operational, Back-up printer not properly communicating with computer. ADL sheets prepared, face sheet copies already in place,
7. Cooperate supply coordinator (Leah Gheal) notified of downed IT operational status and potential of communications delay. The outage is anticipated to last approximately 4 hours and will be monitored over the next 2 hours post return to operational status to identify/resolve any future outages. Town of Pulaski communications notified building is under fire watch.
8. Extra resources in communication and documentation are needed. Paper supplies and chargeable walkie-talkies allow for temporary replacement of current online and pager systems until outage is resolved. Current house stock can provide residents supplies for the duration of the outage without delay. Staff informed of communication issues and resources to utilize. All local emergency systems were notified and are on stand-by to assist us. Hospital systems were notified by admissions department with private cell phone numbers provided.

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 11:56 AM

Reply: Thank you for posting your information.

Added: 2/22/2022 11:50 AM

Creator: Keith Rea

Org: Medical Facilities of America Home Office

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Lexington HCC

1. Call IT
2. Yes to activate EOP
3. Corporate IT department, Nursing, and Maintenance, administration
4. Triad Healthcare Preparedness Coalition (336)702-1900
5. Phone and internet providers: Spectrum, no alternate contact other than IT
6. PCC back up computer has been tested and is in good working order-this has been confirmed and tested
7. Phones are not working and Computers are not saving information. This is affecting ability to treat patients and receive new patients. We are currently using paper charting for patient care. Staffing is difficult due to extra time it is taking for charting-likely will be several hours like this
8. We need phone system operational; we need additional staffing help from our staff that are off and from Agencies due to strain on charting. We are using admin to contact families of the phone system issue using cell phones so they are not worried about loved ones. Have also used the fax machine as point of contact for phone calls regarding loved ones by using the land line and traditional phone, but of course this is not optimal and hard to use effectively due to no voicemail, etc.

Thanks!

LHCC

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 11:55 AM

Reply: Thank you for posting your info!

Added: 2/22/2022 11:48 AM

Creator: Hannah Konteh

Org: Cherrydale Health and Rehabilitation Center

Org Type: LTC

Region: Northern

Regions:

Northern

Organization Types:

Long Term Care Facility

1. What is your first step in your response according to your emergency operations plan (EOP)?

Report to VHASS and MFA IT

2. Does this scenario require you to activate your EOP?

Yes, EOP has been activated.

3. Which departments are assisting in your response?

Maintenance, Nursing, Administration, Dining Services

4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE).

Kristin Nickerson- 571.585.1759

5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility.

MFA Home Office, Digicore, Verizon, Sipvoice Phone System

6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not.

Backup Computer on 5th floor has been tested and was successful. Hard copies of nursing documentation.

7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted.

Impact time cannot be determined. Communicate with managers, MFA partners and external vendors on status of IT outage.

8. Do you have any resource needs at this time as a result of interruption to your IT systems?

Additional laptops and pre-paid phones

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 11:58 AM

Reply: Your response has been recorded. Thank you.

Added: 2/22/2022 11:48 AM

Creator: Keith Rea

Org: Medical Facilities of America Home Office

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Huntersville attached

[Table Top Emergency Preparedness. Huntersville.docx](#)

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 11:56 AM

Reply: Thank you for posting your info.

Added: 2/22/2022 11:42 AM

Creator: Keith Rea

Org: Medical Facilities of America Home Office

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

See attachment for Guilford

[guilford eop ex.pdf](#)

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 11:45 AM

Reply: Attachment with answers recorded with the event log. Thank you,

Added: 2/22/2022 11:33 AM

Creator: Michael Harris

Org: Gretna Health & Rehabilitation Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Gretna Health and Rehabilitation Center

Jennifer Crowder (DON), Clay Crews (Maintenance Director), Zach Smith (Infection Preventionist), Mike Harris (Administrator)

1. What is your first step in your response according to your emergency operations plan (EOP)? Determine the scale of the issue to make decisions on who to contact via cell phone...internet service provider, MFA IT Department, etc.
2. Does this scenario require you to activate your EOP? Yes, EOP activation would be required. Patient care impacts would be felt fairly quickly after service interruption.
3. Which departments are assisting in your response? Initially Administration, Nursing (DON), and Maintenance would be involved with contacting MFA IT and service provider to determine if the issue is on our end or their end.
4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE). Called and left a voice mail for Chris Key, Deputy Director of Pittsylvania County Public Safety. 434-432-7921. Director is Chris Slemp,

and have previously met him.

5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility. Riverstreet Networks (Wilkes Communication). Can access their website via cell phone weekday regular business hours. They also have a phone number that can be accessed after hours. 434-973-4000.

6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not. SDC has been conducting in-services with Nursing staff to ensure back up MARS and TARS systems are working properly. Training includes MARS and TARS paper charting and POC ADL charting.

7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted. Nursing would utilize paper charting, Dietary has a back up system independent of the internet for tray cards. Rehab would keep a paper trail of punch times for billing purposes and back date when system comes back up.

8. Do you have any resource needs at this time as a result of interruption to your IT systems? For pharmacy Mediprocity app on nurses' cell phones would be utilized. Extra paper would be needed for paper charting. Admissions would be impacted, but Admissions Director would make arrangements to be physically available for the hospitals for continuing admissions.

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 11:34 AM

Reply: Your response has been recorded. Thank you.

Added: 2/22/2022 11:29 AM

Creator: Janeene Wood

Org: Bowling Green Health and Rehab

Org Type: LTC

Region: Northern

Regions:

Northern

Organization Types:

Long Term Care Facility

Janeene Wood, LNHA Bowling Green

Sheretta Hall, SDC

Stephen Meek DOM

1. Notify VP of OPS, VHASS, Regional Maintenance
2. Yes activate EOP
3. Administration, Clinical, Maintenance, MDS, EVS and Dining
4. Mary Castle 571-275-6557
5. Digacore, Cox Internet, Parham Health and Rehab, Culpepper Health and Rehab
6. Checked the backup in IT room, Hard Copies of EMAR and TARs
7. Everything is a manual process, workload has increased, overtime hours, unsure of timing
8. Prepaid cell phones, Wifi hot spots needed, additional staffing needed to properly secure building, if internet outage is prolonged ability to order supplies will be impacted will need to partner with local vendors for supplies

Replies

Author: Alley, Mary

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 11:31 AM

Reply: Great, thank you for the update.

