

## Storyboard Sample

The storyboard sample below is written and edited in Microsoft PowerPoint. This layout and design are all original artwork as well as the script writing based on notes from the client and Hospital Corporation of America.

Slide 1



**Welcome to MERT basic training. MERT stands for Major Event Response Team. We are going to take a look at what this means and how it can impact you. Today you will learn that we are all MERT agents and we can all play an important role. Click next to begin.**

**MERT BASIC TRAINING**

The purpose of the **MERT** Basic Training is to provide new and existing HCA IT&S employees the foundational knowledge of the Major Event Response Team and to prepare **Fix Agents** and Leaders for their roles and responsibilities.



The slide features a light blue and white geometric background. On the right side, there is a shield-shaped logo with the text 'MERT RESPONDER 017' and two white silhouettes of a woman and a man standing side-by-side. At the bottom left, there is a circular logo with the text 'MERT 017 IT&S MAJOR EVENT RESPONSE TEAM'. A blue horizontal bar is located at the bottom of the slide.

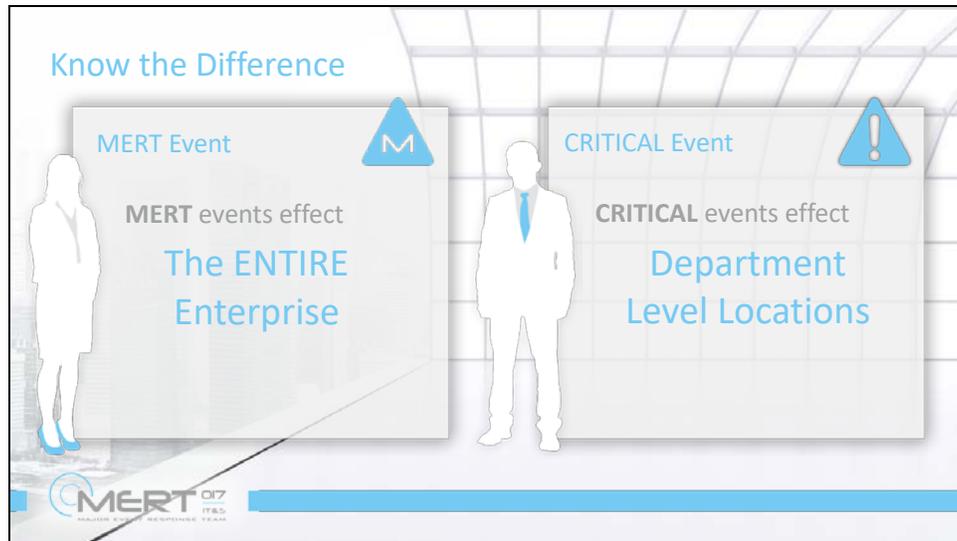
The purpose of the MERT Basic Training is to provide new and existing HCA IT&S employees the foundational knowledge of the Major Event Response Team and to prepare **Fix Agents** and Leaders for their roles and responsibilities. Click next to hear from our Senior Vice President of IT&S, Marty Paslick as he emphasizes the importance of the MERT initiative.

Slide 3



**The critical nature of MERT is an initiative that has the support of our leadership at HCA. Click the play button to hear a short clip from Marty Paslick, Assistant Vice President of IT&S.**

***[The recording will be played when the viewer clicks the button on the screen. The embedded icon is for playing purposes in PowerPoint only]***



Understanding the difference between a MERT event and a CRISIS event is critical in identifying a MERT event ...

*[each box would show image examples that would represent the 2 types of events]*

*[If it is patient or financial effecting]*

[additional input needed]

Priority Definitions

Critical

Multiple users are unable to connect to the following applications, not all inclusive:

SRA – Remote gateway

hCare VDI

Clinical systems, i.e., Meditech, Epic, HPF

Financial – Host, HPS, Lawson

List of critical applications

Extensive/widespread outage, affecting a large number of clients or a business unit

Critical business commitments cannot be met

Financial, patient safety, market image, or regulatory implications apply

Network issues preventing more than one department from getting connected to the network

Telecom Systems (multiple users have an inability to accept or make outgoing or incoming calls)

Interface issues, such as orders not crossing between applications

**Major Event – occurs when a Critical issue is affecting multiple applications and business lines across the enterprise**

