# Telecommunication Outage Evaluation Guide

Evaluator Name: Date/Time of Exercise:

Work area: Evaluator Phone/Email:

## Evaluation Points

| **Evaluation Point** | **Yes or No** | **Comments** |
| --- | --- | --- |
| Staff followed the work-area specific response plan |  |  |
| Telecommunications Outage announcement was heard and all staff were informed of the outage. |  |  |
| Staff didn’t pick up the telephone handset of that phone system during the outage. |  |  |
| Staff located the available back-up phones and knew the numbers on the other switch for critical contacts. |  |  |
| Staff knew what alternative communication tools within the work area could be used (i.e. email, paper messages, intercom, runners, etc.). |  |  |
| Staff knew the process in place for communicating an emergency to the telephone operators. |  |  |
| Other Points to evaluate *[work area specific actions such as* “Staff notified Manager.” or “Runners designated.”] |  |  |

## Top 3 Successes

1. List first success
2. List second success
3. List third success

## Areas for Improvement

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| **Information Sharing and Communication** |
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| **Resource Mobilization and Asset Allocation** |
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| **Security and Safety** |
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| **Staff Roles and Responsibilities** |
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| **Utility Systems** |
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| **Patient Clinical and Supportive Care Activity** |
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