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 11:32 AM

Reply: Your response has been recorded. Thank you.

Added: 2/22/2022 11:22 AM

Creator: Monique Bruce

Org: Louisa Health and Rehabilitation Center

Org Type: LTC

Region: Northwest

Regions:

Northwest

Organization Types:

Long Term Care Facility

Louisa Health & Rehab Center

1) Activiated

2) Yes

3) Maintenance, Envionmental Services, All hands on deck from Leadership Team

4) Chief Robert Dube Louisa Fire Chief, 540-967-3491

5) Moshe Rajenbach: 732-905-6440 main line

6) Backup worked, but needs different hardware, working on that.

7) Systems could be impacted up to 24 hours for drill

8) Backup systems in place and working.

Submitted by Monique S. Bruce, Administrator Louisa Care Center LLC

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 11:24 AM

Reply: Your response has been recorded. Thank you.

Added: 2/22/2022 11:11 AM

Creator: William Santiago

Org: Bayside Health and Rehabilitation Center

Org Type: LTC

Region: Eastern

Regions:

Eastern

Organization Types:

Long Term Care Facility

1. Call Tech support Sip Voice 855-640-0600

2. Activate E.O.P

3. Administrator , DON , Maintenance Director

4.Called Amy green at 757-963-0632 ext 322

5. COX , SIP

Voice

6. Back up emergency EMARS . Working properly

7.. We were able to continue operations ..with few interruptions.

8.No resources needed .

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 11:16 AM

Reply: Your response has been recorded. Thank you.



Added: 2/22/2022 11:07 AM

Creator: Alaina Stephenson

Org: Albemarle Health & Rehabilitation Center

Org Type: LTC

Region: Northwest

Regions:

Northwest

Organization Types:

Long Term Care Facility

Attendance: Alaina Stephenson, Administrator; Stacey Peters, Maintenance Director; Penny Tapscott, DON

1. Check router in U100 IT room, try to contact IT at home office via cell.
2. Yes- EOP needed
3. Medical records, maintenance, administration, nursing
4. Ryan McKay- 434-972-6295
5. Pharmscripts, Innovative Solutions, Amped, Medline, NextLevel- dietary
6. Computer/printer on unit 100-plug in phone to fax line.
7. It could be hours, days. We would plan for 72 hrs.
8. Medications, medical records, dietary cards, laboratory, medical imaging, timecard system, transportation, discharges communication with home health and families, admissions communication with hospitals.

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 11:10 AM

Reply: Your response has been recorded. Thank you.

Author: Clinedinst, Ron

Organization: Northwest RHCC (Primary) - Ruckersville

Time: 02/22/2022 11:28 AM

Reply:

Exercise Exercise Exercise

Hello Alaina,

We see you entered Ryan McKay for question #4. Ryan is with the Virginia Department of Health.

We would like to provide you with the correct information for your local emergency manager. The question asked for your local emergency manager. For Albemarle County, the local emergency manager is Deputy Chief John Oprandy at (434) 296-5833. You can find out who your local emergency manager is at this [link](#).

As a friendly reminder, since your facility is located in the Northwest Region Healthcare Coalition catchment area. The points of contact are Becki Chester (434) 990-9476 as the Medically Vulnerable Populations Coordinator and Ron Clinedinst (434) 990-9475 as the Regional Coordinator/Executive Director.

Exercise Exercise Exercise

Added: 2/22/2022 11:05 AM

Creator: Amanda Gannon

Org: Lake Manassas Health and Rehabilitation

Org Type: LTC

Region: Northern

Regions:

Northern

Organization Types:

Long Term Care Facility

1- Notify VHASS

2-Yes

3-Administration, Maintenance, Nursing, Dining, MDS

4- Marry Laurel Castle at 571.275.6557

5- Digicore, MFA (parent company), Comcast, Phone company, Burke H&R, Cherrydale H&R, Wellington ALF

6- Check the back up in IT room, Hard Copies of charting paper work located in each nursing stations in binders.

7- staffing Coordinator, DOM, dietary, and Admin. And we are not sure how long it would take

8- Personal vehicles, 2-way radios

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 11:21 AM

Reply:

Your response has been recorded. Thank you.

We just add Local Emergency Manager, Prince William County (703.659.7506) Isabell for Q#4 instead of you

Added: 2/22/2022 11:01 AM

Creator: Lori Viar

Org: Stanleytown Health and Rehabilitation Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Stanleytown Health and Rehabilitation Center- Participants include Alma McGhee, Director of Nursing, Rhoda Wood, Medical Records Coordinator, Randy Richardson, Maintenance Director and Lori Viar, Administrator.

This was an Exercise activating the Emergency Operation Plan as an EXERCISE simulating I.T. Interruption

Prompts 1 & 2 on response to the VHASS Event Details were perviously posted on this comment board to be time stamped and the list of the Impact/Required Actions are listed below 1-8

1. Please see answer to #1 in previously posted, time stamped comments. This included contacting IT, reviewing the policy in our EOP for downtime and paper charting.

2. Please see answer to #2 in previously posted time-stamped comments. The Emergency Operations Plan was activated as part of this exercise.

3. At this point in the drill, Medical Records would print out MARS for each

patient then would print TARS for each patient. If the outage continues through shift change or if we are notified the outage is extended then ADLs for each patient will be printed by 1:00 pm. In this scenario, other users in the facility are also losing access. At this point full execution of paper charting is implemented using the procedure in Policy 604 as well as Computer System Downtime Documentation policy 2008.

4. The name and number for Stanleytown local emergency manager is Matt Tatum 276.634.4660 his cell phone is 276.226.0805. We notified him on Friday 2.18.22 that this drill was planned for today 2.22.22. We contacted him today at 10:42 am and left a message notifying him the activation of the EOP as an EXERCISE today.

