



How Lessons Learned Can Help Us Prepare for Earthquake Risks

Kara Amann-Kale,

Director of Hospital Preparedness Programs

Introduction

- **Missouri Hospital Association –
Director of Hospital Preparedness
Programs**
 - **Liaison to the Southeast Region of the
Nonurban Missouri Healthcare Coalition**
 - **Liaison between HCC and hospitals to
DHSS and state response structures**



Guess the Disaster?

- Exercise real time and procedures of donning and doffing (ADPs) other PPE.
Ebola (2018 Exercise)
- Just in time delivery systems failed.
- Long hours without relief results in very poor decision-making. Manage staff and provide staff support, including mental health services.
Joplin Tornado (2011)
- Security of the building is critical. You have to protect your resources.
- The change in the Incident Command System organizational structure during the event led to confusion and response inefficiencies.
- CDC capacity to support more than one catastrophic event at a time needs to be evaluated.
Hurricane Katrina (2005)
- Responder resilience was a concern.
- Address the role of the Strategic National Stockpile.

~~Lessons Learned~~

Lessons OBSERVED

The only mistake in life is the
lesson not learned.

- Albert Einstein

Lessons Observed vs. Lessons Learned

- Lessons We Don't Learn: A Study of the Lessons of Disasters, Why We Repeat Them, and How We Can Learn Them – Homeland Security Affairs, July 2006

*“...emergency response organizations use processes for identifying and disseminating lessons in hopes that they and others will be able to learn from past experience and improve future responses. **But the term “lessons learned” may be a misnomer. Anecdotal evidence suggests mistakes are repeated incident after incident. It appears that while identifying lessons is relatively straightforward, true learning is much harder – lessons tend to be isolated and perishable, rather than generalized and institutionalized...**”*

Can a Pandemic Really Teach Us About an Earthquake?

Yes! Both are catastrophic events that alter everyday life.

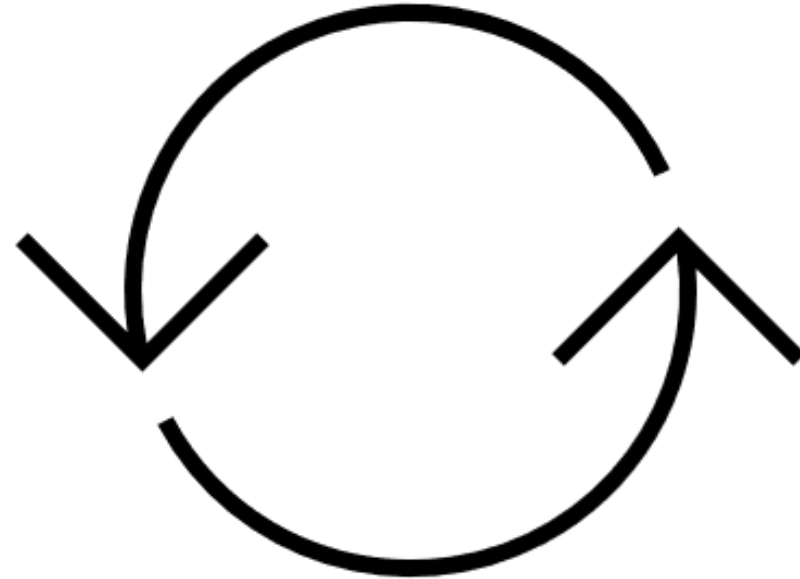
COVID -19

- Magnitude of impact – hard to truly understand
- Whole of government and community response
- Impacts all aspects of lives
- Length of response

**NMSZ
Earthquake**

Areas of Focus

- **Multidisciplinary Approach**
- **Incident Command**
- **Workforce**
- **Resources**
- **Data**
- **Disparities**



Multidisciplinary Approach

Lesson

- Health is an all of society issue
- All aspects of life affected by catastrophic events
- New and increased collaboration were required to meet demands of response

What Can We Do Now to Prepare?

- Integrate aspects of ESF-8 into your exercises – know your ESF-8 partners
- Maintain these structures and partnerships!
- Attend local and regional planning meetings

Incident Command

Lesson

- Traditional incident command structures were stressed due to the long-term, wide-scale nature of COVID-19
- Virtual command was possible

What Can We Do Now to Prepare?

- Think through differences in IC for your agency for short-term and long-term events
- Maintain infrastructure to facilitate virtual command
- **EXERCISE** this!

