

Summary Results NEO Health Care Coalition Redundant Communication Drill May 10, 2021

MODE 1: CELLULAR: DATA-EMAIL

HCC Website announcement sent via email to registered website members.

Email message was character limited, members needed to click the "Check It Out" box to see whole message and be counted as participating.

- # Emails Sent
 - 258 – 15 bounces = 243
 - Opened = 68, Unopened = 175
- # Clicked box to read entire message = 46

Email Message:

New from the Blog in NEO HCC Website
Testing, testing, testing...is this thing working?
[Picture of drill]

As discussed at Friday's NEO Healthcare Coalition Meeting, this is our grant required redundant communication drill. If there was an...

Check It Out

Full Message on HCC Website



Tracy Pate · a day ago · 1 min read



Testing, testing, testing ... is this thing working?



As discussed at Friday's NEO Healthcare Coalition Meeting, this is our grant required redundant communications drill.

If there was an event, we could potentially send out a communication to you using the HCC website and it would include a link to a survey to check on the state of affairs at your facility.

Congratulations! You will have completed the first step of the drill by logging on to the website and reading this post.

The second part of the drill is to complete the survey by clicking on the link below.

<https://www.surveymonkey.com/r/R8QXSC5>

The survey will remain open for 24 hours and we will report-out on the results at the next HCC meeting on June 4th!

Thanks for participating!

-Tracy

Mode 2: Internet-Survey Monkey completion

2021 Healthcare Situational Reporting Tool survey link was posted in HCC Website Announcement. Members needed to complete the 2-3 question survey within 24 hours to be counted as participating

RESULTS

Communication Mode	# Core Members Confirming Contact	# Other Members Confirming Contact	Total Members Confirming Contact
1. HCC Website Announcement via email	20	26	46
2. Survey Monkey Completion via internet	21	21	42

General Observations:

- According to ASPR, **core** members represent hospitals, EMA, EMS and public health. **Other** is all our other non-hospital healthcare and response partners.
- Some of the bounced emails were due to typos and job changes.
- 7 people who clicked the “*Check it Out*” button did not complete the survey
- 3 people completed 2 surveys entering the same agency name, unsure if they were reporting for 2 different facilities so they were just counted once.
- There were a couple people who completed the Situational Reporting survey but were not listed as clicking

Feedback:

Please report any challenges you had with this drill:

Strengths:

Areas for Improvement:

Suggestions: