



# When a Health Care Facility Needs Help Evacuating

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# Objectives

- Discuss California's Public Health and Medical Response System
- Identify healthcare facilities' role in the system
- Share lessons learned and best practices



# The California Public Health and Medical Emergency Operations Manual

## California Public Health and Medical Emergency Operations Manual



July 2011

# Public Health and Medical EOM

- Establishes coordinated response system to provide public health and medical resources
- System includes EMSA, CDPH, RDMHC Program, MHOAC Program and Local Partners
- Plan includes Response Functions and Function Specific Topics



# MHOAC Program: Duties and Responsibilities in an Emergency

- Coordinate disaster medical and health resources within the operational area
- Be the single point-of-contact for coordination with:
  - ü The Regional Disaster Medical and Health Coordination Program
  - ü EMSA, CDPH
  - ü Community partners such as healthcare facilities



# RDMHC Program: Duties and Responsibilities in an Emergency

- Coordinate disaster medical and health resources within the region
- Be the single point-of-contact for coordination with:
  - ü The MHOAC Program
  - ü Other RDMHC Programs
  - ü EMSA, CDPH



# The California Patient Movement Plan (draft)

## CALIFORNIA PATIENT MOVEMENT PLAN

June 2018



# Concept of Operations

- Plan is activated for large scale health and medical incident requiring patient movement
- Describes procedures for obtaining Emergency Assistance (according to SEMS)
  - Forms developed specifically for patient movement resource requests
- Process for resource prioritization
- Patient Movement Coordinating Entities at each response level/Primary Response Functions





# MHOAC Program: Patient Movement Activities

- Maintain communication with field entities regarding the need to move patients
- Provide technical assistance to field entities regarding evacuation vs. shelter-in-place
- Collect information on field requests for assistance with patient movement
- Identify HCFs and other facilities that may be able to accommodate patients/residents
- Summarize situational information and any unfilled resource requests and share with partners



# RDMHC Program: Patient Movement Activities

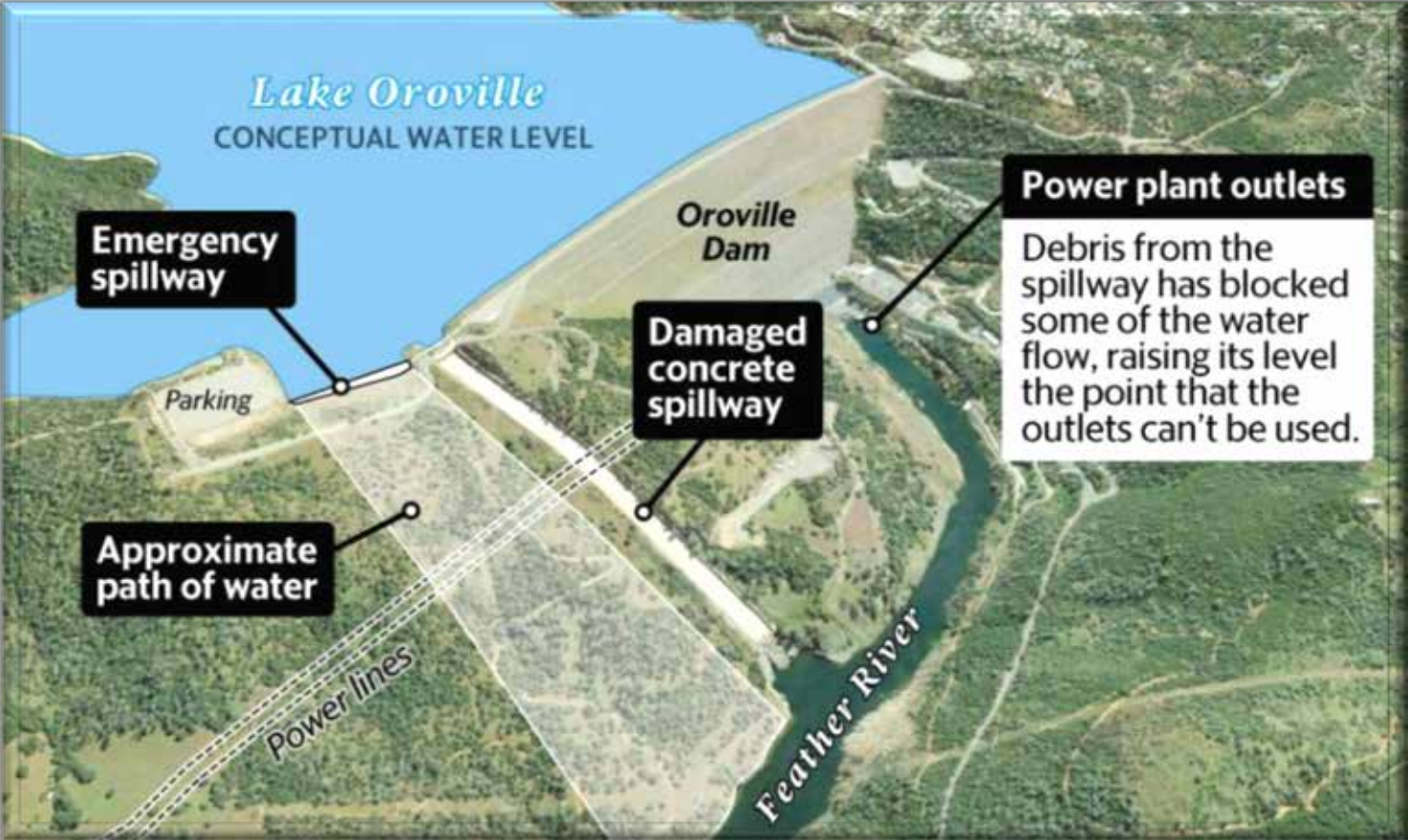
- Maintain communication with Operational Area programs and State regarding the need to move patients
- Assist Operational Areas with acquiring resources
- Assist with coordinating the movement and placement of patients within the Region
- Submit resource requests to the State when Regional resources have been reasonably exhausted
- Expand regional patient movement operations to coordinate patient movement in and out of the Region



