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# Exercise Overview

|  |  |
| --- | --- |
| **Exercise Name** | 2019 California Statewide Medical and Health Exercise (SWMHE) – Functional Exercise (FE) |
| **Exercise Dates** | November 20, 2019 |
| **Scope** | This Functional Exercise is planned for four hours at multiple sites throughout Orange County. Participants will include the Health Care Coalition of Orange County (HCCOC) with representation from OCHCA, Ambulance Providers, Hospitals, Clinics, Skilled Nursing Facilities, Long Term Care Facilities, Dialysis Centers, and other healthcare facilities. |
| **Mission Area(s)** | Response |
| **Core Capabilities** | Information Sharing  Resource Management |
| **Objectives** | * Assess the ability of local healthcare organizations within the Health Care Coalition of Orange County (HCCOC) to share emergent information to internal and external stakeholders, ensuring communication feedback from the Orange County Health Care Agency Operations Center.   + Hospitals (ERC) – ReddiNet status update   + Hospitals (ERC) – PIO conference call   + HCC (non-ERC) – Submission of facility SitRep * Assess the capability of healthcare organizations within the HCCOC to identify the need and request various logistical resources (e.g., personnel, supplies and equipment) through identified channels of coordination.   + Hospitals (ERC) – Submission of 213RR Resource Request |
| **Threat or Hazard** | Prado Dam failure due to heavy rainfall, causing intermittent utility outages (water, power, sewer) across the county. |
| **Scenario Overview** | **May 2019** U.S. Army Corps of Engineers increase the dam’s risk from “moderate” to “high urgency” following a performance assessment. Concern arises over the concrete slab of the spillway and how well it will perform/hold-up if water were to spill over the top.  **November 20th, 2019:**  **0800** Over the past 24 hours heavy rain has fallen with flash flood warnings being broadcast across Orange, Riverside, LA, and San Bernardino Counties. With this heavy rainfall, officials are concerned over the structural stability of Prado Dam as critical areas around the dam are experiencing flooding. Authorities have begun the evacuation process of various critical areas downhill.  **1100** As the heavy storm continues, engineers identify that the breach of Prado Dam is imminent. Evacuation zones have been broadened and first responders notified.  **1115** As water is flowing over the spillway, the dam has a catastrophic failure; releasing massive amounts of its contents into Orange County. Portions of both the 71 and 91 freeways have significant damage and have been closed to traffic indefinitely. Additionally, the abrupt failure of the dam have caused utilities to become intermittent throughout the county. Search and rescue operations have begun taking place and first responders have become inundated with life-saving calls.  ***Note: Full exercise scenario, including current and potential key issues can be located on page 5 of this document.*** |
| **Sponsor** | Orange County Health Care Agency |
| **Participating Organizations** | Participants will include representation from OCHCA, Ambulance Providers, Hospitals, Clinics, Skilled Nursing Facilities, Long Term Care Facilities, Dialysis Centers, Surgical Centers and other healthcare facilities.  *Please refer to Appendix A for a full list of participating organizations.* |
| **Exercise Name** | 2019 California Statewide Medical and Health Exercise (SWMHE) – Functional Exercise (FE) |

# General Information

## Exercise Objectives and Core Capabilities

The following exercise objectives describe the expected outcomes for the exercise. The objectives have been developed as “system wide” objectives; allowing for various healthcare organizations to effectively participate at a level that is most appropriate for their organization. The objectives and aligned activities have been guided and selected by the OCHCA 2019 SWMHE Planning Team.

**System wide objectives**

| Exercise Objective | Regulatory Requirements | Exercising Service Area |
| --- | --- | --- |
| Assess the ability of local healthcare organizations within the Health Care Coalition of Orange County (HCCOC) to share emergent information to internal and external stakeholders, ensuring communication feedback from the Orange County Health Care Agency Operations Center. | *Information Sharing*  PHEP Capability 6  HPP Capability # 2  TJC EM.02.02.01  CMS 482.15 | * HCA/EMS * HCA/PIO * Hospitals * Dialysis Centers * Clinic & Surgical Centers * LTAC/SNF * Hospice & Home Health |
| Assess the capability of healthcare organizations within the HCCOC to identify the need and request various logistical resources (e.g., personnel, supplies and equipment) through identified channels of coordination. | *Resource Management*  PHEP Capability 6  HPP Capability # 2  TJC EM 01.01.01  CMS 482.15 | * HCA/EMS * Hospitals |
| **Table 1. System wide Objectives** | | |

