

March 23, 2016  
2:00-3:00 pm ET

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# Mystery Patient Drill Project

## Exercise Plan Review and Logistics for Drill Team Members

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# Welcome

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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

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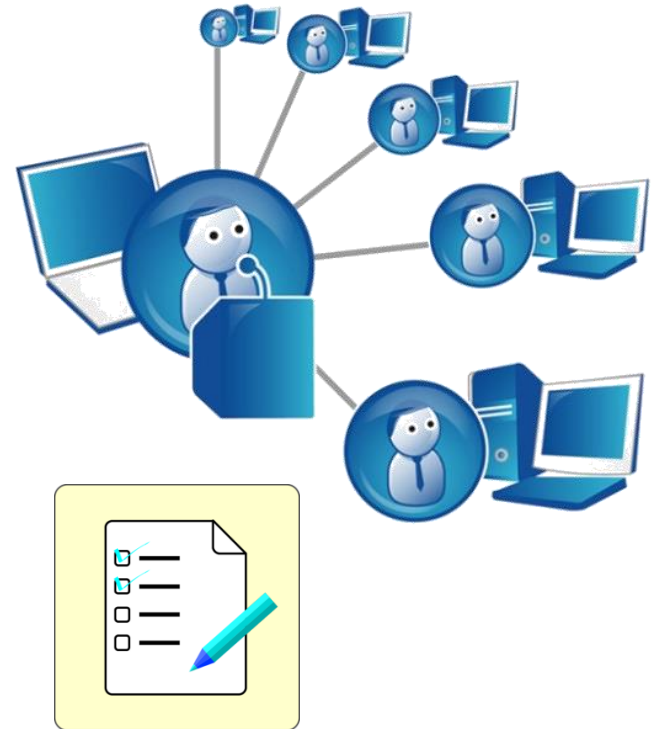
- PCEPN offers resources, trainings, and technical assistance to improve primary care centers' ability to plan and prepare for, respond to and recover from emergencies and disasters.
- PCEPN provides representation at the Emergency Support Function #8 (Public Health and Medical Services) Desk at the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

# Mystery Patient Drill Project

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- Introduction Webinar (1/26/16)\*
- DOHMH Guidance for Developing Screening and Isolation Protocols Webinar (2/23/16)\*
- Review/Complete Protocol Checklist\*
- Confirmed Drill Dates Monday, 3/28 - Friday, 4/8.

\*Webinar Slides, Recordings, and Checklist available at [www.pcepn.org](http://www.pcepn.org)



# Webinar Learning Objectives:

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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?

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- 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?

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- 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

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- 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

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## 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

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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

2/23/16 Webinar Recording Available at [www.pcepn.org](http://www.pcepn.org)

# Drill Team Roles and Responsibilities

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- 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

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

Link to download  
available at [www.pcepn.org](http://www.pcepn.org)



# Mystery Patient Drill Exercise Plan

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



# Master Scenario Event List (MSEL)

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Chronological timeline of expected actions and scripted events.



# Exercise Evaluation Guide (EEG)

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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

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





# Participant Feedback Form

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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)

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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

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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

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



\*Controller will also play role of actor's friend/family member

# What to Expect during the Mystery Patient Drill

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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

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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

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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

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





# Next Steps

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1. Review exercise material and update as needed, and/or contact us with any questions/concerns
2. Please confirm your date and time by replying to the email sent from [info@pcepn.org](mailto:info@pcepn.org)



# Upcoming PCEPN Events

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## 2<sup>nd</sup> Annual Primary Care Emergency Management Seminar

Date & Time:  
April 14, 2016  
8:30 AM – 4:30 PM

Location:  
Baruch College  
The William and Anita Newman Conference Center  
151 East 25th Street, 7th floor  
NY, NY 10010

To register, please visit the event page at  
[www.pcepn.org](http://www.pcepn.org)



# Upcoming PCEPN Events

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## SAVE THE DATE: PCEPN Table Top Exercise

Date & Time:  
May 19, 2016  
9:00 AM – 12:00 PM



Location:  
Baruch College  
The William and Anita Newman Conference Center  
151 East 25th Street, 7th floor  
NY, NY 10010

Registration link coming soon!

# Questions?

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Thank you and we look forward  
to working with you on this  
exciting project!

For more information, please contact us:



Primary Care **Emergency Preparedness** Network

Email: [info@PCEPN.org](mailto:info@PCEPN.org)

Phone: 914-22-PCEPN