

[INSERT YEAR] STATEWIDE MEDICAL AND HEALTH EXERCISE

INFECTIOUS DISEASE

COMMUNITY CLINIC OBJECTIVES

**How To Use This Document:** *The purpose of this document is to provide sample objectives   
and capabilities for exercise planners to select from in designing their Statewide Medical and Health Exercise (SWMHE). These capabilities and their supporting objectives were identified based on the Multi-Year Training and Exercise Plan developed by the California Department of Public Health (CDPH).* [*To access this document, please visit*](http://www.swmhe.com)[*http://www.swmhe.com*](http://www.swmhe.com).

*To use this document, insert your agency/organization’s name in the bracketed text in the header that reads “INSERT NAME OF AGENCY/ORGANIZATION HERE.” Review the suggested capabilities and objectives and* ***consider them as options to create an Exercise Plan that is customized to the unique characteristics of your organization******and community****. Select and modify as needed. According to the Federal Emergency Management Agency (FEMA),* ***ten or fewer objectives are recommended for a functional exercise****.*

## APPLICABLE CAPABILITIES

* Health Care Preparedness and Response Capability 2: Health Care and Medical Response Coordination

Goal for Capability 2: Health care organizations, Health Care Coalitions, and their jurisdictions collaborate to share and analyze information, manage resources, and coordinate strategies to deliver acute medical care to all populations during emergencies and planned events. Simultaneous response and recovery operations result in a return to normal or improved operations.

* Health Care Preparedness and Response Capability 3: Continuity of Health Care Service Delivery

Goal for Capability 3: Health care organizations, with support from the Health Care Coalition and the Emergency Support Function-8 (ESF-8) lead agency, provide uninterrupted, optimal medical care to all populations in the face of damaged or disabled health care infrastructure. Health care workers are well-trained, well-educated, and well-equipped to care for patients during emergencies. Simultaneous response and recovery result in a return to normal or, ideally, improved operations.

* Health Care Preparedness and Response Capability 4: Medical Surge

Goal for Capability 4: Health care organizations – including hospitals, emergency medical services (EMS), and out of hospital providers – deliver timely and efficient care to their patients even when the demand for health care services exceeds available supply. The Health Care Coalition coordinates information and all available resources for its members to maintain conventional surge response. When an emergency overwhelms the Health Care Coalition’s collective resources, the Health Care Coalition facilitates the health care system’s transition to contingency and crisis surge response and its return to conventional standards of care.

# PROPOSED OBJECTIVES

## OBJECTIVE ONE

Maintain awareness of the common operating picture by gathering and sharing real-time information related to the emergency, the current state of the health care delivery system, and situational awareness through coordination with the Medical and Health Operational Area Coordinator (MHOAC), local Health Care Coalition partners, and the local Emergency Operations Center (EOC) within [insert timeframe]. *Health Care Preparedness and Response Capability (HCPRC) 2: Health Care and Medical Response Coordination*

Sample Task(s):

* Develop information sharing procedures specific to the incident response and document these procedures for clinic staff within [XX] minutes of incident notification
* Identify and document information access and data protection procedures within [XX] minutes of incident notification
* Utilize and test redundant communication systems [insert specific systems to test, such as radio, email, mass notification software, etc.] to notify the MHOAC of the clinic’s status and resource needs, within [insert timeframe]
* Coordinate and document response strategies and resource availability and needs to the local MHOAC within [insert timeframe]

## OBJECTIVE TWO

Activate the Incident Command System (ICS) and the clinic’s Command Center within [insert timeframe] of incident notification, to provide a structured and successful emergency response. *Health Care Preparedness and Response Capability (HCPRC) 2: Health Care and Medical Response Coordination*

Sample Task(s):

* Identify immediate resource needs for the next operational period and communicate them to the MHOAC within [insert timeframe]
* Initiate and coordinate Incident Action Planning by conducting a briefing for all staff and beginning to compile an Incident Action Plan (IAP) within [insert timeframe]
* Communicate with clinical and non-clinical staff, patients, and visitors to notify them of Command Center activation and incident response strategies, as appropriate, within [XX] minutes of activation
* Coordinate with the MHOAC to determine recommendations from the Joint Information Center (JIC) on county-wide strategies for communicating with the public during an emergency, including resources available such as hotlines and websites