5. Help Desk would be called to update them on our status and ask for any status update on downtime. Pharmacy is now be called to notify them of network disruption and to activate fax communication for new orders, and refills. Regional MFA staff are notified. VHASS Event notification is created on VHASDS., PCC Help Desk would be notified during actual disruption at 877.722.2431. MFA Help Desk is notified if actual disruption at 866.632.3375

6. Fax machines are used as back ups. Analog phone will be used in fax machine line for phone communication if phone is disrupted. Nurses Nurses and CNAs are re-inserviced on policy 2008 and are notified of full activation of policy 2008.

7. Facility has previously had policy 2008 implemented for 8 days during 2021 due to a flood and full paper charting was required. The monthly change over of MARs and TARs was completed on paper. This facility has demonstrated it can operate for an extended period of time under full paper charting using policy 2008.

8. Through this exercise drill, the following needs and follow up items will take place:

I. Analog phone will be added to emergency disaster kit. This will be used to plug into fax line for phone use if needed.

II. Policy 604 Documentation in the Event of Computer Outage was reviewed and there are other forms which need to be added to the binder maintained in Medical records. All Managers will be asked to provide forms to Medical Records Coordinator by 2.22.22 to maintain in Emergency Operations Plan Binder

III. Huddle in-servicing with nurses and CNAs will take place using policy 2008 with updated forms, inservice will be completed by 3.7.22

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 11:09 AM

Reply: Excellent info, thank you for the update!

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 11:09 AM

Reply: Thank you for the additional info.

Added: 2/22/2022 11:00 AM

Creator: Howard Eley

Org: Wonder City Healthcare

Org Type: LTC

Region: Central

Regions:

Central

Organization Types:

Long Term Care Facility

Wonder City in attendance : Shawanda Jeter (Administrator), Howard Eley(Maintenance), Pam Coleman(Activities), Richard Allen(Staff Development), and Lisa Miller (Environmental Services)

Immediate Impact and/or Required action:

1. Activate EOP: incident command notification, contact local emergency authorities and Virginia Department of Health. Nursing must immediately assess resident needs, and provide non-electrical back up. Example: oxygen, provide portable oxygen. After, evaluate all essential life safety requirements involving electricity: vents, elevators, fire safety systems, clinical equipment and a determination has to be made at that point to if this outage is an extended outage, if it is an extended outage then consideration has to be made for a full evacuation.

2. Yes.

3. Nursing and maintenance.

4. Local Emergency Manager: Ben Ruppert 804-541-2298 ext: 665, message left.

5. DigaCore : 732-646-5725, alternate Maintenance Department.

6. Alternate and back ups work.

7. We have contracted response within 2 hours from Fidelity Power System in the event of electrical loss, generator failure.

8. Transition to manual paper documentation for clinical processes, HR, time keeping, dietary. Implement plan of maintaining paper back up clinical MARS/TARS. We have identified that we have processes in place that we need to implement to insure paper back ups are being maintained.

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 11:08 AM

Reply: Your response has been recorded. Thank you.

Added: 2/22/2022 10:56 AM

Creator: Cie Drake

Org: Virginia Beach Health and Rehab Center

Org Type: LTC

Region: Eastern

Regions:

Eastern

Organization Types:

Long Term Care Facility

EXERCISE EXERCISE EXERCISE

1. The first step in our response is to contact our IT dept via mobile phone.
2. This scenario does require us to activate our EOP.
3. Nursing, Administration, Maintenance, Business Office
4. Amy Greene 1-844-757-7422
5. Cox 1-800-234-3993 and Verizon 1-800-837-4966
6. The Relias Computer and Guest Wifi access.
7. Normal business under paper charting and no ETA on down time.
8. We will need backup paper for printing MARs, TARs, and meal tickets.

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:57 AM

Reply: Your response has been recorded. Thank you.

Added: 2/22/2022 10:53 AM

Creator: Keith Rea

Org: Medical Facilities of America Home Office

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Charlotte EOP Answers

1. Notify digacore via cell phone, notify corporate office, notify patients/families/employees via posting and calls from cell phone, connect to secure hot spots to use laptops
2. Yes , EOP activated.
3. All Dept
4. Chief Cindy Bonham - 311 or 704-336-7600
5. Internal contact Brad O'Dell 704-807-0158; External contact Digacore 1-866-632-3375
6. Back-up EMAR system is working
7. We anticipate that the systems will experience poor connectivity for another hour based upon information from our IT group
8. We are managing thru use of secure hot spots and cell phone; at this time we do not have any immediate needs.

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:57 AM

Reply: Your information has been received-- thank you for posting.

Added: 2/22/2022 10:52 AM

Creator: Adam Edwards

Org: Springtree Health & Rehabilitation Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Springtree Health and Rehabilitation Center - Adam Edwards, Administrator - Sheena Kasey, DON - Mike Coffman, Maintenance Director.

1. What is your first step in your response according to your emergency operations plan (EOP)?

Notify OUR MFA Helpdesk, via phone or email and let them know our current situation.

2. Does this scenario require you to activate your EOP?

Once this situation is expected to extend past the end of a shift, we would activate our EOP.

3. Which departments are assisting in your response?

Facility Maintenance, Corp Maintenance, Corp IT, Facility Nursing, Facility Medical Records, Business office, Admissions, Corp Communitons.

4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE).

Trevor Shannon, 540-853-2426

5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility.

MFA Helpdesk 1-866-632-3375 & PCC Help Desk 1-877-722-2431

6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not.

EMAR computer back up was testing and working. Printer was reconnected and working normally. Printed sample Paper MAR

7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted.

Normal outages have lasted 1-4 hours, We would learn ET of restoration from our ISP and other utility companies. It would take another 24 hours after restoration to scan in paper documentation and return to normal.

8. Do you have any resource needs at this time as a result of interruption to your IT systems?

Increase supply of paper back up documentation on hand. Many of the forms have been depleted.

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:54 AM

Reply: Info recieved- thank you for posting.

