Eastern Great Lakes Pediatric Consortium for Disaster Response

Advancing Pediatric Telehealth Capability: Use of Technology During Disaster Response



Participant Hand Book

20 May 2021

The Participant Hand Book gives exercise participants, primary investigators, and state officials information needed to engage and participate in the exercise. The Hand Book is primarily written for exercise participants. All exercise planners and participants may view the Hand Book.

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# Participant Checklist

**Note**: Detailed information for each checklist activity is available in the Hand Book.

## Register: Visit [Advancing Capability website](https://emscimprovement.center/domains/preparedness/asprcoe/eglpcdr/telehealth/#:~:text=Advancing%20Pediatric%20Telehealth%20Capability%3A%20Use%20of%20Technology%20During%20Disaster%20Response&text=The%20Eastern%20Great%20Lakes%20Pediatric,test%20pediatric%20disaster%20telehealth%20activities.) to register for the exercise.

## Pre-Exercise Survey: Complete a pre-exercise survey. A survey link is available on the [Advancing Capability website](https://emscimprovement.center/domains/preparedness/asprcoe/eglpcdr/telehealth/#:~:text=Advancing%20Pediatric%20Telehealth%20Capability%3A%20Use%20of%20Technology%20During%20Disaster%20Response&text=The%20Eastern%20Great%20Lakes%20Pediatric,test%20pediatric%20disaster%20telehealth%20activities.).

## Preview Questions: Review exercise questions and video scenario on pages 4 And 5 of this Participant Hand Book.

## Review Best Practices: Review videoconferencing best practices at [Best Practices](https://drive.google.com/file/d/0B1UL_r1fjE0zSlE5Mk9fc1liU2s/view).

## Join Videoconference: Conference link is [Zoom 95092443767](https://umich.zoom.us/j/95092443767), passcode 707747. The videoconference link is also available on the [Advancing Capability website](https://emscimprovement.center/domains/preparedness/asprcoe/eglpcdr/telehealth/#:~:text=Advancing%20Pediatric%20Telehealth%20Capability%3A%20Use%20of%20Technology%20During%20Disaster%20Response&text=The%20Eastern%20Great%20Lakes%20Pediatric,test%20pediatric%20disaster%20telehealth%20activities.).

## C:\Users\dsiwik\Desktop\mentimeter_qr_code2.pngOpen Mentimeter: [Menti.com](https://www.menti.com/), presentation code 8379 4994, or use [presentation link](https://www.menti.com/az69h6zu23) (link), or use QR Code

## 

## Exercise: Use the various techniques to participate in the exercise.

## Post Exercise Survey: Complete a post-exercise survey. A survey link is available on the [Advancing Capability website](https://emscimprovement.center/domains/preparedness/asprcoe/eglpcdr/telehealth/#:~:text=Advancing%20Pediatric%20Telehealth%20Capability%3A%20Use%20of%20Technology%20During%20Disaster%20Response&text=The%20Eastern%20Great%20Lakes%20Pediatric,test%20pediatric%20disaster%20telehealth%20activities.).

## Key Points of Information: Due to COVID-19 restrictions, exercise planners are innovating a virtual demonstration Exercise. Additionally, in an effort to prevent technical difficulties, each telehealth task will be presented as a pre-recorded video.

## Points of Contact:

Exercise Website: [Advancing Pediatric Telehealth Capability: Use of Technology During](https://emscimprovement.center/domains/preparedness/asprcoe/eglpcdr/telehealth/" \l ":~:text=Advancing%20Pediatric%20Telehealth%20Capability%3A%20Use%20of%20Technology%20During%20Disaster%20Response&text=The%20Eastern%20Great%20Lakes%20Pediatric,test%20pediatric%20disaster%20telehealth%20activities.)

[Disaster Response](https://emscimprovement.center/domains/preparedness/asprcoe/eglpcdr/telehealth/" \l ":~:text=Advancing%20Pediatric%20Telehealth%20Capability%3A%20Use%20of%20Technology%20During%20Disaster%20Response&text=The%20Eastern%20Great%20Lakes%20Pediatric,test%20pediatric%20disaster%20telehealth%20activities.)