## Participant Roles and Responsibilities

The term *participant* encompasses many groups of people, not just those playing in the exercise. Groups of participants involved in the exercise, and their respective roles and responsibilities, are as follows:

* **Players.** Players are personnel who have an active role in discussing or performing their regular roles and responsibilities during the exercise. Players discuss or initiate actions in response to the simulated emergency.
* **Controllers.** Controllers plan and manage exercise play, set up and operate the exercise site, and act in the roles of organizations or individuals that are not playing in the exercise. Controllers direct the pace of the exercise, provide key data to players, and may prompt or initiate certain player actions to ensure exercise continuity. In addition, they issue exercise material to players as required, monitor the exercise timeline, and supervise the safety of all exercise participants.
* **Evaluators.** Evaluators evaluate and provide feedback on a designated functional area of the exercise. Evaluators observe and document performance against established capability targets and critical tasks, in accordance with the Exercise Evaluation Guides (EEGs).
* **Actors.** Actors simulate specific roles during exercise play, typically victims or other bystanders. Some facilities may choose to recruit live-body actors, while some may choose to use paper-based patient cards only.
* **Observers.** Observers visit or view selected segments of the exercise. Observers do not play in the exercise, nor do they perform any control or evaluation functions. Observers view the exercise from a designated observation area and must remain within the observation area during the exercise. Very Important Persons (VIPs) are also observers, but they frequently are grouped separately.
* **Support Staff.** The exercise support staff includes individuals who perform administrative and logistical support tasks during the exercise (e.g., registration, catering).

## 

## Exercise Assumptions and Artificialities

In any exercise, assumptions and artificialities may be necessary to complete play in the time allotted and/or account for logistical limitations. Exercise participants should accept that assumptions and artificialities are inherent in any exercise, and should not allow these considerations to negatively impact their participation.

### Assumptions

Assumptions constitute the implied factual foundation for the exercise and, as such, are assumed to be present before the exercise starts. The following assumptions apply to the exercise:

* The exercise is conducted in a no-fault learning environment wherein capabilities, plans, systems, and processes will be evaluated.
* The exercise scenario is plausible, and events occur as they are presented.
* Exercise simulation contains sufficient detail to allow players to react to information and situations as they are presented as if the simulated incident were real.
* Participating agencies may need to balance exercise play with real-world emergencies. Real-world emergencies take priority.

### Artificialities

During this exercise, the following artificialities apply:

* Exercise communication and coordination is limited to participating exercise organizations.
* Only communication methods listed in the Communications Directory are available for players to use during the exercise.

## Scenario Information

***Pre-Incident Information***

May 2019

* U.S. Army Corps of Engineers increase the dam’s risk from “moderate” to “high urgency” following a performance assessment. Concern arises over the concrete slab of the spillway and how well it will perform/hold-up if water were to spill over the top.

November 19, 2019

* Orange County has had an unusually wet season, with a record amount of rainfall. Extended rainfall has saturated the soil and caused runoff directly into streams and rivers, causing small area floods. Wet weather is expected to continue, and a slow-moving low-pressure storm system continues to produce heavy rainfall.

***Exercise Information***

November 20, 2019

* **0800** Over the past 24hours heavy rain has fallen with flash flood warnings being broadcast across Orange, Riverside, LA, and San Bernardino Counties. With this heavy rainfall, officials are concerned over the structural stability of Prado Dam as critical areas around the dam are experiencing flooding. Authorities have begun the evacuation process of various critical areas downhill.
* **1100** As the heavy storm continues, engineers identify that the breach of Prado Dam is imminent. Evacuation zones have been broadened and first responders notified.
* **1115** As water is flowing over the spillway, the dam has a catastrophic failure; releasing massive amounts of its contents into Orange County. Portions of both the 71 and 91 freeways have significant damage and have been closed to traffic indefinitely. Additionally, the abrupt failure of the dam have caused utilities to become intermittent throughout the county. Search and rescue operations have begun taking place and first responders have become inundated with life-saving calls.