# **Oroville Dam - 45 Minute Warning Region III RDMHS**

# Oroville Dam - 45 Minute Warning

## Oroville Dam Overview



# Oroville Dam - 45 Minute Warning

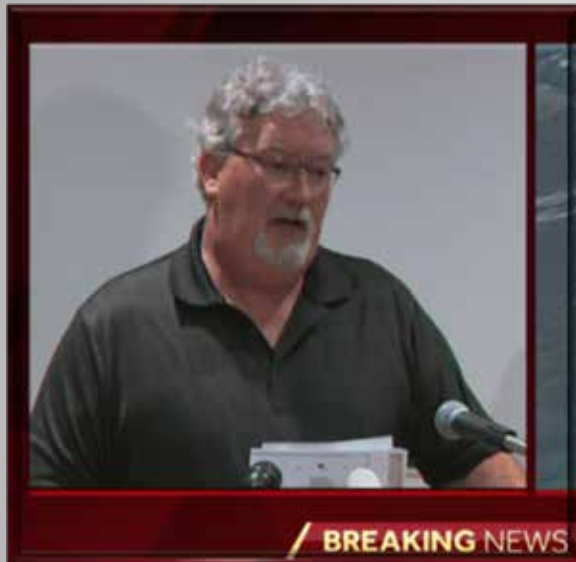
## February 7 at 12:00 PM

- 65,00 CFS releases halted
- Lake inflows over 100,00 CFS
- Lake begins to rise rapidly



# Oroville Dam - 45 Minute Warning

Press Conferences: Feb 9 - 10



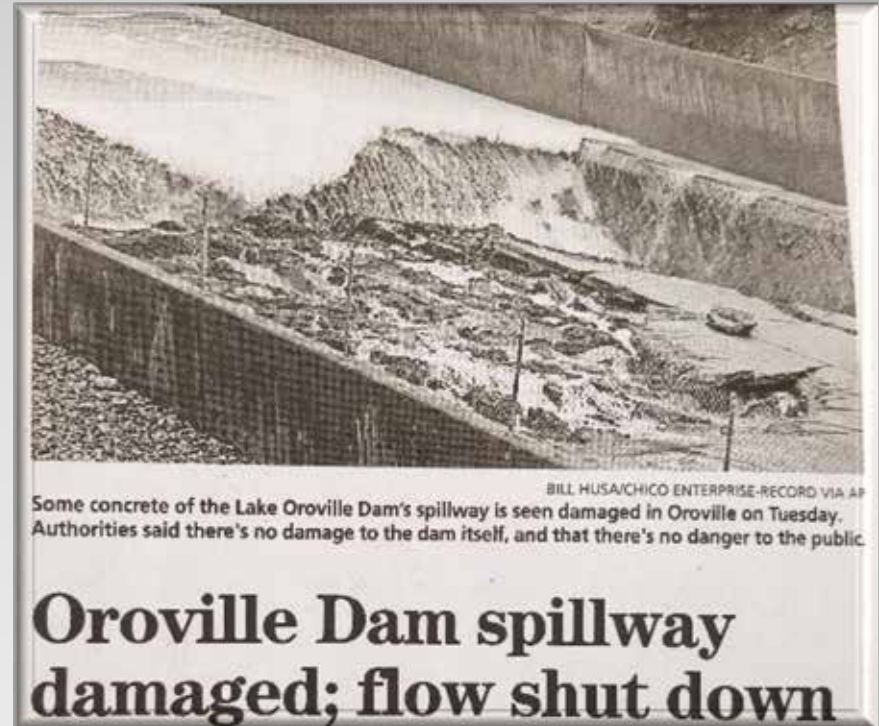
DWR: “Inflow has peaked and is declining, says 55,000 CFS discharge should be enough to keep the emergency spillway from being used.”

