Region VIII Primary Care Association (PCA) Emergency Preparedness (EP) Networking Group Call

Monday, February 3, 2014

Guest Speaker:
Cindy V. McDade
Director of Quality Improvement & Compliance
Sunrise Community Health

SUNRISE COMMUNITY HEALTH
Flood 2013
Sunrise

- 9 clinics in Northern Colorado
  - 4 Family practices
    - 2 of these clinics are located at the local Behavioral Health Clinics
  - 1 Pediatric Clinic
  - 1 Outreach Mobile Van
  - 1 School Based Health Center
  - 3 Dental Clinics
  - 1 Prenatal Clinic co-located at the Health Department

- Last year we saw over 33,000 patients
- Almost 300 Employees
- This year our CHC is turning 40

Friday 9/14 AM

- Flood warning for our area
- Updates of minor flooding in Loveland and Evans
- Clinic Flow is light

Sunrise Response

- Listening to the local radio station
- EMP team makes contact with each other and decide to carry 800mhz radios at all clinics
Friday 9/13 Mid-morning

- We start to have patients calling saying they are not sure they can make it into the clinics
- Roads are closing cutting off smaller communities around the Platte and Poudre rivers
- Partner agencies in the community are closing

Sunrise Response
- Call patients living in the communities that cross a river and reschedule
- Went to a skeleton crew sending anyone who lived out of town home
- Called and updated our CEO

Milliken Colorado
Friday 9/13 Early Afternoon

- Clinic flow is down to a very slow trickle at all clinics
- Less than half the staff is at work
- Lights begin to flicker at the North clinics
- 1:30 lights went out at the largest site
- The street by the largest site is closed to people entering the neighborhood. There are rumors of a suggested evacuation.

Sunrise Response

- Called patients and rescheduled all appointments
- All sites are closed by a little after 2:00pm
- We let CCHN know the status of our clinics

Evans, Colorado
Saturday 9/14

- Clinics are closed as usual
- No flooding at any of the sites
- One provider volunteers at the temporary shelter

Sunrise Response
- EMP team begins to communicate via text
- We decide that we will meet in person the next day
- We start a phone tree to see how staff are doing and if they were personally affected by the flood

Sunday 9/15

- Outreach team goes to shelter
  - Biggest need is to fill prescriptions

Sunrise Response
- Initiated internal incident command
- Met in person at one of the clinics got our plan together for Monday
- CEO was attending Evans public meeting.
  - Challenge: Evans “no flush/water down drains” mandate
- Contacted effected staff at all clinics to find out how they were doing
Monday 9/16

- All clinics opened on Monday Morning as planned
- Clinic flow is a little slower on Monday but moving right along

Staff
- Several staff impacted by losing their homes or being displaced
- We are close to fully staffed that Monday ready to go
  - Family clinic- No flush or drain
    - Shut water off at all sinks-Used buckets to capture water at a few sinks
    - Distributed hand sanitizer EVERYWHERE
  - Locked bathrooms
  - Covered drinking fountains

Tuesday-Friday

- Clinics open as usual
- Patient flow is about 75% (some communities are still hard to get in/out of)
- Outreach team continues went out into the community
- Posted information for patients (community showers, shelters, red cross, FEMA)
- Staff continues to come in but the mood at the family clinic are waning.
Tuesday 9/17 Highlight

Flushable Hand washing station

Monday 9/23

- Business as usual for clinic flow
- No flush mandate lifted
- Staff affected by the flood are back to work but still a few are displaced
- Staff have responded and donated PTO, money, gift cards, clothing and other household goods

Sunrise Response
EMP team meets and decides to deactivate the ICS after final debrief
Sunrise EMP Team Mon9/16-Mon 9/23

- We started out meeting twice a day video conferencing in off site staff.
- Daily email to staff.
- Direct Relief and Americares contacts/donations.
- Get updates from the Evans EOC at least daily.
- Employee SOS program
  - Monetary donations
  - PTO donations
  - Clothing donations

Lessons learned

- Back-up provider on call
- Stronger relationship with local Healthcare Coalitions
  - Lack of communication
  - City of Evans not part of the HC
- Better defined employee SOS program
- Staff phone tree protocol
- More exposure and training for ICS- include Exec team
- Communication to staff was key.