***Current and Potential Key Issues***

* Flash Flooding
* Evacuation
* Hazardous Materials (HazMat)
* Trauma
* Transportation
* Utility Failure (water, power, sewer)
* Medical Surge
* First Responder Availability
* Diminishing Resources (personnel, supplies and equipment)

# Exercise Logistics

## Safety

Exercise participant safety takes priority over exercise events. The following general requirements apply to the exercise:

* A Safety Controller is responsible for participant safety and should be assigned at each exercise venue; any safety concerns must be immediately reported to the Safety Controller. The Safety Controller and Exercise Director will determine if a real-world emergency warrants a pause in exercise play and when exercise play can be resumed.
* For an emergency that requires assistance, use the phrase **“real-world emergency.”** The following procedures should be used in case of a real emergency during the exercise:
* Anyone who observes a participant who is seriously ill or injured will immediately notify the closest controller, and, within reason and training, render aid.
* Each facility should follow emergency response protocols (e.g. calling 911) as appropriate to meet the needs of the situation.
* The Venue Controller should make the venue Safety Controller, Senior Controller, and Exercise Director aware of the emergency event as soon as safely possible.
* If the nature of the emergency requires suspension of the exercise at the venue or function, all exercise activities at that facility will immediately cease. Exercise play may resume at that venue or function after the situation has been addressed.
* Exercise play at other venues and functions should not cease if one venue or function has declared a real-world emergency, unless they rely on the affected venue.
* If a real emergency occurs that affects the entire exercise, the exercise may be suspended or terminated at the discretion of the Exercise Director and the Senior Controller.

### Weapons Policy

Weapons will not be part of exercise play and should be handled at the discretion of each exercise venue.

Qualified personnel who have legal authority to carry weapons (e.g., law enforcement, security, military) who are used to provide real-world perimeter security for the exercise and have no assigned or direct interaction with exercise participants may continue to carry loaded weapons as part of their normal scope of duty.

All other personnel will not bring, introduce, or have in their possession any weapon of any type in any area associated with the exercise. All exercise participants will be provided with a safety briefing that specifies provisions and policies regarding weapons before the exercise starts.

## Site Access

### Security

Authorized security personnel will control entry to the exercise venue. To prevent interruption of the exercise, access to exercise sites is limited to exercise participants. Players should advise a controller or evaluator of any unauthorized persons.

### Media

### Media personnel are not invited to participate or observe the exercise. In the event that media personnel should arrive on site, they will be directed to leave the exercise site and will be put in contact with the venue controller.

### Observer Coordination

Organizations with observers attending the exercise should coordinate with the venue controller for access to the exercise site. Observers will be registered and receive a badge, and will be escorted to designated areas and accompanied by an exercise controller at all times.

### Exercise Identification

Exercise participants at the OCHCA EMS Agency Operations Center (AOC), ERC Hospitals, and other healthcare facilities will be identified by exercise identification badges to clearly display exercise roles; additionally, uniform clothing and/or vests may be worn to show exercise roles or agency affiliation. Some participants may also wear vests to distinguish roles as assigned by their facility/agency. Table 2 describes these identification items.

| Group | Color |
| --- | --- |
| Exercise Director | Site specific |
| Controllers | Site specific |
| Evaluators | Site specific |
| Players | Site specific |

Table 2. Exercise Identification

# Post-exercise and Evaluation Activities

## Debriefings

Post-exercise debriefings aim to collect sufficient relevant data to support effective evaluation and improvement planning.

### Hot Wash

At the conclusion of exercise play, venue controllers facilitate a Hot Wash to allow players to discuss strengths and areas for improvement, and evaluators to seek clarification regarding player actions and decision-making processes. All participants may attend; however, observers are not encouraged to attend the meeting. The Hot Wash should not exceed 30 minutes.

### Controller and Evaluator Debriefing

Controllers and evaluators attend a facilitated C/E Debriefing immediately following the exercise. Immediately is defined as: within 24 hours. During this debriefing, controllers and evaluators provide an overview of their observed functional areas and discuss strengths and areas for improvement. Please refer to Appendix B: Exercise Schedule, for information on the Controller/Evaluator Debriefing.

### Participant Feedback Forms

Participant Feedback Forms provide players with the opportunity to comment candidly on exercise activities and exercise design. Participant Feedback Forms should be collected at the conclusion of the Hot Wash.

## Evaluation

### Exercise Evaluation Guides

EEGs assist evaluators in collecting relevant exercise observations. EEGs document exercise objectives and aligned core capabilities, capability targets, and critical tasks. Each EEG provides evaluators with information on what they should expect to see demonstrated in their functional area. The EEGs, coupled with Participant Feedback Forms and Hot Wash notes, are used to evaluate the exercise and compile the After-Action Report (AAR).

