

# Northwest WI Healthcare Emergency Readiness Coalition (NWWIHERC) & Western WI Public Health Readiness Consortium (WWPHRC) BP 1 Regional Exercise: Tanker Spill

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After-Action Report/Improvement Plan

May 25, 2018

The After-Action Report/Improvement Plan (AAR/IP) aligns exercise objectives with preparedness doctrine to include the National Preparedness Goal and related frameworks and guidance. Exercise information required for preparedness reporting and trend analysis is included; users are encouraged to add additional sections as needed to support their own organizational needs.

## EXERCISE OVERVIEW

<b>Exercise Name</b>	Tanker Accident
<b>Exercise Dates</b>	Regional Functional Exercise: Wednesday, April 25, 1000-1500
<b>Scope</b>	The Regional Exercise is a large scale TTX exercise with functional elements planned at WITC, Rice Lake. Exercise play is limited to appropriate NWWIHERC and WWPHERC partners.
<b>Mission Area(s)</b>	Response and Recovery
<b>Core Capabilities</b>	Critical Transport Operational Coordination (Emergency Operations Coordination) Operational Communication (Information Sharing)
<b>Objectives</b>	(CT) Ensure appropriate levels of critical transport throughout simulated event. (EOC) Ensure coordinated response throughout simulated event by activating and sustaining the incident command system. (IS) Ensure situational awareness throughout simulated event by maintaining a common operating picture.
<b>Threat or Hazard</b>	Unknown chemical release due to vehicle collision that caused tanker truck spill
<b>Scenario</b>	At 12pm on Friday May 25, 2018 a tanker truck headed northbound on your local highway was hit by a one ton pick-up truck. After the collision a low lying cloud formed in the area of the accident. After the incident there are increased calls to dispatch for medical needs and increased patients being seen in the Emergency Department.
<b>Sponsor</b>	Northwest Wisconsin Healthcare Emergency Readiness Coalition, WWPHERC, and WI Office of Preparedness and Emergency Health Care with funding from Healthcare Preparedness Program (HPP) ASPR Grant.
<b>Participating Organizations</b>	See Appendix B
<b>Points of Contact</b>	Aimee Wollman Nesselth Coordinator

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## ANALYSIS OF CORE CAPABILITIES

Aligning exercise objectives and core capabilities provides a consistent taxonomy for evaluation that transcends individual exercises to support preparedness reporting and trend analysis. Table 1 includes the exercise objectives, aligned core capabilities, and performance ratings for each core capability as observed during the exercise and determined by the evaluation team.

Objective	Core Capability	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
Ensure appropriate levels of critical transport throughout simulated event.	Critical Transport			M	
Ensure coordinated response throughout simulated event by activating and sustaining the incident command system.	Emergency Operations Coordination  Operational Coordination		S		
Ensure situational awareness throughout simulated event by maintaining a common operating picture.	Information Sharing  Intelligence and Information Sharing		S		

**Table 1. Summary of Core Capability Performance**

**Ratings Definitions:**

**Performed without Challenges (P):** The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws.

**Performed with Some Challenges (S):** The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. However, opportunities to enhance effectiveness and/or efficiency were identified.

**Performed with Major Challenges (M):** The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s), but some or all of the following were observed: demonstrated performance had a negative impact on the performance of other activities; contributed to additional health and/or safety risks for the public or for emergency workers; and/or was not conducted in accordance with applicable plans, policies, procedures, regulations, and laws.

**Unable to be Performed (U):** The targets and critical tasks associated with the core capability were not performed in a manner that achieved the objective(s).

The following sections provide an overview of the performance related to each exercise objective and associated core capability, highlighting strengths and areas for improvement.

## Objective 1:

Ensure appropriate levels of critical transport throughout simulated event.

## Core Capability 1:

Critical Transport: Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals, and the delivery of vital response personnel, equipment, and services into the affected area.

### Capability Targets:

1. Determine type and amount of critical transportation needs based on simulated event.

#### Critical Tasks:

- Once decision to evacuate, triage patients based on level of critical transportation needs.
  - Ensure appropriate level of critical transportation is available.
2. Maintain continuity of care throughout evacuation and relocation process.

#### Critical Tasks:

- Coordinate all aspects of patient transfer.
  - Determine which tracking system will be used.
  - Ensure patient needs are met.
3. Ensure accurate tracking of patients throughout critical transportation process.

#### Critical Tasks:

- Utilize EM Resource (WiTrac) if available, or use alternative system.
- Identify and discuss barriers to adequate patient tracking.

## Regional Exercise Strengths

The **partial** capability level can be attributed to the following strengths:

**Strength 1:** Participants were aware that local fire departments would assist with identification of the hazardous material through the Hazardous Materials placards on tanker.

**Strength 2:** Several participants had the application, WISER, on their phones and were able to narrow down the potential hazardous substance based on exercise descriptions.

**Strength 3:** Hospital participants are well versed in the use of EM Resource.

**Strength 4:** Long Term Care facilities are aware of the requirement to develop processes to track patients and staff during an evacuation. Long Term Care facilities have begun to think through

“go bags” for long term care residents with essential vital information and medicines for evacuation.

## Overall Strength:

Local Emergency Medical Service agencies throughout the region have strong mutual aid agreements. Communities are aware of their limited resources for medical transportation and staff, and have begun the process of identifying additional non-medical resources to supplement EMS resources if needed.

## Regional Exercise: Areas for Improvement

The following areas require improvement to achieve the full capability level:

**Area for Improvement 1:** There is no regional or consistently utilized patient tracking system in place at this time.

**Area for Improvement 2:** Need to identify and train to a regional notification system for all agencies within the region. Potential systems include RAVE or EM Resource.

**Area for Improvement 3:** Need to encourage EMS partners to participate in the Regional exercise. It is difficult to assess this Core Capability without input from these partners.

## Overall Area for Improvement:

Coordination of Critical Transport resources remains a challenge at the regional level. Alternate resources for transportation have been identified for mobile residents/patients. However, Critical Transportation for critical patients or residents with limited mobility remains challenging.

**Controller comment:** *“Rural areas struggled with enough transportation options for critical care patients”.*

## Objective 2:

Ensure coordinated response throughout simulated event by activating and sustaining the incident command system.

## Core Capability 1:

Emergency Operations Coordination and Operational Coordination: Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.

## Capability Targets:

1. Discuss citizen evacuation or shelter-in-place decisions and implications.

### Critical Tasks:

- Discuss decision to evacuate or shelter-in-place.

- Discuss and coordinate location of shelter facilities and services for evacuees.
- Discuss communicating instructions for shelter-in-place or evacuation procedures.
- Discuss the evacuation of those with functional access needs.

## 2. Work within the Incident Command Structure (ICS)

### Critical Tasks:

- Activate ICS.
- Respond within the scope of ICS structure.
- Implement incident communications interoperability plans and protocols.
- Communicate incident response information.
- Provide direction, information, and/or support as appropriate in Incident Command or Unified Command and/or Joint field Office(s).
- Coordinate and provide telecommunications and information technology support to Federal, regional, State, tribal, and local officials and the provide sector(s).

## Regional Exercise Strengths

The **partial** capability level can be attributed to the following strengths:

**Strength 1:** Many participants indicated this exercise was a good opportunity to meet partners within their counties whom they had not previous met.

**Strength 2:** All Counties represented indicated they would be opening some form of Incident Command Structure or Emergency Operations Center once notified of the event. However, this varied from county to county. **Controller Comment:** *“Definitely had a split on Incident Command vs. Unified Command as well as some counties using several field offices”.*

**Strength 3:** Counties have a strong understanding of pre-identified shelter locations and resources to support shelter functions (American Red Cross and Salvation Army).

**Strength 4:** All agencies have policies or procedures to shut down HVAC systems for the purpose of sheltering-in-place. Agencies identified the need to build redundancy in staff training to allow for a quick 24/7 response.

## Overall Strength:

Most participants in the exercise were aware of the Incident Command Structure and how to activate and utilize necessary components of this system for Emergency Operational Coordination.

## Regional Exercise: Areas for Improvement

The following areas require improvement to achieve the full capability level:

**Area for Improvement 1:** There is an identified need to encourage and recruit other partners in Emergency Preparedness and Response to the table for these types of exercises. Examples of partners who need to be invited and involved include EMS, local elected officials (decision-makers), Fire and Law Enforcement officials.

**Area for Improvement 2:** Not all public and private agencies are clear on when or how to reach out for regional resources such as the NWWIHERC or WWPHERC. Some agencies are beginning to write notification of these regional assets into their Emergency Operation Plans for situational awareness, but this is not consistent throughout the region.

**Area for Improvement 3:** Need to continue to reach out to partners who have not been involved in Emergency Preparedness until now (home healthcare and hospice agencies and long term care facilities) to learn about their EOPs, to provide assistance in their emergency preparations, and to become aware of their capabilities.

**Area for Improvement 4:** Many long term care and other partners new to Emergency Preparedness have not adopted the Incident Command Structure yet. Need to provide opportunities for education and training for leadership in these agencies. All agencies need to continue to work toward “three-deep” capacity in leadership responsibilities. This is challenging given the limited number of staff in many of our rural agencies.

**Area for Improvement 5:** Discussion regarding people with Functional Access Needs was held. Additional discussion regarding evacuation of jail or prison facilities. Logistical concerns regarding these populations need to be resolved at the local level.

### **Overall Area for Improvement:**

The overall area for improvement is to continue to reach out to regional agencies and organizations to include them in the planning and exercising process, and to become aware of their Emergency capacities and capabilities. Additionally, both local and regional agencies are encouraged to continue to provide resources and training opportunities for agencies that need to improve or create their Emergency Operation Plans.

### **Objective 3:**

Ensure situational awareness throughout simulated event by maintaining a common operating picture.

### **Core Capability 1:**

Information Sharing and Intelligence and Information Sharing: Ensure situational awareness throughout simulated event by maintaining a common operating picture.

### **Capability Targets:**

1. Discuss the ability of local agencies to establish and maintain communications essential to support response to a major incident.

#### Critical Tasks

- Discuss communication incident response information to responding units and agencies.
- Discuss developing a communications plan for this event.
- Discuss establishing and maintaining response communication systems.
- Discuss information sharing mediums between agencies.

### Regional Exercise Strengths

The **partial** capability level can be attributed to the following strengths:

**Strength 1:** Counties identified the priority need for public information officers and messaging through social media, traditional media sources, and other mass notification systems. Most counties have a mass notification system in place. **Controller comment;** *“PIO was covered as well as the use of social media to disseminate information”*.

### Overall Strength:

The majority of Counties in the region have mass notification systems in place to share information with the general public. Hospitals have redundant communication systems in place. Several Counties have added long term care facilities to their lists of partners to be notified in the event of an emergency.

### Regional Exercise: Areas for Improvement

The following areas require improvement to achieve the full capability level:

**Area for Improvement 1:** There is no consistent interoperable communication system established to reach all healthcare partners throughout the region in the event of an incident such as this. Several organizations wondered how and when they would be notified of the need for sheltering-in-place and/or evacuation.

### Overall Area for Improvement:

There is a need to continue to build systems and interoperable communication strategies to include all healthcare agencies during an emergency. This includes identifying local and regional partners and including these contacts in agency Communication Plans to insure all partners are notified in the event of an emergency.

# Amery Hospital and Clinic

Executive Summary and Improvement Plan/Corrective Action  
Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

April 25, 2018

<p><b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise</p>	<p><b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b> Amery Hospital and Clinic</p>	<p><b>Name, Phone, Email of PRIMARY POC for this document:</b> Lynn Gaffney, RN Infection Prevention/Employee Health Coordinator 715-268-0227 Lynn.m.gaffney@amerymedical.com</p>	<p><b>Number of Agencies that participated in this exercise (including your own):</b>  59</p>	<p><b>Total number of local participants (people) that participated in exercise:</b></p>	<p>2 from Amery Hospital</p>
<p><b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> Resource sharing Meeting key partners Public Health works well together</p>		<p><b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> Have redundancy plans in case communication system failure Key Partners missing, fire/police Need for county public communication system</p>			
<p><b>Executive Summary:</b> <i>On 4/25/18 Amery Hospital and Clinic participated in a Emergency Preparedness Tanker Spill Exercise in combination with other Northwest Wisconsin Counties. Representatives from each county included: Public Health, EMS, Hospitals, LTC, and Regional Personnel. The drill situation included a tanker truck accident occurring by the hospital with an unknown yellow/green fog in air and the resulting actions and reactions. Strengths include identifying resources including the Emergency Readiness Coalition. It also identified Hazmat responses and who to contact as well as the responsibility of the county representatives. Opportunities identified include needing communication system in place to contact residents to evacuate. Also identified was need for redundancy training at hospital for air handler manipulation as well as communication redundancy in case of communication failure. Another opportunity identified is the invitation of policy and decision makers to exercises like this to inform of response and justify funding. I am very grateful to participate in this experience. We identified issues caregivers would encounter and the importance of psychological first aide. It was especially useful given the explosion that occurred the next day in Superior, Wisconsin and understanding the effects on the area.</i></p>					

# Ashland County Public Health

Executive Summary and Improvement Plan/Corrective Action  
Northwest WI Healthcare Emergency Readiness Coalition and WPHRC Regional Exercise

April 25, 2018

<b>Date of Exercise:</b>  April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b>  <b>Completing this form:</b>  Ashland County Public Health	<b>Name, Phone, Email of PRIMARY POC for this document:</b>  Cyndi Zach 715-682-7028 czach@hsd.co.ashland.wi.us	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participated in exercise:</b>  Ashland Cnty PH = 3; County total = 4	
<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> 1. Scenario that involved response from all response entities 2. Improved understanding of what each entity does and can provide in an emergency response. 3. Improved cooperative and coordinated response.			<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> 1. Lack of participation in multiple/key response agencies. 2. Many key issues such as crowd/traffic control, transportation not addressed. 3. Continued breakdown of internal and external communication within my county.		
<b>Target Capability</b>	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Emergency Public Information &amp; Warning</b>	No communication system/tool or plan in place for internal	Develop an internal and external communication plan which specifically identifies a communication system/tool	Emergency Management; County Administration		

# Ashland County Public Health

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Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

	or external communication				
<b>Emergency Operations Coordination</b>	Lack of participation by key response entities	Improved understanding of need to train and coordinated response; virtual exercise	All emergency response entities		
<b>Information Sharing</b>	See line 1				

**Executive Summary:**

Three staff persons from Ashland County Public Health, along with the Ashland County Emergency Manager, attended the 2018 Regional TTX, focusing on the emergency response to a chemical spill in a municipal setting. The strength of the exercise is continued improved understanding of the value each entity provides to a response, and continued cooperation and coordination of those entities. Another strength is the appropriateness of this scenario to involve all response entities. Opportunities for improvement for Ashland County continue to be communication, both internal and external, and lack of participation of key entities. Also major concerns for this scenario, such as crowd/traffic control and transportation were not addressed. The ttx was a success and offered valuable opportunities to learn and improve. Moving forward, our local public health entity will participate in communication planning, and share learning opportunities with local partners.

# Atrium Post-Acute Care of Ellsworth

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<p><b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise</p>	<p><b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b> Atrium Post-Acute Care of Ellsworth</p>	<p><b>Name, Phone, Email of PRIMARY POC for this document:</b>  Amy Jo Mercer 715-273-5821 <a href="mailto:Ellpac-adminassist@atriumhsl.com">Ellpac-adminassist@atriumhsl.com</a>  Troy Kusilek 715-273-5821</p>	<p><b>Number of Agencies that participated in this exercise (including your own):</b>  59</p>	<p><b>Total number of local participants (people) that participated in exercise:</b> 2 from our center 3 others from our county</p>	
<p><b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> Communication among the table was good Meeting new people, for this was the first time myself and Troy had went to one of these seminars Sharing of resource from interdisciplinary team</p>			<p><b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> More long term care team members Would have been nice to have other emergency agencies from our county Preparing a solid plan for different events that could take place during the disaster</p>		
<p>Target Capability</p>	<p>Identify the Observation you saw that should be corrected</p>	<p>Identified Corrective Action (How should it be fixed?)</p>	<p>Agency Responsible</p>	<p>Individual Responsible</p>	<p>Completion Date</p>
<p><b>Preparedness in the community</b></p>	<p>Emergency responders missing</p>	<p>Reach out to emergency responders to talk about a plan of action</p>	<p>LTC</p>	<p>Preparedness Team</p>	<p>June 13<sup>th</sup> 2018</p>

# Atrium Post-Acute Care of Ellsworth

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<b>Information Sharing</b>	We don't know if we would have been notified	Talk with emergency responders about the communication line	LTC and EM	Preparedness Team	June 13 <sup>th</sup> 2018
<b>Transportation</b>	Are there enough buses available	Talk with local school about the availability	LTC	Preparedness Team	June 13 <sup>th</sup> 2018

#### Executive Summary:

On April 25<sup>th</sup> 2018, my fellow team member and I attended an emergency readiness table top exercise, along with 2 members from our Public Health and an administrator from Spring Valley LTC. The exercise was based on a tanker that was carrying a unknown liquid chemical and it had been involved in an accident outside the health department.

Troy and I feel that our strengths for the exercise were meeting partners that have had experience, new ideas and participants, and different views from different health agencies.

Opportunities we feel would be meeting with key responders that were not at our table, opening up the communication lines with other emergency responders and have the correct transportation in place in case an evacuation was to occur.

We felt that the overall lesson was a success and a lesson learned. This was the first time Troy and I have ever attend an emergency preparedness seminar. Was great to have learned from other agencies on the steps that they would need to do as well as how would we handle it for LTC. I do feel that other emergency responders were definitely missing from the exercise and we hope that the lines of communication can be evaluated for specific emergencies.

# Barron County Emergency Management

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

<b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b> Barron County Emergency Management	<b>Name, Phone, Email of PRIMARY POC for this document:</b> Mike Judy <a href="mailto:Michael.Judy@co.barron.wi.us">Michael.Judy@co.barron.wi.us</a> 715-637-6732	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participated in exercise:</b>	1
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<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b>  1) Learning more about the needs of nursing and long term care facilities 2) Being introduced to POCs for local long term care facilities 3) Teaching other community partners about the preparations that already exist through emergency management, that's available to them.	<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b>  1) Since the exercise was targeted toward supporting long term care facilities, I would like to see more involvement and attendance from them. 2) Multi-disciplinary approach to disaster planning 3) Cooperation across large geographical and political borders
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Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
Participation	Lack of participation from all area long term care facilities	Blanket invite to facilities asking them to attend these community exercises	HERC		

**Executive Summary:**  
On April 25<sup>th</sup>, Barron County Emergency Management participated in the HERC Regional Symposium Tabletop Exercise at WITC, that involved a variety of community agencies ranging from hospitals to emergency managers and long term care facilities. Strengths were identified through the benefit of learning more about the needs of nursing homes and long term care facilities,

# Barron County Emergency Management

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being introduced to their primary points of contact, and having the ability to teach our community partners about the preparations that already exist through emergency management, that's available to them. Overall, the exercise was successful, although a stronger participation from long term care facilities in the future would be recommended. Moving forward local emergency management will continue to build working relationships with these entities and will work on enhanced preparedness, response, and recovery plans.

# Barron County Department of Health and Human Services, Public Health Division

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Northwest WI Healthcare Emergency Readiness Coalition and WPHRC Regional Exercise

<p><b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise</p>	<p><b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b> Barron County DHHS – Public Health Programs</p>	<p><b>Name, Phone, Email of PRIMARY POC for this document:</b> Jeanine Schultz, Public Health Specialist, Jeanine.Schultz@co.barron.wi.us</p>	<p><b>Number of Agencies that participated in this exercise (including your own):</b>  59</p>	<p><b>Total number of local participants (people) that participated in exercise:</b> 1 person from Barron County PH</p>	
<p><b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b></p> <ol style="list-style-type: none"> <li>1. Interagency Collaboration: all partners at the table willingly shared their plans, offered assistance, and asked what other agencies would need during a situation like the one presented in this exercise.</li> <li>2. Networking: this was a great opportunity to connect with existing partners and meet the new partners at the table.</li> <li>3. There was active discussion and implementation of best practices and lessons learned from previous responses into this disaster scenario.</li> </ol>		<p><b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b></p> <ol style="list-style-type: none"> <li>1. Identifying when to initiate ICS</li> <li>2. Clarifying when and how specific agencies/partners/community would receive situational information/get involved</li> <li>3. Need for local decision makers/policy makers at the table</li> </ol>			
<p>Target Capability</p>	<p>Identify the Observation you saw that should be corrected</p>	<p>Identified Corrective Action (How should it be fixed?)</p>	<p>Agency Responsible</p>	<p>Individual Responsible</p>	<p>Completion Date</p>

# Barron County Department of Health and Human Services, Public Health Division

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<b>Critical Transport</b>	n/a	n/a			
<b>Emergency Ops Coordination</b>	Sustaining the ICS without burnout could be challenging for some of the ICS roles.	Public Health will work to ensure that we have multiple staff trained for roles that we anticipate taking on during a response (PIO, etc.)	Public Health	Laura Sauve/ Jeanine Schultz	December 2018
<b>Information Sharing</b>	It was unclear what the mechanism for internal/partner situational communication would be: would we use email or WebEOC.	Clarify with EM what communication mechanism will be used and ensure critical Public Health staff are trained in how/when to use it.	Public Health/EM	Laura Sauve/ Jeanine Schultz	August 2018

**Executive Summary:**

Barron County Public Health participated in the regional preparedness exercise on April 25, 2018. In addition to Public Health, there were Barron County representatives present from Emergency Management, two area hospitals, one long term care facility, Lifelink, and EMS. This exercise scenario involved a tanker accident resulting in release of chlorine gas near a local government building.

Strengths identified through this experience were: 1) Interagency Collaboration: all partners at the table were willing to share their plans, offer assistance, and ask what other agencies would need during a situation like the one presented in this exercise 2) Networking: this was a great opportunity to connect with existing partners and meet the new partners at the table 3) Implementing best practices and lessons learned from previous responses into this response scenario. Challenges included: 1) Identifying when to initiate ICS 2) Clarifying when and how specific agencies/partners/community would receive situational information/get involved 3) Need for local decision makers/policy makers at the table.

Overall, this exercise was a success that came with lessons learned. It provided a great opportunity to connect with existing partners and discuss our partnership and collaboration during an event of this scale. It was also a great opportunity to meet new partners and learn their roles, responsibilities and how we can work together should any event requiring shelter in place/evacuation orders occur.

# Barron County Department of Health and Human Services, Public Health Division

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Moving forward, I plan to bring this scenario and lessons learned to our Barron County Public Health Preparedness Team to more clearly define how we, as Public Health, would operate internally and externally during such a scenario. We can then use this information to further reach out to partners if we have lingering questions.

# Bayfield County

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April 25, 2018

<b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b> Bayfield County	<b>Name, Phone, Email PRIMARY POC for doc:</b> Sara Wartman, Health Officer Bayfield County Health Department 117 E. Sixth Street Washburn, WI 54891 Ph: 715-373-6109 ext. 280 Email: swartman@bayfieldcounty.org	<b>Number of Agencies that participated in this exercise:</b>  59	<b>Total number of local participants (people) that participated in exercise:</b> 1 – Bayfield 6-Ashland (at my table)
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<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> 1. All agencies seemed to have a basic understanding of the Incident Command System/ National Incident Management System. 2. Multi-disciplinary participation with representation from clinics, hospitals, public health, EMS, and some long-term care facilities. 3. Pre-event relationships already established between participants at least at the most local level.	<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> 1. Would have been beneficial to see increased participation from local officials, long-term care facilities and clinic providers. 2. Assumption that local officials (ex. County Board chairperson, county administrators/exec.) would understand ICS/NIMS in disaster-type scenario. Local officials responsible for being a part of Incident Command lack formalized ICS and NIMS training and were not present during exercise. 3. Triggers for enacting local plans, including COOP, not clearly defined.
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Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Communication</b> Effectiveness of communications with internal & external populations (event notification, ongoing communication and information): staff, patient & families,	Continue to work on existing plans that build on Critical Areas of Emergency Management and Target Capabilities	Demonstrate Compliance/Capability: <ul style="list-style-type: none"> <li>Satellite and Emergency Phones</li> <li>Government Emergency Telephone System cards</li> <li>EOC/Incident Command to Hospital communication</li> <li>Public Address system (ex. Code RED)</li> <li>Radio Pagers</li> </ul>	Bayfield County Emergency Management and Bayfield County Public Health	Jan Victorson and Sara Wartman	In Progress – reviewing local plans and updating GETS cards

# Bayfield County

## Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

### Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<p>local authorities, media and community, vendors / suppliers. Communications with other health care organizations: incident command centers, names, roles and contact numbers; resources and assets available for sharing; names of deceased; information to third parties (law enforcement, health departments, etc.); alternative care sites. Effectiveness of backup communications systems &amp; technologies.</p>		<ul style="list-style-type: none"> <li>• Two-way radios</li> <li>• Media Center</li> <li>• Email and Fax system</li> <li>• Land line, Cell, Personal data systems</li> </ul>			<p>June 2018</p>
<p><b>Resource Mobilization and Allocation</b> Resource mobilization and allocation including responders, equipment, supplies, PPE, transportations, etc. Procurement and replenishing of supplies (pharmaceuticals, medical supplies and</p>	<p>Continue to work on existing plans that build on Critical Areas of Emergency Management and Target Capabilities</p>	<p>Demonstrate Compliance/Capability:</p> <ul style="list-style-type: none"> <li>• Activation of Memorandums of Understanding for sharing of resources and evacuation plans for LTCFs.</li> <li>• Activation of resource conservation plan (monitoring of assets).</li> <li>• System LTCF/hospital/PH resource sharing and distribution</li> <li>• Evacuation shelters</li> <li>• Stress debriefing</li> </ul>	<p>Bayfield County Emergency Management and Bayfield County Public Health</p>	<p>Jan Victorson and Sara Wartman</p>	<p>In Progress – reviewing local plans and updating  June 2018</p>

# Bayfield County

## Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

### Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<p>equipment, non-medical supplies. Managing staff support activities (e.g., housing, transportations stress debriefing), staff family support activities; sharing of resources and assets with other healthcare organizations (local and regional); evacuation, transportation of evacuees, equipment, and documentation.</p>		<ul style="list-style-type: none"> <li>• Activation of surge supplies (cots, PAPRs, etc.)</li> <li>• Transportation agreements</li> <li>• Evacuation plans, relocation points</li> <li>• Vendor agreements</li> </ul>			
<p><b>Safety &amp; Security</b> Internal safety &amp; security operations; role and coordination of community security support (i.e., law enforcement), management of hazardous materials (including decon and isolation for radiological, biological, and chemical); access control (internal &amp; external).</p>	<p>Continue to work on existing plans that build on Critical Areas of Emergency Management and Target Capabilities</p>	<p>Demonstrate Compliance/Capability:</p> <ul style="list-style-type: none"> <li>• Lock-down procedures (ex. hospital facility)</li> <li>• Evacuation schools or areas in/near hot zone</li> <li>• Perimeter security; Crowd and traffic control</li> <li>• Mutual aid agreements</li> <li>• Emergency response agency coordination (fire, EMS, Red Cross, HazMat, military, etc)</li> <li>• Control of decontamination site (hot zone)</li> <li>• Media area control</li> <li>• Security of critical resources or sensitive areas</li> </ul>	<p>Bayfield County Emergency Management and Bayfield County Public Health</p>	<p>Jan Victorson and Sara Wartman</p>	<p>In Progress – reviewing local plans and updating  June 2018</p>

# Bayfield County

## Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

### Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

		<ul style="list-style-type: none"><li>• Security / control of family areas</li><li>• Identification process</li></ul>			
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**Executive Summary:**

*On April 25, 2018, Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC held a regional (Wisconsin Region 1) table top exercise at WITC-Rice Lake Campus. This table top exercise explored the local response to a hypothetical tanker truck spill of an unknown, potentially hazardous substance and possible need for evacuation of government or other buildings. Participants across a wide variety of disciplines participated, including representation from hospitals, clinics, long-term care facilities, emergency responders (ie. EMS/Fire), and public health. Strengths of the exercise included: A basic understanding of all agencies of the Incident Command System/ National Incident Management System; multidisciplinary participation; and pre-event relationships between exercise participants. Opportunities for improvement included: increased participation from other disciplines including local officials, LTCFs and clinic providers; increased pre-disaster training for local officials on Incident Command; and identifying triggers for enacting local emergency plans such as COOP. Overall, this table top exercise was a success as it brought community partners together in a reduced-stress environment to trouble-shoot local emergency response and review the process of implementing local emergency plans or MOUs in the event of a disaster. This exercise helped to identify community strengths in emergency planning as well as opportunities for improvement. This experience has also reinforced the value of continued review of local plans and increased communication of said plan with local partners to improve local capabilities.*

# Burnett Medical Center

Executive Summary and Improvement Plan/Corrective Action  
Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

April 25, 2018

<b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b>  <b>Completing this form:</b> Burnett Medical Center	<b>Name, Phone, Email of PRIMARY POC for this document:</b> Ned Moore RN,BSN, CNO 715-463-7252 nmoore@burnettmedicalcenter.com	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participate d in exercise:</b>	3
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<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> 1. Nursing Homes have more formalized plans for evacuation. 2. Learned where HAZMAT teams are located 3. Relationship building with surrounding counties.	<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> 1. Transportation will be a huge issue for all 2. Where will decontamination take place, in the field, at local facility. 3. Need to practice onsite decontamination equipment and skills.
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Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Transportation</b>	No transport	Discuss with local agencies regarding issue	BMC	CNO	ongoing
<b>Decon site</b>	Not sure where decon will happen	Discuss with county and Fire Dept reps where decon will take place	BMC	CNO	ongoing
<b>Decon practice</b>	Untrained staff	Plan on training sessions with decon instructors	BMC	CNO	End of summer

**Executive Summary:**

# Burnett Medical Center

**Executive Summary and Improvement Plan/Corrective Action**

**April 25, 2018**

**Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise**

On April 25<sup>th</sup> Burnett Medical Center participated in a table top exercise in which a tanker truck had a spill in front of a government center and an unknown substance was coming from the tanker. At the table with BMC were representatives from Douglas County Public Health and Burnett County Emergency Preparedness. We had good discussion concerning what next steps each organization needed to do. One topic that posed a significant problem is that of evacuation and where workers would go, how to track where people are. Another question was where was the decon going to happen at the site or at the hospital and how those contaminated would get to the facility. We discussed many options but none were particularly good. Another topic that came up for BMC is that we have decon equipment but no one has been trained on it for quite some time. For BMC some take aways were 1. Training on the equipment, 2. discussion of transport of contaminated people, 3. where decon would take place.

# Burnett County Department of Health and Human Services

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<b>Date of Exercise:</b>  April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b>  <b>Completing this form:</b>  Burnett County DHHS	<b>Name, Phone, Email of PRIMARY POC for this document:</b>  Sarah Miller 715-349-7600 Ext. 1950 smiller@burnettcounty.org	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participated in exercise:</b>  4	
<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> <ul style="list-style-type: none"> <li>Working in the Consortium Model with other Health Departments and local Hospital</li> <li>Being able to identify PH Department Limitations</li> <li>Having a cog/coop plan for County and being aware of it</li> </ul>		<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> <ul style="list-style-type: none"> <li>Identifying local specific positions for ICS Org. Chart since we have limited staff</li> <li>Improving/ensuring good communication of PH staff in the event of an emergency so all are aware</li> <li>Determining what and how to share emergency public information and warnings</li> </ul>			
Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Emergency Operations Coordination</b>	Identify locally who would be in specific positions for ICS Org. Chart since we have limited staff	Refresher of ICS System to get a better understanding of how we can implement this w/ limited staff, and identify the most effective/efficient positions to be a part of this.	Burnett Co. DHHS	Sarah Miller	4/30/19
<b>Information Sharing</b>	Since our PH staff are located at separate locations	At least monthly for the next 6 mos. provide reminders of communication in	Burnett Co. DHHS	Sarah Miller	11/30/18

# Burnett County Department of Health and Human Services

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

	we need to improve how we would communicate an emergency so that all staff are aware.	lieu of an emergency. ie.. call tree, texting, emails			
<b>Emergency Public Information and Warning</b>	Determining what and how to share this information.	Review EPIW check list and related documents and share with staff.	Burnett Co. DHHS	Sarah Miller	4/30/19

**Executive Summary:**

This exercise took place on Wednesday, April 25, 2018 in Rice Lake at WITC. Burnett County Public Health and Burnett Medical Center were the partners who played from this county. Douglas County Public Health also played the exercise at this table. The scenario was about a tanker truck explosion and chemical spill of an unidentified gas substance near the government center, and the players were gradually given information about the situation and were asked what they would do or how they would respond.

