



QUICK EXERCISE

Ideas You Can Run Tomorrow



Northeast/Mid-Atlantic

CMS QIN-QIO (Regions 1 & 2) | IPRO • Qlarant • Healthcentric Advisors

UTILITIES INTERRUPTION EXERCISE

30-45 MINUTE
TABLETOP EXERCISE

OVERVIEW

This quick tabletop exercise will help your team think through key actions before, during, and after a utilities interruption affecting critical operations.



No prep. No special materials.
Just your team and this scenario.

SCENARIO

A severe weather event causes widespread disruption to community infrastructure, affecting utility reliability across the region.

Your facility begins experiencing cascading failures involving critical utilities, including electrical power instability, water service disruption, communications degradation, and resource strain.

External vendor response times may be delayed, requiring leadership to make operational decisions to maintain safe patient/resident care under degraded conditions.

EXERCISE OBJECTIVES

- ✓ Assess preparedness for a utilities interruption event.
- ✓ Identify operational gaps and critical dependencies.
- ✓ Practice leadership communication and decision-making.
- ✓ Evaluate continuity of care under degraded operational conditions.
- ✓ Identify immediate preparedness improvements.

TIMELINE & STEPS

- 1. Introduce the Scenario (2-5 min)**
Review the scenario and exercise objectives.
- 2. Present the Injects (15-20 min)**
Read each inject in sequence and pause for discussion.
- 3. Discuss Actions & Decisions (10-15 min)**
Focus on leadership priorities, operational concerns, and immediate actions.
- 4. Wrap Up (5 min)**
Capture strengths, challenges, and improvement opportunities.



TIPS FOR SUCCESS

- Focus discussion on realistic operational decisions.
- Encourage cross-disciplinary participation.
- Consider both infrastructure and patient/resident care impacts.
- Document actionable next steps.

INJECTS

Inject 1 – Initial Utility Disruption

Situation

- Commercial power begins fluctuating unexpectedly.
- Systems reset intermittently, and clinical departments report equipment and IT concerns.
- Engineering is assessing generator readiness.

Facilitator Prompt:

What immediate actions should leadership take to stabilize operations and establish situational awareness?

Inject 2 – Escalating Utility Failure

Situation

- Commercial power fails.
- Emergency generators activate, but fuel sustainability may be limited.
- Water pressure drops, HVAC performance becomes unstable, and vendor response timelines are uncertain.

Facilitator Prompt:

What critical systems and patient/resident care functions require immediate protection?

Inject 3 – Operational Strain

Situation

- Water service is lost.

- Internal communications are intermittent, some IT systems are degraded, and staffing coverage becomes uncertain as shift changes approach.

Facilitator Prompt:

How will leadership sustain safe operations as utility disruption impacts care delivery?

Inject 4 – Extended Disruption

Situation

- The outage is expected to continue.
- Fuel delivery is delayed, supplies are depleting, and clinical leaders raise concerns about ongoing patient/resident care risks.

Facilitator Prompt:

What conservation, escalation, or service modification decisions should now be considered?

Inject 5 – Recovery / Restoration

Situation

- Utility restoration begins, but systems remain unstable and require validation before full operations resume.
- Supply replenishment and recovery planning must begin.

Facilitator Prompt:

What recovery priorities and improvement actions should leadership establish?



For more information:

Email QINQIO@ipro.org or Call 1-888-502-0566

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