# Oroville Dam - 45 Minute Warning

**Press Conferences:**

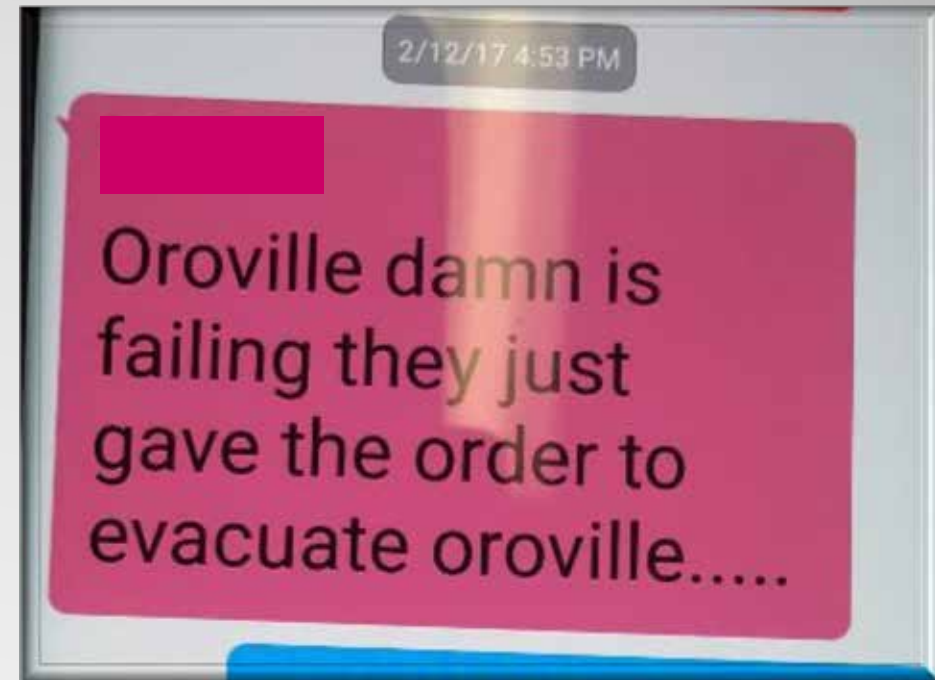
**Feb 9 - 10**

*“There is no danger  
to the public.”*



# Oroville Dam - 45 minute warning

The situation changes, **RAPIDLY** ...





# Oroville Dam - 45 Minute Warning

FLASH REPORT – State Duty Officers from Region III RDMHS:

*“BUTTE COUNTY, KRCCR News reporting failure of emergency spillway expected in 45 minutes - Water releases being tripled to 100,000 CFS.*

*\*\*\*THIS IS NOT A DRILL\*\*\*”*

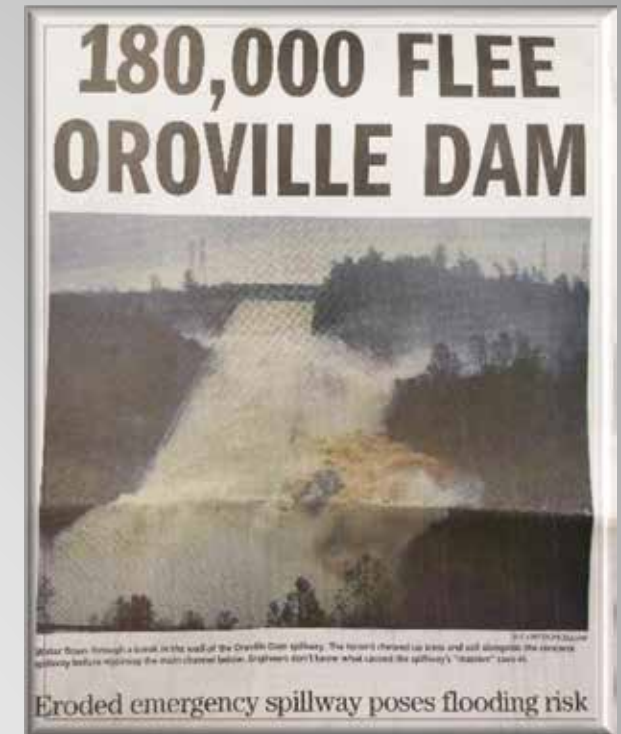


# Oroville Dam - 45 Minute Warning

## INITIAL RDMHS ACTIVITIES:

My first phone calls...

- *Situation status Butte, Yuba & Sutter Counties*
- *Connecting with the MHOACs*
- *Immediate needs*
- *Deployment of 7 Ambulance Strike Teams*
- *Staying ahead of the wave...*
- *Coordinate evacuation of Orchard Hospital and numerous SNFs*



# Oroville Dam - 45 Minute Warning

Patient movement accomplished working with:

- Multiple County EOCs
- Sacramento EMS (and many others)
- Control Facilities
- 7 Ambulance Strike Teams evacuated 540 patients in 40 hours



# Active Shooter: A Coordinated Response

## The Regional MCI Plan:

- Control Facility
- MCI Alerts (EMS/Dispatch)
- EMResource
  - ü Receiving Facilities
- Medical Communications
- Patient Dispersal
  - ü Sit-Reps / Flash Reports



# Active Shooter: A Coordinated Response (cont.)

1. What was expected to happen?
2. What actually occurred?



# Active Shooter: A Coordinated Response (cont.)

- Counties Prepping for the State of California State Exercise
- The State of California Scenario
- “Is this a drill?”



