

# The IOC Exercise

On October, 27<sup>th</sup>, 2011, the New York State Department of Health conducted phase one of the two phase interoperable communications exercise that included New York State Community Health Centers. The IOC exercise utilized the NYSDOH Integrated Health Alert & Notification System (IHANS).

During the exercise, 25 health centers were phoned and sent an email requesting a response. The results from this exercise have been published. Of the 25 health centers contacted, 24 were able to respond to either the email message or the phone message. Please take a moment to review these results:

Responding Health Centers expressed in percentages.

<i>Mode</i>	<i>Winter 2011</i>	<i>Spring 2011</i>	<i>Fall 2011</i>
<b>Phone</b>	77.78	87.50	80.00
<b>Email</b>	74.07	70.83	96.00
<b>Both</b>	70.37	66.67	80.00
<b>Overall</b>	81.48	91.67	96.00

Figure 1

Of the 25 health centers contacted, only one did not respond at all to the email and phone prompts. 5 of the health centers did not answer by phone only and another 5 did not return the email prompt. Overall, however, the response rate for this year’s exercise was 96%; an increase over the same time last year.

Figure two is a graphic representation of the exercises over the last year. Note the overall increase in performance in all areas with the exception of phone contacts. CHCANYS will conduct outreach to reach these centers to determine a possible cause for the lack of response in those areas noted.

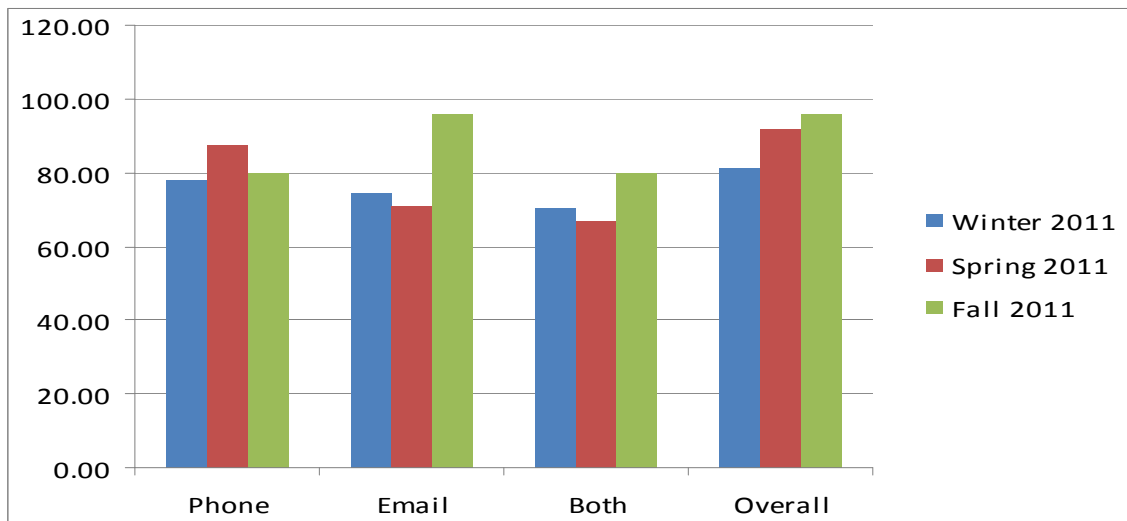


Figure 2

The results indicate that health centers are maintaining their contact information in the IHANS system and that they are able to be contacted to assist in an overall response.

In the spring, the second phase of this exercise will be executed. The second phase will require that health centers perform more complex tasks to respond to the inquiry for information during the exercise. Health centers may be required to confirm their participation in the spring exercise by interfacing with the IHANS and follow a set of instructions that will be sent by the NYS Department of Health.

The results for the spring exercise shall be published once the data has been ascertained. Please maintain your contact information in the Health Commerce System. The date of the spring exercise will be published as soon as possible.

CHCANYS is proud to participate in this exercise with our partners at the New York State Department of Health. Results from these and other exercises will be used to strengthen our ability to respond to disasters and emergencies by building our internal communications capacity and ensuring good communication amongst the primary care sector in New York.