

Eastern Great Lakes Pediatric Consortium for  
Disaster Response

# Avoiding “the Darkest Winter in Modern History”, Actions to Consider Now?

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Digital Support Plan  
10 September 2020

The Digital Support Plan gives exercise planners, primary investigators, and grant leadership information to integrate platforms and applications to create the digital structure needed to support a virtual exercise. Some exercise materials are primarily intended for exercise planners, controllers, and evaluators, but exercise participants may view materials necessary to their participation. All exercise participants may view the Digital Plan.

## Overview

Modeled on traditional conference structure, but refined for virtual use, the exercise will progress through a series of digital spaces and applications. As a tabletop exercise, the event will include multiple briefings, presentations, and discussions. The various virtual and digital aspects require careful coordination and integration to ensure a smoothly flowing event. An exercise specific, webpage will serve as a tool to manage the digital aspects of the exercise. In concept, the webpage serves as a first point of engagement with participants and a base of operations to connect to all the exercise activities. Think of the webpage as serving in the roll of information booth at traditional conferences. Presented below is a digital plan and infrastructure to support the exercise.

## Digital Spaces

### Exercise Webpage

Hosted on the

Emergency Medical Services for Children (EMSC) Innovation and Improvement Center (EIIC) website, the exercise webpage will feature the following information and links:

#### Content

Description of Exercise

Description of Grant

Description of Pediatric COE

Exercise Objectives

Exercise Timeline

Exercise Twitter Hashtag

Exercise Email contact

#### Links

Exercise Plan

Participant Handbook

MiCME website

Zoom Webinar

Zoom Breakout Rooms x5

Survey

### Zoom

Zoom is a video conferencing and online meeting service, using a cloud-based peer-to-peer software platform. For the exercise, Zoom will provide teleconferencing capability. The majority of the exercise will occur in one Zoom Webinar room with one period of breakout sessions for smaller group conversations. In total, six Zoom webinar meetings will be scheduled in support of the exercise: one for large group activity, four for breakout room discussions, and one for a post exercise debriefing of grant leadership.

### MiCME

MiCME is an online tool for validating educational content and granting appropriate Continuing Medical Education. The tool provides registration, attendance and post event survey services. For the exercise, MiCME will provide registration and CME services.

## Social Media

As a tool of instant communication, exercise controllers will create and monitor a Twitter account to receive questions from exercise participants. Due to the potentially large crowd size of exercise participants, affording everyone direct access to conversations is not manageable. As planned, most exercise participants will engage discussions from a passive role within the Zoom platform. Twitter provides passive participants a method to submit questions to discussion panelists. (**Note:** this tool may be cancelled if Zoom’s Q&A function meets exercise requirements)

## Applications

### MentiMeter

MentiMeter is an online, interactive presentation application capable of aggregating participant responses to questions and polls within a minute. Services incorporated into the application include: live polling, word cloud, quizzes and Q&A. For the exercise, MentiMeter will be used as the primary tool for collecting data.

### BioSpatial

Biospatial serves key missions for state and local data owners and provides near real-time insights for Emergency Management missions relevant disaster response. For the exercise, Biospatial will provide a demonstration of an asset mapping tool.

### State Bed Reports

Ohio and Michigan retain separate pediatric bed reporting formats. Hospitals will update their bad status in the appropriate state report.

### Word Cloud

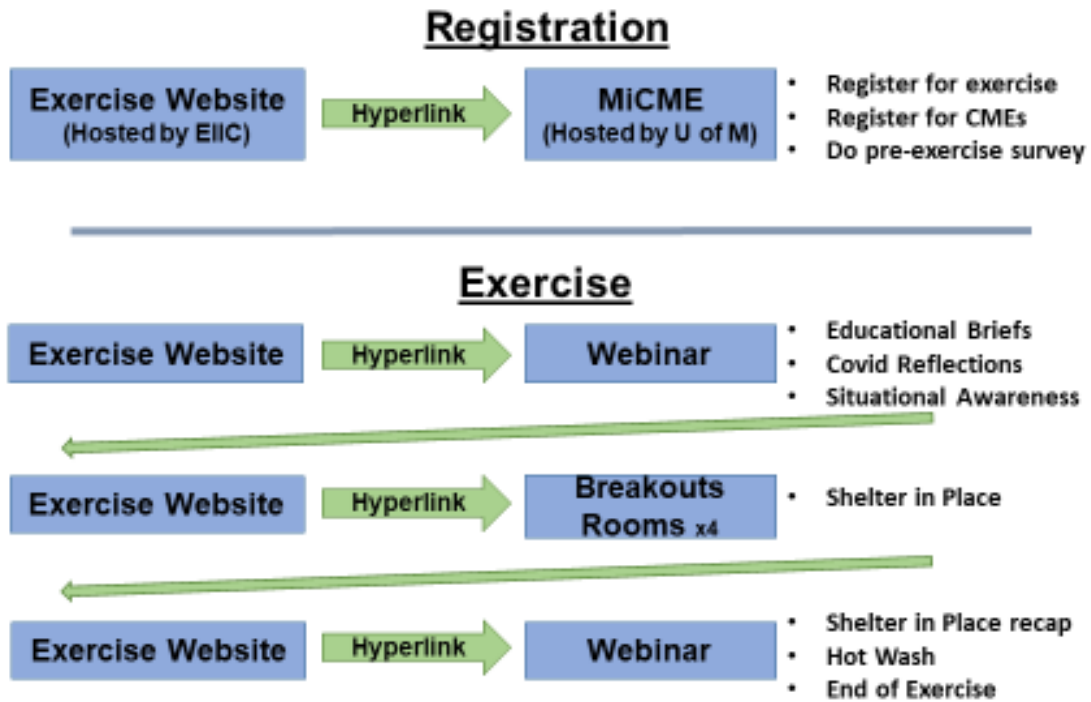
MentiMeter will provide a word cloud function for use at the beginning of the exercise.

### Google Form

In the lull between connecting to the Zoom link and the start of the exercise, participants will be asked a question similar to “On an individual basis, what have you done different in response to the Covid-19 pandemic?” Participants will be afforded a 500-character text field to respond. Given the narrative nature of the responses, this question will be asked in a Google Form format. (**Note:** this tool may be cancelled if MentiMeter proves capable of accommodating long, narrative responses).

## Work Flow

Using the exercise webpage as a base of operations, exercise participants will navigate to all virtual spaces and activities from the webpage (see table 1). Please note, while the work flow appears complicated, it is actually, only a series of several steps, completed in repetitive succession with each iteration starting at the webpage.



Digital Timeline

Time	Activity	Type of Activity	Digital Location
8:00 am	Establish Exercise Control Center	Post Webinar Link	Website
9:45 am	Webinar Opens	Join Exercise	Zoom Webinar
	Word Cloud	Word Cloud	Work Cloud App
	Individual Preparedness Survey	Survey	MentiMeter
10:00 am	Welcome Remarks and Exercise Introduction	Briefing	Zoom Webinar
<b>Educational Presentations</b>			
10:15 am	Burn Coordination Center Model	Presentation	Zoom Webinar
10:30 am	Covid-19 Pediatric Behavioral Concerns	Presentation	Zoom Webinar
10:45 am	Duty to Plan Supply Management and Ethical Resource Allocation	Presentation	Zoom Webinar
11:00 am	Covid/MIS-C update State of Michigan	Presentation	Zoom Webinar
11:15 am	Covid/MIS-C update State of Ohio	Presentation	Zoom Webinar
11:30 am	Navigating Pandemic Go-To; Just-In-Time (JIT) training for Children and Communities	Presentation	Zoom Webinar
11:45 am	Break		
<b>Table Top Exercise</b>			
12:00 pm	Introduction to the Exercise	Briefing	Zoom Webinar
<b>Phase I</b>			
12:15 pm	Reflections on Covid-19 Pandemic Experience	Panel Discussion	Zoom Webinar
1:00 pm	Developing Situational Awareness:		
	Hospitals update bed status on state report	Bed Status Update	State Websites
	Brief on each state's bed status report	Briefing	Zoom Webinar
	Demonstration of Biospatial asset mapping	Demonstration	Biospatial
<b>Phase II</b>			
1:10 pm	Pediatric Surge - Shelter In Place	Briefing	Zoom Webinar
1:15 pm	Break Out Sessions		
	State Departments of Health and agencies	Small Group Discussion	Zoom Webinar Breakout Room
	Health Care Coalitions	Small Group Discussion	Zoom Webinar Breakout Room
	Children's Hospitals	Small Group Discussion	Zoom Webinar Breakout Room
	Local Hospitals and Community Organizations	Small Group Discussion	Zoom Webinar Breakout Room
2:00 pm	Discussion Report Outs	Panel Discussion	Zoom Webinar
2:30 pm	Exercise Hot Wash	Panel Discussion	Zoom Webinar
<b>End of Exercise</b>			
3:00 pm	Post Exercise Debrief	Small Group Discussion	Zoom Webinar Breakout Room

## Communication

Given the potential for a very large crowd and the difficult nature of moderating virtual discussions, participation in the exercise is broken down into active and passive roles. Exercise hosts, controllers, presenters, moderators and panelists will be active participants with privileges for directly speaking in Zoom. All others will be passive participants assigned listening privilege’s in Zoom. Passive participants can submit questions and comments to ongoing discussion thru social media or email. A social media hashtag and exercise email address will be provided on the exercise webpage.

## Control Measures

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

- Just in time delivery of connectivity links to the virtual platform. Links will be made public 30 minutes before use.
- 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 break out 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

## Support Staff

Controllers: Exercise planning and control personnel will be located in an Exercise Control Center in the C.S. Mott Children’s Hospital.

IT support staff: Co-located in the Exercise Control Center, two (2) University of Michigan AV/IT experts will be on stand-by to correct technical issues as they arise.

Social Media/email monitor: Co-located in the Exercise Control Center, one planner will be dedicated to monitoring and responding to passive participant messages. The social media monitor will have direct access to exercise controllers for immediate submission of participant questions.

Moderators: Located at home station, breakout moderators will guide and manage small group discussions using a pre-scripted menu of discussion questions.

Presenters: Located at home station, presenter will give presentation using Zoom Webinar. Presenters will have screen share privilege’s and should be ready to field questions submitted through the exercise control center.

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**APPENDIX A: LINKS**

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**Links**

<a href="https://www.phe.gov/about/aspr/Pages/default.aspx">ASPR</a>	<a href="https://www.phe.gov/about/aspr/Pages/default.aspx">https://www.phe.gov/about/aspr/Pages/default.aspx</a>
<a href="https://www.biospatial.io/">BioSpatial</a>	<a href="https://www.biospatial.io/">https://www.biospatial.io/</a>
<a href="https://emscimprovement.center/">EICC</a>	<a href="https://emscimprovement.center/">https://emscimprovement.center/</a>
<a href="https://www.mentimeter.com/">MentiMeter</a>	<a href="https://www.mentimeter.com/">https://www.mentimeter.com/</a>
<a href="https://ww2.highmarksce.com/micme/index.cfm?do=cnt.page&amp;pg=1010">MiCME</a>	<a href="https://ww2.highmarksce.com/micme/index.cfm?do=cnt.page&amp;pg=1010">https://ww2.highmarksce.com/micme/index.cfm?do=cnt.page&amp;pg=1010</a>
<a href="https://twitter.com/">Twitter</a>	<a href="https://twitter.com/">https://twitter.com/</a>
<a href="https://www.zoom.us/">Zoom</a>	<a href="https://www.zoom.us/">https://www.zoom.us/</a>