### After-Action Report

The AAR summarizes key information related to evaluation. The AAR primarily focuses on the analysis of core capabilities, including capability performance, strengths, and areas for improvement. AARs also include basic exercise information, including the exercise name, type of exercise, dates, location, participating organizations, mission area(s), specific threat or hazard, a brief scenario description, and the name of the exercise sponsor and POC.

## Improvement Planning

Improvement planning is the process by which the observations recorded in the AAR are resolved through development of concrete corrective actions, which are prioritized and tracked as a part of a continuous corrective action program.

### After-Action Meeting

The After-Action Meeting (AAM) is a meeting held among decision- and policy-makers from the exercising organizations, as well as the Lead Evaluator and members of the Exercise Planning Team, to debrief the exercise and to review and refine the draft AAR and Improvement Plan (IP). The AAM should be an interactive session, providing attendees the opportunity to discuss and validate the observations and corrective actions in the draft AAR/IP. Please refer to Appendix A: Exercise Schedule for information on the After Action Meeting.

### Improvement Plan

The IP identifies specific corrective actions, assigns them to responsible parties, and establishes target dates for their completion. It is created by elected and appointed officials from the organizations participating in the exercise, and discussed and validated during the AAM.

# Participant Information and Guidance

## Exercise Rules

The following general rules govern exercise play:

* Real-world emergency actions take priority over exercise actions.
* Exercise players will comply with real-world emergency procedures, unless otherwise directed by the control staff.
* All communications (including written, radio, telephone, and e-mail) during the exercise will begin and end with the statement **“This is an exercise.”**

## Players Instructions

Players should follow certain guidelines before, during, and after the exercise to ensure a safe and effective exercise.

### Before the Exercise

* Review appropriate organizational plans, procedures, and exercise support documents.
* Be at the appropriate site at least 30 minutes before the exercise starts. Wear the appropriate uniform and/or identification item(s).
* Sign in when you arrive.
* If you gain knowledge of the scenario before the exercise, notify a controller so that appropriate actions can be taken to ensure a valid evaluation.
* Read your Player Handout, which includes information on exercise scenario, scope, and safety.

### During the Exercise

* Respond to exercise events and information as if the emergency were real, unless otherwise directed by an exercise controller.
* Controllers will give you only information they are specifically directed to disseminate. You are expected to obtain other necessary information through existing emergency information channels.
* Do not engage in personal conversations with controllers, evaluators, observers, or media personnel. If you are asked an exercise-related question, give a short, concise answer. If you are busy and cannot immediately respond, indicate that, but report back with an answer as soon as possible.
* If you do not understand the scope of the exercise, or if you are uncertain about an organization’s participation in an exercise, ask a controller.
* Parts of the scenario may seem implausible. Recognize that the exercise has objectives to satisfy and may require incorporation of unrealistic aspects. Every effort has been made by the exercise’s trusted agents to balance realism with safety and to create an effective learning and evaluation environment.
* All exercise communications will begin and end with the statement **“This is an exercise.”** This precaution is taken so that anyone who overhears the conversation will not mistake exercise play for a real-world emergency.
* Speak when you take an action. This procedure will ensure that evaluators are aware of critical actions as they occur.

Maintain a log of your activities. Many times, this log may include documentation of activities that were missed by a controller or evaluator.

### After the Exercise

* Participate in the Hot Wash at your venue with controllers and evaluators.
* Complete the Participant Feedback Form. This form allows you to comment candidly on emergency response activities and exercise effectiveness. Provide the completed form to a controller or evaluator.

Provide any notes or materials generated from the exercise to your controller or evaluator for review and inclusion in the AAR.

## Simulation Guidelines

Because the exercise is of limited duration and scope, certain details will be simulated. The physical description of what would fully occur at the incident sites and surrounding areas will be relayed to players by controllers.