Some of the strengths that were identified during and after this scenario were the following:

- 1) Relationships have been built with some of the key partners "They know each other"
- 2) Resource sharing-interdisciplinary sharing
- 3) New partners at the table

And some of the areas that were identified during and after this scenario of areas of improvement were the following:

- 1) Have redundancy plans
- 2) Key partners missing, such as more EMS
- 3) Need to have a plan for crowd control at facilities
- 4) Getting messages out to the public (redundancy for communication)
- 5) Need local decision makers/policy makers at the table
- 6) Earlier notification for all partners
- 7) Identifying and notifying special facilities/populations

Overall this was a successful exercise, but also some lessons were learned. This experience was a good example of what realistically could happen in our community and gave us some ideas of what areas we were prepared in and what areas we are needing more information or partners present to learn how to best work together to control these types of emergencies and best

# Burnett County Department of Health and Human Services

**Executive Summary and Improvement Plan/Corrective Action**

**April 25, 2018**

**Northwest WI Healthcare Emergency Readiness Coalition and WPHRC Regional Exercise**

meet the needs of our county/communities. Some of this information will be shared with our EM Director, PH Staff, and possibly with other emergency management partners.

# Chippewa County Department of Public Health

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b>  Chippewa County Department of Public Health	<b>Name, Phone, Email of PRIMARY POC for this document:</b>  Jennifer Lenbom <a href="mailto:jlenbom@co.chippewa.wi.us">jlenbom@co.chippewa.wi.us</a> 715-726-7900 ext. 2136	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participated in exercise:</b>  9
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<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> 1) Built new relationship with long term care facilities that were present 2) Good infrastructure for preparedness response 3) Good knowledge base of ICS structure and who most of our partners are.	<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> 1) Increased need for policy makers participating / increased knowledge of our new BOH members 2) Collect contact information from our long term care facilities and create contact lists for them. 3) Increase ability to have a shared emergency social media outreach effort.
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Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Community Preparedness</b>	Increased need of policy makers education on PH Preparedness.	We have a turnover of BOH member and education on ICS, PH Preparedness program will be provided at a BOH meeting.	CCDPH	Jenny Lenbom/Angie Weideman	9/1/2018
<b>Information Sharing</b>	No current contact information on LTC facilities	Collect contact information for emergencies and outbreaks from each LTC facility and create contact lists for them.	CCDPH	Kristen Kelm/Audra Knowlton	August 1, 2018

# Chippewa County Department of Public Health

## Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

### Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<b>Information Sharing</b>	Unknown procedure for sharing information via social media in regards to an emergency.	Discussion with Sheriff's department related to facebook post sharing and creating emergency notices.	CCDPH	Christina Anderson/ Rachel Potaczek	August 1, 2018
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#### **Executive Summary:**

The 2018 Regional table top with functional elements Exercise for Tanker Accident took place on April 25, 2018. Our local Chippewa County partners that were in attendance included Chippewa County Department of Public Health, Cornell Care Center, Veterans Home and St. Joseph's Hospital.

The scenario was a tanker truck getting hit outside our local government building by a one ton pickup truck. The tanker truck was carrying a chemical that was leaking into a low lying yellow-green cloud.

Three strengths of the exercise included: Building new relationships with long term care facilities that were present. Good infrastructure for preparedness response. Good knowledge base of ICS structure and who most of our partners are.

Three opportunities include: Increased need for policy makers participating / increased knowledge of our new BOH members. Collect contact information from our long term care facilities and create contact lists for them. Increase ability to have a shared emergency social media outreach effort.

Overall, this was a successful learning event. We had 3 staff attend that had never participated in an exercise before. They were able to use their learned ICS along with seeing how an exercise worked. We met face to face with 3 long term care facilities that are doing increased preparedness and response work and will continue to grow these relationships. We will take these learning opportunities to continue to make improvements to our communications, response and partner collaborations.

# Douglas County Department of Health and Human Services, Public Health Division

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

<b>Date of Exercise:</b>  <b>April 25, 2018</b> <b>Wisconsin Indianhead Technical College, Rice Lake, WI</b>  <b>Tanker Spill Exercise</b>	<b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b>  Douglas County Department of Health and Human Services  Public Health Division	<b>Name, Phone, Email of PRIMARY POC for this document:</b>  Cindy Freeberg RN Public Health Nurse	<b>Number of Agencies that participated in this exercise (including your own):</b>  <p style="text-align: center;">59</p>	<b>Total number of local participants (people) that participated in exercise:</b>  <p style="text-align: center;">2</p>	
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<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b>  <ol style="list-style-type: none"> <li>1. Partnerships/Mutual Aid agreements in place</li> <li>2. Knowledge of resources</li> <li>3. COOP plan</li> </ol>	<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b>  <ol style="list-style-type: none"> <li>1. People missing at the table</li> <li>2. Effective and consistent communication</li> <li>3. Cross training needed for multiple people in government agencies</li> </ol>
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Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Community Preparedness</b>	Cross training needed for multiple people in government agencies	Invite agencies to participate in regular preparedness meetings and share training opportunities.  Making partners aware of the plans and procedures that public health has in place.	Emergency Management  County Administrator  City Government	HO and Local PHEP planner	December 2018

# Douglas County Department of Health and Human Services, Public Health Division

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

	Inviting government officials to the table to be more aware of public health emergency plans	Make partners aware of the Northwest WI HERC and WWPHRC	Public Health		
<b>Information Sharing</b>	<p>Internal Notification External Notification</p> <p>EOC activation communication improvements</p> <p>Determining who is going to send out the alerts</p> <p>Communication with hospitals for medical surge or decontamination centers</p>	<p>Invite internal government agencies to participate in preparedness trainings and exercises so that everyone knows who the players are and that information is consistent with everyone</p> <p>Developing a policy and procedure for consistent technological use during an event</p> <p>Public Health to initiate better communication with the hospital and clinics in our county in order to be familiar with their operation and resources and their emergency plans.</p>	<p>Emergency Management</p> <p>Public Health</p> <p>Local Hospital and clinics</p>	<p>EM and County IT Dept</p> <p>Local PHEP planner (for hospital and clinics)</p>	December 2018

# Douglas County Department of Health and Human Services, Public Health Division

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<p><b>Emergency Public Information and Warning</b></p>	<p>Determining who the PIO will be for the situation</p> <p>Consistent messaging through verbal means and technology</p> <p>Being more aware of appropriate messaging of those with disabilities</p>	<p>Appointing people in different departments to be designated to be the PIO and trained to be able to carry out this role when an incident occurs in order to ensure an appropriate level and amount of public messaging is presented using Health Literacy and Cultural Sensitivity within affected jurisdiction so that the public can make sound, informed, proactive decisions to protect themselves during an incident.</p>	<p>Emergency Management</p> <p>Public Health</p> <p>Government officials (city mayor, county administrator)</p>	<p>EM</p>	<p>December 2018</p>
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**Executive Summary:**

Douglas County participated with the Northwest WI HERC and WWPHRC Regional Exercise on April 25, 2018. The agency from Douglas County that attended and participated in the exercise was Health and Human Services (Public Health Unit). The scenario consisted of a tanker truck that was heading northbound was hit outside our local government building by a one ton pickup truck. The tanker truck was carrying a chemical that was unknown and a low yellow-green cloud had formed. Some of the challenges we were faced with were internal and external communication with evacuation, communication with hospitals in regards to decontamination procedures, having people missing from the table, and the discovered need to have cross training done with government agencies. Our strengths were all of our agency partners came together with their emergency plans to do the job that needed to be done (mutual aid agreements), there was an appropriate knowledge of resources and that we had a COOP in place and were able to relocate to another location to resume mandated functions of public health and other mandated government services. Overall, the tabletop exercise went well and it forced participants to plan for a real life scenario that could impact our workplace, city and county.

# Dunn County Health Department

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b>  <b>Completing this form:</b>  Dunn County Health Department	<b>Name, Phone, Email of PRIMARY POC for this document:</b>  Thomas Aarrestad 715-231-6442 taarrestad@co.dunn.wi.us	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participate d in exercise:</b>  1
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<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> Relationships build with key partners Good communication between partners Experienced partners at the table	<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> Key partners missing, EMS Earlier notification of all partners Identifying shelter facilities and back-ups
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Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Community Preparedness</b>	Key partners missing in exercise, with included EMS, local EM, and human services	Work to promote trainings to partners. Connect and work with partners on a more regular basis.	Health Department	Local Planner	March 1, 2019
<b>Information Sharing</b>	Earlier notification to all partners	Upload health department contacts in PCA portal. Update response partner directory. Upload key partners under HO Alerting Profiles. Work with EM to	Health Department & EM	Local Planner	July 1, 2019

# Dunn County Health Department

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

		see if they have notification system, such as Code Red.			
<b>Mass Care</b>	Identifying shelter and backup shelter locations	Work with ARC and Human Services to determine locations and everyone's role in a shelter	Health Department and Human Services	Local planner	July 1, 2019

**Executive Summary:**

On Wednesday, April 25<sup>th</sup>, 2018, our regional partners met for our Emergency Readiness Coalition Exercise. Partners from across the region met to respond to an exercise where a tanker truck with unknown chemical has an accident, spilling the chemical in front of the County Courthouse and Government Center. At our table were representatives from Eau Claire city hospitals, Public Health Departments and representatives from area Homecare and Hospice services. I was the lone representative from our county and I am with the County Health Department.

Our department has not been represented for a few years so strengths of this exercise, especially for me, was to meet area coalition partners, to observe how the more experienced partners jumped into the exercise, and how well they communicated with each other to focus on the needs the exercise situation presented. Opportunities for an improved experience would be to have more, or any, representation from EMS at the table, looking for ways to have earlier communication throughout the situation for partners (other than hearing about it on local news outlets), and remembering to identify facilities who may have clients with special needs (like memory impaired or hearing impaired as an example).

This was a good first exposure for me and a chance to see the value of this exercise in our preparedness and that of our partners to unexpected emergencies. This was a good start for our Health Department to re-join in the preparedness community and a good place to start to renew relationships with our area partners for experience and resource sharing in the future.

# Eau Claire City-County Health Department

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

<p><b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise</p>	<p>Eau Claire City-County Health Department , PHEP specialist</p>	<p>Kelli Engen, 715-271-0425, kelli.engen@co.eau-claire.wi.us</p>	<p><b>Number of Agencies that participated in this exercise (including your own):</b>  59</p>	<p><b>Total number of participants (people) that participated in exercise:</b>  8</p>	
<p><b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b></p> <ul style="list-style-type: none"> <li>• Partners willing to listen to each other</li> <li>• Three hospital systems represented</li> <li>• Hazmat I team located in our Jurisdiction</li> </ul>		<p><b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b></p> <ul style="list-style-type: none"> <li>• Communication barriers across systems to effectively communicate during an emergency</li> <li>• Lack of community alerting system</li> </ul>			
Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<p><b>Communication and Warning</b></p>	<p>Communication during an emergency amongst partner agencies</p>	<p>Ability to set up virtual chat rooms, and have people trained within each facility to perform this function</p>	<p>Emergency Management</p>		
<p><b>Critical Transport</b></p>	<p>It was difficult to work through this portion of the exercise as EMS was not at the exercise.</p>		<p>EMS MMT/GoldCross</p>		

# Eau Claire City-County Health Department

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

<b>Operational Coordination (Emergency Ops Coordination)</b>	This was also difficult to work through as Emergency Management was not represented		Emergency Management		
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## Executive Summary:

On April 25<sup>th</sup>, the Eau Claire City-County Health Department participated in the NWWIHERC spring exercise. There was good representation from Eau Claire County. All major medical hospital systems were represented along with two home hospice agencies. The scenario was a tanker with unidentified gas had been hit by a pick up truck and was leaking a yellow green gas. The group, mainly healthcare systems discussed they likely wouldn't be notified unless pt were seeking care at their ED's. It was hard to determine if an incident of this nature would induce Unified Command among the entire community.

Interoperability becomes a huge deal in situations like these. It was a good segway into letting community partners know about the County's new opt in Mass Notification System, RAVE.

Partners should continuously evaluate tools for communication during and prior to a big emergency.

# Good Samaritan Society-St. Croix Valley

Executive Summary and Improvement Plan/Corrective Action

Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

April 25, 2018

<b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b> Good Samaritan Society-St. Croix Valley	<b>Name, Phone, Email of PRIMARY POC for this document:</b> Jonathan Stone, <a href="mailto:jstone4@good-sam.com">jstone4@good-sam.com</a> 715-483-9815	<b>Number of Agencies that participated in this exercise (including your own):</b> 59	<b>Total number of local participants (people) that participated in exercise:</b> 3	
<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> 1. All agencies worked well together to work through the exercise. 2. It was very helpful to have many different agencies around one table to work through the exercise. 3. It was helpful to have the speakers matched up with the exercise.			<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> 1. It would have been more helpful to have more concrete details that stayed the same. Such as the location of the accident. We kept coming up with different scenarios based on the location. 2. We would have enjoyed more speakers. Maybe another health care facility that had a real world crisis. 3. No other issues		
<b>Target Capability</b>	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Communication</b>	Hole in our EP	We will work with our HIM to come up with guidelines to address this	GSS-EP/HIM	Admin/HIM	7/15/2018
<b>Lock down procedures</b>	Hole in our EP	We will work with other agencies to develop a policy for lock down	GSS- EP	Admin	7/15/2018

# Good Samaritan Society-St. Croix Valley

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<b>Air handler turn off</b>	Nurse capability to turn off machines	We will teach nursing how and when to shut off air handlers	GSS-EP/DON	Nursing/EP	7/15/2018
<p><b>Executive Summary:</b></p> <ul style="list-style-type: none"><li>• <i>April 25<sup>th</sup>, 2018</i></li><li>• <i>Multiple agencies from multiple counties</i></li><li>• <i>Tanker truck crash/spill (unknown chemical)</i></li></ul> <p><i>Strengths:</i></p> <ol style="list-style-type: none"><li><i>1. All agencies worked well together to work through the exercise.</i></li><li><i>2. It was very helpful to have many different agencies around one table to work through the exercise.</i></li><li><i>3. It was helpful to have the speakers matched up with the exercise.</i></li></ol> <p><i>Improvement:</i></p> <ol style="list-style-type: none"><li><i>1. It would have been more helpful to have more concrete details that stayed the same. Such as the location of the accident. We kept coming up with different scenarios based on the location.</i></li><li><i>2. We would have enjoyed more speakers. Maybe another health care facility that had a real world crisis.</i></li><li><i>3. No other issues. Overall, was it a success or a lesson learned</i></li></ol> <ul style="list-style-type: none"><li>• <i>We identified a few areas to clear up in our EP. We need to look at how we communicate with families during the incident as well as, having a protocol for dealing with family and community members when we are on lock down/shelter in place.</i></li></ul> <p>Overall, this was very helpful for our facility!</p>					

# Hammond Health Services

Executive Summary and Improvement Plan/Corrective Action  
Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

April 25, 2018

<b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction Completing this form:</b>  Hammond Health Services	<b>Name, Phone, Email of PRIMARY POC for this document:</b>  Laurie Edelman 715-796-2218 Ledelman@nshorehc.com	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participate d in exercise:</b>	1 from Hammond Health Services, 5 from St. Croix County
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<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> <ol style="list-style-type: none"> <li>1. Meeting other key players in St. Croix County.</li> <li>2. Excellent discussion on transportation options during Emergency.</li> <li>3. Brought several things to light such as importance of having 24/7 back-up to deal with emergencies at all hours.</li> </ol>	<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> <ol style="list-style-type: none"> <li>1. For us specifically, need to educate all nurses and managers on how to shut down HVAC.</li> <li>2. Need more education for our staff on emergencies in general.</li> <li>3. Re-evaluate incident command system and who is responsible for what.</li> </ol>
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Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Shut down of HVAC</b>	No 24/7 capability	Education of all nurses & managers on how to shut down HVAC. Instructions placed in emergency book as well as at location of shut off.	Hammond Health Services	Jon Eggen, Maintenance	5/31/18
<b>Transportation</b>	Need to have better plan in place for emergency	Management team to meet and explore options. Contacts to be made with local agencies for support.	Hammond Health Services	Laurie Edelman, Exec. Dir.	5/31/18

# Hammond Health Services

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

	transportation options.				
<b>Incident Command</b>	Need to re-evaluate our initial incident command specifications.	Management team to meet and review current outline of incident command.	Hammond Health Services	Jon Eggen, Maint. Supervisor	5/31/18

**Executive Summary:**

On 4/25/18, an emergency exercise was held in Rice Lake, WI. Participants included people from several counties in Western Wisconsin, including staff from emergency government, public health, hospitals, EMS, nursing homes and home health agencies. Participants were grouped by county for maximum effectiveness of the exercise. The scenario was that there was an incident where a tanker truck tipped and there was a chemical spill of chlorine. Initially it was unknown what the chemical was or if decontamination was needed. As the scenario evolved, it was determined that the HVAC at the nursing home was compromised and the chlorine gas cloud was heading toward the facility. Evacuation was ordered.