**Users are unable to connect to multiple critical (patient/financial) applications enterprise-wide, such as:**

**Multiple AD authenticated applications are not connecting**

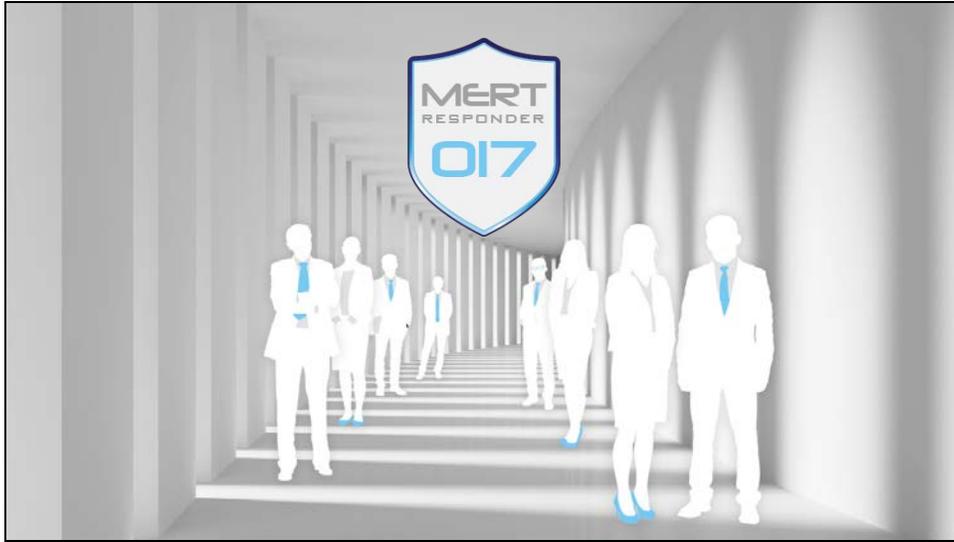
**Clinical systems, i.e., Meditech, Epic, HPF**

**Financial systems – Host, HPS, Lawson**

**Telecom Systems - inability to accept or make outgoing or incoming calls in multiple locations and unable to re-route telecom services.**

**Cyber Security – enterprise and multiple system impacting event.**

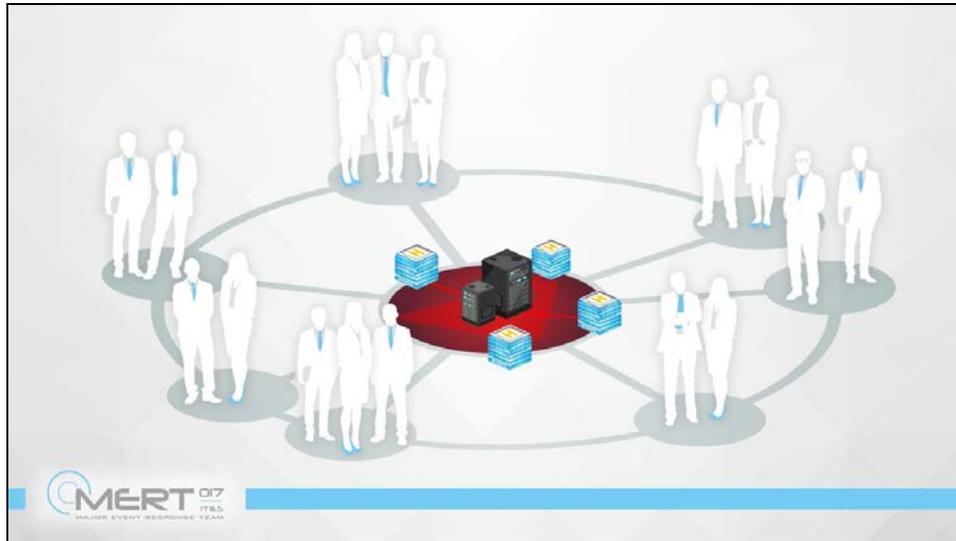
Slide 5



**We are One IT, we are all potential “responders” in resolving these major events that attack our infrastructure. If you receive communication to participate in an Event, you are expected to stay engaged and involved, even if your area is not the direct focus.**



**In our patient setting, code teams come together around our patients to provide critical care when a patient is in duress. This team brings their training, knowledge and experience in their given discipline to provide the highest level of care to stabilize the patient as quickly as possible.**



In the same way our MERT agents come together bringing their training, knowledge and experience in their given discipline to provide the highest level of expertise to resolve the system issues as quickly as possible to stabilize the system and return it to its highest level of functionality to insure patient quality of care. The 17 pre-defined fix agent teams that are paged and required to join and respond:

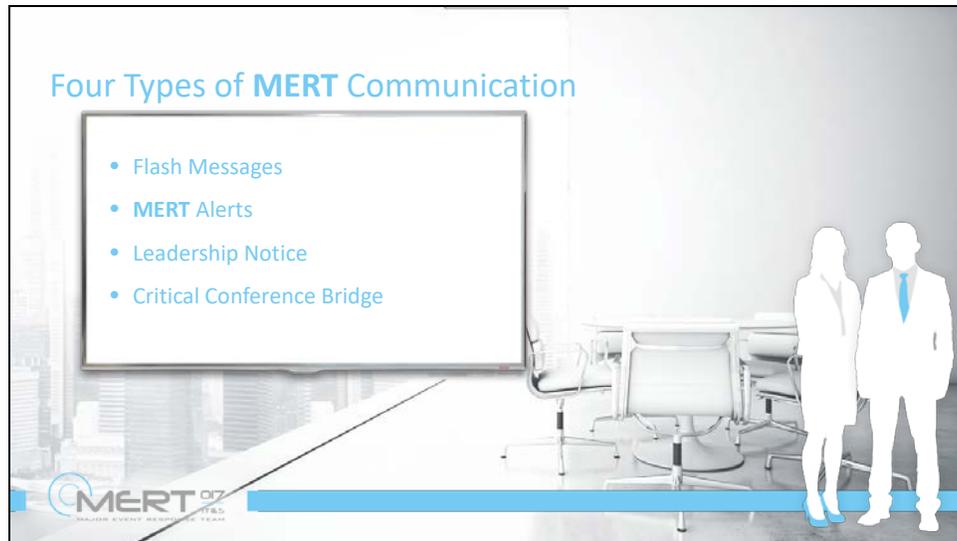
- Network**
- Wintel**
- Service Availability**
- Unix**
- Storage**
- Private Cloud**
- Identity Access Management**
- Cyber Security**
- Citrix**
- Business Continuity**
- Product Development**
- Meditech Services**
- Epic**
- eClinical Works**
- Problem Management**
- Enterprise Preparedness & Emergency Operations**
- Client Support Services**