# Appendix A: Exercise Participants

| Participating Organizations |
| --- |
| **State/Region** |
| CDPH/EMSA, California Mutual Aid Region I, Disaster Medical Health Specialist (RDMHS) |
| **County of Orange** |
| Orange County Health Care Agency   * Emergency Medical Services |
| **Ambulance Providers** |
| Care Ambulance Services |
| **Clinics & Surgical Center Providers** |
| Advanced Eye Medical Group |
| Bolsa Outpatient Surgery Center |
| DISC Surgery Center At Newport Beach |
| Friends Of Family Health Center |
| Hoag Endoscopy Center Irvine |
| Hoag Endoscopy Center Newport Beach |
| Laguna Beach Community Clinic |
| Laguna Woods, College Hospital |
| Magnolia Surgery Center |
| Memorial Care Digestive Care Center |
| Newport Beach Orange Coast Endoscopy Center |
| Newport Beach Surgery Center |
| Newport Center Surgical |
| North Orange County Surgery Center |
| Reagan Street Surgery Center |
| Specialty Surgical Center Of Irvine |
| United Pacific Surgery Center |
| **Dialysis Center Providers** |
| Bastanchury |
| Cerritos Dialysis |
| Davita Anaheim |
| Davita Anaheim Hills |
| Davita Anaheim West |
| Davita Beach Dialysis |
| Davita Brea Dialysis Center |
| Davita Bristol Dialysis |
| Davita Costa Mesa Dialysis Center |
| Davita Crossroads |
| Davita Fountain Valley |
| Davita Fullerton Dialysis |
| Davita La Palma |
| Davita Laguna Hills |
| Davita Los Alamitos |
| Davita Mission Viejo |
| Davita Newport And Saddleback |
| Davita Santa Ana |
| Davita South Cerritos |
| Davita Tustin Ranch Dialysis |
| Davita Westminster South |
| Davita Westminster South Dialysis |
| Gold Coast Division |
| La Habra |
| Newport Beach Dialysis |
| Newport Mesa Dialysis Services |
| Newport Superior Dialysis |
| Sjh Renal Center |
| **Hospice & Home Health Providers** |
| CareCHoices Home Health |
| Green Meadows Home Health and Hospice |
| St. Joseph Health Home Care Services |
| RNPlus Home Health, Inc |
| San Gabriel Hospice |
| SAN GABRIEL HOSPICE |
| Sanctuary Hospice |
| Team Select Home Care |
| VITAS Healthcare |
| **Hospital Providers** |
| Anaheim Global Medical Center |
| Anaheim Regional Medical Center |
| CHOC Children's |
| College Hospital Costa Mesa |
| Foothill Regional Medical Center |
| Fountain Valley Regional Hospital |
| Garden Grove Hospital |
| Huntington Beach Hospital |
| Hoag Irvine/Orthopedics Institute |
| Hoag Hospital Newport Beach |
| Kaiser Foundation Hospital Anaheim |
| Kaiser Foundation Hospital Irvine |
| Los Alamitos |
| La Palma Intercommunity Hospital |
| MemorialCare Saddleback Medical Center |
| Mission Hospital Laguna Beach |
| Mission Hospital Mission Viejo |
| Orange Coast Memorial |
| Orange County Global Medical Center |
| Placentia-Linda Hospital |
| South Coast Global Medical Center |
| St Jude Medical Center |
| St. Joseph Orange |
| UCI Health |
| West Anaheim Medical Center |
| **Long Term Care & Skilled Nursing Facility Providers** |
| Advanced Rehab Center Of Tustin |
| Buena Park Nursing Center |
| Calle Sonora Place |
| Coventry Court Health Center |
| Extended Care Hospital Of Westminster |
| Freedom Village Healthcare Center |
| Garden Park Care Center |
| Kindred Santa Ana |
| La Habra Convalescent Hospital |
| Leisure Court Nursing Center |
| Newport Nursing & Rehab |
| Pacific Haven Subacute And Healthcare Center |
| Park Regency Care Center |
| Regents Point - Windcrest |
| Rowntree Gardens |
| Sea Bright Place |
| Sun Mar Nursing Center |
| Terrace View Care Center |
| Town And Country Manor |
| Tustin Care Center |
| Via Larga Place |
| Victoria Healthcare |
| West Anaheim Extended Care |
| Windsor Gardens Care Center Of Fullerton |