The three strengths identified during this scenario are identified above, as well as the 3 opportunities. Overall, this exercise was an excellent opportunity to work with other key players in the county and discuss what our actions would be in this type of situation. The discussions were very important and enlightening to hear what the other agencies would be implementing when going through an emergency of this nature. It was clear that transportation would be a major issue in any type of emergency evacuation for our facility. It was also clear that our facility needs to take more time to educate our staff to help them be even more prepared.

I came away feeling very positive and more equipped to work through an emergency with the players in our county. It also was a great reminder that we need to continually go back to our emergency plan to review and update but most of all to continually train our staff. We will be taking the items we identified as opportunities for our facility and putting an action plan in place. I look forward to doing more exercises of this nature in the future. It definitely helps us all be more prepared.

# Hayward Area Memorial Hospital and Water's Edge

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<p><b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise</p>	<p><b>Name of Agency or Jurisdiction</b>  <b>Completing this form:</b>  Hayward Area Memorial Hospital and Waters Edge</p>	<p><b>Name, Phone, Email of PRIMARY POC for this document:</b>  Jan McKichan 715-563-1794 (cell) jmckichan@hamhwe.com</p>	<p><b>Number of Agencies that participated in this exercise (including your own):</b>  59</p>	<p><b>Total number of local participants (people) that participate d in exercise:</b>  8</p>	
<p><b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b></p> <ol style="list-style-type: none"> <li>1. Interaction and communication with our tribal and county partners.</li> <li>2. Thought provoking scenarios</li> <li>3. Speaker from the Super Bowl experience had valuable information for the group</li> </ol>		<p><b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b></p> <ol style="list-style-type: none"> <li>1. Fire Department speaker could have been more informative.</li> <li>2. Table tops (distance) to far apart for good speaking and listening within the group</li> <li>3. More time for the Super Bowl speaker's presentation</li> </ol>			
<p><b>Executive Summary:</b> On April 25, 2018 a group of 8 individuals from Sawyer County, LCO and HAMHWE participated in a table top exercise involving a hazardous materials gas release and subsequent evacuation of a government building. The strengths discussed our current interactions through the LEPC. Opportunities included understanding the tribal responses to an event in our county.</p>					

# Ladysmith Care Community

Executive Summary and Improvement Plan/Corrective Action  
 Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

April 25, 2018

<b>Date of Exercise:</b>  April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b>  <b>Completing this form:</b> Ladysmith Care Community.	<b>Name, Phone, Email of PRIMARY POC for this document:</b> Jenny Abernathy Heidi Stipek	<b>Number of Agencies that participated in this exercise (including your own):</b>  <p style="text-align: center;">59</p>	<b>Total number of local participants (people) that participated in exercise:</b> <p style="text-align: center;">Rusk 7</p>	
<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> 1.) Working together with other disciplines within your country to come up with a plan. 2.) Networking to get ideas from others that may have experienced similar situations by discussing what went well and what did not. 3.) Realizing that we all have struggles with limited resources due to being in rural areas .			<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> 1.) Having more opportunities to get together and have these discussions.		

# Lakeview Medical Center

Executive Summary and Improvement Plan/Corrective Action  
Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

April 25, 2018

<b>Date of Exercise:</b>  April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction Completing this form:</b>  Lakeview Medical Center Rice Lake, WI	<b>Name, Phone, Email of PRIMARY POC for this document:</b>  Mark Manning 715-236-6285 <a href="mailto:manning.mark@lakeviewmedical.org">manning.mark@lakeviewmedical.org</a>  Karla Potts-Shufelt 715-236-6287 <a href="mailto:potts-shufelt.karla@lakeviewmedical.org">potts-shufelt.karla@lakeviewmedical.org</a>	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participate d in exercise:</b>  3 from LMC	
<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b>  1. Collaboration between organizations and community partners to understand the capabilities each has 2. Barron County Emergency Management strong and plays an active role in all activities, plans drills, involves all stakeholders 3. Ability to hear other counties suggestions and ideas to deal with situations		<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b>  1. Difficult to hear what others at the table are saying when everyone in the room is talking at the same time 2. Communication to long term care facilities 3. Transportation of residents during evacuation of long term care facilities			
<b>Target Capability</b>	<b>Identify the Observation you saw that should be corrected</b>	<b>Identified Corrective Action (How should it be fixed?)</b>	<b>Agency Responsible</b>	<b>Individual Responsible</b>	<b>Completion Date</b>
<b>Communication to all healthcare facilities</b>	Lack of communication to long term care facilities	Communication to all healthcare facilities at initial assessment of event. Communication happened to hospitals	County Emergency management	Mike Judy	

# Lakeview Medical Center

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

		but not long term care. Put process in place to get information to them.			
<b>Transportation for Long term care facilities to evacuate</b>	Lack of transportation options that are capable of transporting wheelchair bound or bedridden patients	Long term care facilities should have agreements in place with transport companies, Barron County should also have agreements in place for this.	Each facility and Barron County		

**Executive Summary:**

On April 25, 2018 a regional exercise was held for the NWWIHERC at WITC in Rice Lake WI. Barron County participants included Barron County Emergency Manager, representatives from Mayo Barron, Lakeview Medical Center, Marshfield Clinic, Dove Healthcare, and Barron County Public Health. The initial incident report showed a tanker truck that had turned over and was leaking fluid which was producing a large low lying cloud of green gas. Throughout this exercise the closest hospital was closed due to the direction of the wind and movement of the gas cloud. This also then resulted in needing to evacuate the local long term care facility due to a faulty air handling system.

The strengths identified during the exercise included excellent collaboration between organizations and community partners to understand the capabilities of each, the knowledge held by the Barron County Emergency Manager is strong and he responds to all significant emergencies and has communication tools in place, and lastly would be the knowledge that our local long term care facility has an evacuation plan in place and plan for relocation of their residents. Opportunities included an atmosphere that provides for participants to hear despite the background noise, better communication with our local long term care facilities regarding emergency incidents, and improved transportation possibilities for wheelchair and bedbound residents.

Overall, we feel much of the exercise was a success and collaborative effort on how to handle the situation. Lessons learned included needing to remember our long term care partners and assess their needs as well. As we move forward we will ensure that we are communicating to our local long term care facilities when needed.

# Lac Courte Oreilles Emergency Management and Community Health Center

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

<b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b> LCO Tribe LCO Community Health Center	<b>Name, Phone, Email of PRIMARY POC for this document:</b> <a href="mailto:psubera@lcohc.com">psubera@lcohc.com</a> 715-638-5179	<b>Number of Agencies that participated in this exercise (including your own):</b> 59	<b>Total number of local participants (people) that participated in exercise:</b> 2 LCO	
<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> 1. Group easily talked together; had worked together in past 2. Group learned about shared resources and persons who would be part of the event 3. Pros and cons options for evacuation were learning events.			<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> 1. Communication methods Teams and ways to contact them for call out. 2. Alerting and radion planning 3. Evacuation locations; follow up ways to connect resources		
Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Communication</b>	Connections and planned agreements are not in place.	Call out planning for groups who would be part of the incident and in the EOC. Planned communication through Sawyer County to LCO police to LCO health center and emergency response	LCO tribe	Matt Reidell and police	
<b>Incident command</b>	Identification of tribal incident command	ID persons and positions who would be Incident command at tribal level.	LCO Tribe	Matt Reidell and	

# Lac Courte Oreilles Emergency Management and Community Health Center

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

				Tribal Gov.	
<b>Evacuation</b>	Identification of methods and places that could be used as safe locations	Identify possible locations 3 would be a good amount for flexibility	LCOHC	psubera	

**Executive Summary:**

Exercise completed April 25. Sawyer County and LCO had participants taking part from Emergency, Community Health, and SC Public Health and SC Dispatch and SC nursing home. The event exercised was an explosion that effected the LCO Tribal government area. Immediate concern was decreasing possible exposure for any person in the area. Group quickly learned that the truck content could be found on the labeled patch on the truck and viewing this from a distance was advised. Evacuation and point to congregate was a difficult decision as most of the entities are within 300 feet. Use of the LCO 7 Winds Casino brought up the question of how many places plan this location as their back up spot.

Strengths during the exercise were the willingness to work together, the skill level of the players and in particular the emergency directors and dispatch's experience. The group has had experiences together during actual events and this was a strength as well. Opportunities to learn will be more: clear plans for communication and the identification of Tribal leader's role and communication. Another exercise would be good to work with planned communication and PIO sharing between Sawyer County and LCO. Moving forward we will share planning at the next LEPC meeting. The LCOHC will present an active shooter response during their annual inservice and the orientation to the new Behavioral health building, Bizhiki Wellness Center.

# Mayo Clinic Health System Home Health, Hospice, and Palliative Care

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<p><b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise</p>	<p><b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b> MCHS Home Health, Hospice and Palliative Care</p>	<p><b>Name, Phone, Email of PRIMARY POC for this document:</b> Barbara Jaderborg 715-579-2933 Jaderborg.barbara@mayo.edu</p>	<p><b>Number of Agencies that participated in this exercise (including your own):</b>  59</p>	<p><b>Total number of local participants (people) that participated in exercise:</b>  4</p>	
<p><b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> Collaboration with our colleagues in Home Health. Meeting our local emergency management resources face to face. Having hard discussions on addressing emergency needs when demands soar.</p>		<p><b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> Initial notification of the crisis to community key players  Ongoing communication of the emergency situation in real time.  Get emergency managers, PIOs, and nursing homes at the table for these exercises.</p>			
Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Communication</b>	Emergency Manager not represented	Build emergency plan at least two or three deep so positions are covered.	county	Tyler Esh	
<b>Communication</b>	PIOs from private and public sector	Need to practice consistent messaging at time of incident.	PIOs		

# Mayo Clinic Health System Home Health, Hospice, and Palliative Care

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

	not represented at exercise. Our initial notification of incident came from word of mouth or social media.				
<b>Safety and Security</b>	Our table did not have a nursing home represented to discuss the plan for sheltering residents.	Continued practice is needed on creating temporary shelter and transportation	HERC Exercise Designers		

**Executive Summary:**

On 4/25/18 a tanker spilled an unknown liquid in front of the county building in the center of the city. As the exercise progressed the liquid was identified. Shelter was established for nursing home patients at an alternative site with facility staff caring accompanying patients. HHH staff were texted a message of incident and location. No HHH patients needed evacuation. HHH staff rerouted travel to visits.

Sacred Heart Hospital, St Joe’s Hospital, OakLeaf, MCHS EC Hospital Emergency managers, Dunn and EC county environmental health(PH), Reserve Home Health, and MCHS Home Health, Hospice and Palliative care participated at a Dunn county and Eau Claire county table.

Strengths include: the collaboration with our colleagues in Home Health.

Meeting our local emergency management resources face to face.

Having hard discussions on addressing emergency needs when demands soar.

Opportunities for improvement include:

Initial notification of the crisis to community key players.

Ongoing communication of the emergency situation in real time.

Get emergency managers, PIOs, and nursing homes at the table for future exercises.

The exercise successfully brought healthcare and public health emergency management stakeholders together face to face.

Opportunities to improve notification of crisis early is needed to prevent the “word of mouth” notification.

# Mayo Clinic Health System Home Health, Hospice, and Palliative Care

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

Our Home Health , Hospice and Palliative Care program needs to be linked to notification systems like RAVE when available.  
Collaborate with our PIO in an emergency to provide consistent messaging to patients and staff.  
Overall this was a successful exercise.

Corrective action includes investigating our policy to share PH information with EMS, law enforcement, county EM.  
Get patient tracking system to local Incident Command for use.  
Adding notification process of the CMS regional office for 1135 waiver if declared disaster by state.

# Mayo Clinic Health System-Eau Claire

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

<p><b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise</p>	<p><b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b> Mayo Clinic Health System – Eau Claire</p>	<p><b>Name, Phone, Email of PRIMARY POC for this document:</b> Dave Salter <a href="mailto:Salter.david@mayo.edu">Salter.david@mayo.edu</a> 715-838-3597</p>	<p><b>Number of Agencies that participated in this exercise (including your own):</b>  59</p>	<p><b>Total number of local participants (people) that participated in exercise:</b>  2</p>	
<p><b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b>  Good Coordination between entities Learning who the new hospital reps. are as OakLeaf had 3 new staff that were present</p>		<p><b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b>  Need more stakeholders at the table(EM, Hospitals)</p>			
Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<p><b>Emergency Operations Coordination</b></p>	<p>Our table was engaged but what was really lacking was an EM presence as a resource for question that arose.</p>	<p>Local Emergency Management needs to be at the table during regional as well as local exercises</p>	<p>EC county Planning &amp; Emergency Management</p>		

# Mayo Clinic Health System-Eau Claire

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

## **Executive Summary:**

This exercise was held on April 25, 2018 for the purpose of allowing counties to work with their partners in a simulated event. The event was a Haz-Mat leak which cause the evacuation/defend in place of businesses. The Eau Claire County table had good representation by hospitals and public health but lack in emergency management. This exercise could have use a little more diverse group of players as it seem to favor healthcare.

Participant need to go back to their local committee and encourage participation in regional events if for nothing else that to meet regional partners.

