



## Taking Care of Joplin





### *Inpatient Units Prepare*

- **Tornado Warning – Very Calm**
- **“Routine” Unit Preparation**
- **Shift Change – Inconvenient**
- ✓ Determine Which Patients Need O2
- ✓ Move Patients To Hallway
- ✓ Consider/Prepare Isolation Patients
- ✓ Close Blinds/Window Coverings
- ✓ Close Doors
- ✓ Provide Pillows/Blankets



### *Inpatient Units Prepare*

- Intermittent Power Outage
- Brief Medication Pyxis Access Interrupted
- Electronic Documentation/Internet Inoperable
- Significant Water Leakage Several Patient Rooms
- Questionable Gas Leak – Shut Off Valves



### *Inpatient Units Prepare*

- Transfer To Emergency Power Source
- Obtain Flashlights
- Documentation Per Down Time Procedures
- Monitor Patients w/ O2 Tanks
- Develop Plan for Relocation of Patients In Flooded Rooms
- Proceed With Change of Shift



### *Realization of Disaster*

- Overhead Pages – “Shaken” Tone  
 “Dr. Astor” – Approx. 1815 – Ext. Disaster  
 “Dr. Red - Fire  
 “All Available Staff/Wheelchairs to ED”
- Night Shift Calling – Roads Blocked
- Loss of Landline Communication
- Staff / Patients – Safety Homes/Loved Ones Unknown



### *Implementation Disaster Plan*

- Attempts To Call Staff - Unsuccessful
- Unable to Communicate With Director
- Identify Less Acute Patients Potential Discharge/Transfers
- Identify Patients Who Can Be Combined
- Identify Number of Available Beds
- Evaluate Current Staffing Available/Needed For Capacity

### **Implementation Disaster Plan**

- Obtain Hand Held Radios
- Prepare To Receive ICU Transfers
- Prepare To Receive Admissions/Transfers
- **REMAIN CALM – COMMUNICATE**  
Provide Normalcy- Constant Rounding
- Proceed With Change of Shift
- Retain Staffing Number to Meet Increased Census – Offgoing Staff To Staging Area

### **Initial Barriers – 2 to 4 Hours**

- Emotional State – Staff and Patients
- Available Staff Provide Care
- Flooding - Multiple Patient Rooms
- Extended Time Frame – All Clear
  - ✓ Patients In Hall – Meals/Refrigeration
  - ✓ O2 Tanks Depleting
- Inundated With Family/Visitors
  - ✓ Many Injured
  - ✓ Troubling News Shared With Patients

### **Initial Barriers – 2 to 4 Hours**

- Operating Auxiliary Power
  - ✓ 1 Operating Elevator
  - ✓ Limited/No Lighting Bathrooms, Dressing Rooms, Temporary Care Areas
- Decrease Water Pressure
  - ✓ Providing Hemodialysis - Compromised
  - ✓ Flush Stools – Compromised
  - ✓ Pressure for Sterilization of Instruments – Compromised

### **Initial Barriers – 2 to 4 Hours**

- Breach Water System – “Boil” Order
  - ✓ No Ice
  - ✓ Bottled Water
- Patient Care Challenges
  - ✓ Volume – (Patients and Staffing) – Ventilating By Hand – No Patient Info
  - ✓ Hundreds Volunteers Begin Arriving
  - ✓ Alternate Holding Areas Not Equipped w/Air OCA Utilized As Staging/Holding Area for PACU To Increase Capacity In RR

### **Patient Care Challenges**

- Patient Care Challenges
  - ✓ Critical Patients Triage To ICU
  - ✓ Transfer Patients/Admit Patients To Floors With No Orders
  - ✓ Nursing Time – Hundreds of Procedures
  - ✓ Thousands of Supplies – Diminished
    - IC Working With MHA for Supplies
  - ✓ Emotional and Physical Trauma – Displaced Families
  - ✓ Cleansing Patients Beyond Site of Injury

### **Patient Care Challenges**

- Patient Care Challenges
  - ✓ Tetanus Booster
  - ✓ Portable Radiology – Splinting Supplies
  - ✓ Discharged Patients – No Homes
  - ✓ Arranging Follow Up Care – Displaced Physician’s - Homes/ Offices
  - ✓ Discharge Prescription Needs
  - ✓ Ambulatory Aids/Home O2

### Short Term Recovery

- Continue Working With MHA To Meet Staffing Demands
- Debriefings /Continued Counseling To Support Staff's Emotional/Mental Health Needs
- 12 hours – 36 Hours All FHS Employees Contacted
- Disaster Hotline For Employees Established
- 24 Hours – Distribution Center for FHS Employees Established To Meet Staff's Immediate Needs

### FHS Employee Distribution Center



### Ozark Center Buildings Destroyed

- Ozark Center for Autism
- Ozark Center Business Center
- Westwood/Family Preservation (Autistic Diagnostic Services)
- New Directions – Alcohol Detox



### Ozark Center Community Crisis Counseling

- Counseled more than 1,700 survivors through
  - Crisis hotline phone calls
  - Personal visits to area shelters
- Ongoing Mental Health Support/Counseling For Freeman Employees/Community
- MFH Grant To Support Our Children

### Lessons Learned

- Increase Quantity Radios
- Staff Assignments As Near Specialty As Possible
- Consider/Plan Relief For Staff
- Provide Food For Staff
- Assess Utilization of Disaster Supply Carts
- Assess Disposable Bag Usage – BSC
- Relocate Emergency Pyxis Key

### Lessons Learned

- Increase Quantity Emergency Outlets
- Cameras – Place On Back Up Power
- Enhance Security At Entrances
- Improve Tracking System of Patients
- Evaluate Lighting In Critical Areas

### Lessons Learned

- Piping / Hoses Needed To Support Water Transport for Dialysis Patients
- Evaluate Emergency Pyxis Access
- Radiology/Lab Reports – Difficult To Match To Appropriate John Doe Patients
- Radiology Needs More Equipment That Operates On Generator Capabilities

### Hours Immediately Following The Tornado Freeman Health System...

- Treated Over 500 patients at Freeman West.
- Treated 39 at Freeman Neosho.
- Performed 22 surgeries in 12 hours.
- Received 60\* Patient Transfers From St. John's Regional Medical Center.
- Transferred 64 Patients To Surrounding Hospitals.

*\*Known patient numbers*

### The Losses ...

- Eleven Patients Expired At Freeman West
- Two Freeman Employees Perished in the Storm
- Multiple Freeman Employees Lost Friends/Loved Ones
- 448 Freeman Employees and Volunteers Were Directly Affected, 272 Displaced From Their Homes

### Four Days Later ...

- All Freeman Entities Fully Operational
- Over 1,000 Treated at Freeman Health System
- 124 Transferred To Surrounding Hospitals
- Employee Disaster Relief Store Established for Freeman Employees and Families

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#### Short Term Plan (3-8 Weeks)

- Added Additional 32 beds at Freeman West
- Created Transitional Care Unit (TCU)
- Continue Working With MHA to Secure Nursing Staff

### Taking Care of Joplin

#### Long Term Plan

- Adding 20 Adult Psychiatric beds at Freeman East
- Expanding services at Freeman Neosho Hiring additional clinical and physician staff
- Completing 2 Tower Floors – Additional 58 Beds

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