

Appendix A
Improvement Plan

MassMAP 2019 Full Scale Exercise

Capability Objective	Issue / Area for Improvement	Corrective Action	Capability Element	Primary Responsible Organization	Organization POC	Start Date	Completion Date
Health Care and Medical Response Coordination	Plan members were not clear on how to provide an Operational update in Emergency Reporting	RPA to develop a quick reference guide on how to return to normal commercial power and have no operational issues	Planning	Russell Phillips & Associates (RPA)	Jim Garrow - RPA	August 1, 2019	
Health Care and Medical Response Coordination	Plan members were not clear on how to complete a Transportation Evacuation Survey	RPA to provide a quick guide on how to complete a Transportation Evacuation Survey	Planning	Russell Phillips & Associates (RPA)	Jim Garrow - RPA		August 1, 2019
Continuity of Health Care Service Delivery	Plan members struggled with the Holding Area Operations	RPA to provide a Holding Area checklist that can be used by Holding Area Coordinator	Planning	Russell Phillips & Associates (RPA)	Jim Garrow - RPA		August 1, 2019
Continuity of Health Care Service Delivery	LTC Coordinating Center Responders noted that the Open Bed and available Transportation reports did not have the facility address listed or have the header on the printed reports.	RPA to ensure that facility addresses and headers to print on all Emergency Reporting Reports	Planning	Russell Phillips & Associates (RPA)	Jim Garrow - RPA	August 1, 2019	September 1, 2019
Continuity of Health Care Service Delivery	LTC Coordinating Center Responders received a request if they knew what Assisted Living Facilities would take domestic animals. This is not a current item with in our Categories of Care.	RPA will add a category for service animals or pets	Planning	Russell Phillips & Associates (RPA)	Jim Garrow	September 1, 2019	December 31, 2019
Continuity of Health Care Service Delivery	LTC Coordinating Center staff noted areas of improvement within the Operations Manual such as the intake form and the bed and transportation worksheets	RPA to enhance the areas noted and provide an update at the September 2019 Training Sessions	Planning	Russell Phillips & Associates (RPA)	Jim Garrow	August 1, 2019	September 1, 2019
Continuity of Health Care Service Delivery	Some plan members lack of any semblance of an Incident Command Structure e.g., no organization chart, no Job Action Sheets, no vests, no identification of who was in which roles and no Incident Action Plan (IAP).	Plan members should utilize the tools from NHICS program and customize to their facility.	Planning	MassMAP Members	Administrators	September 1, 2019	December 31, 2019
Continuity of Health Care Service Delivery	Most plan members do not have vertical evacuation equipment. It became quite evident that plan members need to have their own internal plan for vertical evacuation along with recommendations on evacuation equipment selection, training and be safety focused.	1. Plan members should utilize their first responders (Fire / Commercial EMS Providers) evacuation equipment guidance. 2. RPA and Mass Senior Care will look at the feasibility of conducting a Full Building Evacuation seminar.	Training	1. MassMAP Plan Members 2. Russell Phillips & Associates & Mass Senior Care	Administrators	September 1, 2019	December 31, 2019

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Continuity of Health Care Service Delivery	Plan members are lacking a clear policy on the transport of medications, specifically narcotics during a disaster	RPA to work with a Pharmacy vendor on the development of a Medication Transport Policy	Planning	Russell Phillips & Associates (RPA)	Jim Garrow	August 1, 2019	December 31, 2019
Continuity of Health Care Service Delivery	Facilities were lacking Restoration Contractors.	Plan members should have a formal agreement with a Restoration Contractor	Planning	MassMAP Members	Administrators	September 1, 2019	December 31, 2019
Continuity of Health Care Service Delivery	Plan members were lacking identified "Stop Over Locations" on the MassMAP website	Plan members to identify and list their stop over locations on the MassMAP Website	Planning	MassMAP Members	Administrators	September 1, 2019	December 31, 2019