

November 10, 2016
1:00-2:00 pm ET

Mystery Patient Drill Project

Exercise Plan Review and Logistics for Drill Team Members

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Welcome

Primary Care Emergency Preparedness Network (PCEPN) is a coalition of primary care providers within New York City dedicated to health care emergency preparedness and 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.



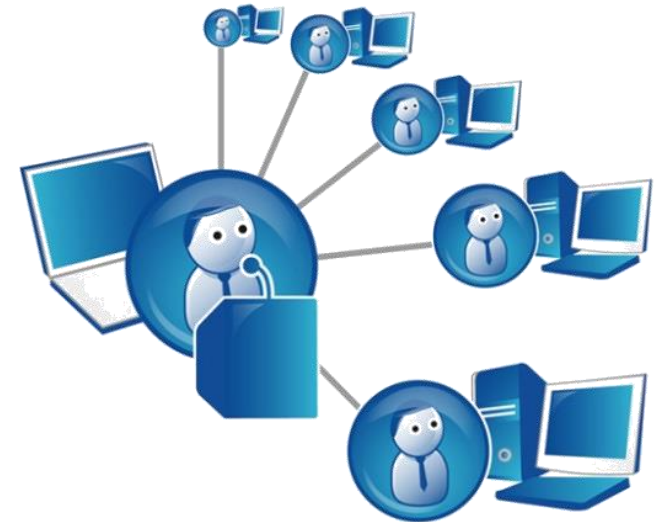
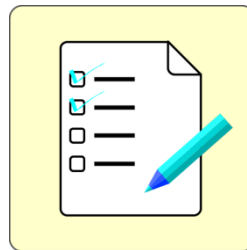
About PCEPN

- 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 also provides representation at the Emergency Support Function #8 (Public Health and Medical Services) Desk at the New York City Emergency Operation Center (EOC) when it is activated.



Mystery Patient Drill Project

- Introduction Webinar (10/12/16)*
- DOHMH Guidance for Developing Screening and Isolation Protocols Webinar (10/19/16)*
- Review/Complete Protocol Checklist*
- Confirmed Drill Dates Monday, 11/28 - Friday, 12/9.



*All materials and documents are available on www.pcepn.org/mpd

Webinar Learning Objectives:

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

- Describe the Mystery Patient Drill and its focus on Screening and Isolation
- Recognize the roles and responsibilities of drill team members
- Outline next steps in drill development and implementation

Activity Overview:

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

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



Also Note:

Participating primary care sites will receive **\$1,000** in emergency management equipment of their choice.

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

Concepts:

- Unannounced drill conducted in partnership with PCEPN
- Customizable to follow specific policies and procedures around screening and isolation

Scenario:

- Actors will present at the primary care site with Influenza-Like Illness (ILI)



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

* 10/19/16 Webinar Recording Available at www.pcepn.org/mpd

Drill Team Roles and Responsibilities

- Coordinate on site-specific drill logistics with PCEPN
- Review and update current screening and isolation protocols and inform staff
- Modify/Complete drill documents as needed
- Participate as Exercise Controller/Evaluator
- Collect/submit copies of exercise documents at end of exercise
- Develop after-action report and improvement plan



Drill Kit Materials

- Mystery Patient Drill Exercise Plan
- Master Scenario Events List
- Exercise Evaluation Guide
- Hotwash Questions
- Participant Feedback Forms
- After-Action Report Template



The Kit is available for download
at www.pcepn.org/mpd



Mystery Patient Drill Exercise Plan

Provides exercise overview and information such as location, scenario, and participating organizations.



Master Scenario Event List (MSEL)

Chronological timeline of expected actions and scripted events.



Exercise Evaluation Guide (EEG)

Document that helps capture information related to the objectives developed for the exercise.



- Performed without challenges (P)
- Performed with some challenges (S)
- Performed with major challenges (M)
- Unable to be performed (U)

Hotwash Guide

Comprised of questions that will help you guide the debrief discussion that happens after exercise play.



Participant Feedback Form

Form to be completed by exercise players and actors. Form helps capture exercise experience, areas of strength, and areas needing improvement.



After Action Report/ Improvement Plan (AAR/IP)

Document that summarizes key information related to the evaluation of the exercise and includes key corrective actions to address areas needing improvement.



Mystery Patient Drill Safety



If a real emergency/incident occurs please notify PCEPN to

STOP PLAY

Doing so will help ensure the safety of patients, staff, and actors.

Actors must **NOT** have:

- Blood drawn
- Medication provided

On-site Drill Team

- Site Controller (Drill Team Member)
- PCEPN Controller*
- Evaluators (Drill Team Members)
- Mystery Patients/Actors (MRC)



*Controller will also play role of actor's friend or family member.

What to Expect during the Mystery Patient Drill

1. PCEPN Controller and Actor meet with Site Controller and Evaluators at pre-determined location to briefly review roles, responsibilities, safety



What to Expect during the Mystery Patient Drill

2. PCEPN and the Mystery Patient actor will enter the facility and report to front desk as a walk-in patient



What to Expect during the Mystery Patient Drill

3. PCEPN, Actor, Drill Team, and Staff involved in the drill will convene to conduct a hotwash (10 minutes or less) to review the drill results and next steps



PCEPN will distribute and collect a sign-in sheet and participant feedback forms

What to Expect after the Mystery Patient Drill

- PCEPN will request the AAR/IP completed by your drill team and approved by your organizational leadership



Next Steps

1. Review exercise material and update as needed, and/or contact us with any questions/concerns
2. Please direct any questions about the exercise to info@pcepn.org



Mystery Patient Drill Webpage

The page contains links to all webinar slides and recordings, as well as additional documents that may be helpful.

www.pcepn.org/mpd

Registrations

Oct 12, 2016 10:00 AM - 11:00 AM	Webinar 1 - Introduction This webinar will introduce the Drill to participating organizations and will describe all the components of the drill implementation. DOWNLOAD SLIDES VIEW WEBINAR RECORDING
Oct 19, 2016 1:00 PM - 2:00 PM	Webinar 2 - Infection Control Upon completion of this webinar, participants will be able to: <ul style="list-style-type: none">• Describe the key elements of protocols for screening and isolation for communicable diseases of urgent public health concern• Determine considerations for a positive communicable disease triage screening• Identify actionable items for developing or enhancing screening and isolation protocols DOWNLOAD SLIDES VIEW WEBINAR RECORDING ADDITIONAL RESOURCES: <ul style="list-style-type: none">• SAMPLE - Contact Identification Form• DOHMH Reporting Guide• MPD Patient Protocol Checklist
Nov 10, 2016 1:00 PM - 2:00 PM	Webinar 3 - Toolkit & Drill Teams Overview This webinar is for the Drill Team members and will review the Drill Toolkit as well as review and describe the roles for different drill participants. The webinar will also discuss next steps in drill implementation.

[REGISTER](#)

Upcoming PCEPN Events

3rd Annual Primary Care Emergency Management Seminar

Date:

March 23, 2017

Time:

9:00 AM – 4:00 PM

Location:

Baruch College
151 East 25th Street – 7th Floor
New York, New York

*Breakfast and Lunch will be provided



www.pcepn.org/seminar

Registration link coming soon!

Thank You



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www.pcepn.org

Questions?