## OBJECTIVE THREE

Determine the clinic’s priorities for ensuring key functions are maintained throughout the emergency, including the provision of care to existing and new patients within [insert timeframe]. *Health Care Preparedness and Response Capability (HCPRC) 3: Continuity of Health Care Service Delivery*

Sample Task(s):

* Determine those services that are critical to patient care and those that could be suspended or transferred to a different facility (e.g., closing a clinics school based site to preserve staff to manage an increased walk-in patient population at primary site, or reallocating dental suites to accommodate walk-in use) and report back to the Command Center within [insert timeframe]
* Activate the facility’s Emergency Operations Plan (EOP) and notify all staff of plan activation within [insert timeframe]
* Ensure the provision of continued staff and resources for Administrative and Finance functions throughout response
* Consider the need for sheltering-in-place, facility lockdown, or evacuation, and notify all internal staff within [insert timeframe] of the decision to initiate any such actions
* Activate Continuity of Operations Plans (COOP) where applicable and include COOP status updates within staff briefings and operational objectives
* Put in place succession planning to maintain operations if primary positions become vacant due to the implications of the event
* Ensure that business operations are sustainable for a potentially long-term event, and identify strategies for sustainability in a long-term recovery plan and/or objectives

## OBJECTIVE FOUR

Ensure processes and procedures are in place throughout response to provide the following to all clinical and non-clinical staff and their families within [insert timeframe]: appropriate Personal Protective Equipment (PPE), psychological first aid, just-in-time training, and other interventions specific to the emergency to protect health care workers from illness or injury. *Health Care Preparedness and Response Capability (HCPRC) 3: Continuity of Health Care Service Delivery*

Sample Task(s):

* Conduct a safety briefing within [XX] minutes of incident notification that addresses the availability and appropriate use of PPE, psychological first aid, and other available resources
* Distribute just-in-time training materials to staff, such as job action sheets, Frequently Asked Questions (FAQ) sheets, resource documents, and recommended PPE guidelines within [XX] minutes of incident notification
* Routinely (every [insert timeframe: e.g., 1 hour]) evaluate the facility and the workplace environment for any potential hazards or additional resource needs, and report back to the [insert position, e.g., Incident Commander]

## OBJECTIVE FIVE

Initiate patient movement, evacuation, and relocation if and when the facility can no longer sustain a safe working environment, and coordinate all evacuation and relocation efforts with the MHOAC, coalition partners, emergency medical services (EMS), and the Emergency Operations Center (EOC) within [insert timeframe]. *Health Care Preparedness and Response Capability (HCPRC) 3: Continuity of Health Care Service Delivery*

Sample Task(s):

* Implement the facility’s evacuation and/or relocation plans within [insert timeframe] of notification that the facility can no longer provide a safe working environment
* Develop objectives, strategies, and tactics for the transportation of all staff, patients, and visitors within [insert timeframe], and ensure they are documented in the IAP
* Provide routine updates to the MHOAC on facility status through [insert appropriate communication system, e.g., ReddiNet]

## OBJECTIVE SIX

Prepare for medical surge operations by activating appropriate plans (e.g., Medical Surge Plan, Pandemic Plan, Mass Casualty Plan, etc.) for all levels of care and populations, and ensure all personnel have been trained in their use. *Health Care Preparedness and Response Capability (HCPRC) 4: Medical Surge*

Sample Task(s):

* Activate any medical surge and/or pandemic procedures in the clinic’s Emergency Operations Plan
* Assign present staff roles and responsibilities in preparing the clinic to receive a surge of patients, such as treatment area setup, provision of additional resources, and space re-allocation within the clinic

## OBJECTIVE SEVEN

Plan for the activation of mental and behavioral health services for all staff members as part of incident response and recovery planning within [insert timeframe]. *Health Care Capability (HCPRC) 3: Continuity of Health Care Service Delivery*

Sample Task(s):

* Coordinate with the MHOAC and Health Care Coalition partners to determine the need for additional behavioral and mental health services, partners, and volunteers to provide an appropriate level of care to staff, patients, and family members
* Coordinate with administration and leadership to facilitate access to and promote availability of mental and behavioral health services for staff, patients, and family members, including briefings for staff on educating patients and families on available resources