Workforce

Lesson

- Staff are impacted by the emergency and may not be able to work (got sick)
- Workforce resiliency was impacted – impacts on mental health impact including burnout and secondary traumatic stress on health care workers and responders

What Can We Do Now to Prepare?

- Educate staff on personal and family preparedness – encourage them to have a plan to contact family if a disaster occurs
- Implement programs to promote staff wellbeing now, promote EAPs, invest in trainings such as PFA, MHFA, trauma informed care
- Include addressing staff wellbeing and mental health in plans (ex. Debriefings, peer groups, crisis counseling programs) – immediate and ongoing

Workforce Continued

Lesson

- Processes for rapid credentialing of volunteers are needed
- Healthcare facilities had to care for higher acuity patients than normal

What Can We Do Now to Prepare?

- Plan for volunteer management (people want to help) and a process to quickly credential volunteers or staff from other facilities
- Develop relationships for telehealth during disasters
- Develop just-in-time training to frontline staff on management of complex patients

Resources

Lesson

- **Need for resources exceeded what was available – just-in-time ordering systems did not work**
- **Increased demand for health care services – had to expand quickly**
- **Donation management**

What Can We Do Now to Prepare?

- **Plan for contingency and crisis situations with supplies AND staff**
- **Identify organization, local, regional caches**
- **Develop organizational policy and process for determining who will receive care if resources are limited**
- **Think through hospital evacuations with all community partners**
- **Plan to use of volunteers and alternate care sites (for what patients? who will staff?)**
- **Plan with all health care partners in community (could a clinic take green patients?)**
- **Plan to manage donations coming in and plan for donations left over after**

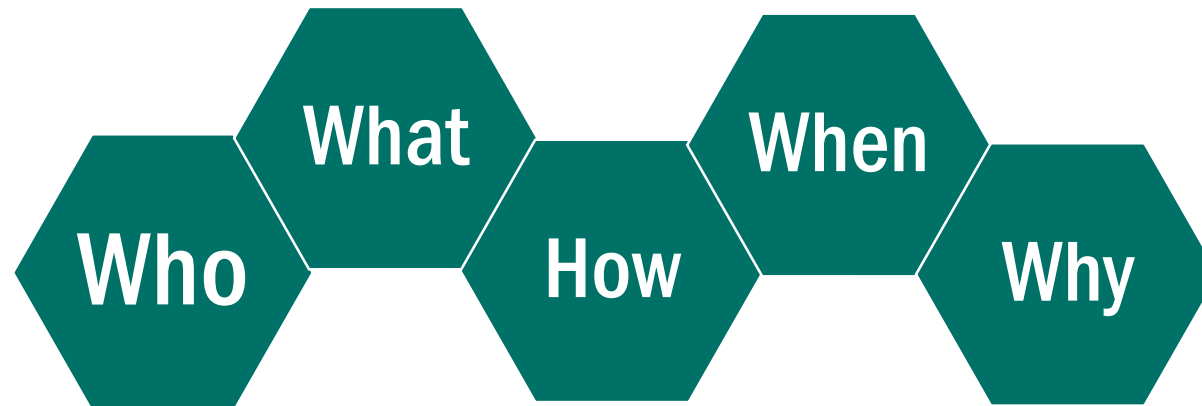
Data

Lesson

- It is a challenge to collect accurate, real-time data to inform tactical, operational and strategic actions

What Can We Do Now to Prepare?

- Have conversations about what data is needed in a disaster, how to collect it including platform and how to use the data