# Appendix B: Exercise Schedule

| **Time** | **Personnel** | **Activity** | **Location** |
| --- | --- | --- | --- |
| **Wednesday, November 6th, 2019** | | | |
| 0900 - 1100 | Exercise Evaluators | Evaluator Training | **Agency Operations Center**  2228 Ritchey St.,  Santa Ana, CA 92705 |
| **Thursday, November 14th, 2019** | | | |
| 1300-1500 | Exercise Evaluators | Evaluator Training | **Agency Operations Center**  2228 Ritchey St.,  Santa Ana, CA 92705 |
| **Wednesday, November 20th, 2019** | | | |
| 1200 - 1600 | All Participating Organizations | Functional Exercise | Countywide – site/venue specific |
| **Thursday, November 21st, 2019** | | | |
| 0900 | Controllers and Evaluators | **LTCF/SNF** Debriefing | Conference Call: (888) 363-4735  Passcode: 4816064# |
| 1000 | Controllers and Evaluators | **Dialysis**  Debriefing | Conference Call: (888) 363-4735  Passcode: 4816064# |
| 1100 | Controllers and Evaluators | **Ambulance** **& Hospice/Home Health**  Debriefing | Conference Call: (888) 363-4735  Passcode: 4816064# |
| 1300 | Controllers and Evaluators | **Hospital** Debriefing | Conference Call: (888) 363-4735  Passcode: 4816064# |
| 1400 | Controllers and Evaluators | **Clinics & Surgical Centers**  Debriefing | Conference Call: (888) 363-4735  Passcode: 4816064# |
| **Wednesday, January 22, 2020** | | | |
| 0900 | Controllers and Evaluators | After Action Meeting | **Agency Operations Center**  2228 Ritchey St.,  Santa Ana, CA 92705 |

# Appendix C: Communications Plan

All spoken and written communications will start and end

with the statement “This is an exercise.”

## Player Communications

**Exercise communications do not interfere with real-world emergency communications.** Players use routine organization communications systems. Additional communication assets may be made available as the exercise progresses. Each venue or organization coordinates its internal communication networks and channels. Specific contact information can be found in the exercise Communications Directory.

## Controller Communications

The principal methods of information transfer for controllers during the exercise are cell phone, email, and verbal.

## Communications Check

Before the exercise, each Venue Controller will conduct a communications check to ensure redundancy and uninterrupted flow of control and exercise information.

## Player Briefing

The Venue Controller will provide a Player Briefing before the exercise starts in conjunction with the Safety Officer. Players will also receive a Player Handout with scenario details, objectives, and safety information. Technical handouts or other materials also may be provided to orient players with the exercise.

## Public Affairs

The sponsor organization and participating organizations are responsible for coordinating and disseminating public information before the exercise. Each venue should follow internal procedures.

# Appendix D: Acronyms

| **Acronym** | **Term** |
| --- | --- |
| AAM | After Action Meeting |
| AAR | After Action Report |
| AOC | Agency Operations Center |
| CA | California |
| CDPH | California Department of Public Health |
| CMS | Center for Medicare and Medicaid Services |
| e.g. | Example Given |
| EEG | Exercise Evaluation Guides |
| EMS | Emergency Medical Services |
| EM | Emergency Management |
| ExPlan | Exercise Plan |
| FE | Functional Exercise |
| HazMat | Hazardous Materials |
| HCA | Health Care Agency |
| HCCOC | Health Care Coalition of Orange County |
| HPP | Hospital Preparedness Program |
| IP | Improvement Plan |
| LTAC | Long-term Acute Care |
| OC | Orange County |
| OCHCA | Orange County Health Care Agency |
| PHEP | Public Health Emergency Preparedness |
| PIO | Public Information Office |
| POC | Point of Contact |
| RDMHS | Regional Disaster Medical Health Specialist |
| SNF | Skilled Nursing Facility |
| SWMHE | Statewide Medical and Health Exercise |
| TJC | The Joint Commission |
| U.S. | United States |
| VIP | Very Important Person(s) |

# Appendix E: HPP Year End Reporting Crosswalk

|  |  |  |  |
| --- | --- | --- | --- |
| **Exercise Objective** | **HPP Capability** | **HPP Domain** | **HPP Element** |
| Assess the ability of local healthcare organizations within the Health Care Coalition of Orange County (HCCOC) to share emergent information to internal and external stakeholders, ensuring communication feedback from the Orange County Health Care Agency Operations Center. | HPP Capability 2  *Health Care & Medical Response Coordination* | # 3  Strengthen Information Management | * Training |
| Assess the capability of healthcare organizations within the HCCOC to identify the need and request various logistical resources (e.g., personnel, supplies and equipment) through identified channels of coordination | HPP Capability 2  *Health Care & Medical Response Coordination* | # 2  Strengthen Incident Management | * Training |