

January 26, 2015
2:00-3:00 pm ET

Mystery Patient Drill Project Introduction

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Welcome

PCEPN stands for Primary Care Emergency Preparedness Network. It is a coalition of primary care providers within New York City dedicated to health care emergency response. The coalition is led by the **Community Health Care Association of New York State**, in close partnership with the New York City Department of Health and Mental Hygiene and New York City Emergency Management.



About PCEPN

- PCEPN offers resources, trainings, and technical assistance to improve primary care centers' ability to plan and prepare for, respond to and recover from emergencies and disasters.
- PCEPN provides representation at the Emergency Support Function #8 (Public Health and Medical Services) Desk at the New York City Emergency Operation Center (EOC).

Background

In April 2015, PCEPN facilitated Mystery Patient Drills at 21 distinct primary care centers (sites) operated by 19 primary care networks (organizations).



Learning Objectives

Upon completion of this webinar, participants should be able to:

- Describe the Mystery Patient Drill and its focus on screening and isolation
- Identify the potential roles and responsibilities of drill team members
- Describe next steps for drill development and implementation

Why do a Mystery Patient Drill?

- Rapid recognition and isolation of patients with highly communicable diseases is critically important
- Recent delays in identifying and isolating patients demonstrate the need to ensure effective triaging of patients with fever and respiratory or rash illnesses according to DOHMH guidance



“The more prepared we are for the ordinary, the better prepared we will be for the extraordinary”

Why participate in PCEPN's Mystery Patient Drill Project?

- Opportunity to assess infectious disease preparedness in your primary care center
- Conducting drills supports the ongoing enhancement of your primary care center's emergency management program
- Customizable tools, templates, and guidance are provided to help your primary care center develop and conduct future drills internally
- Participating primary care centers will receive \$1,000 in emergency management supplies/equipment

Why do a Mystery Patient Drill in the Primary Care setting?

- Primary Care Centers are important and vulnerable points of entry into a healthcare system
- Effective strategies for triage applied in primary care settings will have a great impact on minimizing transmission within and beyond the clinic setting
- Expertise gained in planning for communicable disease triage will be useful in identifying and controlling infectious disease



Exercise Objectives

- Assess the ability of the primary care center to appropriately screen a potentially infectious patient
- Assess the ability of the primary care center to appropriately isolate the potentially infectious patient



Mystery Patient Drill Project Concept

- Unannounced drill conducted in partnership with PCEPN
- Customizable format to follow your primary care center's specific policies and procedures around screening and isolation
- Actors will present at the primary care site with Influenza-like Illness (ILI) including a fever and respiratory symptoms or rash

Drill Kit Documents

- Exercise Plan
- Master Scenario Events List (MSEL)
- Exercise Evaluation Guide
- Actor Profile/Script
- Hotwash (debrief) Guide
- Participant Feedback Form
- After Action Report (AAR) Template



Drill Team Roles and Responsibilities

- Coordinate on site-specific drill logistics
- Identify site's drill date and time
- Review and update internal screening and isolation protocols
- Modify drill documents to fit site needs
- Participate as Exercise Controller/Evaluator
- Submit copies of exercise documents at end of exercise
- Develop after-action report and improvement plan

NYC DOHMH Guidance

The NYC DOHMH Guidance for Screening and Isolation of a Single Patient with Fever/Rash or Respiratory Illness is composed of four sections:

- Initial Patient Encounter (Identify)
- Infection Control Measures on Arrival (Isolate)
- Notification and Evaluation (Inform)
- Identification and Management of Exposed Persons in clinic settings

Important Dates

Dates	Activity	Participants
February 23, 2016 2:00 pm	<u>Screening & Isolation Protocols Webinar</u> Webinar will review protocols for primary care sites based on DOHMH guidance documents.	Clinical staff and EM committee members
March 23, 2016 2:00 pm	<u>Exercise Plan Review Webinar</u> Webinar for drill teams to review exercise plans and logistics. Drill teams will review exercise plan, Master Event Scenario List, Exercise Evaluation Guide, Actor Scripts, and Hotwash documents.	Drill Team Members and Mystery Patient Actors (Volunteers)
March 28- April 8, 2016	<u>Execution of Mystery Patient Drill</u> Drill will be executed at the primary care site and must be conducted between these two weeks.	Drill Team Members, PCEPN, Mystery Patient Actors, Primary Care Center Staff

Upcoming PCEPN Events

2nd Annual Primary Care Emergency Management Seminar

Date:
April 14, 2016

Time:
9:00 AM – 4:00 PM

Location:
Baruch College- Newman Conference Center
151 East 25th Street – 7th Floor
New York, New York

Breakfast and Lunch will be provided

[Agenda and Registration Link Coming soon](#)



Questions?



For more information, please contact us:

Email: info@pcepn.org

Phone: 914-22-PCEPN