Exercise Email: [AdvancingCapability@umich.edu](mailto:AdvancingCapability@umich.edu)

# Exercise Overview

|  |  |
| --- | --- |
| **Exercise Name** | Advancing Pediatric Telehealth Capability: Use of Technology During Disaster Response |
| **Exercise Dates** | 20 May 2021 |
| **Scope** | This exercise is a demonstration exercise with pre-recorded telehealth tasks, planned for four [4] hours to be conducted virtually. Exercise “play” is open to Eastern Great Lakes Pediatric Consortium for Disaster Response (EGLPCDR) members, state and local health departments, community hospitals, and EMS organizations within Michigan and Ohio. |
| **Mission Area(s)** | Mitigation, Response, and Recovery |
| **Core Capabilities** | Coordinated response to a pediatric disaster emergency and surge. |
| **Objectives** | 1. Strengthen Pediatric Disaster Care Preparedness and Healthcare System Coordination 2. Develop Coordinated Pediatric Disaster Care Capacity 3. Enhance Statewide and Regional Medical Surge Plans 4. Evaluate the utility of telehealth and video conferencing capability as a tool for pediatric disaster and surge response. |
| **Threat or Hazard** | Pediatric Surge Related to Disaster or Public Health Emergency |
| **Scenario** | The exercise features a series of pre-recorded, telehealth tasks that support disaster and surge response. |
| **Sponsor** | Eastern Great Lakes Pediatric Consortium for Disaster Response conducts the exercise in support of an Assistant Secretary for Preparedness Response (ASPR) Pediatric Disaster Care Centers of Excellence grant. |
| **Participating Organizations** | Exercise participants will include the six Children’s and partner hospitals in Michigan and Ohio, state and local health departments and EMS organizations. |
| **Point of Contact** | Marie M. Lozon, MD  Professor of Emergency Medicine and Pediatrics, Michigan Medicine  Chief of Staff, Office of Clinical Affairs  mlozon@umich.edu |

# How to Participate in the exercise

## Register: Exercise planners are working to collect participant responses. In order to facilitate that goal, we ask that all individual participants register for the exercise. Registration is available on the [Advancing Capability website](https://emscimprovement.center/domains/preparedness/asprcoe/eglpcdr/telehealth/#:~:text=Advancing%20Pediatric%20Telehealth%20Capability%3A%20Use%20of%20Technology%20During%20Disaster%20Response&text=The%20Eastern%20Great%20Lakes%20Pediatric,test%20pediatric%20disaster%20telehealth%20activities.) and at this link: [Advancing Capability Registration](https://docs.google.com/forms/d/e/1FAIpQLSfaLvPL3otkRbllx4vMNoxEkz8sscjuWq4vdLqYlvpeVZFrmA/viewform?usp=sf_link)

## Pre-Exercise Survey: To support collection of data from individual participants, exercise planners request all participants complete a pre-exercise survey. Additionally, for participants who took part in producing a pre-recorded video, please also complete a Video-Production survey. Please complete the surveys no later than 18 May 2021. Surveys are available at the following links:

[Pre-Exercise Survey](https://umich.qualtrics.com/jfe/form/SV_a95Z2rhIBIG6jLE)

[Video Production Survey](https://umich.qualtrics.com/jfe/form/SV_50b9VrhCjIgUPUG)

## Preview Questions: Given that the exercise does not seek to test or validate existing plans, but works to generate information and data about the utility of telehealth and videoconferencing platforms as tools for pediatric disaster and surge response, exercise planners intend to make all questions and scenarios available to participants beforehand. Exercise facilitators and moderators retain discretion to formulate and ask spur of the moment questions to foster discussion and follow up on pertinent points of observation. Scenarios and questions are outlined below; in the order they will be presented during the exercise. Please review and develop responses to the following questions:

## Ice breaker / Warm up questions:

* Place a pin in your state.
* With one word, describe the nature of your agency.
* What is your experience level with pediatric disaster and surge response: N/A, Foundational Awareness, Novice, Intermediate, Advanced, or Expert?
* On an individual, personal level, what have you done different in response to the COVID-19 Pandemic?

## Telehealth Task Videos: This section of the exercise will be a repetitive sequence of observing a video and responding to the video with nine cycles of the video/questions combination. The following set of questions will be asked after each video. Please note that the purpose of the video evaluations is to assess the utility of telehealth as a tool for disaster response.

## On a sliding scale between Strongly Disagree to Strongly Agree, please rate the following statements for the telehealth task you just observed:

* Internet connectivity was excellent
* Image quality was excellent
* Telehealth consult met the needs of requestor
* Handheld ultrasound improved outcome
* Amount of information hindered response
* Telehealth is superior to phone or radio communications
* Telehealth is appropriate tool for disaster response.

## Exercise Hot Wash and Evaluation:

* Did you learn something today?
* On a scale of one to ten, rate the value of telehealth as a tool for disaster response for the following activities:
  + Physician-to-physician consultation
  + Emergency management activity
  + On-scene pediatric consultation
  + Enroute evacuation pediatric consultation
  + Just-in-time training
  + Staff-to-staff mentoring
* Please submit After Action Review (AAR) comments.

