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| Exercise/ Workplace Violence –Water Intrusion After Action Report | November 7th,  2019 | |
| Gil Damiani Report Completed: 11/7/2019 | | The Terraces of Phoenix, |

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EXPLANATION OF TERMS

*Examples:*

AAR After Action Report

CMS Centers for Medicaid/Medicare

DUV Dual Use Vehicle

EPP Emergency Preparedness Program

EOP Emergency Operations Plan

FSX Full Scale Exercise

HPP Hospital Preparedness Program

HSEEP Homeland Security Exercise Evaluation Program

HVA Hazard Vulnerability Assessment

IC Incident Command

ICS Incident Command System

IP Improvement Plan

MHOAC Medical Health Operational Area Coordinator

NIMS National Incident Management System

OEM Office of Emergency Management

PIO Public Information Officer

TTX Table Top Exercise

INTRODUCTION

*The exercise was a regional table-top exercise conducted by the Arizona Health Care Association and the annual TTX for the attendees.*

Sequence of events:

The training began with a 1hour Nursing Home Incident Command (NHICS) refresher. The group transitioned to the TTX

Part 1

A husband and wife CNAs were/are employed by until last week. Three weeks ago, Susan came to work with obvious bruising, she’s telling coworkers she fell while bike riding. However, she confided in her best friend and coworker Mae, that her husband Sam was angry and struck her. For numerous reasons, she did not/has not notified law enforcement. Mae felt an obligation to inform the Administrator of AHRCC of Susan’s situation. The Administrator contacted LE. Sam's employment at AHRCC has been suspended w/o pay based on civil action outcome.

Susan did not press charges. Yesterday she and the kids moved in with her mom. She has shared that Sam is very angry with Mae and he blames the ED for his situation. Their personal life is not the ED business.

Sam also has a few guns/rifles at home.

Part 2

Municipal water main break, the facility has water intrusion approximately 2-3 inches in 75% of the facility. Due to activity throughout the area, 911 system is over-whelmed and cell phone service is not available. Working as teams, the groups were asked to answer a series of questions related to the scenario as presented.

What will you do in the first few minutes?

What will you do in the first few hours?

What guidance is provided in your plans?

How will you manage the unfolding events?

Activating the NHICS Team, developing objectives and stating what the primary task will be for each of the ICS positions assigned. The group was asked to identify resident and staff needs as they relate to both the threat of potential workplace violence

As well as dealing with the water intrusion for the next 24 hours.

*Include detailed sequence of events here, if available.*

AFTER ACTION REPORT OVERVIEW

This report is a compilation of information from the different facilities and staff (6 in all), who participated in the TTX to *Workplace violence and water intrusion TTX*. The information was gathered by individuals participating in the exercise, Peaks SNF, Prescott Nursing and Rehab, Payson Care Center

The recommendations in this AAR should be viewed with considerable attention to providing the needs for safty and care to residents and staff. Each facility should review the recommendations and determine the most appropriate action and time needed for implementation.

The issues outlined in this AAR will be addressed in the Improvement Plan and will list corrective actions to complete. This Improvement Plan will serve as a summary of the AAR and as a guide for corrective action over the course of the following year’s training program for staff.

***Incident Overview:***

*Center at Tucson 5020 E Glenn St, Tucson Az. 85712*

***Duration: Training / Table-Top Ex lasted about 2.5 hours***

***Focus*** *(Check appropriate area(s) below)****:***

X Prevention

X Response

🞏 Recovery

🞏 Other

***Activity or Scenario*** *(Check appropriate area(s) below)****:***

🞏 Fire

🞏 Severe Weather

🞏 Hazardous Material Release

🞏 Bomb Threat

🞏 Medical Emergency

🞏 Power Outage

🞏 Evacuation

🞏 Lockdown

🞏 Special Event

X Exercise/Drill

X Other

***Location:***

***Almost Heaven Rehab and Care Center (fictitious location)***

***Participating Organizations:***

*Boswell Rehab 1, Beatitudes 2, Rim Country Health 4 Sun Health at the Colonnade 7, Sun Health Communities 2, Desert Terrace 2, Center at Arrowhead , Wellsprings of Gilbert 3, Apache Junction Health Center 2, Allegiant of Mesa 1, Windsor Palm Valley 1, Sun Health at Grandview Terrace 1, Acacia Health Center at Sagewood 2, Mission Palms of Mesa 2, Friendship Village 1, Restoration HQ 1, The Terraces 1,AzCHER Central 1 (rod*

STRENGTHS

*List strengths*

After the session the group identified 4 areas needing additional focus.

1. The value of developing and maintaining positive relations with outside responders.
2. Teamwork/brainstorming. Sharing best practices and ideas between participants.
3. Experience/familiarity with existing emergency plans and putting plans into motion.

AREAS OF IMPROVEMENT

*List Areas of improvement*

1. Staff training relating to command structure and process.
2. Communication process external and internal processes
3. Coordinate with external resources

RECOMMENDATIONS

1. *Establish a periodic training cycle where second and third level staff gets exposure to the NHICS command system and how the structure works.*
2. *Conduct Communications exercises on a short/frequent basis getting acknowledgement and seeking feedback from employees. Include external partners (facilities, transportation providers, vendors etc.) in monthly or quarterly community exercise, “This is a test Please acknowledge”*
3. *Establish a regular meeting cycle with neighbors, likely partners, first responders and others who have or may provide assistance during emergencies.*

CONCLUSION AND NEXT STEPS

*The exercise went well, the group was engaged and very open to suggestions. They stated they will include the suggestions noted in the areas of improvement.*