

Lessons from the Field: 2017-18 Disaster Response Deployments

Kristen Baird Romero, Washington Department of Health

Jennifer Cockrill, US Department of Health and Human Services, ASPR Region X

Carina Elsenboss, Public Health – Seattle & King County

John Fulton, FEMA Region X

Greg McKnight, Washington Department of Health

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Hurricane Irma – Sept 6

(8/30-9/11)

Category 5

strongest winds 185 mph

Hurricane Maria – Sept 20

(9-16-10/3)

Category 5

strongest winds 175 mph

Timeline

- **Jan 11** Call from NYC about reloading their team
- **Jan 12** Initial discussions with WA DOH about possible EMAC request
- **Jan 15 – 18** Recruitment conversations
- **Jan 19** Official EMAC request
- **Jan 22** 6 of 7-person team identified
- **Jan 23** complete team roster
- **Jan 24** Receive flight info
- **Jan 25** Depart Seattle on a red-eye
- **Jan 26** Arrive USVI ~4 PM
- **Feb 15** Depart USVI



The mission

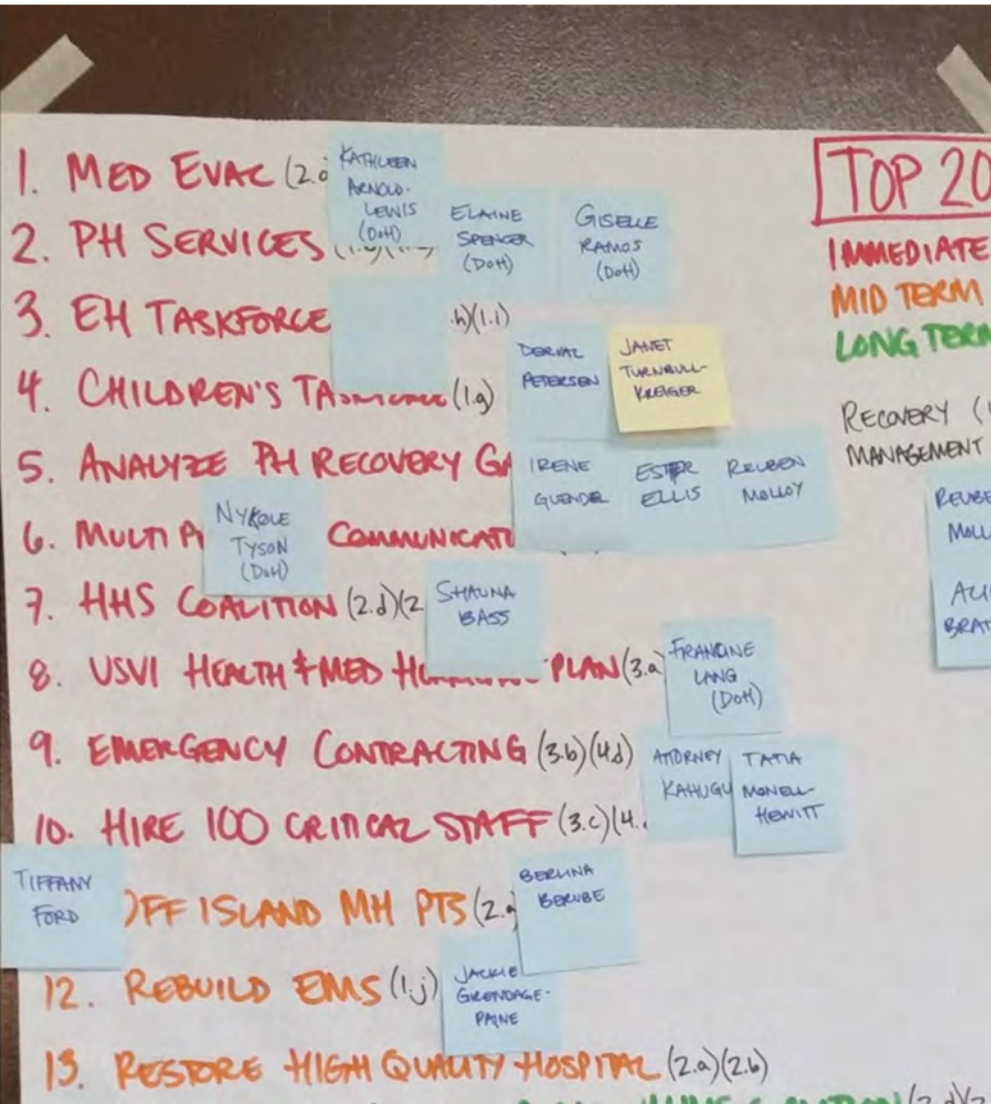
Support VI DOH
with a recovery
leadership team