# Active Shooter: A Coordinated Response (cont.)

## Flash Report from RDMHS R-3



**From:** John Lord  
**Sent:** Tuesday, November 14, 2017 8:31 AM  
**To:** 'Duty Officer, EMSA@EMSA' <[EMSADutyOfficer@EMSA.CA.GOV](mailto:EMSADutyOfficer@EMSA.CA.GOV)>; 'cdphdutyofficer@cdph.ca.gov' <[cdphdutyofficer@cdph.ca.gov](mailto:cdphdutyofficer@cdph.ca.gov)>  
**Cc:** Vickie Pinette <[Vickie.Pinette@ssvems.com](mailto:Vickie.Pinette@ssvems.com)>; Badhan, Nirmala@EMSA <[nirmala.badhan@emsa.ca.gov](mailto:nirmala.badhan@emsa.ca.gov)>; Jody Durden ([jody.durden@emsa.ca.gov](mailto:jody.durden@emsa.ca.gov)) <[jody.durden@emsa.ca.gov](mailto:jody.durden@emsa.ca.gov)>; 'Kristy.Harlan@ssvems.com' <[Kristy.Harlan@ssvems.com](mailto:Kristy.Harlan@ssvems.com)>; John Poland <[John.Poland@ssvems.com](mailto:John.Poland@ssvems.com)>  
**Subject:** Flash Report Tehama County

Active Shooter event. Reports of multiple victims at a school.

*John Christopher Lord, RN, BS-EMS, MICP  
Associate Director, QI, Investigator  
Region III RDMHS*

*Sierra-Sacramento Valley EMS Agency*

*Serving the Counties of: Placer, Yuba, Nevada, Sutter, Butte, Colusa, Shasta, Tehama, Siskiyou & Glenn*

Redding Office:

Main: 530.410.6008 | Facsimile: 530.222.3007 | Direct Line: 530.722.6613 | Mobile: 530.227.3907

2775 Bechelli Ln Redding CA, 96002

[www.ssvems.com](http://www.ssvems.com)

Rocklin Office:

Main: 916.625.1702 | Facsimile: 916.625.1720

5995 Pacific Street, Rocklin, CA 95677

# Active Shooter: A Coordinated Response (cont.)

## Flash Report from RDMHS R-3



**From:** John Lord  
**Sent:** Tuesday, November 14, 2017 8:47 AM  
**To:** 'Duty Officer, EMSA@EMSA' <[EMSA.DutyOfficer@EMSA.CA.GOV](mailto:EMSA.DutyOfficer@EMSA.CA.GOV)>; 'cdphdutyofficer@cdph.ca.gov' <[cdphdutyofficer@cdph.ca.gov](mailto:cdphdutyofficer@cdph.ca.gov)>  
**Cc:** Vickie Pinette <[Vickie.Pinette@ssvems.com](mailto:Vickie.Pinette@ssvems.com)>; Badhan, Nirmala@EMSA <[nirmala.badhan@emsa.ca.gov](mailto:nirmala.badhan@emsa.ca.gov)>; Jody Durden ([jody.durden@emsa.ca.gov](mailto:jody.durden@emsa.ca.gov)) <[jody.durden@emsa.ca.gov](mailto:jody.durden@emsa.ca.gov)>; 'Kristy.Harlan@ssvems.com' <[Kristy.Harlan@ssvems.com](mailto:Kristy.Harlan@ssvems.com)>; John Poland <[John.Poland@ssvems.com](mailto:John.Poland@ssvems.com)>  
**Subject:** RE: Flash Report Tehama County

### FLASH REPORT UPDATE:

2 shooters reported....5+ victims down.

RDMHS in communication with EMS Branch in area. Currently dispatching additional ALS units from Butte County.

We do not know the name of the school at this time.



# Active Shooter: A Coordinated Response (cont.)

## The Initial Reports:

1. Active shooter event, still active scene
2. Multiple shooters
3. Multiple patients
4. Multiple locations, event growing
5. **Several counties were currently conducting their State Required Active Shooter Drill when this event occurred**

