

**Incident Action Plan (IAP)**

**Event Name: Medical Center Complex Steam Outage**

**Document Version: 3**

**Published: June 9, 2021**

EVENT OVERVIEW

|  |  |
| --- | --- |
| Location | Medical Center Complex |
| Date(s) | 6/26/2021 |
| Operational Period | 0500 – Midnight |
| Primary Risk(s) | **Services Affected:** Steam and hot water for cooking, personal hygiene, and climate control.  **Equipment Affected:** Hot water from the Sinks and Showers, Autoclaves, Sterilizers, Dishwashers, Glass Washers, Cage Washers, Humidifiers, and Heating |
| Participating Departments | Clinical Ancillary Services  Emergency Management  Health System Physical Plant  Hospitality & Support Services  Inpatient Units  Media/Marketing  Nursing Supervisor  Nutrition Services  Outpatient Units  Patient Experience Office  Perioperative Services  Sterile Processing  Supply Chain |
| Point of Contact | Paul Zmick (FM/Energy & Utilities)  434.964.7809  [Pgz5z@virginia.edu](mailto:Pgz5z@virginia.edu)  Pete Kowalzik (FM/Energy & Utilities)  434.566.6090  [Pnk8a@virginia.edu](mailto:Pnk8a@virginia.edu)  Robert T. Truoccolo  Director of Emergency Management  434.760.1271  [robert.truoccolo@virginia.edu](mailto:robert.truoccolo@virginia.edu) |

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1. MISSION

UVA Medical Center provides Level 1 trauma and hospitalization services for Charlottesville and the greater community.

UVA Medical Center Objectives

* Protect the health and safety of our team members, patients, and visitors.
* Continue patient care operations under any condition.
* Effectively manage public expectations regarding preparedness, response, recovery, and mitigation activities.
* Provide a logical and flexible chain of command to enable maximum use of resources.
* Restore essential services following an incident.
* Satisfy all applicable regulatory and accreditation requirements.
* Protect hospital property, facilities, and equipment.
* Mitigate damages and impacts to individuals, the UVA Medical Center community, and our environment.
* Rapidly disseminate accurate information to UVA Medical Center and local community.

Incident-Specific Objectives

* Minimize the impact on hospital operations while the annual steam outage is being conducted.

1. SITUATION

The central boiler plant will be taken offline on Saturday, June 26 from 0500 to midnight for annual maintenance. Steam and hot water will be unviable during the outage.

1. GUIDELINES

* All departments and services within this IAP shall follow their roles and responsibilities, as identified within section *5 Organization & Assignment of Responsibilities.*
* All departments and services are responsible for reading and understanding the IAP.

1. CONCEPT OF OPERATIONS

Common to All Areas

* Units will contact the Nursing Supervisor by 0500hrs Saturday if any clinical operations are in progress that would require a delay in the planned outage.
* Units may request additional linens and blankets from the linen room as needed for patients by calling (924-5825).
* Pediatric Units may request coffee cauldrons from Dietary to assist in warming of bottles or use local unit coffee makers for generating hot water.
* Radiant warmers will be available to the Pediatric floors from the Supply Room.
* A limited amount of heat lamps will be available from the Supply Room.

Contingency Plan

* All planned work and testing at the Main Heat Plant and other locations around grounds will be completed by 1900 Saturday. Any unfinished work will be stopped or the location isolated so the boilers can be brought back online.

1. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES

Clinical Engineering

* Coordinate with Sterile Processing to ensure that their equipment is safely taken offline and, following the outage, brought back online (please notify the Nursing Supervisor when all equipment is offline by paging PIC# 1822).

Contact Center

* Send outage initiation and cancelation messages to groups #80 and #199.

Emergency Management

* Develop the Incident Action Plan (IAP).
* Provide 24/7 monitoring of events and communicate to partners, as needed.
* Coordinate emergency operations, if activated.
* Activate and support the Hospital Command Center and VEOCI room, as needed.
* Activate appropriate emergency management plans, policies, and procedures, as needed.
* Facilitate communication between internal and external entities
* Activate appropriate Incident Management Teams, as needed.

Environmental Services

* The steam sterilizer will not function during this time.

Nursing Supervisor

* Monitor house-wide operations and maintain communication with the HSPP lead.

FM Energy & Utilities

* Coordinate the steam plant outage and maintenance.
* Maintain close communication with the Nursing Supervisor.
* Advise the Nursing Supervisor of any changes in the outage or an emergency.

Inpatient Units

* Ensure all staff working during the outage are aware.
* Responsible for contacting the Nursing Supervisor and/or Health System Physical Plant if assistance is needed or an event-related emergency occurs.

Media/Marketing

* Support house-wide pre-event communications regarding the outage. See section 7 – Communications.

Nutrition Services

* Utilize dishwashers that will revert to chemical cleaning instead of hot water during the operational period.

Perioperative Services

* Operating Room will not hold elective surgeries this day; emergent only.

Sterile Processing

* Responsible for placing sterilizers and other equipment on standby or off mode at the onset of the outage. This is to protect coils, valves, and controls during the absence of steam.
* Sterilize surgical instruments until the outage begins.
* Schedule additional staff hours if needed to manage heavy caseloads from OR.
* Suspend sterilization activities until validation testing post outage.
* Pre-clean contaminated OR instrumentation by hand washing and hold until decontamination cycles are available post-outage.
* Bronchoscopes and endoscopes will need to the thoroughly pre-cleaned if they need to sit and wait for sterilization equipment to be available.
* Coordinate emergent OR needs of decontamination and sterilization offsite in the Outpatient Surgery Center (OPSC).
* Coordinate OR case demands with OR charge nurse and OR administrative call person.
* Contingency sterilization is available at the Outpatient Surgery Center and Martha Jefferson Hospital.

1. COMMAND AND CONTROL

The Nursing Supervisor will have ultimate oversight of the event during the operational period and will update and involve Emergency Management and the Administrator on Call as deemed necessary. The Administrator on Call will serve as the Incident Commander (IC) during emergency operations. Should an incident occur, the Hospital Incident Command System (HICS) will be used as the organizational structure. Components of the Emergency Operations Plan (EOP) will be used, as needed.

1. COMMUNICATIONS

Event Communications

The Nursing Supervisor will check with the Emergency Department and Operating Room before 0500hrs Saturday to see if any operations are ongoing that would require a delay in the planned outage.

A call will be made between the Nursing Supervisor and the FM/Energy & Utilities Project Lead or representative at 0500hrs Saturday to see if the planned outage can occur as planned, or if a delay is required.

The FM/Energy & Utilities Project Lead or representative will contact the Nursing Supervisor to provide status updates throughout the operational period and to convey if the outage will extend beyond the planned operational period. If the operational period must be extended, the Nursing Supervisor will contact the Administrator on-call and the Emergency Management MoD to convene a teleconference and develop contingency plans.

Event Messaging & Awareness

* HSPP will hold an outage huddle with all impacted units/areas on June 9th, 2021 via Webex.
* Media/Marketing will place a notice in Connect each day the week of the 21st that will state, *“The Steam Plant will be down for annual maintenance on Saturday, June 26th from 0500 to midnight. Anything that uses steam (sterilizers, kitchen, heating, etc.) will not function during the outage. A copy of the Incident Action Plan (IAP) is attached.”*
* Emergency Management will notify the Morning Huddle team on 6/25/2021.

Command

The Hospital Command Center (HCC) will not be pre-opened for this event. If the HCC is needed, it will be opened in the University Hospital Dining Conference rooms.

A Virtual Emergency Operations Center on the Internet (VEOCI) room will not be pre-opened for this event. A VEOCI room will be opened if emergency operations are initiated.

Emergency Management will maintain communication with stakeholders as needed, through VEOCI, mobile phone, and 800 MHz radio. Internal radio communications will be on UHTAC1, UHTAC2, and UHTAC3, as needed.