Added: 2/22/2022 10:48 AM

Creator: Keith Rea

Org: Medical Facilities of America Home Office

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Beaufont

1. Send out a mass text message to department heads for an emergency meeting
2. Yes it does- EOP activated
3. All departments
4. Situational Awareness Unit

(804) 674-2400
5. Digicore- 866-632-3375
6. All working- walkie talkies- cell phones- text messages; back up computer retained information from 12am the night before the interruption
7. All nursing operations go to paper charting - Dietary will not be able to print so they will refer to their backup list which is a write out of everyone's diet.
8. No resources needed at this time

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:52 AM

Reply: Your response has been recorded. Thank you.

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:52 AM

Reply: Information received- thank you for posting.

Added: 2/22/2022 10:46 AM

Creator: Jessica Jackson

Org: Berkshire Health and Rehabilitation Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Berkshire Health & Rehab

1. What is your first step in your response according to your emergency operations plan (EOP)? Notify Admin,DON, Maint Dir
2. Does this scenario require you to activate your EOP? Yes
3. Which departments are assisting in your response? All Departments heads will assist
4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE). Dustin Campbell 540-853-2426

5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility.

Help Desk 1-866-632-3375, NSPA -Robert-540-525-8681, VHASS, Cox internet provider 866-496-6240

6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not.

USB cable need to connect computer to Printer will be picked up and connected to day.

7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted.

Nursing staff will paper chart, Dietary will use personal internet to pull resident dietary needs to insure proper meals (post crisis weekly paper copies will be printed of residents to insure ease of information.)

Maintenance will maintain an open line communication to MFA I.T. to help with any local operation needed by I.T team.

8. Do you have any resource needs at this time as a result of interruption to your IT systems?

Contact Joe Grooten 540-776-7568 will have copy of paper Charting made up and placed at nurses stations. Contact Corporate consult (540-355-565) to insure paper copies of MDS reports. Two Hot spots will be purchased in preparation of extended outage. Cell phones will be utilized in the meantime.

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:51 AM

Reply: Your response has been recorded. Thank you.

Added: 2/22/2022 10:42 AM

Creator: Keith Rea

Org: Medical Facilities of America Home Office

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Belaire:

Notify helpdesk, operations (VP), Regional Director of Maintenance, initiate backup nursing EMAR

Yes EOP activated

Administration, nursing, maintenance, corporate possibly

Gaston County Emergency Management-Kevin Gordan: 704-862-6240; left message today (2/22/2022)

Internal communication via personal cell phones; ATT (internet vendor); Pharmscript; Digacore (help desk)

Backup printer working

Continue on paper backup until issue fully resolved.

Paper! Printing MARs/TARs uses several cases; Can get at outside vendor (Staples), no other issues identified

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:43 AM

Reply: Your response has been recorded. Thank you.

Added: 2/22/2022 10:41 AM

Creator: Kyle Swim

Org: Piney Forest Health & Rehabilitation Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

From Piney Forest HRC

1. What is your first step in your response according to your emergency operations plan (EOP)? Contact VPO, Keith Rae, Roy Lewis (Home Office), use cell phone to contact NSPA. Call Adam Wiley at Riverside to see if he is experiencing the same problems at sister center. Print backup MARS/TARS from backup computer. Hand written diet slips for nursing. Time correction forms to track hrs worked.

2. Does this scenario require you to activate your EOP? Yes, it is interrupting patient care

3. Which departments are assisting in your response? Administration, Nursing, Dietary, Maintenance, Medical records

4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE). David Coffey 434-799-5226

5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility.

Digicore/Help Desk 866-632-3375.

6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not. Our Backup Computer is operational. It is located behind North Wing Nurses station (LTC).

7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted.

Admissions would be down, hospital is 8 mins away. Could communicate with phone, but most likely down until records can be received. We would have to physically have to take prescriptions to our local pharmacy to get medications.

Nursing could survive well with MARS/TARs.

Therapy, paper documentation

Dietary, slips would be written, tray times would be off

HR would be fine, just lots of catchup with time correction slips.

8. Do you have any resource needs at this time as a result of interruption to your IT systems?

We would need assistance with Pharmacy, Admissions. The rest would be difficult, but manageable.

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:42 AM

Reply: Your response has been recorded. Thank you.

Author: Swim, Kyle

Organization: Piney Forest Health & Rehabilitation Center

Time: 02/22/2022 10:43 AM

Reply: Piney Forest HRC: Kyle Swim (Administrator), Jessica Brown (DON), Robert Leigh (Maintenance Director).

Added: 2/22/2022 10:39 AM

Creator: Keith Rea

Org: Medical Facilities of America Home Office

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

Alamance addendum

2 EAP activated

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:42 AM

Reply: Thank you for providing the supplemental information. Activation is noted.

Added: 2/22/2022 10:33 AM

Creator: Keith Rea

Org: Medical Facilities of America Home Office

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

ALAMANCE

1. Notify leadership team (department heads) of outage and begin steps to move to paper charting for all departments.
2. Yes, due to the fact that the outage is impacting resident care.
3. Administration, Nursing, Maintenance, Therapy, corporate IT department, corporate maintenance (Keith and/or Roy), VPO notified
4. Yancy King, Alamance County Emergency Mgt Director, 336-227-1365, call made to Mr. King on 2/22/22
5. Digacore, Corporate Maintenance, Spectrum, Duke Energy
6. Tested backup computer to confirm it is working properly. Tested the printer is connected and updated accordingly.
7. Facility is in operational status, but medication/treatment pass is slower due to paper charting. Facility expects to continue to utilize paper charting until it is confirmed there will not be intermittent outages within the facility. We will utilize paper charting for at least 4 hours post there not being any interruptions in service to assure there is not another outage.
8. Facility needs our partners/vendors to communicate updates to the facility EOP lead (administrator or maintenance director) regarding time interruption is expected to be resolved. Designation of a leadership team member(s) phone to communicate with families externally regarding outage and phone system down.

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:42 AM

Reply: Your response has been recorded. Thank you.

Added: 2/22/2022 10:33 AM

Creator: Nathan Wallace

Org: Raleigh Court Health and Rehabilitation Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

1. What is your first step in your response according to your emergency operations plan (EOP)?

Print backup MARS to reduce interruption to nursing care. Administrator to call IT services to determine next steps. Maintenance is checking equipment to determine outage.