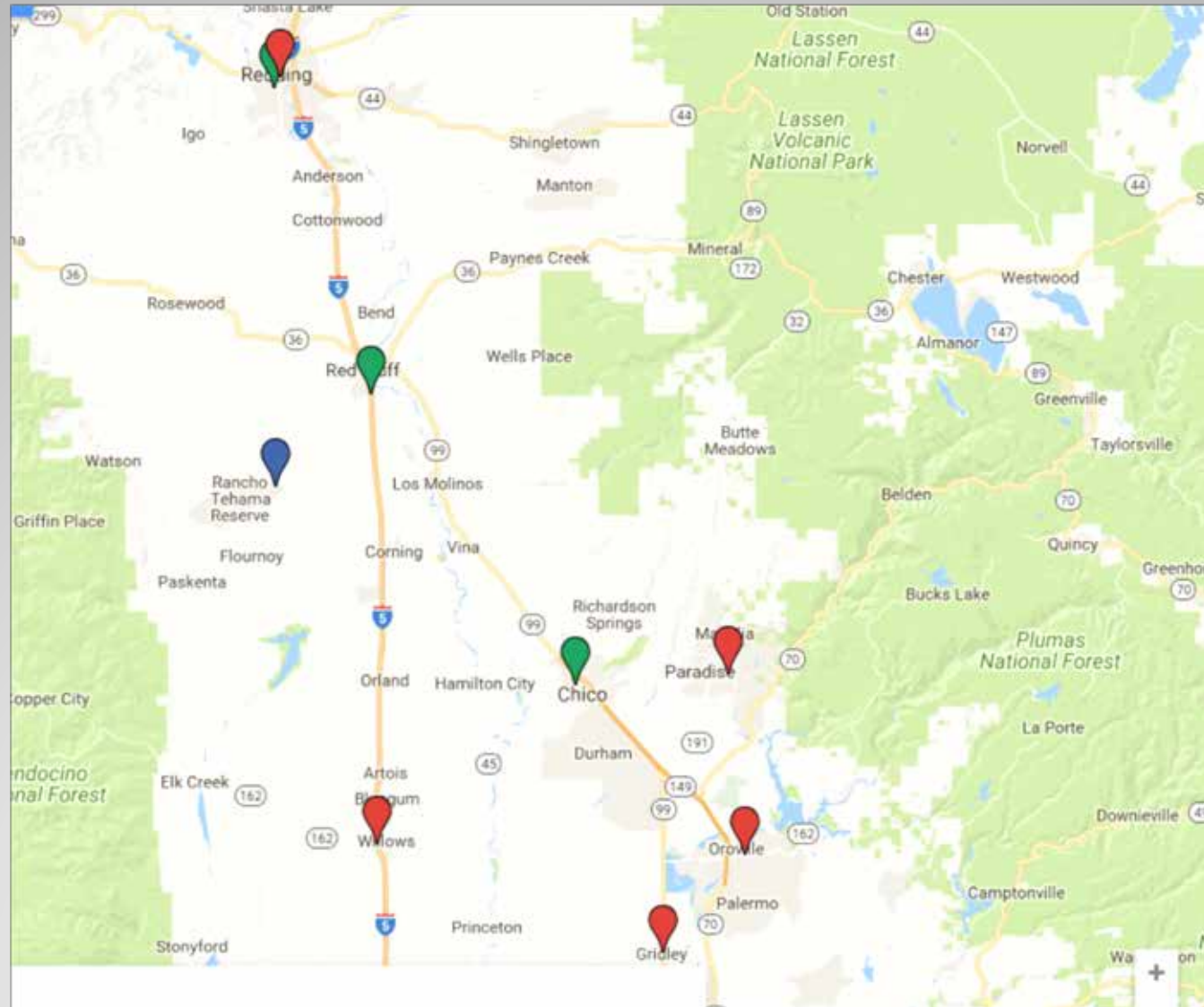


# Active Shooter: A Coordinated Response (cont.)

## **Distance from the scene to area hospitals**

- St. Elizabeth Hospital (Red Bluff)
  - ü 17-20 mins – 25-30 mins by ground
- Enloe Hospital (Chico)
  - ü 46 miles – 55 – 60 mins by ground
- Mercy Medical Center (Redding)
  - ü 52 miles – 58 mins by ground.





# Key Incident Times

Enloe FlightCare arrives at scene	<b>0846</b>	<b>50</b>
REACH 5 arrives at scene	<b>0859</b>	<b>63</b>
Enloe FlightCare departs scene to St. E. <b>Delayed 1</b>	<b>0901</b>	<b>65</b>
PHI M 4-3 arrives at scene	<b>0907</b>	<b>71</b>
Enloe FlightCare Arrives at St. E	<b>0910</b>	<b>74</b>
Mercy unit 712 arrives Enloe Hospital (4 pts.) <b>IMM 1 Min 3</b>	<b>0914</b>	<b>78</b>
Mercy unit 710 arrives Mercy Redding (1 pt.) <b>IMMD 1</b>	<b>0918</b>	<b>82</b>
REACH 5 departs scene to Mercy Redding (1 pt.) <b>IMMD 1</b>	<b>0922</b>	<b>86</b>
RDMHS to Mt. Shasta Amb (Siskiyou) mutual aid to Shasta County for 911 back-up.	<b>0922</b>	<b>86</b>
PHI Med 4-3 departs scene	<b>0933</b>	<b>97</b>
CF concluded MCI in EMResource	<b>1420</b>	

# Active Shooter: A Coordinated Response (cont.)

## 1. What was expected to happen?

- Communication and adherence to the R-3 Plan

## 2. What actually occurred?

- The plan worked
- The responders performed
- The facilities and others met the challenge.