*[animating in a responder for each area as it is spoken in the audio]*

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**Regardless of our role in the organization, ultimately we are all healthcare providers.**



There are four types of formal communications used by IT&S during these events:

**1. Flash Messages – emails sent to end users containing work around options to allow continuation of patient care or other critical work streams, and the primary means to deliver status of IT&S issues.**

**2. MERT Alerts – text message, phone call and email sent to the 17 MERT fix agent teams requiring them to join a conference bridge to assess incident – this is the process of pulling together the Major Event Response Team.**

**3. Leadership Notice –these communications are directed to our company leadership to keep them informed of large critical or MERT events (these communications are sent for both types of events – Critical and MERT) as informational only ,to ensure awareness of an event. They informational communications are easy to identify because they all start with the words “Leadership Notice”. At the beginning of the event, a message is sent by text and email for immediate notification. The message provides a conference bridge as optional to join as the email contains the details of the event, but several leaders across the organization want to join the call for awareness and ask questions to fully understand the impact of this event to our business. A new standard email template has been deployed across the enterprise that is utilized for all critical event communication, for easy of consumption during all events, local or corporate based. To keep the leadership teams informed, these messages are generated by email hourly after the first communication or as frequent as needed by the business.**

**4. Critical Conference Bridges – this is our primary means to gather during an issue. There could be multiple conference bridges in progress during an event to focus on topics. Examples of conference bridges are technical teams doing deep troubleshooting, operational decision makers formulating a plan or the main communication bridge that keep track of all process in progress to resolve the event and have liaisons from the other conference bridges come to present updates. Keep in mind some conference bridges are kept private to only invite required resources needed to participate to ensure a focus is kept instead of answering questions.**

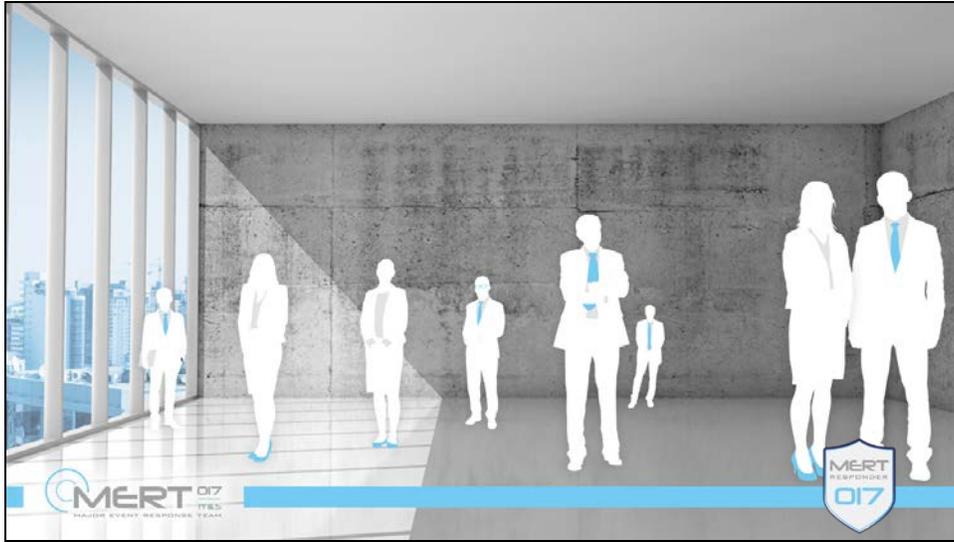
**Watch for these communications and be prepared to act if you are asked to join a call or assist when there is a major event; we are all MERT agents and we all need to stay informed.**



**Communication etiquette is very important in any conferencing situation, but with MERT events, it is of the utmost importance to eliminate distraction and insure focus on resolution of the issue as quickly as possible. While participating, there are a few etiquette rules to remember...**

**Always have your phone muted, to avoid unnecessary background noises.**

**When you speak, announce yourself and speak clearly.**



**Thank you for your time and attention to this very important issue that touches all of us across the entire organization. Awareness is the first step in this process, please click next to answer a few short questions about the information covered in this presentation.**

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See your leadership team if have questions about your specific role in responding to critical or major events.

*[point of contact – localized? ]*