# Mayo Clinic Health System-Northland

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

<p><b>Date of Exercise:</b></p> <p>April 25, 2018          Wisconsin Indianhead          Technical College, Rice          Lake, WI</p> <p>Tanker Spill Exercise</p>	<p><b>Name of Agency or Jurisdiction</b></p> <p><b>Completing this form:</b></p> <p>Mayo Clinic Health System-Northland</p>	<p><b>Name, Phone, Email of PRIMARY POC for this document:</b></p> <p>Melissa Miller          Safety Coordinator          715-537-6758          Miller.melissa2@mayo.edu</p>	<p><b>Number of Agencies that participated in this exercise (including your own):</b></p> <p>59</p>	<p><b>Total number of local participants (people) that participated in exercise:</b></p>	<p>2-MCHS Northland</p>
<p><b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b></p> <p>Good Working relationship within our county.          We communicate well in exercises, of course in real events communication gets tricky, but we are willing to work together to improve.          Communication tools and plans in place.</p>		<p><b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b></p> <p>Local Decision makers should be at the table.          County communicates well in exercises, need to put this to the test and have functional exercises.          Need to test our communication tools annually.</p>			

# OakLeaf Surgical Hospital

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<b>Date of Exercise:</b>  April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b>  <b>Completing this form:</b> OakLeaf Surgical Hospital	<b>Name, Phone, Email of PRIMARY POC for this document:</b> Frank Boutiette fboutiette@oakleafsurgical.com	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participated in exercise:</b>  3	
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<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> 1. Representation of multiple agency types; hospitals (rural and urban), skilled nursing facilities, home health and public health. 2. Increased interfaculty/agency awareness and understanding of the unique strengths and needs of each type of facility in the event of an actual emergency. 3. Sharing of information of numerous communication and post incident tools / apps such as Rave Alerts, Send Word Now or Responder First Aide app.	<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> 1. Communication, early notification and updating of information to appropriate facilities and agencies. 2. Lack of representation at drill by Fire, EMS, law enforcement.
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Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Communication</b>	Notification and communication systems are potentially vulnerable to failure	Development of capable and redundant communication systems that are utilized throughout regions/state	State and local government		

# OakLeaf Surgical Hospital

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

		Redundant communication systems within facilities/agencies , including internet based, regular telephone and cell based	Individual facilities		
<b>Broader spectrum of agencies / facility types, disciplines participating</b>	No representation from EMS	EMS agencies from the region advised to participate	EMS services		

**Executive Summary:**

On April 25<sup>th</sup>, 2018 in Rice Lake WI, a regional emergency readiness exercise was conducted. Several staff from OakLeaf Surgical Hospital was in attendance, along with representatives from numerous agencies and facilities and counties throughout western WI. Agencies / facilities represented ranged from acute care hospitals, public health and long term care/skilled nursing facilities to assisted living and home health agencies. The exercise scenario consisted of a tanker truck having been involved in a vehicle accident with resultant leakage of an initially unknown chemical near a local government building. Over the course of the exercise the scene evolved to include the presentation of multiple victims with respiratory symptoms at local emergency departments, and public evacuation from the area, ultimately progressing to HVAC system compromise for buildings in the immediate path of the chemical plume. The exercise culminated with the scene being secured, cleaned and the public being allowed to reoccupy the area with facilities and agencies discussing return to normal operations.

Identified strengths included the diversity of the agency types and participation levels throughout the region, along with increased knowledge and insight as to the unique capacities and needs of the various agency types including home health and skilled nursing facilities. Additionally tools that can improve communication and responder well being were shared with all in attendance.

Opportunities for improvement exist in the form of increased participation of agency and services not represented including EMS, ensuring consistent, up to date public information is uniformly managed and that early notification systems for all partners are developed and utilized.

This meeting was very informative, and with information learned OakLeaf Surgical Hospital will work to refine its internal communication systems and notification processes.

# Oakwood Health Services

Executive Summary and Improvement Plan/Corrective Action  
Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

April 25, 2018

<b>Date of Exercise:</b>  April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b>  <b>Completing this form:</b>  Oakwood Health Services	<b>Name, Phone, Email of PRIMARY POC for this document:</b>  Jon Richardson, 715-838-4252, jrichardson@nshorehc.com	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participated in exercise:</b>  2	
<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> 1) Facility made aware of and enrolled in Eau Claire County Emergency Mass Notification System 2) Organizations Plan would have worked well for this scenario including sheltering in place (initially), then evacuation procedures should have worked well 3) Facility Administrator was able to network with County emergency professionals and clarify County Emergency procedures for communication and evacuation			<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> 1. Facility did not have dependable source for rapid notification of emergency of this nature 2. Facility's EOP needs further adaption from corporate blueprint as it was not specific enough 3. Identified that facility's overhead paging had been disabled and has now been re installed.		
<b>Target Capability</b>	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Shelter in Place</b>	Facility's EOP did not clarify how to turn off outside air intake	Facility Administrator has directed Maintenance director to create instructions to be added to EOP	Facility	ED	6/29/18

# Oakwood Health Services

## Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

### Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

<b>Communication with Community Emergency Resources</b>	Facility's EOP did not specify local emergency contacts to gather info, guidance and resources from	Facility's Safety Committee to meet weekly until EOP updates are completed	Facility	ED	6/29/18
<b>Evacuation</b>	Facility's EOP had minimal documentation on non-emergency transportation	Facility's Safety Committee to meet weekly until EOP updates are completed	Facility	ED	6/29/18

On April 25, 2018 Oakwood Health Services participated in a regional symposium and table top exercise coordinated by the NWWIHERC. The exercise scenario was that there was a tanker truck filled with Ammonia which had overturned, and cloud of gas was escaping from the tank. Initially, the gas cloud was not headed toward the facility, and the exercise started with a test of our facility's ability successfully shelter in place, as well as prepare for the possibility of evacuation. The situation changed into an evacuation scenario as the wind switched and pushed the gas cloud toward the facility.

The first weakness that our facility identified in our Emergency Operations Plan (EOP) was that we had no formal method of being notified of area emergencies. The facility has since signed up multiple staff members for Smart911-Eau Claire County's mass notification system. We also did not have all the critical emergency contact information in our EOP that would be beneficial in a crisis. The facility also recognized a flaw in our EOP as it did not have instructions for staff to turn off the HVAC systems air intake. Our Maintenance Department are currently developing those instructions to be placed in our EOP. The facilities EOP did address steps to prepare for the possibility of evacuation.

As the exercise changed from a shelter in place to evacuation situation, the facility recognized that improvements would be helpful in our EOP in the areas of transportation and adding agreements with more facilities that would be able to receive our residents-including short term evacuations (schools, churches, etc.) as well as other health care facilities. The plan could also be improved as to how we keep resident's families notified (instructions for the use social media, etc. along with clear cautions of avoiding HIIPA violations). The facility's plan did contain good instruction for preparing belongings, medications, medical records etc.

As a result of this exercise, the facility has reviewed and will be updating much of our EOP. We will be adding tools-such as laminated cards with instructions, phone numbers, task assignments, etc.

# Osceola Medical Center

Executive Summary and Improvement Plan/Corrective Action  
Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

April 25, 2018

<b>Date of Exercise:</b>  April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction Completing this form:</b>  Osceola Medical Center	<b>Name, Phone, Email of PRIMARY POC for this document:</b>  Amanda Potting 715-294-5643 Amanda.potting@myomc.org	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participate d in exercise:</b>  12
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<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> <ul style="list-style-type: none"> <li>• It was great to have different roles present at each table to see “the whole picture” from every point of view.</li> <li>• Each team member participated and geared the situation to what would take place at their location so it was easy to see what the strengths and weaknesses were for each agency/jurisdiction.</li> <li>• The scenario was something that could easily happen at any point in time and therefore sparked some really good conversations on who had the capabilities in our jurisdictions to help with decon and cleanup of the situation at hand.</li> </ul>	<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> <ul style="list-style-type: none"> <li>• It would have been nice to have more of the hospitals and emergency services in my area there (St. Croix, Amery, and Westfield’s, etc.) so that we could know what each other have for resources and figure out what we could do in a real event to help each other out.</li> <li>• It would be helpful to have local fire agencies present to help understand what they can and cannot do related to decontamination.</li> <li>• It was eye opening to realize how many different entities would need to be involved in what one might consider to be a small incident.</li> </ul>
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Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Community Preparedness and Participation</b>	Involve local EMS, Fire, and Police in both tabletop and hands-on exercises.	Invite and encourage attendance of EMS, Fire, and Police in any external and internal exercises that they could potentially be called to help with.	Osceola Medical Center	Amanda (Em. Preparedness) and Drew	Within the next 6 months

# Osceola Medical Center

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

				(Plant Ops.)	
<b>Responder Safety and Health</b>	Make sure staff and emergency responders are educated.	Ensure that adequate training and equipment are available at the time of an incident and that staff are educated on how to use it.	Osceola Medical Center	Amanda Potting (Em. Preparedness)	Within the next 6 months
<b>Planning</b>	Increase communications between agencies involved	Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or community-based approaches to meet defined objectives.	EMS, Fire, Police, and OMC	All agency leaders	Within the next year

**Executive Summary:**

On April 25<sup>th</sup>, 2018, NWWHERC gathered Region 1 participants together for an exercise that consisted of a tanker truck carrying an unknown chemical crashing into a pick-up truck and how we would handle the situation in front of us. We were placed at tables that corresponded to the county we were from. This allowed us to work with agencies in our local areas to formulate a plan on how to handle the situation. The Polk County table consisted of multiple public health personnel, plant operations staff from Good Sam Nursing Home, Willow Ridge Nursing Home Manager, Amery EMS director, Osceola Medical Center, and Polk County's Emergency Management Coordinator, Kathy Poirier. By having participants from a variety of backgrounds and experience, we were able to look at the situation from all sides and really learn what our county is capable of doing if we all work together. Our three strengths included: having all different backgrounds that helped us developed a more clear and concise plan of action, learning what our county had as far as resources and who we could call on for decontamination at the scene (DOG fire and Amery Fire), and problem-solving for the "what-ifs" that could happen at any time. Three opportunities that we learned were: to work with our local fire, EMS, and police to know what to do if a similar situation happens in our area, train staff to be ready to act as DECON personnel if and when a patient that has been contaminated shows up at our facility, and communicate with others in our immediate and non-immediate areas to develop plans to help each other out as much as possible if a real-event happens. I believe this exercise was a real eye-opener to what could happen at any moment. It was relatable to everyone at our table and therefore I think everyone walked away with a bit more knowledge than they came in with. As I move forward in my career in emergency preparedness, I think that this has definitely made me realize how important it is to be connected with your local resources and hospitals. If you keep strong relationships with these people, it will help me thrive in my community and at my job.

# Pepin County Health Department

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<b>Date/ Location/ Focus of Exercise:</b> April 25, 2018 WITC Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency Completing this form:</b> Pepin County Health Department	<b>Name, Phone, Email of PRIMARY POC for this document:</b> Heidi Stewart, Director/ Health Officer 715-672-5961 hstewart@co.pepin.wi.us	<b>Number of Agencies that participated in this exercise:</b> 59	<b>Total number of local participants (people) that participated in exercise:</b> 3
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<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> 1) Relationships have been built new and old key partners 2) Resource sharing-interdisciplinary sharing 4) Evacuation planning for LTCF has improved	<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> 1) Key partners missing, such as Elected Officials, EM and EMS 2) Getting messages out to the public (redundancy for communication) and controlling rumor mill 3) Earlier notification for all partners; beyond Fire and LE
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Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Emergency Public Information and Warning</b>	Concerns of rumor mill and public sharing of incorrect information	Establish mechanisms for public and media inquiries that are acknowledged by community prior to and during an incident (211 or PESO Facebook page)	All	All	
<b>Responder Health and Safety</b>	Unable to identify the hazardous substance in a timely manner	Locally adopt CBRNE Plan	Fire	Jamie King	
<b>Information Sharing</b>	Radio, cell phones and other devices are likely to be overloaded during an incident and some partners do not have the	Identify intra- and inter-jurisdictional stakeholders across public health, public safety, private sector, law enforcement, and other disciplines to	EM	Maria Nelson	

# Pepin County Health Department

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

	capacity to communicate with the current system.	determine information-sharing needs.			
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## Executive Summary: Tanker Accident Exercise Summary

Exercise Capabilities- Critical Transport, Operational Coordination (EOC), and Operational Communications (Info Sharing)

Objectives- Ensure appropriate levels of critical transport throughout event, Demonstrate ability to activate ICS/ Command Post/ EOC, Ensure coordinated response throughout simulated event by activating and sustaining the incident command system, Ensure Situational awareness throughout simulated event by maintaining a common operating picture, determine communication plan.

Participants: Pepin and Pierce County Health Departments, One Pepin County Hospital and Two Pierce County LTC's

### Scenario:

At noon on May 25th, a tanker truck heading northbound was hit outside of the local government building by a one ton truck. The tanker was carrying an unknown chemical that is now producing a low yellow-green cloud that is forming in the area. Players discussed how each would be notified and what their immediate actions would be. There was general consensus that PH and LTC would not be on the primary notification list, so it is likely that no action would be taking place unless Administration was directing Government Center staff to evacuate. In that case, PH would be following the Government Center evacuation plan.

Dispatch quickly became overwhelmed with 911 calls. Victims are reporting to the local ED with difficulty breathing, nausea, and severe cough. The chemical has not been identified, but there are reports of a strong odor along with the cloud. People are trying to evacuate. At this point, PH would likely be joining others in the EOC and assisting as needed/ directed by EM. All day to day PH activities would be postponed. Hospital staff would be establishing a decon station and locking down the facility so that the contaminated individuals do not enter until deconed. If possible, decon would be happening right outside of the hot zone. The hospital reports that they would be calling extra staff to triage and assist. Elective surgeries would be postponed. Unless in the direct path of the plume, LTC would be holding steady and awaiting direction. Communication concerns were discussed. Neither Pepin County or Pierce County have radios that are shared by all partners for communication purposes. Some partners have reported significant radio connection problems. Within the EOC, a PIO would be assigned and a JIC opened if needed.

# Pepin County Health Department

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

The hazardous substance has been identified as chlorine gas, and is spreading due to the wind. The cloud is reaching a LTC facility and getting close to a school and local businesses. HVAC at the LTC has been compromised. Dispatch continues to be overwhelmed and additional victims are reporting to the ER. EM is requesting that shelters be opened. PH and Hospital would continue as above. PH could support evacuation, reception centers and shelters as needed. LTC would implement the evacuation or sheltering in place protocols. LTC and Hospitals would be discussing patient tracking, bed status, and transportation options.

The scene has been cleared, testing of air quality completed and re-entry is being advised. The COOP would be used to return to normal. Depending on the event, this may take a while. EPA, DNR, DATCP, and others would be consulted for environmental monitoring.

# Pierce County Health Department

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<b>Date of Exercise:</b>  April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b>  <b>Completing this form:</b> Pierce County Health Department	<b>Name, Phone, Email of PRIMARY POC for this document:</b>  Dianne H-Robinson, PHN Preparedness Coordinator Pierce County Health Department 715-273-6755 dhrobins@co.pierce.wi.us	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participated in exercise:</b>  2	
<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> 1- New partners at the table. 2- The Health Department works well with each other and other agencies. 3- Resource sharing and interdisciplinary sharing			<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> 1- Key partners missing i.e. EMS, LE, EM 2- Earlier notification for all partners 3- Identifying and notifying special facilities		
Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
Community Preparedness	Key partners were missing from exercise	The Health Department will send personalized invitations to HERC meetings and exercise to the County Emergency Manager, local LE and EMS.	PCHD	Preparedness Team	
Emergency Operations Coordination	From past experience, we believe the HD would not be initially notified of	The HD will meet with our EM to evaluate lines of communication following specific incidences.	PCHD and EM	Preparedness Team and EM	

# Pierce County Health Department

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

	the incident from this exercise				
Information Sharing	HD does not have a current directory of response partner directory	The HD will update and add clinics and long term care facilities to the Response Partner Directory from the PHEP	PCHD	Preparedness Team	

**Executive Summary:**

On April 25, 2018 the Western Wisconsin Public Health Readiness Consortium and the Northwestern Wisconsin Healthcare Emergency Readiness Coalition held a tabletop exercise at WITC in Rice Lake. The participants from Pierce County include representatives from the Spring Valley Senior Living and Health Care Campus, Atrium Post Care Acute Care of Ellsworth and the Health Department. The exercise was based on an accident involving a chemical carrying tanker that occurred outside our local government building. Initially we did not know what chemical the tanker was carrying.

The Health Department feels our strengths at the tabletop exercise included having new partners at the table, the Health Department's history of working well with each other and other agencies and the resource and interdisciplinary sharing that took place.

The Health Department feels three opportunities included missing key partners at the table i.e. EMS, LE and EM, it was believed that the partners at the table would not be notified early enough in the incident and that the long term care facilities might not even be on the notification list.

Overall the exercise as a success mainly because of the new partners at the table. In the past long term care facilities from Pierce County have not participated in exercises, it was great to see them at the table. The Health Department plans to work within our department to assure the missing partners are invited to participate in future exercises and to update our partner response directory to include long term care and any other missing entities. We also hope to work with our emergency manager to evaluation the lines of communication following specific incidences to assure all appropriate partners are notified in a timely manner.

