

Expectations for the SET	The HEART Team's expectations participating in this exercise were to further each HEART Team member's knowledge of working communications in an emergency and to put into practice the techniques we have been training for since the Tsunami exercise of 2018, i.e. passing voice traffic at a speed that can be easily copied, passing P2P Winlink traffic and include traffic to other agencies.
What Occured	Days prior to the Exercise status alerts were sent out to the Team. The same status alerts would have been sent out in a real world event keeping Team members updated. The day of the Exercise roll call occurred at 0830 and stations were assigned to 3 different net controls. This negated pile ups and made it easy to send and receive traffic. By establishing multiple Net Controls within the Eastern Virginia Area this allowed the Regional Healthcare Coordination Center to have better control of the information that was sent and received. Traffic was sent to the State EOC and to multiple healthcare facilities including hospitals and long term care facilities in the Eastern Virginia Area. During roll call stations were alerted that when there was digital traffic being passed that Net Control Stations would be unavailable. They were advised to be patient and understanding and try again shortly.
What Went Well and Why	There were 13 healthcare facilities with 19 HEART Team Members participating in this Exercise. With 13 healthcare facilities participating they were broken up under 3 Net Controls who in turn reported direct to the RHCC. This allowed for a much smoother operation. Winlink message handling went well. Stations have been practicing using the Winlink system. P2P traffic and sending messages through the node went extremely well. Voice traffic that was passed was well received due to training and practice. As HF was not as reliable some traffic for out of the area messaging was sent using the BGAN Satellite system with great success. The Team holds two training nets a month and continually practices passing voice traffic and Winlink messages amongst the team.
Improving Operation and How	There was significant voice traffic on one repeater that was not tripping the main repeater but was just enough to break some stations' squelch and become annoying. Looking into what we can do to eliminate that problem. Practice using the HICS 213 and ICS 213 forms and maintaining proficiency in P2P messaging will enhance the operation tremendously. Had two stations that had issues with Winlink connectivity so all of their messages were passed via voice. Encourage operator to practice more on an individual basis in handling P2P traffic and Winlink messaging. This will improve the flow for the next event/exercise. We are very proud of the HEART Team members that have practiced, practiced, practiced throughout the year in honing their skills.
Your Call	WN4HRT
Your Location	Regional Healthcare Coordination Center at Riverside Regional Medical Center, Newport News, VA
Other Calls at Your Location	KG4IIF & KG4IIE