2. Does this scenario require you to activate your EOP?

Yes

3. Which departments are assisting in your response?

Maintenance, Administration, Nursing, Dietary, Discharge Planning, Admissions, Business Office.

4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE).

Trevor Shannon – Battalion Chief for city of Roanoke. (540) 853-2426

Bob Cowell – Local city emergency manager - (540) 853-2333

5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility.

Internal – MFA Helpdesk/Digicore - (866) 632-3375

External – Cox (540) 776-3848

Sip voice – (855) 640-0600

6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not.

The backup system is working appropriately as intended.

7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted.

Ancillary staff are working on the floor to assist with aspects of patient care to reduce the load on nursing staff. Additional ancillary staff are communicating with families via personal cell phones who are proactively involved in patient care. Updating Facebook status from personal cell phone to inform families of temporary outage. Anticipate returning to normal following predicted timeline from external sources.

8. Do you have any resource needs at this time as a result of interruption to your IT systems?

No.

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:41 AM

Reply: Your response has been recorded. Thank you.

Added: 2/22/2022 10:33 AM

Creator: Joseph Fields

Org: Norfolk Health and Rehabilitation Center

Org Type: LTC

Region: Eastern

Regions:

Eastern

Organization Types:

Long Term Care Facility

EXERCISE EXERCISE EXERCISE

1. What is your first step in your response according to your emergency operations plan (EOP)? The facility would Contact IT Department. Reach out to the suggested vendor if necessary via cell phone.

2. Does this scenario require you to activate your EOP?

No

3. Which departments are assisting in your response? Nursing, Administration, Maintenance.

4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE). Eve Zentrich, Norfolk Public Health Emergency Coordinator - 757-639-9939 c, 757-683-2834 o

5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility. Digicare would provide the main assist that would result in them organizing and providing technicians to correct the issue.

6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not. Back up computer system is functional

7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted.

Facility is able to operate normally, just with paper charting, phone orders, etc..

8. Do you have any resource needs at this time as a result of interruption to your IT systems? We do not have any resource needs outside of the

normal.

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:41 AM

Reply:

Your response has been recorded. Thank you.

What would require you to activate your EOP in an IT disruption situation?

Added: 2/22/2022 10:30 AM

Creator: David Caldwell

Org: Regency Health & Rehabilitation Center

Org Type: LTC

Region: Eastern

Regions:

Eastern

Organization Types:

Long Term Care Facility

2. We would activate our EOP

3. Maintenance, Nursing, Medical Records, Front Office staff are assisting

4. York County Emergency Management Planner Deputy Sean Segerblom has been called.

5. SIPVOICE for telephone or fax line issues ; MFA Digicore IT HelpDesk 866-632-3375

6. We have tested out backup EMR computer to ensure it is working, it is Hard Wired and wired to a printer. We have practiced with our back up phone.

7. In this scenario our Unit Manager and Medical Records Coordinator would be printing our MARs and TARs from back-up EMR computer, using receptionist and social worker to communicate to family members via their cell phone to inform them that our main telephone lines are down. Our DON would be contacting Medical Director to inform her of facility status and to see if alternative medical orders would be desired to more so triage and prioritize patient pain management versus routine less critical meds. Our Maintenance Dir. would be continually communicating with Company IT and telecommunications vendor. We could work with this scenario for a number of hours/days.

8. At this time we do not have any resource needs. Our Central Supply placed weekly supply order on Mondays, so those will be delivered without any issue from IT interruption. Dietary places food order on Mondays, and receives deliveries on Tuesdays so IT interruption would not hurt the food supply at this time.

We would hope that the IT and telecommunications interruption would be resolved before next Monday.

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:39 AM

Reply: Thank you for providing these answers.

Added: 2/22/2022 10:29 AM

Creator: Erikka Hallback

Org: Parham Health Care and Rehabilitation Center

Org Type: LTC

Region: Central

Regions:

Central

Organization Types:

1. What is your first step in your response according to your emergency operations plan (EOP)?

Administrator to contact VPO and Digacore (IT Helpdesk) to make them aware of the situation.

2. Does this scenario require you to activate your EOP?

Yes, nursing and patient care services will start to utilize paper charting; DON to initiate backup CPU for EMAR record maintenance.

3. Which departments are assisting in your response?

Maintenance, Nursing, Rehab, Dietary, and Administrative departments.

4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE).

Anna McRay 804-656-2504; phone number provided for contact does not work.

5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility.

Primary - Digacore Helpdesk

Alt - Comcast

6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not.

Tested and work.

7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted.

No additional information to provide at this moment. Our systems may only be impacted for a few hours.

8. Do you have any resource needs at this time as a result of interruption to your IT systems?

Plenty of paper; walkie talkies; batteries; additional hand bells for call system; alternative activities for residents not requiring internet services.

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:39 AM

Reply: Your response has been recorded. Thank you.

Added: 2/22/2022 10:27 AM

Creator: Michelle Hinnners

Org: Virginia Beach Health and Rehab Center

Org Type: LTC

Region: Eastern

Regions:

Eastern

Organization Types:

Long Term Care Facility

Michelle Hinnners, Admin

Ronnie Ali, Main. Director

Melodie Joseph, DON

Cie Drake, Asst. Admin

Virginia Beach Health & Rehab Center

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:39 AM

Reply: Your attendance is recorded. Please ensure that you answer each of the questions for the exercise in the event log.

Added: 2/22/2022 10:26 AM

Creator: Keith Rea

Org: Medical Facilities of America Home Office

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

From Harrisonburg

1. What is your first step in your response according to your emergency operations plan (EOP)? Notify IT/Corporate Maintenance, via cellular device to report outage. Print backup MARS/TARS from backup computer. Dietary to receive diet orders from Nursing. Clinical staff to go to paper documentation.

2. Does this scenario require you to activate your EOP? Yes, due to interruption to daily services.

3. Which departments are assisting in your response? Nursing, Medical Records, Administration, Maintenance, Dietary

4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE). Mike Clinedinst- 540-551-0955

5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility.