ATTACHMENT #1 – KEY CONTACTS

Medical Center Internal Contacts (alphabetical by position/department name)

| Position/Department Name | Name | Phone 1 | PIC # |
| --- | --- | --- | --- |
| Administrator on Call | Rob Teaster | 434-981-3194 | 1457 |
| Clinical Engineering | Mike Friesen | 434-465-5607 | 2825 |
| Emergency Management – Medical Director | Bill Brady | 434-284-1528 | 3663 |
| Emergency Management Coordinator | Nat Sellers | 434-924-2738 | 3748 |
| Emergency Management Director | Robert Truoccolo | 434-760-1271 | 6050 |
| Hospitality & Support Services | Bush Bell | 434-465-9765 | 6500 |
| HSPP – Planning | Kevin Fox | 434-326-6565 | 6559 |
| HSPP – Director | Derek Wilson | 434-981-7322 | 6059 |
| HSPP – Associate Director | Nina Green | 434-242-0797 | 2103 |
| HSPP – Associate Director | Will Schnorr | 434-270-5517 | 5174 |
| FM/Energy & Utilities | Paul Zmick | 434-964-7809 | ---- |
| FM/Energy & Utilities | Pete Kowalzik | 434-566-6090 | ---- |
| HSPP Help Desk | ---- | 434-924-2267 | ---- |
| Inpatient Director | Joel Anderson | 434-465-1295 | 2576 |
| Inpatient Director | Bob Anthony | 434-465-4238 | 7601 |
| Inpatient Director | Deb Owens | 434-465-8371 | 3424 |
| Inpatient Director | Leigh Gauriloff | 434-323-4323 | 3208 |
| Inpatient Director | Sandy Hurley |  | 8925 |
| Inpatient Director | Debbie Lewandowski | 434-760-4913 | 7405 |
| Inpatient Director | Benjamin Beitzel | 434- 982-5262 | 3743 |
| Nursing Supervisor #1 | ---- | 434-465-1764 | 1822 |
| Nursing Supervisor #2 | ---- | 434-882-5192 | 9822 |
| Nutrition Services | Corey DiLuciano | 434-465-8606 | 5200 |
| Patient Experience | Vickie Marsh | 434-465-5235 | 3188 |
| Periop – OR Charge Nurse | ---- | 434-465-3254 | 1371 |
| Periop – Director | Kimberley Sutphin | 434-825-3899 | 2330 |
| Periop – Administrator | Donna Via | 434-227-6883 | 6951 |
| SPD | Kevin Elgin | 434-760-4149 | 2813 |
| Supply Chain | Jack Simpson | 806-252-7514 | 5537 |

ATTACHMENT #2 – OPERATIONAL RHYTHM

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Item | Date | Time | Event | Performed by |
| 1 | 6/26/2021 | 0500 | FM / Energy & Utilities contacts Nursing Supervisor **(434-465-1764)** to confirm Go/No-Go of outage | FM/Energy & Utilities – Pete Kowalzik |
| 2 | 6/26/2021 | 0505 | FM / Energy & Utilities contacts Contact Center **(924-2012)** to initiate awareness page to Groups 80 and 199. | FM/Energy & Utilities – Pete Kowalzik |
| 3 | 6/26/2021 | 0505 | Contact Center sends awareness page to Groups 80 and 199. | Contact Center Operator |
| 4 | 6/26/2021 | 0515 | Work begins | FM/Energy & Utilities – Pete Kowalzik |
| 5 | 6/26/2021 | 1900 | Word ends – Start up boilers. It will take approximately 5 hours to get the full pressure in the steam lines | FM/Energy & Utilities – Pete Kowalzik |
| 6 | 6/26/2021 | 0000 | FM / Energy & Utilities contacts Nursing Supervisor **(434-465-1764)** to confirm work completed | FM/Energy & Utilities – Pete Kowalzik |
| 7 | 6/26/2021 | 0000 | FM / Energy & Utilities contacts Contact Center **(924-2012)** to send work complete notice to Groups 80 and 199 | FM/Energy & Utilities – Pete Kowalzik |
| 8 | 6/26/2021 | 0000 | Contact Center sends awareness page to Groups 80 and 199. | Contact Center Operators |