# Northern California Fires: A Regional Approach to Health Care Facility Evacuations





TUBBS FIRE - SONOMA COUNTY

**BREAKING NEWS**

# Close to Catastrophe

Santa Rosa

4:17 PM



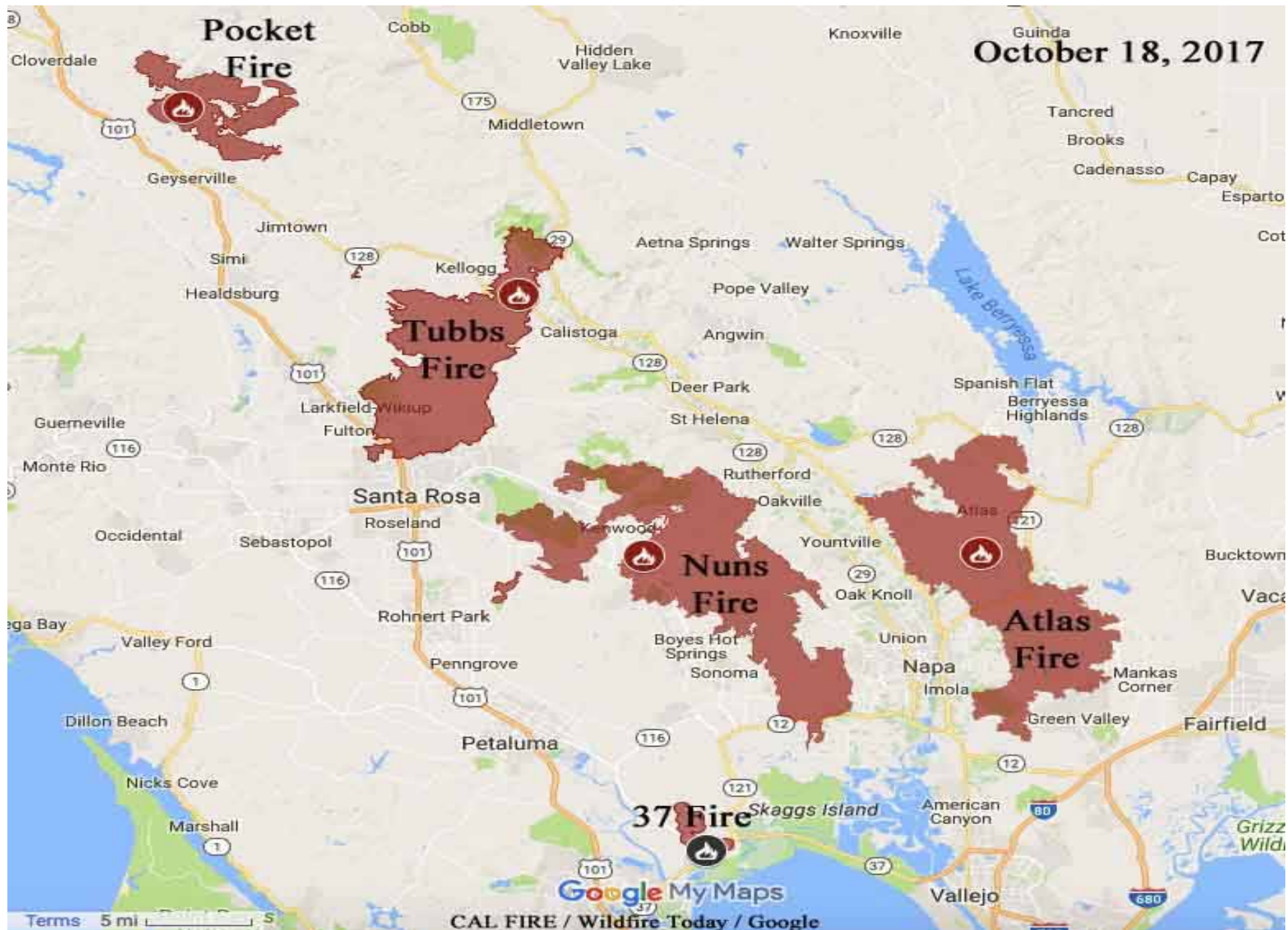




# 2017 Incident Overview:

- Incident Start- October 4, 10:00PM
- Full Fire Containment- October 31
- Counties Affected- Napa, Sonoma, Mendocino, Lake, Solano
- Fire Names- Atlas, Tubbs, Nuns, Redwood Valley Complex, Sulfer, 37, Pocket.
- Acres burned combined- 203,018
- Structures Destroyed Combined- 6,264



