

District 5 Healthcare Coalition Public Health Departments

Analysis of Capabilities

Objective 1 – Maintain situational awareness of the District 5 Healthcare Coalition (D5 HCC) COVID-19 pandemic. Provide situational awareness updates to District 5 HCC members utilizing email, conference calls, EmResources and Live Process

The strengths and areas for improvement for the capabilities aligned to this objective are described in this section.

Capabilities: Healthcare and Medical Response Coordination, Continuity of Health Care Service Delivery, Medical Surge, Foundation for Health Care and Medical Resources

Strengths

The success of this objective can be attributed to the following strengths:

Strength 1: District 5 Local Health Departments described the D5 HCC as very communicative and responsive with local health departments during the COVID-19 pandemic.

Strength 2: District 5 Local Health Departments believed the D5 HCC had a very accurate picture of the state of the District 5 local health departments' status and needs during the COVID-19 pandemic.

Area for Improvement

The following areas require improvement to support the growth of the full capability level:

Area for Improvement 1: The D5 HCC should establish communications with the local health department's sub-committee earlier on in an emergency.

Analysis: The D5 HCC reached out to local health departments as needed during the initial weeks of the pandemic. However, communication and clear status updates would have been clearer had the D5 HCC taken an earlier active role in each LHD's partner meetings that were occurring on a scheduled basis throughout Central Indiana.

Area for Improvement 2: Provide a breakdown or interpretation of communications from the ISDH to local health departments so relative and appropriate information is being provided to the D5 HCC partners.

Analysis: Several times throughout the pandemic, a message, standard, or recommendation was communicated by the ISDH to all local health departments, State-wide. This messaging was not always relevant or pertinent to the local health departments in the D5 HCC, however this was not clear at the time. At times, it took interpretation or prolonged communication for local health departments to understand the intent of such messaging was for other health departments across the State. This caused confusion for several local health departments as they attempted to comply with ISDH guidelines.

Objective 2 – Receive and process formally submitted resource request from HCC and HPPC members routed through the county ESF8 representatives.

The strengths and areas for improvement for the capabilities aligned to this objective are described in this section.

Capabilities: Healthcare and Medical Response Coordination, Continuity of Health Care Service Delivery, Medical Surge

Strengths

The success of this objective can be attributed to the following strengths:

Strength 1: D5 local health departments were very satisfied by the way the D5 HCC followed their previously established guidelines to receive requests for, distribute, and track resources being requested by the ESF-8 representatives during the pandemic.

Areas for Improvement

The following areas require improvement to support the growth of the full capability level:

Area for Improvement 1: Work to find ways to assist any ESF-8s or local health departments that are experiencing a high volume of resource requests for supplies which will ultimately be requested through the D5 HCC MACC.

Analysis: ESF-8s and health departments that were overwhelmed with resource requests were not able to effectively manage the requests. During this pandemic, most of the resource requests were for PPE, which the D5 HCC was able to provide. However, when the ESF-8 or local health department was not able to sort through these requests in a timely manner, those agencies which needed PPE were not able to receive it.

Area for Improvement 2: The designated agency types which could receive resources from the D5 HCC need to be made clearer from the onset of an emergency.

Analysis: When the pandemic first affected agencies in Central Indiana, some of the coalition members were not able to receive PPE from the D5 HCC due to the prioritization standards which were established. This resulted in law enforcement and other agencies unable to receive needed PPE during the initial distributions. This was made clear when the pandemic hit, but it was not clear leading up to the pandemic.

Area for Improvement 3: Work to improve the education and training of the coalition partners who need resources from the D5 HCC, routed through the local ESF-8 or local health department.

Analysis: Many coalition partners were still unclear on the steps to take to request and acquire resources through the D5 HCC. While the ESF-8s and local health departments understood and followed this process, other organizations that were not clear as to the right steps to take could sidestep their local ESF-8 or local health department in attempts to acquire resources.

Objective 3 – Facilitate weekly calls with D5 HCC Hospitals

The strengths and areas for improvement for the capabilities aligned to this objective are described in this section.

Capabilities: Healthcare and Medical Response Coordination, Continuity of Health Care Service Delivery, Medical Surge, Foundation for Health Care and Medical Resources

Strengths

The success of this objective can be attributed to the following strengths:

Strength 1: D5 HCC local health departments indicated that they were in constant contact with the hospitals in their county throughout the pandemic.

Area for Improvement

The following areas require improvement to support the growth of the full capability level:

Area for Improvement 1: Communicate to the D5 local health departments the status of the D5 HCC hospitals to provide greater situational awareness of the overall healthcare needs of the entire district.

Analysis: While local health departments were very much in tune of the status and needs of their own county's hospitals, an overall picture of the status of all the hospitals in D5 HCC would provide them a better understanding of the needs their local hospitals were likely to face. This was especially true for the local health departments with hospitals that are a part of large networks across Central Indiana.

Objective 4 – HCC & HPPC Leadership weekly Conference calls.

The strengths and areas for improvement for the capabilities aligned to this objective are described in this section.

Capabilities: Healthcare and Medical Response Coordination, Foundation for Health Care and Medical Resources

Strengths

The success of this objective can be attributed to the following strengths:

Strength 1: The D5 local health department representatives were active participants in the D5 HCC and HPPC weekly calls.

Area for Improvement

No areas require improvement to support the growth of the full capability level