## Exercise:

## Pre-submit Questions: Exercise participants interested in submitting a question for any of the planned topics or scenarios is encouraged to do so. Please submit questions to [AdvancingCapability@umich.edu](mailto:AdvancingCapability@umich.edu).

## Join the Exercise: A link to the video conference will go live one hour before the exercise. Conference link is [Zoom 95092443767](https://umich.zoom.us/j/95092443767), passcode 707747. The videoconference link is also available on the [Advancing Capability website](https://emscimprovement.center/domains/preparedness/asprcoe/eglpcdr/telehealth/#:~:text=Advancing%20Pediatric%20Telehealth%20Capability%3A%20Use%20of%20Technology%20During%20Disaster%20Response&text=The%20Eastern%20Great%20Lakes%20Pediatric,test%20pediatric%20disaster%20telehealth%20activities.). Please join and test connectivity prior to 8:45, be online, and prepared to review a rotating deck of informational slides and questions.

## Mentimeter: Throughout the day, a presentation will be provided using the [Mentimeter](https://www.mentimeter.com/) platform. Mentimeter supports audience interaction and immediate feedback to questions. Please have a second channel of internet access open (i.e. smartphone) to view and respond to presentation questions. A link to the presentation and instructions on how to use Mentimeter is available on the [Advancing Capability website](https://emscimprovement.center/domains/preparedness/asprcoe/eglpcdr/telehealth/#:~:text=Advancing%20Pediatric%20Telehealth%20Capability%3A%20Use%20of%20Technology%20During%20Disaster%20Response&text=The%20Eastern%20Great%20Lakes%20Pediatric,test%20pediatric%20disaster%20telehealth%20activities.).

## Video Conference Chat: Participants will be able to submit questions through the videoconference Chat function. Exercise support staff will monitor the Chat, reviewing and providing questions to the exercise facilitator.

## Elevation to Speaking Role: Given the size of the audience and video-conferencing platform limitations, planners request participants remain in a muted during the videoconference. If an individual submits a question via chat, the exercise facilitator may request that individual unmute for active, speaking interaction. Please be prepared to address the facilitator if requested to do so.

## Questions and Comments: Once again, given the size of the participant audience and limited time frame, not all questions or comments submitted via the chat will be addressed during the exercise. Individual participants are encouraged to submit questions and comments for inclusion into the exercise record and report.

## Post Exercise Survey: To support collection of data from individual participants, exercise planners request all participants complete a post-exercise survey. Please complete the surveys no later than 28 May 2021. The Post-exercise survey is available at [Post-Exercise Survey](https://umich.qualtrics.com/jfe/form/SV_aVGYtvgpZqhHcLY) (link).

# General Information

## Exercise Goals, Objectives and Core Capabilities

The following exercise goals in Table 1 describe the expected outcomes for the exercise. The goals are linked to core capabilities, which are distinct critical elements necessary to achieve the specific mission areas. See Exercise Plan at ExPlan 140001 for additional, detailed exercise information. The goals and aligned core capabilities are guided by ASPR grant guidelines and EGLPCDR senior leadership and selected by the Exercise Planning Team.

| Exercise Goal | Core Capability |
| --- | --- |
| Strengthen Pediatric Disaster Care Preparedness and Healthcare System Coordination | Coordinated regional pediatric response |
| Develop Coordinated Pediatric Disaster Care Capacity | Coordinated regional pediatric response |
| Enhance Statewide and Regional Medical Surge | Coordinated regional pediatric surge |
| Assess the value of telehealth and video conferencing capability as a tool for pediatric disaster and surge response. | Coordinated regional pediatric response |

Table 1. Exercise Goals and Associated Core Capabilities

## Exercise Purpose

During a disaster or emergency, healthcare delivery capacity and capabilities can become compromised. As recently experienced, viral pandemics can easily overwhelm health systems. In this context, likely hazards for the Michigan and Ohio region are limited infrastructure, resources and expertise dedicated to the pediatric population. Therefore, it is essential to develop regional capabilities to coordinate and respond to pediatric surge conditions.

The purpose of the Advancing Capability demonstration exercise is to evaluate telehealth and video conferencing technology as a tool for disaster and surge response when existing systems are overwhelmed, by enhancing rapid sharing of expertise throughout the region.