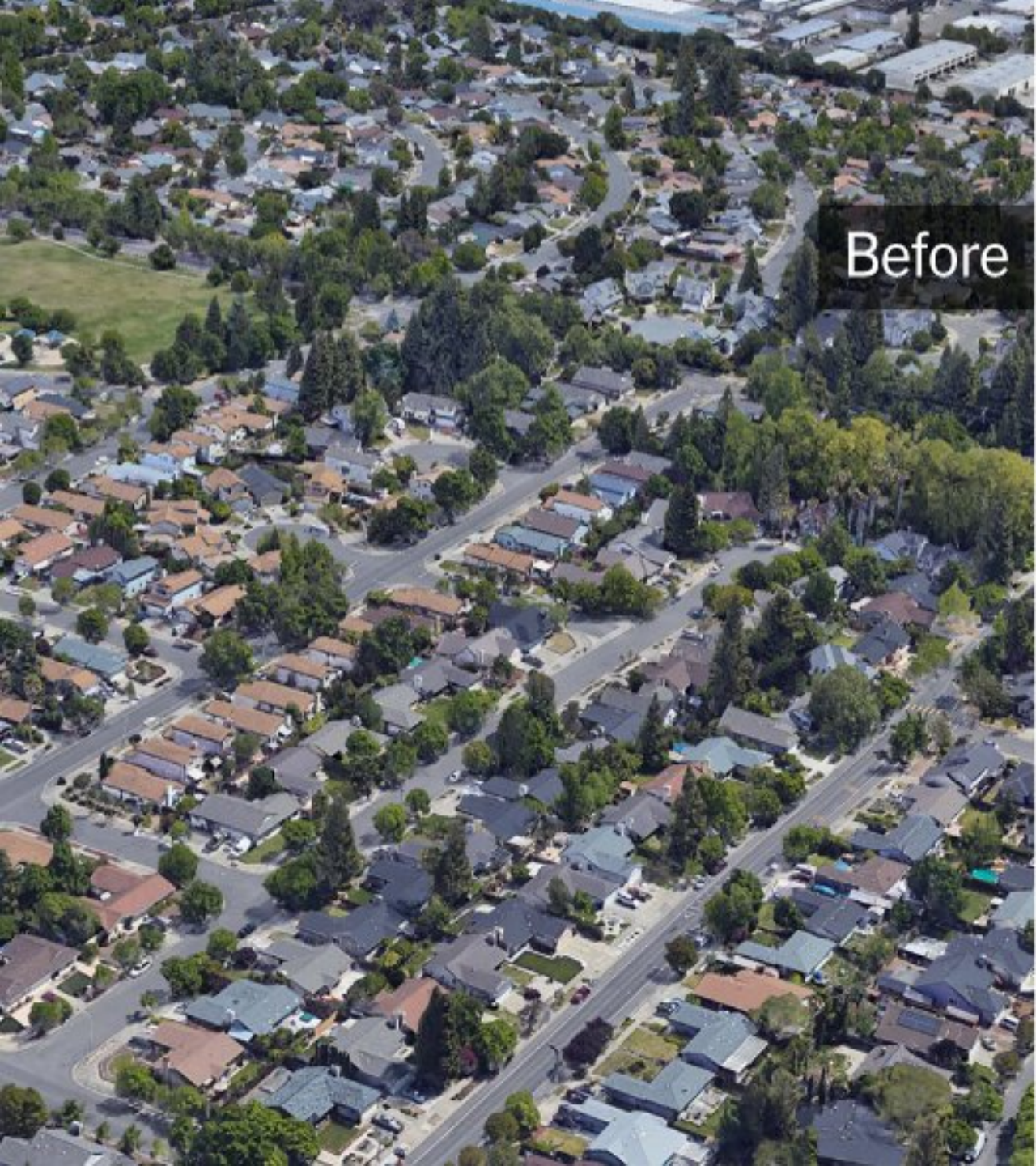


# Most Destructive California Wildfires in History

FIRE	DATE	COUNTY	ACRES	STRUCTURES	DEATHS
<b>Tubbs</b>	<b>Oct 2017</b>	<b>Sonoma</b>	<b>36,807</b>	<b>5,643</b>	<b>22</b>
Tunnel	Oct 1991	Alameda	1,600	2,900	25
Cedar	Oct 2003	San Diego	273,246	2,820	15
Valley	Sep 2015	Lake, Napa, Sonoma	76,067	1,955	4
<b>Nuns</b>	<b>Oct 2017</b>	<b>Sonoma</b>	<b>54,382</b>	<b>1,355</b>	<b>2</b>
Thomas	Dec 2017	Ventura, Santa Barbara	281,893	1,063	1
Old	Oct 2003	San Bernardino	91,281	1,003	6
Jones	Oct 1999	Shasta	26,200	954	1
Butte	Sep 2015	Amador, Calaveras	70,868	921	2
<b>Atlas</b>	<b>Oct 2017</b>	<b>Napa, Solano</b>	<b>51,624</b>	<b>781</b>	<b>6</b>