The team

- Team Lead (PHSKC)
- Finance (DNRP)
- HR (PHSKC)
- EH (DOH)
- Health Systems (PHSKC)
- Mental Health (DOC)
- Hurricane Planning (DOH)



Day in the life...



Building relationships



Recovery is
long





COMMUNICATION & CHANGE MANAGEMENT

METHODS

- RADIO-THURSDAY
- EMAIL
- IN-PERSON
- SKYPE
- SHAREPOINT
- WEBSITE
- HAN?
- YAMMER
- FACEBOOK
- BULLETIN BOARDS
- CONFERENCE CALLS
- FAQ
- NEWSLETTER
- VISUAL MAPPING
- MINUTES/AGENDAS

TOPICS

- SPACES
- PERSONNEL
- INPUT UP
- INFO DOWN
- ALIGNMENT ACROSS DIVS/UNITS
- CROSS TRAINING
- CLIENT/CUSTOMER STATUS
- PULSE

STICKERS:

- FROM 2/8 DIRECTORS MTO
- POST MINUTES & EMAIL
- PULSE
- PEOPLE DRIVEN
- PEOPLE FACE TO FACE
- CHANGE MANAGEMENT & PLANNING
- VERBAL CULTURE
- FAQ
- TRUST
- VAC FLEX RETE
- ACCOUNTABILITY
- RECORDS MANAGEMENT
- COMMUNICATION
- EHR
- CHANGE IS BIDIRECTIONAL PROCESS
- FIND CHAMPIONS (MORRIS)
- OPEN TO TRUE FEEDBACK
- TOOLS FOR FEEDBACK
- ACCESS TO CARE CAPACITY ISSUE
- PULL FAMILY ENGAGEMENT
- ADROQUITY OF CHICAGO?
- TRAINING
- CO-LOCATION
- WORKFORCE
- HIRING

TIMELINES

	<u>FEB</u>		<u>JUNE</u>	
DOH	<u>NON</u>	<u>TEMP TEMP</u>	<u>TEMP</u>	<u>NEW</u>
STX	CHC	TENTS/LEASES	MODULAR	
	VITENA/JFO		MODULAR	
	LEASES	LEASES		
	NON LEASES	LEASES		
	CHC LAB	LAB IN BOX		

STX

RESPONSE → BASIC NEEDS → COLOCATION → INTEGRATION

CONTINUITY OF SERVICES

HOSPITALS

RECOVERY & ENHANCEMENT

STX	JL	MED EVAC	SOME MODULAR	MODULAR
STT	SCH	MED EVAC	SOME OFF ISLAND	OR ICU (EVAC)
STX	PAT	SOME DIALYSIS	ONLY SOME MED EVACS	TRANSIT (VENDOR)
STT	MK(UC)	MORRIS CASTRO	→ DIALYSIS	
			→ LOW COMPLEXITY	

MARCH-JUNE 2019

Lessons learned

Deployment

- Multi-disciplinary and multi-agency teams can be effective
- Flexibility is key
- Communication and team work is essential
- Meet people where they are at (responders and affected jurisdiction)

For local planning

- Continuity of operations planning is needed
- Strong existing systems and relationships need to be in place
- Nimble contracting and hiring systems are important
- Everyone will need training and a role
- Be ready to receive help
- Take care of your staff