## Participant Roles and Responsibilities

The term *participant* encompasses many groups of people. Groups of participants involved in the exercise, and their respective roles and responsibilities, are as follows:

* **Exercise Participants.** Exercise participants are personnel who: 1) actively consider questions and scenarios in response to video recordings, 2) answer Mentimeter questions when posed, 3) submit questions via Zoom chat and 4) complete pre and post exercise surveys. Due to audience size and videoconferencing bandwidth limits, most exercise participants will be in a passive listening role for the duration of the exercise.
* **Facilitator.** Serving as the overarching exercise host, the facilitator 1) welcomes participants, 2) explains exercise objectives, format and procedures, 3) introduces presenters, 4) facilitates transitions between pre-recorded videos and 5) solicits end of exercise Hot Wash comments. The facilitator will also address participant questions submitted in the chat.
* **Controllers.** Controllers plan and manage exercise, set up and operate the virtual platform, present questions for response, and inject scenarios where necessary. Controllers direct the pace of the exercise and provide key data to participants. In addition, they issue exercise material to participants as required, monitor the exercise timeline, and urge active participation of all participants.
* **Evaluators.** Evaluators assess and provide feedback on designated functional areas of the exercise.
* **Support Staff.** The exercise support staff includes individuals who perform administrative and logistical support tasks during the exercise (e.g., webinar management, time keeping).

## Exercise Assumptions and Artificialities

In any exercise, assumptions and artificialities may be necessary to achieve the exercise goals and objectives. 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:

* Whether personally or professionally, all participants have relevant video conferencing and telehealth experience to contribute to the exercise.
* Pre-recorded videos may only present a limited period of a much longer patient treatment experience. Although the videos may provide a short glimpse of a full story, each video is assumed to be prefaced with appropriate medical interventions and coordination. Additionally, each video is assumed to result in proper follow-on medical care and a successful treatment plan.
* The various video scenarios are plausible, and events may occur as presented.
* Video simulations contains sufficient detail to allow participants to evaluate telehealth and/or video conferencing as tools of pediatric disaster response.
* Participants are responsible for establishing and maintaining internet and telecommunications connectivity as necessary to participate in the exercise.
* The exercise is conducted in a no-fault learning environment wherein capabilities, plans, systems, and processes will not be evaluated.

### Artificialities

During this exercise, the following artificialities apply:

* As a demonstration exercise, the event does not seek to test and validate existing plans and operations. Rather, the exercise generates information and data for use in evaluating telehealth and video conferencing as tools for a coordinated regional response to pediatric disaster and surge.
* Prior knowledge of exercise questions, injects and scenarios does not hinder exercise outcomes. Prior knowledge serves to refine and improve the data and information collected.
* For the purposes of focusing the exercise on the specific task of evaluating telehealth and video conferencing platforms as tools for pediatric disaster response, medical treatment and standards of care are auxiliary, secondary concerns for the duration of the exercise. The exercise is narrowly focused on evaluation of telehealth, not medicine.

# The Exercise

## Exercise Timeline

The Advancing Capability Demonstration Exercise is a 4-hour exercise scheduled on Thursday, May 20 from 9:00 AM -2:00 PM. See appendix A for a complete exercise timeline.

Links to join the Zoom videoconference will “go live” at 8:00am on 20 May 2021. The links are available on the [Advancing Capability website](https://emscimprovement.center/domains/preparedness/asprcoe/eglpcdr/telehealth/#:~:text=Advancing%20Pediatric%20Telehealth%20Capability%3A%20Use%20of%20Technology%20During%20Disaster%20Response&text=The%20Eastern%20Great%20Lakes%20Pediatric,test%20pediatric%20disaster%20telehealth%20activities.). Beginning at 8:30am, in the lull before the exercise begins, a scrolling slide deck will present on the video conference page with exercise information and several interactive questions.

Note: All times are Eastern Time Zone.

# Exercise Logistics

## Safety

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

* Home station organizations are responsible for providing a safe and secure environment for exercise participants. Any safety concerns must be immediately reported in accordance with home station organizational policies and procedures.
* The exercise will occur virtually to support social distancing preventive measures due to an ongoing viral pandemic. Home station organizations are responsible to implement appropriate public health measures at their locations.

## Site Access

### Security

Measures to implement and maintain security of the virtual video conferencing platform include:

* Limiting participation in large group discussion to select panel members with the audience in a passive listening role
* Onsite AV/IT support to address disruptions occurring on the platform
* Moderated discussions
* Dedicated monitoring of conversations to identify disruptive participants
* Moderator muting of disruptive participants
* Moderator removal from the meeting of disruptive participants
* Recording of virtual discussions
* Collection of participant commentary and feedback in accessory platforms not critical to exercise management

# Appendix A: Exercise Schedule



**Note: All times are Eastern Time Zone**

# Appendix B: Acronyms

| **Acronym** | **Term** |
| --- | --- |
| ASPR | Assistant Secretary for Preparedness and Response |
| DHS | U.S. Department of Homeland Security |
| EGLPCDR | Eastern Great Lakes Pediatric Consortium for Disaster Response |
| ExPlan | Exercise Plan |
| HSEEP | Homeland Security Exercise and Evaluation Program |
| SME | Subject Matter Expert |
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