



ONTARIO 'S CRITICAL CARE SURGE CAPACITY MANAGEMENT PLAN

MODERATE SURGE MOCK DRILL GUIDE

VERSION 2.1 (SEPTEMBER 2019)



CCSO Critical Care Services Ontario

The purpose of this document is to provide a template for conducting **moderate surge mock drills** and act as a tool to rehearse surge response planning.

Prior to commencing a rehearsal, all facilitators and parties involved in planning the mock drill should review **Ontario's Critical Care Surge Capacity Management Plan – Minor Surge Toolkit and the Moderate Surge Response Guide**; available to download from CCSO's website at www.criticalcareontario.ca

Surge response is based on a scalable framework. *Prior to declaring a moderate surge, it is important that hospitals have deployed minor surge plans.*

Critical Care LHIN Leaders are encouraged to initiate steps outlined below in order to facilitate mock surge drills in their LHINs. LHIN Leaders should plan for annual mock drills including weekend/evening drills.

STEP 1: PLANNING & COMMUNICATION

Task	Checkbox/Notes
1) Choose an Index Hospital i.e. the hospital that will be identified as being in a moderate surge.	
2) Identify point person(s) within the index hospital who are responsible for surge response and can help you plan the mock drill. Develop an action plan to prepare necessary parties in Index Hospital.	
3) Coordinate with the Index hospital point person(s) to select a date to conduct the mock moderate surge drill. Select and confirm availability of all facilities , e.g. drill location / Teleconference line.	
4) Determine whether you want to rehearse a 'table top' or a 'live mock drill' . Note: <i>In planning the mock surge event, it may be an option to have this as a 'cold' event, where no prior notice is given to stakeholders, other than the planning done in advance with the Index Hospital, CritiCall Ontario, CCSO and the LHIN Leader.</i>	
5) Notify CCSO of the date by emailing at info@ccso.ca . If a live mock drill is being planned, contact CritiCall Ontario Call Centre Manager Julie Gordon by email: Julie.gordon@critical.org for planning of dates as call agent participation is required in the live drill.	
6) In collaboration with the Index hospital point person(s), Customize a scenario that is appropriate to the selected Index Hospital and your LHIN. Note: <i>CCSO can provide sample scenarios</i>	
7) Identify participants from the index hospital and partner hospitals who would need to participate in the mock surge drill exercise.	
8) Send out communication to all parties informing them of the mock drill (date & objective of exercise and dissemination of the Minor Surge Toolkit and the Moderate Surge Response Guide). Note: <i>Ensure advance preparation and communication with CCSO and CritiCall Ontario, especially if call agents are needed to participate in the live drill.</i>	