MFA IT, 866-632-3375.

6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not. Backup computer is operational. This is located on the East Unit nurse's station.

7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted. Dietary will be impacted for orders/diets. We can get those from the Nurses MARS/TARS but that will impact times of meals. Pharmacy services also will be impacted due to no internet/phone systems. We would have to

physically have to take prescriptions to our local pharmacy to get medications. There could be a delay in care due to delay in getting medications. Our systems will be impacted until restoration of internet services.

8. Do you have any resource needs at this time as a result of interruption to your IT systems?

We may need assistance with Pharmacy services depending on how long the internet/phone systems go down.

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:38 AM

Reply: The response for this facility has been recorded. Thank you.

Added: 2/22/2022 10:25 AM

Creator: Ron Bogle

Org: Burke Health and Rehabilitation Center

Org Type: LTC

Region: Northern

Regions:

Northern

Organization Types:

Long Term Care Facility

1. Contact service providers
2. Yes activate EOP
3. Administrator/DON/Maintenance Personnel
4. Mary Laurel Castle - 1888-987-7422
5. Cox/Verizon/Digacon
6. Cell phones/ fax lines/laptops hotspots
7. Info from service providers on how long the disruption will last
8. Use paper MARS/TARS and contact Pharmacy

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:37 AM

Reply: Your response has been recorded. Thank you.

Added: 2/22/2022 10:22 AM

Creator: Erika Johnson

Org: Princess Anne Health & Rehabilitation Center

Org Type: LTC

Region: Eastern

Regions:

Eastern

Organization Types:

Long Term Care Facility

Princess Anne HRC- Administrator: Erika Johnson, DON: Rosheena Stephenson and Maintenance: Bill Engleking

1. Submit IT ticket and Service request with Internet provider COX
2. Not at the current moment, will print paper documentation if needed
3. Maintenance and Business Office
4. Amy Green, 757-963-0632, ext. 322 email: agreen@vaems.org
5. (o) 757-821-7501 (c) 757-842-1138
6. Check "guest WiFi" that visitors use for connection capability, Back up computer that's not logged onto MFA intranet, utilize person devices (cellphones, tablets, iPads)
7. Re-connection within 12 hrs. (approximately)
8. Additional paper for Printing MAR/TAR, progress notes for manual charting until system back up and running

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:36 AM

Reply: Your response has been recorded. Thank you.

Added: 2/22/2022 10:18 AM

Creator: Lenore Page

Org: Culpeper Health and Rehabilitation Center

Org Type: LTC

Region: Northwest

Regions:

Northwest

Organization Types:

Long Term Care Facility

1. Inform maintenance to reset router. Contact help desk & internet provider.
2. Yes.
3. Maintenance, Nursing administration & administration.
4. Pete Svoboda, MVP Coordinator & Steve Parrott, Executive Director 1-800-276-0683
5. Help Desk 1-866-632-3375, Verizon 1-800-297-2355 ,
6. Back up MAR's & TAR's - functioning properly at this time
7. Downtime: unknown; approximately 1 hr - 4 hrs
8. Not at this time.

Replies

Author: Clinedinst, Ron

Organization: Northwest RHCC (Primary) - Ruckersville

Time: 02/22/2022 10:29 AM

Reply:

Exercise Exercise Exercise

Hello Lenore,

We see you entered Pete Svoboda, MVP Coordinator & Steve Parrott, Executive Director 1-800-276-0683 for question #4. These two individuals are with the Central Region Healthcare Coalition.

We would like to correct you on a couple of things related to your answer. The question asked for your local emergency manager. For Culpeper, that would be Bill Ooten (540) 727-7161. You can find out who your local emergency manager is at this [link](#).

Additionally, your facility is located in the Northwest Region Healthcare Coalition catchment area. The points of contact are Becki Chester (434) 990-9476 and Ron Clinedinst (434) 990-9475.

Exercise Exercise Exercise

Added: 2/22/2022 10:17 AM

Creator: Lori Viar

Org: Stanleytown Health and Rehabilitation Center

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

1. This is an exercise responding to failure of patient charting system. The first step is to review the policy in our Emergency Manual for responding to Security and Electronic Records. The first action is to call IT and send via email an inquiry to help desk to report the issue.

Replies

Author: Viar, Lori

Organization: Stanleytown Health and Rehabilitation Center

Time: 02/22/2022 10:26 AM

Reply: Upon reporting the issue to IT we will inquire about anticipated downtime. If IT is unaware of downtime, Medical Records or designee institutes policy 604 Documentation in the Event of Computer Outage. The protocol includes instituting a Computer System Downtime Emergency Packet with list of preprinted forms for providing care.

Author: Viar, Lori

Organization: Stanleytown Health and Rehabilitation Center

Time: 02/22/2022 10:28 AM

Reply: #2. The EOP is activated based on the first step.

Added: 2/22/2022 10:13 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 facilities answer the following prompts:

1. What is your first step in your response according to your emergency operations plan (EOP)?
2. Does this scenario require you to activate your EOP?
3. Which departments are assisting in your response?
4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE).
5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility.
6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not.
7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted.
8. Do you have any resource needs at this time as a result of interruption to your IT systems?