# Polk County Emergency Management

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

<p><b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI Tanker Spill Exercise</p>	<p><b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b> Polk County Emergency Management</p>	<p><b>Name, Phone, Email of PRIMARY POC for this document:</b> Kathy Poirier 715-485-9280 kathy@co.polk.wi.us</p>	<p><b>Number of Agencies that participated in this exercise (including your own):</b>  59</p>	<p><b>Total number of local participants (people) that participated in exercise:</b>  11-12</p>	
<p><b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b>  Meeting new people from the Facilities. New partners at the table.  Recognizing the need for backup for ALL duties /positions/processes.</p>		<p><b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b>  As always, better communication with all involved agencies. The need for redundancy.  Transportation. Need to have realistic expectations of what resources can be expected.  Need to have the decision makers at the table.</p>			
Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<p><b>Evacuation/ Transportation</b></p>	<p>Need to have a plan. Facilities can not assume they</p>	<p>Facilities should work with partners (Police, Fire, EMS, other Facilities, etc.) to write a plan for various situations and know when it should be</p>	<p>Individual Facilities</p>		

# Polk County Emergency Management

## Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

### Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

	will get outside help.	implemented . Identify (and confirm) resource availability.			
<b>Command/Control</b>	Chain of Command and individual roles	Encourage Facilities to offer ICS 100 and 200 and NIMS 700 to all employees.	Individual Facilities with assistance from County agencies		
<b>Communication</b>	Need for redundancy.	Discuss all possible means of communication available at the facility. Make a communication plan to include all possible partners for emergencies.	Individual Facilities		

#### Executive Summary:

This exercise was held the WITC Conference Center in Rice Lake on Wednesday, April 25, 2018

I believe that one of the reasons this exercise was successful and beneficial was because of all the different agencies at the table. We get to know each other better and learn about our different roles and each agencies responsibilities. Having Regional meetings/exercises on an annual basis gives all involved the opportunity to stay connected. I have noted in the last few years that my communication/interaction with the Agencies that do participate in the exercise has increased considerably.

# Polk County Health Department

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b> Polk County Health Department	<b>Name, Phone, Email of PRIMARY POC for this document:</b> Gail Peterson, PHN 715-485-8510 gpeterson@co.polk.wi.us	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participated in exercise:</b>  11
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<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> 1. All partners had plans in place to manage shelter-in-place and evacuation. MOU's in place, LTCF's have parent company support 2. All partners had good feel for at least the basic ICS system both internally and how it may appear on county level. 3. Partners worked well together. Good to have LTCF present.	<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> 1. Communicating to the public remains a challenge in rural areas. 2. Not enough transport vehicles for LTCF residents so evacuation would be very slow. 3. Everyone needs to plan for recovery operations—physical (buildings, supplies, etc.), mental/emotional (trauma for all involved), financial including business losses
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Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Emergency Public Information and Warning/Information Sharing</b>	Limited communication modes in rural community to advise of evacuation and shelter location.	Work with county on implementing Code Red. Explore options to assure that as many people as possible enter information for notices.	Law Enforcement Emergency Management Public Health	Head of Dispatch	7/25/18

# Polk County Health Department

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<b>Mass Care</b>	Not enough resources to transport frail nursing home residents to shelter or other facilities	Expand transportation resource list— revisit At Risk Populations plan	Public Health	Planner	6/30/18
<b>Recovery</b>	Not all partners had a good grasp of impact of such an incident and the need for recovery plans	Continue work on Recovery plans— share plans and ideas with partners, share trainings on Psych 1 <sup>st</sup> Aid and trauma care	Public Health	Planner	Ongoing

**Executive Summary:**

April 25, 2018

Polk County Health Department participated in the Regional Preparedness Exercise along with representatives from Amery Hospital, Osceola Medical Center, Amery EMS, Willow Ridge Nursing Home, Good Samaritan Nursing Home (SCF), and Polk County Emergency Management. The exercise scenario involved a tanker truck roll over near our facility with the release of a chemical. The chemical release was significant and an evacuation of the area was needed.

**Strengths**—All partners had plans in place to respond to need to shelter in place and to evacuate. All partners had at least a basic grasp of the ICS system as well as the process of incident management and communication. Partners were willing to reach out to local partners and other resources to problem solve.

**Weaknesses**—Communications in rural area are still an issue. Transportation resources to evacuate a nursing home are very limited. Plans are in place to respond to emergencies but recovery plans are not robust.

We learned that we are better prepared for evacuations than about a year ago. Our LTC partners are actively involved in planning and preparing for emergencies. We need to continue to work on resources to fit the needs of at-risk/special populations. Polk County Health Department will work in whatever manner needed to implement Code Red, reassess available resources/gaps and continue work on recovery planning.

# Recover Health

Executive Summary and Improvement Plan/Corrective Action  
Northwest WI Healthcare Emergency Readiness Coalition and WPHRC Regional Exercise

April 25, 2018

<b>Date of Exercise:</b>  April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b>  <b>Completing this form:</b>  Recover Health	<b>Name, Phone, Email of PRIMARY POC for this document:</b>  Nicole Keene-Kelly 715-598-5600 <a href="mailto:Nkeene-kelly@recoverhealth.org">Nkeene-kelly@recoverhealth.org</a>	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participated in exercise:</b>	9-10
<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> -Making strong connections within the community that are beneficial in these types of situations. -Really needing to think under “crisis mode” to prepare for the what if’s of situations like these. -Using other people as resources.		<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> -I think it was a better resource for government agencies and hospitals as it pertained more to them. They would be more impacted by this specific situation. -I didn’t think there was enough time in between questions for solid brainstorm. -I think it would almost be beneficial to split the counties up (for example half of Eau Claire County works with half of Chippewa County) because not all emergent situations are going to be limited to one county.			
<b>Target Capability</b>	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Lack of Public Notification</b>	EC County does not have a solid form of public communication.	I think there needs to be a better understanding of the RAVE system, and it needs to be universal, not just an opt-in program.	Public Health/Local Gov’t	-	ASAP

# Recover Health

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

**Executive Summary:** On April 25th, members of numerous public and private entities of Northwestern Wisconsin traveled to WITC in Rice Lake, WI to participate in a table top exercise focusing on emergency preparedness. There, each person was asked to sit at a table with the rest of the members of their respective county. Each county table had members from government agencies, hospitals, home health agencies, nursing homes, EMS groups, etc. There was a wide variety of members at every table that would prove useful as the day went on. Each table was given the same emergent scenario and asked to work with their table to get through their crisis. A brief synopsis of the crisis was as follows: a tanker truck was hit outside of your county governing building. You don't know what the chemical that is currently spilling out is. More information will follow. From there, we were given more information and had to work with our county members to brainstorm solutions to various problems we were given.

There were both strengths and opportunities to this drill. For example, working with diverse members of the county allowed me to think of options that I would have probably never come up with by myself and bring those ideas back to my office. I was also able to make strong connections with different members of the county that maybe I wouldn't have been able to make had I not attended this table top. This was my first table top drill which gave me the opportunity to really think "what if," which I normally don't have to do. It's necessary to be realistic about emergent situations, and I hadn't really had to be before this. I do think this was a better opportunity for government agencies and hospitals just because the solutions revolve a lot around them. We would always help as a home health agency, but we didn't have a large part in this specific situation. I also found that there definitely was not enough time in between information/questions for our county to brainstorm solutions. We were coming up with a lot of good ideas, but not enough time to have those ideas evolve into better solutions. Finally, I think in the future, integrating counties would be beneficial because not all emergencies are limited to one county.

I do think this was a great opportunity for me. I learned a lot, especially since this was my first table top. I had not had to really prepare myself for any emergency, and this really made me feel like there was an emergency situation happening. It is so important to be realistic and to be prepared. I brought back a lot of good information to the office. The main thing I brought back was that in an emergency situation, we really don't have any way of finding out what is going on besides word of mouth and that could pose a real problem for us. Therefore, we are developing solutions on how to become better notified. All in all, it was a successful drill for me.

# Rusk County Public Health and Emergency Management

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b> Rusk County Public Health and Emergency Management	<b>Name, Phone, Email of PRIMARY POC for this document:</b> Nicole Nelson 715-532-2227 nnelson@ruskcountywi.us	<b>Number of Agencies that participated in this exercise (including your own):</b> 59	<b>Total number of local participants (people) that participated in exercise:</b>	6
<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> <ul style="list-style-type: none"> <li>• Collaboration of different disciplines (long term care, Public health, EM)</li> <li>• Every group coming up had a way of handling the spill and evacuations depending on organization they worked for</li> <li>• Knowledgeable EM's from all counties</li> </ul>		<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> <ul style="list-style-type: none"> <li>• More staff to attend the exercise from county</li> <li>• All organizations have their own plan up-to-date</li> <li>• If an organization is in a plan they need to be notified</li> </ul>			
Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Community Preparedness</b>	More staff to attend from county	Talk with supervisors from other departments on attending next exercise	Public Health EM	Nicole Nelson Tom Hall	
<b>Community Preparedness</b>	Plans up-to-date	Communicate with local organizations on plan progress and offer assistance	Public Health EM	Nicole Nelson Tom Hall	

# Rusk County Public Health and Emergency Management

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<b>Community Preparedness</b>	Notification to organizations in plans	Set up meetings with different organizations that are included in emergency plans	Public Health EM	Nicole Nelson Tom Hall	
<b>Executive Summary:</b> On April 25 <sup>th</sup> 2018 at WITC in Rice Lake local preparedness groups gather for a tanker truck spill exercise. The tanker was hit outside of a local government building and the chemical spilled is not known at the beginning of the exercise. A short time later people are showing signs of what could be a reaction from the chemical. The gas has now been identified as chlorine gas and is heading for the long term care facility and other businesses. Shelters are being requested by Emergency Management and The HVAC has been compromised at the long term care facility. At the end of the exercise the gas has cleared and the scene is no safe for re-entry to the public. Some strengths from this exercise were having knowledgeable Emergency Managers at every table to help with ways to get resources and who to contact. Every group had their own organizations plan to contribute ways to handle the situation and there were different disciplines at each table to discuss the scenario. This exercise helped think about ways to improve current plans and talk through the incident as a group on ways it would impact our local area. The exercise was a great success and helped our organization think through the problem with both the county employees and long term care employees.					

# Sacred Heart Hospital

Executive Summary and Improvement Plan/Corrective Action  
Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

April 25, 2018

<b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b>  <b>Completing this form:</b> Sacred Heart Hospital	<b>Name, Phone, Email of PRIMARY POC for this document:</b> Mark Anderson, 715-717-3702 Mark.anderson@hshs.org	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participated in exercise:</b>  1
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<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> <ul style="list-style-type: none"> <li>Hospital resources available to address decontamination: decon tent, decon suits</li> <li>State haz mat teams nearby and accessible as a resource</li> <li>Positive relationships between various agencies in the region</li> </ul>	<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> <ul style="list-style-type: none"> <li>Need for additional haz mat receiver training</li> <li>Need to exercise decon protocols, i.e. setting up tent and donning decon PPE</li> <li>Lack of complete contact lists available in emergency</li> </ul>
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Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Staff Roles</b>	First receivers need haz mat training	Continue to schedule and provide haz mat training for first receivers	Sacred Heart Hospital	Candace Grohskopf	10/31/18
<b>Staff Roles</b>	Infrequent practice in decon protocols	Conduct decon exercise	Sacred Heart Hospital	Candace Grohskopf	9/30/18
<b>Safety</b>	Potential for security lock down	Conduct lock down, crowd control related exercise	Sacred Heart Hospital	Brian Hedrington	11/30/18

# Sacred Heart Hospital

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

	to limit access to one entrance				
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**Executive Summary: )**

On April 25 the Northwest Wisconsin Healthcare Emergency Readiness Coalition facilitated a region-wide exercise. Participants included hospitals, county and tribal public health agencies, emergency medical services, and long term care facilities.

The scenario was an accident near the county government building that resulted in a chemical spill of an initially unknown substance. The scenario developed to include a public health emergency and a threat to residents of a skilled nursing facility.

Strengths observed during the exercise included:

- Open and collegial relationship and interactions between representatives of various organizations
- Readiness by many to deal with chemical decon due to training and resources
- Active problem-solving among various entities within a county, all utilizing similar terminology based on HICS

Opportunities identified by our organization included:

- Need to have continual readiness to deal with various emergencies at any time. Plan for training opportunities.
- To think of impacts beyond the patient coming by ambulance. Due to proximity many community members would independently access the hospital. We need to be ready to control entry into our facility.
- Be ready to communicate with community partners and resources.

It was a valuable experience to sit at the table with community partners and talk about “what if”.

We will use the lessons learned reflected in opportunities to enhance our readiness.

# Sawyer County Emergency Management

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<p><b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise</p>	<p><b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b> Sawyer County EM</p>	<p><b>Name, Phone, Email of PRIMARY POC for this document:</b> Pat Sanchez, 7156342004, psanchez@sawyercountygov.org</p>	<p><b>Number of Agencies that participated in this exercise (including your own):</b>  59</p>	<p><b>Total number of local participants (people) that participate d in exercise:</b></p>	<p>2</p>
<p><b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> Excellent coordination between local and regional stakeholders. Knowledge sharing of SMEs. Great discussion starter that lended to some “ah ha’s” that we need to work on in our county.</p>		<p><b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> Our county needs a more defined evac plan. Need to bring all health care providers in our county together to see what each of their emergency plans entail to identify gaps and overuse of certain resources. Need to exercise more with strategic partners.</p>			

# Sawyer County Health and Human Services

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<b>Date of Exercise:</b>  April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b>  <b>Completing this form:</b>  Sawyer County Health and Human Services	<b>Name, Phone, Email of PRIMARY POC for this document:</b>  Mary Slisz-Chucka, RN 715-638-3410 Mslisz-chucka@sawyerhs.hayward.wi.us	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participated in exercise:</b>  7	
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**Please identify the 3 Greatest Strengths You Observed During this Exercise:**

- Emergency operations coordination is a strength in our agency and county and the need for immediate organization of an EOC was recognized in all departments.
- Mass care would be a strength in the county with many stakeholders eager to participate during this type of event and qualified volunteers ready to respond.
- Community recovery would be another strength in our county as jurisdictional partners exercise incidents together and have built good relationships.

**Please identify the top 3 Areas of Improvement You Observed During this Exercise:**

- Responder safety and health would be at risk due to unknown chemical release.
- Community preparedness could be improved to engage community organizations to foster public health, medical, and mental/behavioral health social networks.
- Information sharing is critical during incidents of public health significance and important partners may not be notified immediately.

Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
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# Sawyer County Health and Human Services

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<b>Responder Safety and Health</b>	Identified the possibility that responders would be at risk before hearing about the incident due to exposed public who self deploy to the hospital.	Plans including scenarios that pose risks to responder safety and health should be exercised until staff are well versed on what subject matter experts are needed in each type of scenario and how to contact them for the fastest response. By quickly identifying the need for decontamination and zone perimeters, the risk of exposing responders is reduced. Increased presence of EMS partners would be beneficial during exercises.	All	All	Ongoing.
<b>Community Preparedness</b>	Identified the possibility of increased public exposure due to unknown need for decontamination.	Create jurisdictional networks for public health, medical, and mental/behavioral health information dissemination before, during, and after the incident.	Public Health	Preparedness nursing staff.	July 2018
<b>Information Sharing</b>	Identified key stakeholders to be incorporated into the information flow.	Prior to incidents, work with elected officials, identified stakeholders, and private sector leadership to promote continuous quality improvement process to define and redefine information-sharing needs.	All	Agency leaders.	Ongoing.

**Executive Summary:**

On April 25, 2018, the Tanker Spill Exercise occurred at Wisconsin Indianhead Technical College in Rice Lake, Wisconsin with a total of 58 agencies attending from many counties in the region. The scenario included a tanker crashing into a facility in the county leaking a yellow/green gas with reports of difficulty breathing in persons exposed to the fumes.

The agencies participating in this exercise immediately realized the necessity of an emergency operations center due to the nature of the incident. Emergency operations coordination is a strength in our county with knowledgeable staff and well written

# Sawyer County Health and Human Services

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

plans. Sawyer County EOCs have been practiced recently in a real-life disaster event and operated efficiently throughout the incident. Mass care would be a strength in the county with many stakeholders eager to participate during this type of event and qualified volunteers ready to respond. Partnerships with Red Cross, Salvation Army, Wisconsin VOAD, and NWWIHERC are valuable resources available to the county. Community recovery would be another strength in our county as jurisdictional partners exercise incidents together and have built good relationships.

Areas of improvement identified included responder safety and health, community preparedness, and information sharing. Responders would immediately be at risk to potential toxicities of the unknown release. Decontamination areas would not likely be set up on an immediate basis and patient transport could be difficult due to chemical exposure. Community preparedness could be improved to engage community organizations to foster public health, medical, and mental/behavioral health social networks. This incident provided an example of an incident that no one thinks will occur and tests whether we are actually ready for an incident that is not the expected and common weather related disasters. Information sharing is critical during incidents of public health significance and important partners may not be notified immediately. Rapid notification to hospital, long term care facilities, local business, and the public can provide clear guidance as to the nature of the incident and the steps that should be taken to reduce exposure to the public.

Overall, the exercise proved to be successful in demonstrating what issues may occur during a hazardous material incident. In this area, tornadoes, ice, flooding, and other weather related disasters are expected. To have the ability to practice an incident which is not expected provides a good opportunity to learn from other agencies about the risks involved in a hazardous chemical discharge. Sawyer County discussed the use of the WISER app and demonstrated the importance of this app for keeping the public safe in a possible chemical exposure. Moving forward, Sawyer County members realize the need for discussion and exercises related to hazardous chemicals in light of the changes in society and will work to incorporate more training in these incidents.

# Shell Lake Healthcare

Executive Summary and Improvement Plan/Corrective Action  
Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

April 25, 2018

<b>Date of Exercise:</b>  April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b>  <b>Completing this form:</b> Shell Lake Healthcare	<b>Name, Phone, Email of PRIMARY POC for this document:</b>  Jennie Klassa 715 4687202 jenniek@shelllakehealthcc.com	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participated in exercise:</b>	1
<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> Communication across many disciplines, people genuinely want to do the right thing  Volunteer network available		<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b>  Transportation is going to be an issue for any type of widespread evacuation. Phone lines have gone to VOIP if electrical is interrupted, so is phone service unless you have a land line.  Cell towers crash with many people trying to call out at the same time.			
Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Air handler units</b>	Not everyone knows how to disable them	Education of all staff on all available shifts	Individual facilities	supervisor	ASAP
<b>Executive Summary:</b> April 25 2018 all counties and the Emergency planning agencies for the counties along with the regional planner for state of Wisconsin. I was in Washburn county we had represented Spooner hospital, Public health, Home care, LTC and Carol Buck coordinator. A chemical spill of chlorine gas happened in front of the Public Government Center. The cloud of gas progressed, area facilities needed to try to lessen gas entering their building, shutting off the air handler units. It was found many					

# Shell Lake Healthcare

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

facilities do not have staff on at all times who are capable of doing this. The gas shifted and resulted in need for the local area nursing home to be evacuated. It became clear that with the widespread nature of the spill and multiple sites affected and requiring evacuation that the limited resource for transport in our area will be a major factor. The number of people who are wheelchair bound or stretcher transfer is much higher than the capacity of area transport.

Our three strengths:

We do have all staff trained as part of our fire protocol to shut down the air handler units.

We have three vans owned by our community, with possible 5 wheelchair bound and 10 seats available

We have a sister facility about one hour away that we can transfer our residents to and be able to access all of their information online via our electronic medical records system.

Opportunities:

Look closely at our evac plan for the local area, the two places we have MOU with would both have been exposed to gas and unable to be an evacuation location

Is there any other transport we can pull from outside areas that is not EMS to transport during an evacuation.

Lesson learned, widespread evac with any type of chemical gas exposure is a risky proposition.

Look into additional locations for MOU.

# Spooner Health

Executive Summary and Improvement Plan/Corrective Action  
 Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

April 25, 2018

Date of Exercise:	Name of Agency or Jurisdiction	Name, Phone, Email of PRIMARY POC for this document:	Number of Agencies that participated in this exercise (including your own):	Total number of local participants (people) that participated in exercise:	
April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Completing this form:</b>  Spooner Health	Annie Riedell 715-939-1536 ariedell@spoonerhealth.com	59	7	
<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b>			<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b>		
Good relationships have been established and continue to grow It was nice seeing nursing home involvement Everyone at our table did great sharing resources and shared plans that are in place.			Better explanation during the second part of the lecture Better process for getting message out to the communities		

# St. Croix County Public Health Department

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<p><b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise</p>	<p><b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b> St. Croix County Public Health Department</p>	<p><b>Name, Phone, Email of PRIMARY POC for this document:</b>  Kyle Shafer, 715-716-0656, kyle.shafer@sccwi.gov</p>	<p><b>Number of Agencies that participated in this exercise (including your own):</b>  59</p>	<p><b>Total number of local participants (people) that participated in exercise:</b>  6</p>	
<p><b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> 1: Connections made with Local partners. 2: Having local participants at a table allows a new perspective that is still county specific. For example, seeing how these other participants would react to the same incident gives everyone a better understanding of how things are done. 3: At the end of the exercise different counties compared what they did differently. This was good because filled in the spaces that were missed during the exercise.</p>			<p><b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> 1: More local participants would be a big improvement. St. Croix County only had one LTC facility at the table. 2: Having more Emergency Managers would also be a great contribution to the exercise. 3: If the direction of the exercise could be more geared towards affecting all of the local participants that would be great. For example, if the hospital is 25 miles away from the incident it didn't affect them.</p>		
<p><b>Target Capability</b></p>	<p>Identify the Observation you saw that should be corrected</p>	<p>Identified Corrective Action (How should it be fixed?)</p>	<p>Agency Responsible</p>	<p>Individual Responsible</p>	<p>Completion Date</p>
<p><b>Information Sharing</b></p>	<p>More partners at the table</p>	<p>Invite more potential partners from each county</p>	<p>Public Health</p>	<p>Kyle Shafer</p>	<p>4/1/2019</p>
<p><b>Community Preparedness</b></p>	<p>Skills and abilities not spreadout throughout</p>	<p>Train more employees how to run programs and send notifications</p>	<p>Public Health</p>	<p>Kyle Shafer</p>	<p>3/1/19</p>

# St. Croix County Public Health Department

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

Volunteer Management	Send RAVE tests to MRC volunteers	Put MRC volunteers on RAVE senders list	Public Health	Kyle Shafer	6/30/18
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## Executive Summary:

The Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise was on April 25<sup>th</sup>, 2018. This exercise was split by county and different partners throughout the county. At the Saint Croix County table there was one long term care facility, a hospital, and public health partners. The scenario of the event was a tanker truck was hit by a one ton pickup truck. This tanker truck was carrying chlorine gas and was reaching a long term care facility. We were given different situation reports that gave us more information as the exercise went on.

One of the strengths of the exercise was the different partners from the county all getting together. Another strength was talking about resources available with these partners. Making these connections could lead to important resources for the county. Another strength from the event was seeing how partners from the county do similar events differently. This gave a different perspective that was very valuable.

One of the major opportunities was sharing potential resources with county partners. This exercise also gave many people the opportunity to look at how they would realistically handle a chemical situation. The other opportunity this exercise gave people is a different perspective from other partners from the county. This is important especially when things are generally done the same way from one county to the next. Overall I think the exercise was a success. There were a lot of great take aways and lessons learned. Moving forward I plan on training others to use RAVE so notifications can be sent even when I'm not present.

# St. Joseph's Hospital

Executive Summary and Improvement Plan/Corrective Action  
Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

April 25, 2018

<b>Date of Exercise:</b>  April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction</b>  <b>Completing this form:</b>  St Joseph's Hospital	<b>Name, Phone, Email of PRIMARY POC for this document:</b>  Mark Anderson, 715-717-3702 Mark.anderson@hshs.org	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participated in exercise:</b>  1	
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<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> <ul style="list-style-type: none"> <li>• Hospital resources available to address decontamination: decon tent, decon suits</li> <li>• State haz mat teams nearby and accessible as a resource</li> <li>• Positive relationships between various agencies in the region</li> </ul>	<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> <ul style="list-style-type: none"> <li>• Need for additional haz mat receiver training</li> <li>• Need to exercise decon protocols, i.e. setting up tent and donning decon PPE</li> <li>• Lack of complete contact lists available in emergency</li> </ul>
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Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Staff Roles</b>	First receivers need haz mat training	Continue to schedule and provide haz mat training for first receivers	St Joseph's Hospital	Candace Grohskopf	10/31/18
<b>Staff Roles</b>	Infrequent practice in decon protocols	Conduct decon exercise	St Joseph's Hospital	Candace Grohskopf	9/30/18

# St. Joseph's Hospital

## Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

### Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

<b>Safety</b>	Potential for security lock down to limit access to one entrance	Conduct lock down, crowd control related exercise	St Joseph's Hospital	Brian Hedrington	11/30/18
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#### Executive Summary:

On April 25 the Northwest Wisconsin Healthcare Emergency Readiness Coalition facilitated a region-wide exercise. Participants included hospitals, county and tribal public health agencies, emergency medical services, and long term care facilities. The scenario was an accident near the county government building that resulted in a chemical spill of an initially unknown substance. The scenario developed to include a public health emergency and a threat to residents of a skilled nursing facility.

Strengths observed during the exercise included:

- Open and collegial relationship and interactions between representatives of various organizations
- Readiness by many to deal with chemical decon due to training and resources
- Active problem-solving among various entities within a county, all utilizing similar terminology based on HICS

Opportunities identified by our organization included:

- Need to have continual readiness to deal with various emergencies at any time. Plan for training opportunities.
- To think of impacts beyond the patient coming by ambulance. Due to proximity many community members would independently access the hospital. We need to be ready to control entry into our facility.
- Be ready to communicate with community partners and resources.

It was a valuable experience to sit at the table with community partners and talk about "what if".

We will use the lessons learned reflected in opportunities to enhance our readiness.

# Washburn County Emergency Management

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

<b>Date of Exercise:</b>  April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Name of Agency or Jurisdiction Completing this form:</b>  Washburn County Emergency Management	<b>Name, Phone, Email of PRIMARY POC for this document:</b>  Carol Buck, Emergency Management Director 715-468-4730 cbuck@co.washburn.wi.us	<b>Number of Agencies that participated in this exercise (including your own):</b>  59	<b>Total number of local participants (people) that participated in exercise:</b>  6 Washburn Co/1 WCHD	
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<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> 1. Preparedness plans in place, especially by LTCF 2. Partnerships fostered by NWWIHERC 3. Communication systems available, such as CODE RED	<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> 1. Need for additional partners to be brought into preparedness planning 2. Communication redundancy if cells are down 3. JIC
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Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Information Sharing</b>	New county phone system will be completely digitalized	Request I.T to have at least 1 or 2 landline phones available for EM and Public Health	PH, EM	C Buck C Nickell	
<b>EOP</b>	LTCF have been brought into county emergency preparedness	Update Assisted Living Center information and invite them to participate in NWWIHERC	PH	C Nickell	

# Washburn County Emergency Management

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

	planning, but assisted living centers have not				
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**Executive Summary:**

Washburn County participated in NWWIHERC’s Chemical spill tabletop exercise on 4/25/2018. The scenario was a tanker spill in front of the Government Center. Capabilities tested included Emergency Operations Coordination, Emergency Public Information and Warning/Information Sharing, and Critical Transport. There were 6 participants from 6 Washburn County agencies at the regional TTEX.

Hearts of Gold Home Care (1)	Northern Lakes CHC (1)	Spoooner Health (1)	Washburn Co. EM (1)	Washburn Co. Public Health (1)	Shell Lake Living center (1)
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Three strengths were:

1. Preparedness plans in place, especially by LTCF preparedness
2. Partnerships fostered by NWWIHERC
3. Communication systems available, such as CODE RED

Three Opportunities were:

1. Need for additional partners to be brought into planning.
2. Communication redundancy if cells are down
3. JIC

Washburn County is overall well prepared to deal with a transportation spill. Our hospitals and LTCF have evacuation and surge plans in place, with alternative locations for the LTCF that would be more removed from any local event. Transport plans also are in place that don’t rely on school buses. CODE RED is available for mass notification, but there will need to be some redundancy, such as door to door notification by L.E. and Fire. It would also be helpful if the County phone system can maintain some landlines. While the LTCF are adequately prepared, other facilities, such as Assisted Living Centers have not participated in joint preparedness planning, and need to be engaged. It is very important that affected partners be notified, and that public information be released through a JIC so that messaging is the same. While the EM can open an EOC, bring in the liaisons and open a JIC, it is also dependent upon the IC. Overall, the experience was felt to be of value by all participants. It was especially timely in view of the oil refinery fire and evacuation that occurred in Douglas County the day after the exercise.

# Washburn County Health Department

Executive Summary and Improvement Plan/Corrective Action

Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

April 25, 2018

<p><b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI Tanker Spill Exercise</p>	<p><b>Name of Agency or Jurisdiction Completing this form:</b> Washburn County Health Department</p>	<p><b>Name, Phone, Email of PRIMARY POC for this document:</b> Cheri Nickell, Health Officer 715-635-4400 cnickell@co.washburn.wi.us</p>	<p><b>Number of Agencies that participated in this exercise (including your own):</b>  59</p>	<p><b>Total number of local participants (people) that participated in exercise:</b> 6 Washburn Co/1 WCHD</p>	
<p><b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> 1. Preparedness plans in place, especially by LTCF 2. Partnerships fostered by NWWIHERC 3. Communication systems available, such as CODE RED</p>			<p><b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> 1. Need for additional partners to be brought into preparedness planning 2. Communication redundancy if cells are down 3. JIC</p>		
Target Capability	Identify the Observation you saw that should be corrected	Identified Corrective Action (How should it be fixed?)	Agency Responsible	Individual Responsible	Completion Date
<b>Information Sharing</b>	New county phone system will be completely digitalized	Request I.T to have at least 1 or 2 landline phones available for EM and Public Health	PH, EM	C Buck C Nickell	
<b>EOP</b>	LTCF have been brought into county emergency preparedness	Update Assisted Living Center information and invite them to participate in NWWIHERC	PH	C Nickell	

# Washburn County Health Department

Executive Summary and Improvement Plan/Corrective Action

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHERC Regional Exercise

	planning, but assisted living centers have not				
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**Executive Summary:**

Washburn County participated in NWWIHERC’s Chemical spill tabletop exercise on 4/25/2018. The scenario was a tanker spill in front of the Government Center. Capabilities tested included Emergency Operations Coordination, Emergency Public Information and Warning/Information Sharing, and Critical Transport. There were 6 participants from 6 Washburn County agencies at the regional TTEX.

Hearts of Gold Home Care (1)	Northern Lakes CHC (1)	Spooner Health (1)	Washburn Co. EM (1)	Washburn Co. Public Health (1)	Shell Lake Living center (1)
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Three strengths were:

1. Preparedness plans in place, especially by LTCF preparedness
2. Partnerships fostered by NWWIHERC
3. Communication systems available, such as CODE RED

Three Opportunities were:

1. Need for additional partners to be brought into planning.
2. Communication redundancy if cells are down
3. JIC

Washburn County is overall well prepared to deal with a transportation spill. Our hospitals and LTCF have evacuation and surge plans in place, with alternative locations for the LTCF that would be more removed from any local event. Transport plans also are in place that don’t rely on school buses. CODE RED is available for mass notification, but there will need to be some redundancy, such as door to door notification by L.E. and Fire. It would also be helpful if the County phone system can maintain some landlines. While the LTCF are adequately prepared, other facilities, such as Assisted Living Centers have not participated in joint preparedness planning, and need to be engaged. It is very important that affected partners be notified, and that public information be released through a JIC so that messaging is the same. While the EM can open an EOC, bring in the liaisons, and open a JIC, it is also dependent upon the IC. Overall, the experience was felt to be of value by all participants. It was especially timely in view of the oil refinery fire and evacuation that occurred in Douglas County the day after the exercise.

