

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

*Monday, February 3, 2014*

**Guest Speaker:**

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Sunrise Community Health

**SUNRISE COMMUNITY  
HEALTH**

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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 house hold 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/dontations.
- 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.