Source: CalFire, 1/12/2018



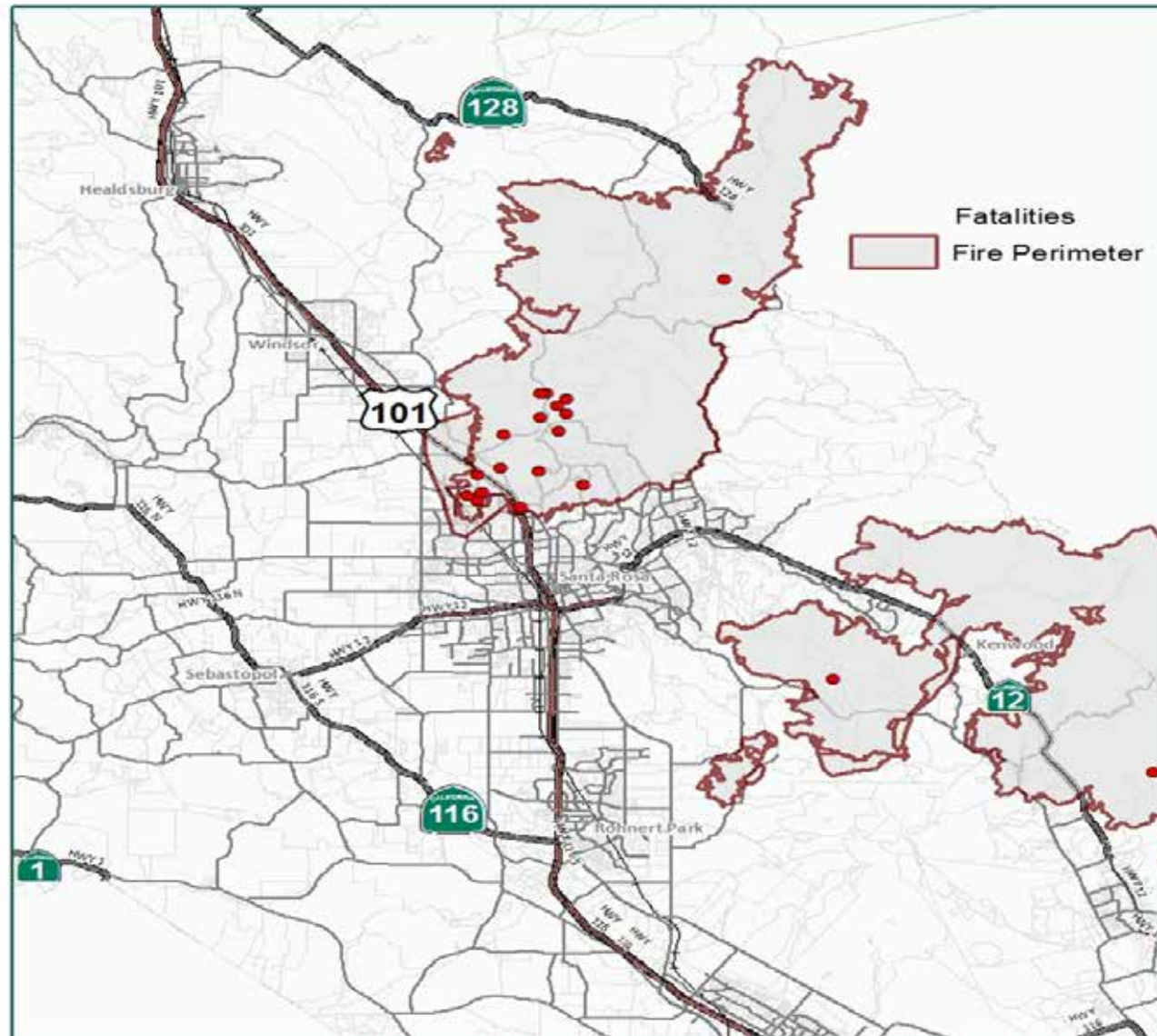


Before



After

# Fatalities Impact- 44 total



# Facility Evacuations:

- 2 Major Hospitals
- Sonoma Developmental Center (SDC)
- 7 SNF's including Yountville Veterans Home

# Kaiser Hospital Santa Rosa



104 patients evacuated











# Sutter Hospital Santa Rosa



83 Patients Evacuated











# Sonoma Developmental Center





239 Patients Evacuated







# Yountville Veterans Home SNF Evacuation



142 Veterans in fragile condition



2018 100-100-1000  
100 100-100-1000

100 100-100-1000  
100 100-100-1000

Part 2 (Optional)  
100 100-100-1000  
100 100-100-1000  
100 100-100-1000  
100 100-100-1000

100 100-100-1000

100 100-100-1000  
100 100-100-1000  
100 100-100-1000  
100 100-100-1000  
100 100-100-1000



Personal Property Receipt  
Excise Tax

- 1) **DELAYED** \*2030415\* ~~XAL-M-7168~~ XAL-M-7168  
Destination SUNSHINE CLUB PERSONAL  
Via XAL-M-7168 \*2030415\*
- 2) **DELAYED** \*2030426\* XAL-7157  
Destination FAIRVIEW VALLEY  
Via 7157 \*2030426\*
- 3) **DELAYED** \*2030425\* XSF-72  
Destination KASSER VALLEY  
Via XSF-72 \*2030425\*
- 4) **DELAYED** \*2030424\* XSF-62  
Destination KASSER VALLEY  
Via XSF-62 \*2030424\*
- 5) **MINOR** \*2030423\* XSC-M7  
Destination CONSUMERS EXHIBIT  
Via XSC-M7 \*2030423\*
- 6) **DELAYED** \*2030422\* XSE-M7  
Destination CONSUMERS EXHIBIT  
Via XSC-M7 \*2030422\*



# Mutual Aid/Mutual Assistance Resources

- Ambulance Strike Teams deployed – 15 (over 100 ambulances total) over the course of a week
- From over 13 California counties, Regions II, III, IV, V
- Dozens of city buses and paratransit buses were used (EF 1 coordinates the mass transportation)
- Overhead EMS personnel to coordinate the ambulance teams and track patient distribution







# Lessons Learned ...



# Lessons Learned ... (cont.)

- Corporate chain vs mutual aid/assistance - You need to know the difference!
- Who is your MHOAC?
- Where are your patients going? Your health system network will only get you so far, you will need to rely on your MHOAC to poll for open beds throughout the region.
- Medical records must be attached to the patient, and need to be matched up to the triage tag receipt.
- Re-Patriation- **Not** an emergency, needs to be a planned process





# Questions and Contact Information

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