Replies

Author: Egenberg, Cynthia

Organization: Franklin Health & Rehabilitation Center

Time: 02/22/2022 11:12 AM

Reply:

Franklin Health and Rehab. Taylor Simpson, James Markham, Cynthia Egenberg

1. 10am all systems down. Notified Help desk to trouble shoot, 1002 Maintenance confirms we have an analog phone line through fax system. 1008 Notified DON and Admin. 1010 Notified Mary Katherine Allen at VHASS. 1011 SDC Verified Emergency Computer is updating every hour and EMAR/ETAR are printing.
 2. We have Activating EOP due to medpass at 1100
 3. Medical records working on MARS/TARS, SDC notifying pharmscript, SA notifying families, Admin has hotspot for liason with hospitals.
 4. Mary Katherine Allen 540-541-01345
 5. Century Link 540-208-3862 Ask for temp hotspot or any other resources they can give us. Pharmscript 888-319-1818 notify for phone scripts from personal phones during the day.
 6. Emergency back up computer in Central supply - is working and backing up every 59 minutes. Hard phone line from fax line confirmed to be working and set up. Wander guard system works.
 7. Unknown we will be able to run off our MARS/TARS for 3 days before we need to reprint. We can use personal hotspots indefinitely. We have called in all ancillary staff to help with documentation and med passes. We have 46 PRN staff which can be utilized on the floor. Therapy will activate their PRN staff to help with documentation and timing of therapy. Dietary will utilize a hotspot for Meal tracker.
 8. We will be notifying Rob Mooney 202-306-9448 to ask if he can offer any resources to help going forward.
-

Added: 2/22/2022 10:12 AM

Creator: Ron Clinedinst

Org: Northwest RHCC (Primary) - Ruckersville

Org Type: RHCC

Region: Northwest

Regions:

Northwest

Organization Types:

Regional Healthcare Coordinating Center

Exercise Exercise Exercise

The NW Region RHCC acknowledges the alert for the exercise. If you need any assistance please contact the following staffing:

Ashley Waite at (434) 990-9477 or rhccmanager@nwrhcc.org

Ron Clinedinst at (434) 990-9475 or regionalcoordinator@nwrhcc.org.

Exercise Exercise Exercise

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:30 AM

Reply: Thank you for posting.

Added: 2/22/2022 10:10 AM

Creator: David Caldwell

Org: Regency Health & Rehabilitation Center

Org Type: LTC

Region: Eastern

Regions:

Eastern

Organization Types:

Long Term Care Facility

1. For telephone outages we would first use our cell phone to call SIPVOICE, which is company designated telecommunications vendor.

I would call the company IT HELP DESK to report Wifi issues.

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:35 AM

Reply: Thank you David. Please ensure that you answer all the listed questions as part of this exercise.

Added: 2/22/2022 10:10 AM

Creator: Joseph Fields

Org: Norfolk Health and Rehabilitation Center

Org Type: LTC

Region: Eastern

Regions:

Eastern

Organization Types:

Long Term Care Facility

Norfolk Health and Rehab. Center

Joey Fields

Rena McMichael

Wayne Heslop

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:30 AM

Reply:

Your attendance is recorded. Please post your answer to the eight questions listed in the event log.

Thank you,

Added: 2/22/2022 10:07 AM

Creator: David Caldwell

Org: Regency Health & Rehabilitation Center

Org Type: LTC

Region: Eastern

Regions:

Eastern

Organization Types:

Long Term Care Facility

Regency Health & Rehab.

David Caldwell - Administrator

Mavis Johnson- DON

Don Metcalf - Maintenance Dir.

Replies

Author: Hawkins, Robert

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:30 AM

Reply:

Your attendance is recorded. Please post your answer to the eight questions listed in the event log.

Thank you,

Added: 2/22/2022 10:02 AM

Creator: Roy Lewis

Org: Medical Facilities of America Home Office

Org Type: LTC

Region: Near Southwest

Regions:

Near Southwest

Organization Types:

Long Term Care Facility

MFA Corp on line - Keith Rea, Roy Lewis, Joe Grooten

Replies

Author: Cromer, Mark

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:07 AM

Reply: Keith, Roy and Joe, thank you!

Added: 2/22/2022 9:59 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 facilities answer the following prompts:

1. What is your first step in your response according to your emergency operations plan (EOP)?
2. Does this scenario require you to activate your EOP?
3. Which departments are assisting in your response?
4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE).
5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility.

6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not.

7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted.

8. Do you have any resource needs at this time as a result of interruption to your IT systems?

Replies

Author: Nance, Tamara

Organization: Salem Health and Rehabilitation Center

Time: 02/22/2022 10:17 AM

Reply:

1. What is your first step in your response according to your emergency operations plan (EOP)? notify MFA corporate and local emergency manager.

2. Does this scenario require you to activate your EOP? yes

3. Which departments are assisting in your response? All departments

4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE). John Prillaman

5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility. Help Desk 1-866-632-3375; Blue Ridge Telecom (469)366-4043

6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not. They did not work and we converted to paper.

7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted. We estimate a 2 hour downtime and will be converting to paper back-up for necessary documentation and the implementation of education for this type of documentation.

8. Do you have any resource needs at this time as a result of interruption to your IT systems? No

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:24 AM

Reply: Answers received--Thank you for posting your information!

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:28 AM

Reply:

Could you also please post a good phone number for your local EM John Prillaman?

Author: Wiley, Adam

Organization: Riverside Health & Rehabilitation Center

Time: 02/22/2022 10:29 AM

Reply:

Robin Hylton, DON, Ricky Cifers, Maintance, Hanna Westbrooks, SDC. Riverside Health and rehab, Danville Va.

1. What is your first step in your response according to your emergency operations plan (EOP)?

Notify administration, use cell phone to call IT help desk.

2. Does this scenario require you to activate your EOP?

Yes

3. Which departments are assisting in your response?

Administration, Nursing, Maintenance, IT

4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE).

City Danville office of emergency management, Tim Duffer, 434-799-5226 ext. 2330

5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility.

IT Help desk with corporate is primary with contacts at Pharmacy, Dietary, and central supply. Use cell phone contact information.

6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not.

Back up computers in facility locate on nursing unit. connection established and access to need documentation obtained.

7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted.

Paper charting can be printed from back up computer system, pharmacy in facility back up disabled due to internet connection interruption, pharmacy to send meds from back up pharmacy. Supplies for dietary and central supply can be ordered via cell phone, when internet ordering is interrupt.

8. Do you have any resource needs at this time as a result of interruption to your IT systems?

back up communication with help desk if phones and computers are down. Update back up computer information through IT. quick references printed out for ordering dietary and supplies.

Author: Nance, Tamara

Organization: Salem Health and Rehabilitation Center

Time: 02/22/2022 10:33 AM

Reply:

1. What is your first step in your response according to your emergency operations plan (EOP)? notify MFA corporate and local emergency manager.