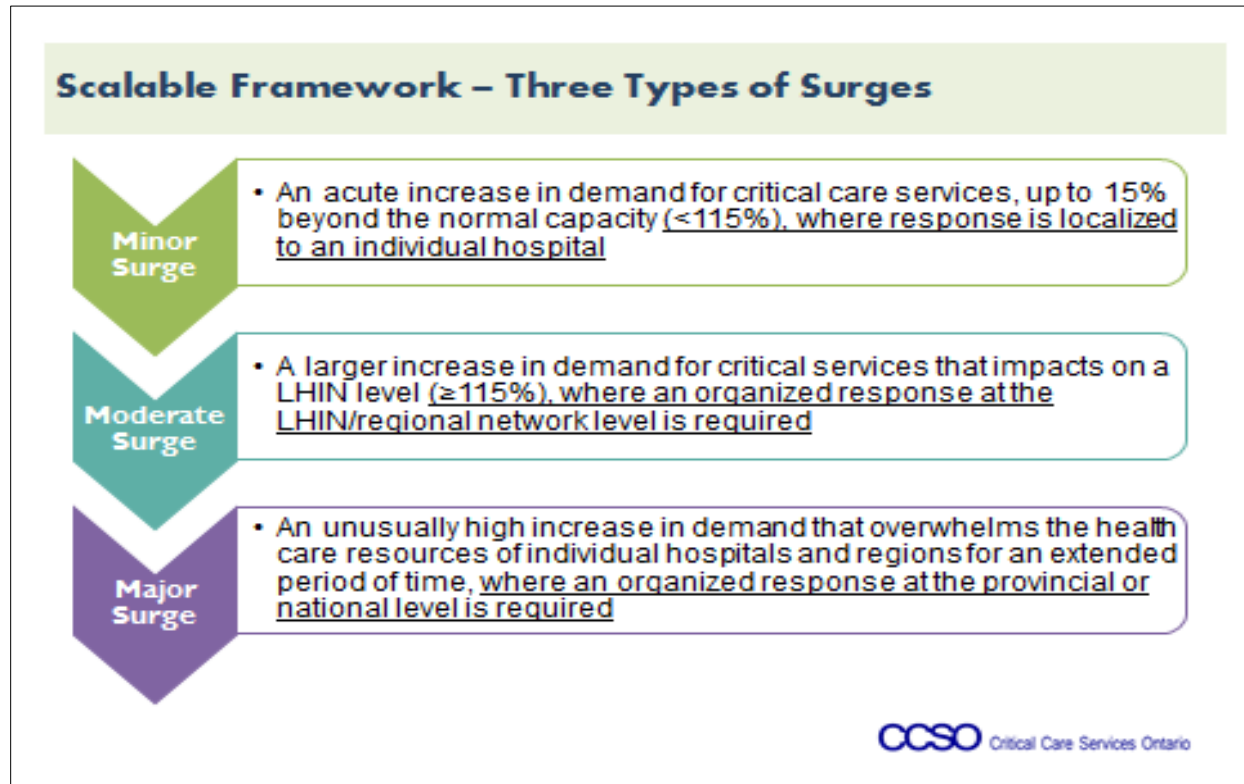
STEP 2: EXECUTION OF MOCK DRILL

Task	Checkbox/Notes
<p>1) Based on the agreed mock scenario, Index Hospital activates the algorithm in the Moderate Surge Response Guide and follows the process for declaring a moderate surge.</p> <p>Note: <i>Algorithm for declaring Moderate Surge was updated in September 2019. Please refer to the updated version at the end of this document.</i></p> <p>a) In the table top exercise: the Critical Care LHIN Leader will chair the discussion, ensuring all steps in the algorithm/process are followed and understood by the participants.</p> <p>b) In the event of a live mock drill: CritiCall Ontario will arrange a preamble call and the steps in the algorithm will be followed as described in the Moderate Surge Response Guide.</p>	

STEP 3: DE-BRIEF

Task	Checkbox/Notes
<p>1) Immediately after the mock surge drill is complete, invite participants to debrief about their experiences.</p> <p>Note: <i>See appendices for debrief questions. This de-briefing can take place either immediately on the teleconference, or by asking participants to fill-out debriefing questionnaire.</i></p>	
<p>2) CCSO will arrange a debrief teleconference with the LHIN Leader to review areas where further improvement to the process/algorithm may be required.</p>	

APPENDICES



MOCK SURGE DRILL: DE-BRIEF QUESTIONS

Awareness of Process & Documentation required

1. Did all participants have a good understanding of the process as defined in the Moderate Surge Response algorithm?
2. Were elements of minor surge plan executed prior to declaring a moderate surge?
3. Were the correct steps / procedures followed for declaring a moderate surge? e.g. preamble call, Fan out call.
4. Was everyone prepared (e.g. updated CCIS , have SBAR completed prior to the call)

Role clarity

5. Were all participants clear on their role in the event of a moderate surge?
 - a. Index hospital's role e.g. coordination and communication, updating CCIS, filling out SBAR form
 - b. Partner hospital's role e.g. updating CCIS, completing Partner Hospital Reporting Form
 - c. CritiCall Ontario's Role e.g. facilitate the pre-ambble and LHIN wide Fan out call
 - d. CCSO's role e.g. participate in pre-ambble call and provide oversight/clarity on the process

Current strengths and future improvements

6. What worked well in managing the specific surge scenarios presented during the drill?
7. What could have been done better?
8. Were there any challenges with collaboration between partner agencies?
9. Were there any challenges with communication and information flows within the index hospital?
10. What additional education/communication is needed to help parties function more effectively in a moderate surge?
11. What could have been done differently to help the mock event run better (e.g. facilitation, logistics)?

Other

12. Any additional feedback about this event, or suggestions to help further support preparedness to participate in Moderate Surge events?

ALGORITHM FOR DECLARING MODERATE SURGE