# Westfields Hospital

Executive Summary and Improvement Plan/Corrective Action  
Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

April 25, 2018

Date of Exercise:	Name of Agency or Jurisdiction	Name, Phone, Email of PRIMARY POC for this document:	Number of Agencies that participated in this exercise (including your own):	Total number of local participants (people) that participated in exercise:	
April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise	<b>Completing this form:</b> Westfields Hospital (Emergency Dept Rep)	Dominic Ehman, Dominic.l.ehman@westfieldshospital.com	59	1	
<b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> <ul style="list-style-type: none"> <li>• LTCF actively engaged with well thought out plans</li> <li>• Public Health had great ideas/understanding/plan for information dissemination to public</li> <li>• Excellent dialogue between LTCF, Hospitals and PH players that were at table. All were engaged and learned from each other.</li> </ul>			<b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> <ul style="list-style-type: none"> <li>• No EMS representation for St. Croix County</li> <li>• Overall small group from St. Croix County, would be nice to have more players participate.</li> </ul>		

# Western Wisconsin Health

Executive Summary and Improvement Plan/Corrective Action  
Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

April 25, 201

<p><b>Date of Exercise:</b> April 25, 2018 Wisconsin Indianhead Technical College, Rice Lake, WI  Tanker Spill Exercise</p>	<p><b>Name of Agency or Jurisdiction</b> <b>Completing this form:</b> Western Wisconsin Health in Baldwin, WI</p>	<p><b>Name, Phone, Email of PRIMARY POC for this document:</b> Linda Maday, RN, Emergency Preparedness Coordinator 715-684-1304 or 715-928-2502 (cell) Linda.maday@wwhealth.org</p>	<p><b>Number of Agencies that participated in this exercise (including your own):</b>  59</p>	<p><b>Total number of local participants (people) that participated in exercise:</b>  1 from WWH (6 from St. Croix County)</p>	
<p><b>Please identify the 3 Greatest Strengths You Observed During this Exercise:</b> 1. This event was organized in a similar manner as if it were an actual event managed by the ICS structure. 2. I appreciate the “no fault” environment where any questions can be asked and answered. 3. I appreciated the opportunity once again to meet and network with new individuals, particularly those within my own county.</p>		<p><b>Please identify the top 3 Areas of Improvement You Observed During this Exercise:</b> 1. The need to better plan for reunification after an event. 2. The need for expanded communication during an event particularly keeping social media in mind. 3. The need to train “deeper” in our ICS positions; here at our hospital we are only “two deep” in most areas and our house supervisors recently were tested and admit they do not understand the ICS structure and in particular, their role in ICS.</p>			
<p>Target Capability</p>	<p>Identify the Observation you saw that should be corrected</p>	<p>Identified Corrective Action (How should it be fixed?)</p>	<p>Agency Responsible</p>	<p>Individual Responsible</p>	<p>Completion Date</p>

# Western Wisconsin Health

## Executive Summary and Improvement Plan/Corrective Action

April 25, 201

### Northwest WI Healthcare Emergency Readiness Coalition and WPHRC Regional Exercise

<b>Training</b>	Cross training for large public events	I would like the coalition to consider their membership partner with security at large public planned events to strengthen reserves. By cross training at planned events, we might be better ready to handle the security needs at an unplanned event.	Begin at the county level and share this idea at a regional coalition meeting.	Natasha Cardinal or Kyle Shafer of St. Croix County	12-31-2019
<p><b>Executive Summary:</b></p> <p>This regional spring conference held April 25, 2018 at WITC Rice Lake, Wisconsin offered training and testing, much like any ICS real life event. First we had the opportunity to hear from the individual in charge of security at the last Super Bowl held in the Twin Cities this past February. She shared the challenges faced, both planned and unplanned, and lessons learned going forward for future events. The next speaker discussed the Chemtrec decontamination process on a broad level, explaining when, why and how state decon teams would be sent to a particular site in need of that service. His presentation led into a table top exercise dealing with the scenario of a chemical spill and ensuing danger, including the need for evacuation of patients. The scenario was realistic and well organized. It offered a myriad of opportunities to share concerns with others within our county and expanded out into a larger region.</p> <p>Using this new information related to decontamination, I was able to update our file information to include the phone contact for the State Duty Officer. The information received and discussed further confirms for me our facilities' need to thoroughly review two policies and procedures –Shelter in Place and Evacuation. After these policies are studied and any necessary changes made, we should consider doing an exercise to test these very policies. It was also made clear that we need expand those individuals training in the major ICS positions so we are at least “three deep” in those roles.</p>					

# Participant Feedback Survey Results

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

Question 1: What type of agency do you represent?

<b>ANSWER CHOICES-</b>	<b>RESPONSES-</b>
Hospital	<b>30.36%</b> 17
Emergency Management	<b>10.71%</b> 6
Public Health Department	<b>32.14%</b> 18
EMS/Air Medical	<b>3.57%</b> 2
Home Care/ Hospice	<b>3.57%</b> 2
Long Term Care	<b>19.64%</b> 11
<b>TOTAL</b>	<b>56</b>

# Participant Feedback Survey Results

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPBRC Regional Exercise

Question 2: The morning speakers provided interesting and valuable information regarding emergency preparedness.

<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
0.00% 0	1.75% 1	7.02% 4	38.60% 22	52.63% 30	57	<b>4.42</b>

Question 3: The Exercise Scenario was Plausible and Realistic

<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
0.00% 0	0.00% 0	5.26% 3	50.88% 29	43.86% 25	57	<b>4.39</b>

Question 4: Exercise participants included the right people in terms of disciplines.

<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
3.57% 2	8.93% 5	19.64% 11	48.21% 27	19.64% 11	56	<b>3.71</b>

# Participant Feedback Survey Results

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

## Comments:

1. EMS and Fire departments need to be present
2. Our county didn't have all disciplines represented due to schedules. It would have been nice. It was beneficial to hear the information given from the other counties.
3. Could have used EMS perspective
4. local decision makers should be involved
5. Several people were missing from the table including hospital, fire and EMS.
6. Could always be more players at the table.
7. Would have been nice to have more folks representing Law Enforcement and Fire/EMS since they played a key role in the initial response and threat assessment. Fire personnel would most likely had been the Incident Commander.
8. We were missing Emergency Management representation
9. Would also have included fire and elected officials participating in exercise.
10. We needed Emergency Management for our group
11. EMS, Police & Fire should be at table
12. Would like to see more long term care facilities since it focused on them more.
13. Would have been nice to have more participants.
14. Could have used a wider variety of disciplines.
15. It was great being grouped with our counties as we could put faces to names with individuals we may not have met before and work together on scenarios.
16. It would have been nice to have EMS, Fire Department or Police present for their perspective
17. Missing EMS
18. Policy makers, police/fire dept, other transportation options
19. There were only 1 LTC representative at our table, no EMS, and only 2 hospitals when we have 4 in our area.
20. Poor discipline attendance for Ashland & Bayfield Counties (my table).
21. I would have liked to see more EMS and EM at the event.
22. We didn't have key partners attend the event
23. Representatives from Ashland/Bayfield County did not include LTC, hospital, EMS or home care/hospice
24. Our table was missing county emergency manager, PIOs, and SNF representation
25. Emergency Management, Police Department, EMS, Fire

# Participant Feedback Survey Results

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

Question 5: Exercise participation was appropriate for someone in my field and level of experience.

<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
0.00% 0	1.75% 1	8.77% 5	49.12% 28	40.35% 23	57	<b>4.28</b>

## Comments:

1. In home care things are handled a little different, because our patients are out in the community.
2. Public Health is the only one that ever attends this exercise from rural areas. The exercises always apply to fire, EMS, hospital, police, etc. and not public health.
3. As I am from NorthLakes Community Clinic - Minong, not everything applies to us for immediate emergencies, but it helps me greatly to understand the steps I need to take when things would happen at our clinic.
4. Scenario is going to focus on a different target group, but all disciplines need to be at the table.
5. Only need look at the current situation in Superior to know this could happen very easily in a number of our communities.

Question 6: The exercise increased my understanding of and familiarity with the capabilities and resources of other participating organizations.

<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
1.79% 1	3.57% 2	5.36% 3	48.21% 27	41.07% 23	56	<b>4.23</b>

# Participant Feedback Survey Results

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

## Comments:

1. I think that if our home care patients are not being effected by the disaster our staff could volunteer at command center and then directed as to where we are most needed.
2. Limited participating organizations
3. This is always difficult to incorporate actual capabilities and true function of those capabilities into an exercise. This was well done.
4. So glad we came. I cannot tell you how much this helped our facility and myself for planning purposes. Good to network with our county.

## Question 7: Please provide recommendations on how this exercise or future exercises could be improved or enhanced?

1. Nothing to add.
2. I truly believe local authorities such as mayor, town board members, etc. should be present so they get their feet wet before the real incident.
3. The exercises either need to be public health based such as a communicable disease or other people need to be at the table besides public health and EM. Our EM needs to promote exercises within the community, and she does not appear to do this.
4. I would like to see some of the details regarding the incident to be concrete. We went through what ifs. Such as what if the truck crashes in front of the LTC, then what if it crashed in front of the hospital.
5. Like I stated earlier in this survey, I think we would have got more value out of this exercise if there would have been more involvement or participation from Law Enforcement and Fire/EMS Personnel. It seemed like 85% of the people in attendance were affiliated with healthcare/medical, etc. So we had no real input from LE on their response and initial assessment and Fire Personnel most likely taking over the Incident Command once the initial assessment was complete. Overall, it was an excellent exercise.
6. Several of the agencies dominated the conversations. If at all possible, it might be helpful to have a moderator at each table to help direct the conversations, especially when we are introducing new partners into these exercises.
7. I had a very difficult time hearing others at our table during the exercise, partly loud room and partly large table and some quiet talkers.
8. Build upon scenario and take exercise to the next level. Could also participate with Emergency Management exercises.
9. It was very difficult to hear at our break out tables, consider making a change to that process
10. Just to continue to do theses. It helps up think more critically
11. My only comment with Hazmat, even if we didn't have the exact chemical, we would have been able to narrow the chemical down to a category based on the type of truck trailer, which would likely would have changed the scenario. No decontamination.

# Participant Feedback Survey Results

April 25, 2018

## Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

12. Long term care is good to include, but it is difficult to continuously plan exercises around those residents that are "stable". It would really stress the resources more if the exercise involved a large number of unstable patients that needed acute care along with community and life hazards along with it. This would enhance knowledge of police, fire, EMS, public health, hospitals, LTC, EM, public works, etc...
13. Increased participation of community members and professionals from a wide variety of disciplines (including more EMS, Fire, clinic and hospital providers).
14. Hazmat speaker gave very high level review. Did not get much out of it other than number to call if questions or need assistance. Initial speaker on Superbowl, event planning was great. Lots of good tips, things to think about if having a large event- what to prepare for.
15. No recommendations at this time. These exercises are great practice and open our eyes to all the areas we can continue to improve our processes and planning.
16. It would be good to have activities that we physically move around a little to do so that we don't sit for so long.
17. Very good experience, relationships built and resources identified. Gaps in plans including back up and night time/weekend staff training.
18. I wonder if you have 2 or 4 table top exercise closer to each county you would have more success at getting other partners to the table?
19. improved attendance by multiple entities
20. Getting fire and ems on
21. The first presenter was much better than the second presenter. He was basically reading the slides that he admittedly got from someone else who prepared them.
22. No suggestions at this time; I was very pleased to see multiple overhead screens were available so we in the back of the room could easily follow along with the items presented.
23. I thought it was well organized and the ideas/solutions were communicated well. I also appreciated the variety of disciplines that were represented.
24. This was my first experience for an exercise and I thought it was great.
25. Really hard to hear each other during the exercise portion. Acoustics in room not the greatest for that type of work. Needed to decide where the accident occurred as that determined the plan of action for each participant. Hard to conduct one scenario for such a varied group from very different geographical spots in our county.
26. It was perfect!
27. Stress importance in the invitation of who should be at the table.
28. It was excellent. I wonder if the Douglas County participants could address this in view of the 4/26 explosions. More practice in communication of an incident using social media tweeter etc. Could we have templates developed?
29. More Emergency Managers attending
30. Do a exercise starting at the beginning. I.E. Fire, defend in place, partial evacuation, then full evacuation, transportation going to another place and then full recovery. Demonstrating policy & procedures and communications plans

# Participant Feedback Survey Results

April 25, 2018

Northwest WI Healthcare Emergency Readiness Coalition and WWPHRC Regional Exercise

## Question 8: Please share topics or themes for future exercises/symposiums.

1. I think something involving the schools, would be very beneficial, with all of the school involvement recently, and it happens in small communities as well as large ones.
2. disease outbreak City wide power outage for a few days
3. Active shooter
4. A communicable disease outbreak or something that applies more to public health. I'm tired of ice storms, train accidents or tanker spills. Those scenarios might be more exciting if we had the appropriate players at the table, but we do not.
5. I would like to have training on active shooter situations.
6. Since most of the counties involved are rural and located in the north woods, anything involving severe weather is practical and a likely situation. Be it an ice storm event or straight winds/tornado or flooding.
7. Anything emergency preparedness related.
8. Large scale evacuation
9. We spoke about the superbowl, an idea could be a major disaster at a big event like that.
10. I would like to participate in full scale exercises.
11. Wildfire across multiple counties/jurisdictions.
12. I would definitely participate in another incident meeting like this one.
13. Superior WI, Oil Refinery Explosion Response
14. Superior oil refinery share the details around their incident at our next table top.
15. In light of the day-after events, the ttx was timely!
16. I am interested in learning more about the Human Trafficking. In addition, reunification strategies are of interest to me.
17. Workplace violence, pandemic
18. Douglas County will be able to share some good stuff about the response to the factory explosion/fire.
19. Cybersecurity, anything that requires a jurisdiction to go "unified" to get goals accomplished.
20. Multiple explosions (similar to Superior 4/26/18) where the situation continues to change and impact more of the community.
21. More of the same.
22. Anything other than Anthrax. (I know the event wasn't anthrax but there's too many anthrax exercises.)
23. Emergency preparedness policy & procedures and communication plans.
24. Natural disasters that are not an easy "okay it's done" close. It would be okay to have a scenario that doesn't really "end" per say, but to discuss how that looks and what implications it has. (Tornado, significant flood, ice storm).

## APPENDIX B: LOCAL AND REGIONAL EXERCISE PARTICIPANTS

Participating Organizations
<b>Regional (3)</b>
Northwest Wisconsin Healthcare Emergency Readiness Coalition
Western Wisconsin Public Health Readiness Consortium
Wisconsin Emergency Management Northwest WI Region
<b>Community Health Clinic (1)</b>
Northlakes Community Health Clinic
<b>County and Tribal Emergency Management (8)</b>
Ashland County
Barron County
Lac Courte Oreilles
Polk County
Rusk County
Sawyer County
St. Croix County
Washburn County
<b>Air Medical/Emergency Medical Services (2)</b>
Amery EMS
LifeLink III
<b>Home Health Care and Hospice (2)</b>
Hearts of Gold
Mayo Clinic Home Healthcare and Hospice
<b>Hospitals (14)</b>
Amery Hospital and Clinics
Burnett Medical Center
Chippewa Valley Hospital-Durand
Hayward Area Memorial Hospital
HSHS Sacred Heart
HSHS St. Joseph's Hospital
Lakeview Medical Center
Mayo Clinic Health System: Eau Claire
Mayo Clinic Health System: Northland
OakLeaf Surgical Hospital
Osceola Medical Center

# Appendix B

After-Action Report/Improvement Plan (AAR/IP)  
NWWIHERC and WWPHERC Regional Exercise 2018

Tanker Accident

Spooner Health
Western Wisconsin Health
Westfields Hospital and Clinics
<b>Local Public Health Departments (15)</b>
Ashland County
Barron County
Bayfield County
Burnett County
Chippewa County
Douglas County
Dunn County
Eau Claire County
Pepin County
Pierce County
Polk County
Rusk County
Sawyer County
St. Croix County
Washburn County
<b>Long Term Care Facilities (13)</b>
Atrium Post-Acute Care of Ellsworth
Cornell Health Services
Dove Healthcare
Good Samaritan Society-St. Croix Valley
Hammond Health Services
Ladysmith Care Community
Oakwood Health Services
Recover Health
Shell Lake Healthcare Center
Spring Valley Senior Living and Healthcare
Water's Edge
Willow Ridge Healthcare
WI Veteran's Home
<b>Tribal Health Clinic (1)</b>
Lac Courte Oreilles Health Clinic