2. Does this scenario require you to activate your EOP? yes

3. Which departments are assisting in your response? All departments

4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE). John Prillaman City of Salem (540)375-9078; VA Coalition Mary Kathryn Alley 1-866-679-7422

5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility. Help Desk 1-866-632-3375; Blue Ridge Telecom (469)366-4043

6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not. They did not work and we converted to paper.

7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted. We estimate a 2 hour downtime and will be converting to paper back-up for necessary documentation and the implementation of education for this type of documentation.

8. Do you have any resource needs at this time as a result of interruption to your IT systems? No

Author: Egenberg, Cynthia

Organization: Franklin Health & Rehabilitation Center

Time: 02/22/2022 10:36 AM

Reply:

1. 10am all systems down. Notified Help desk to trouble shoot, 1002 Maintenance confirms we have an analog phone line through fax system. 1008 Notified DON and Admin. 1010 Notified Mary Katherine Allen at VHASS. 1011 SDC Verified Emergency Computer is updating every hour and EMAR/ETAR are printing.
2. We have Activating EOP due to medpass at 1100
3. Medical records working on MARS/TARS, SDC notifying pharmscript, SA notifying families, Admin has hotspot for liason with hospitals.
4. Mary Katherine Allen 540-541-01345
5. Century Link 540-208-3862 Ask for temp hotspot or any other resources they can give us. Pharmscript 888-319-1818 notify for phone scripts from personal phones during the day.
6. Emergency back up computer in Central supply - is working and backing up every 59 minutes. Hard phone line from fax line confirmed to be working and set up. Wander guard system works.
7. Unknown we will be able to run off our MARS/TARS for 3 days before we need to reprint. We can use personal hotspots indefinitely. We have called in all ancillary staff to help with documentation and med passes. We have 46 PRN staff which can be utilized on the floor. Therapy will activate their PRN staff to help with documentation and timing of therapy. Dietary will utilize a hotspot for Meal tracker.
8. We will be notifying Rob Mooney 202-306-9448 to ask if he can offer any resources to help going forward.

Author: Nance, Tamara

Organization: Salem Health and Rehabilitation Center

Time: 02/22/2022 10:49 AM

Reply: Checked with sister facility for back-up

Author: Nance, Tamara

Organization: Salem Health and Rehabilitation Center

Time: 02/22/2022 10:56 AM

Reply: Correction for John Prillaman # 540-375-3080

Author: Nance, Tamara

Organization: Salem Health and Rehabilitation Center

Time: 02/22/2022 11:01 AM

Reply: All contacts/vendors have been notified of system outage
(EXERCISE)

Author: Nance, Tamara

Organization: Salem Health and Rehabilitation Center

Time: 02/22/2022 11:16 AM

Reply: Correction for Blue Ridge Telecom # 631-248-1800

Event: [EXERCISE] 2022 MFA I.T. Interruption Exercise

Comments

Added: 2/22/2022 11:05 AM

Creator: Judy Cooling

Org: VDH Near Southwest Region Team

Org Type: PH

Region: Near Southwest

EXERCISE, EXERCISE, EXERCISE

VDH Western Region Coordinator acknowledges receipt of exercise message. The Regional Team stands by to assist as needed and requested.

POC:

Judy W. Cooling

276-274-3237

judy.cooling@vdh.virginia.gov

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 11:08 AM

Reply: Thanks so much, Judy.

Added: 2/22/2022 10:43 AM

Creator: Alayna Hubble

Org: Far Southwest RHCC

Org Type: RHCC

Region: Far Southwest

EXERCISE EXERCISE EXERCISE

The Far Southwest Region RHCC acknowledges the alert for this exercise. If you need any assistance, below is our contact information:

Alayna Hubble: (423) 452-1401 or farswrhcc@bvu.net

Dan Gray: (423) 452-1400 or dangray@bvu.net

EXERCISE EXERCISE EXERCISE

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:50 AM

Reply: Thanks, Alayna!

Added: 2/22/2022 10:32 AM

Creator: Ashley Waite

Org: Northwest RHCC (Primary) - Ruckersville

Org Type: RHCC

Region: Northwest

Exercise Exercise Exercise

The Northwest Region RHCC acknowledges the alert for the exercise. If you need any assistance please contact the RHCC Manager.

Ashley Waite: rhccmanager@nwrhcc.org (434) 990-9477

Exercise Exercise Exercise

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:44 AM

Reply: Thank you, Ashley.

Added: 2/22/2022 10:27 AM

Creator: Christopher Cook

Org: Northern RHCC

Org Type: RHCC

Region: Northern

Exercise Exercise Exercise

The Northern Region RHCC acknowledges the alert for the exercise. If you need any assistance please contact the following:

Chris Cook at (703)798-2625 or chris.cook@novaha.org

Exercise Exercise Exercise

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:35 AM

Reply: Thank you, Chris.

Added: 2/22/2022 10:11 AM

Creator: Ron Clinedinst

Org: Northwest RHCC (Primary) - Ruckersville

Org Type: RHCC

Region: Northwest

Exercise Exercise Exercise

The NW Region RHCC acknowledges the alert for the exercise. If you need any assistance please contact the following staffing:

Ashley Waite at (434) 990-9477 or rhccmanager@nwrhcc.org

Ron Clinedinst at (434) 990-9475 or regionalcoordinator@nwrhcc.org.

Exercise Exercise Exercise

Replies

Author: McCullough, Monica

Organization: Near Southwest Preparedness Alliance

Time: 02/22/2022 10:16 AM

Reply: Thanks so much!

Added: 2/22/2022 10:03 AM

Creator: Robert Hawkins

Org: Near Southwest Preparedness Alliance

Org Type: RHCC

Region: Near Southwest

EXERCISE, EXERCISE, EXERCISE: The Near Southwest Preparedness Alliance is conducting an exercise in partnership with MFA that will involve MFA affiliated facilities from 1000hrs-1200hrs.

Coalition Staff for exercise:

Primary RHCC Duty Officers: Mary Kathryn Alley and Robert Hawkins

If you have questions, please contact our team at 540-525-8681

EXERCISE, EXERCISE, EXERCISE