Disparities

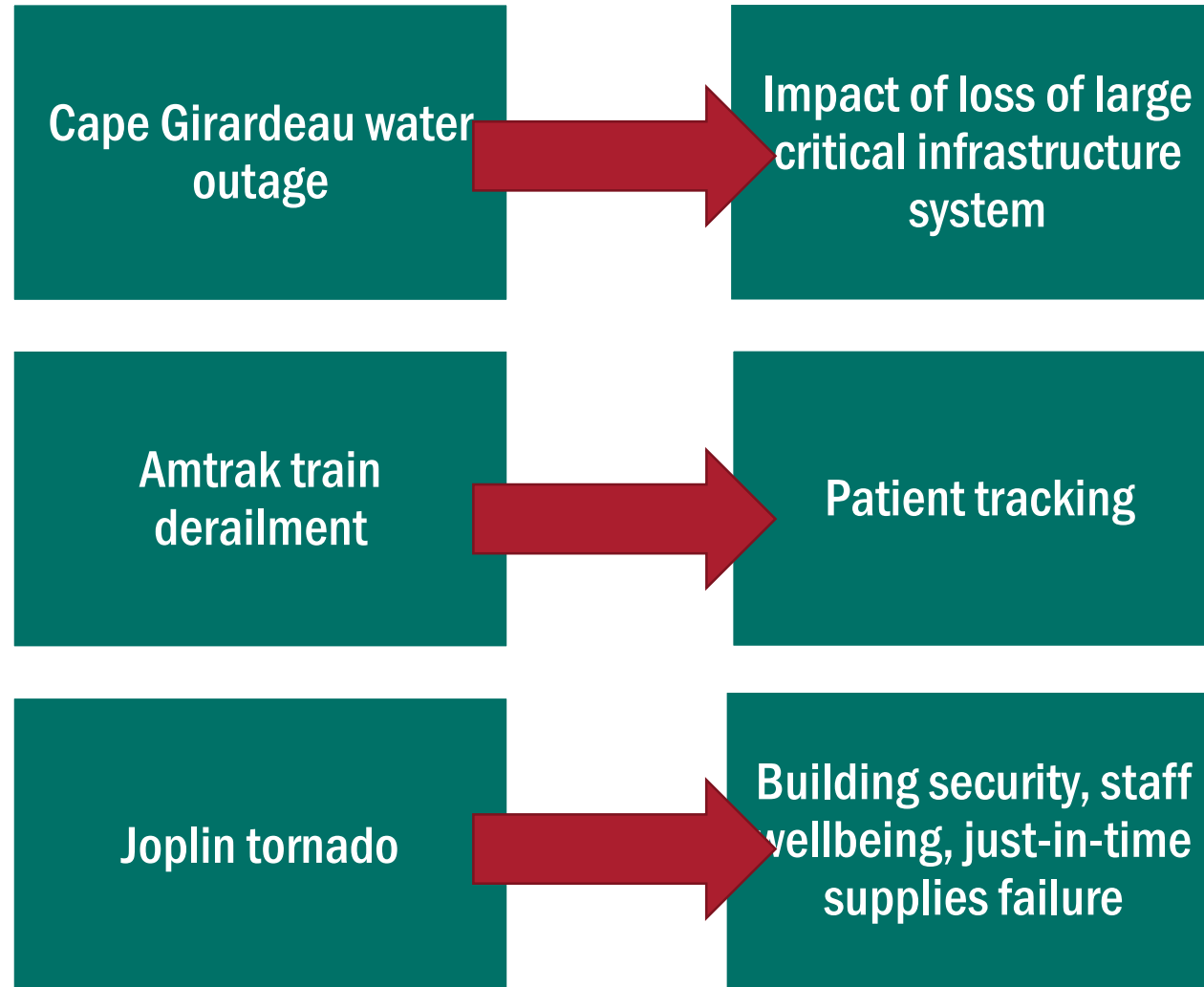
Lesson

- **Disproportionate burden of COVID-19 and health outcomes on segments of population highlighted social and health inequities**

What Can We Do Now to Prepare?

- **Partner with organizations in community serving underserved populations**
- **Use an equity lens when reviewing plans**
 - **Update plans to incorporate the needs of at-risk populations and associated response actions – including crisis standards of care plans**
 - **Review social vulnerability indices**
 - **Involve community organizations and members**

Other Disasters and Lessons Learned



Resources

Incident Command

- **ASPR TRACIE:** The Effect of COVID-19 on the Healthcare Incident Command System (references to other articles)
- Fusion Cell Field Manual

Workforce

- Ready.gov for personal and family preparedness planning
- Department of Mental Health Well-Being Playbook
- CDC Emergency Responders: Tips for taking care of yourself
- **ASPR TRACIE:** Topic Collection: Responder Safety and Health

Resources

- Disasters Available Supplies in Hospitals (DASH) Tool
- MO Hospital Surge Staffing Strategies
- Nebraska Health Care Crisis Protocol
- **ASPR TRACIE:** Alternate Care Sites
- **ASPR TRACIE:** Supply Donation Management

Data

- EMResource/eICS Information
- **APSP TRACIE:** Information Sharing

Disparities

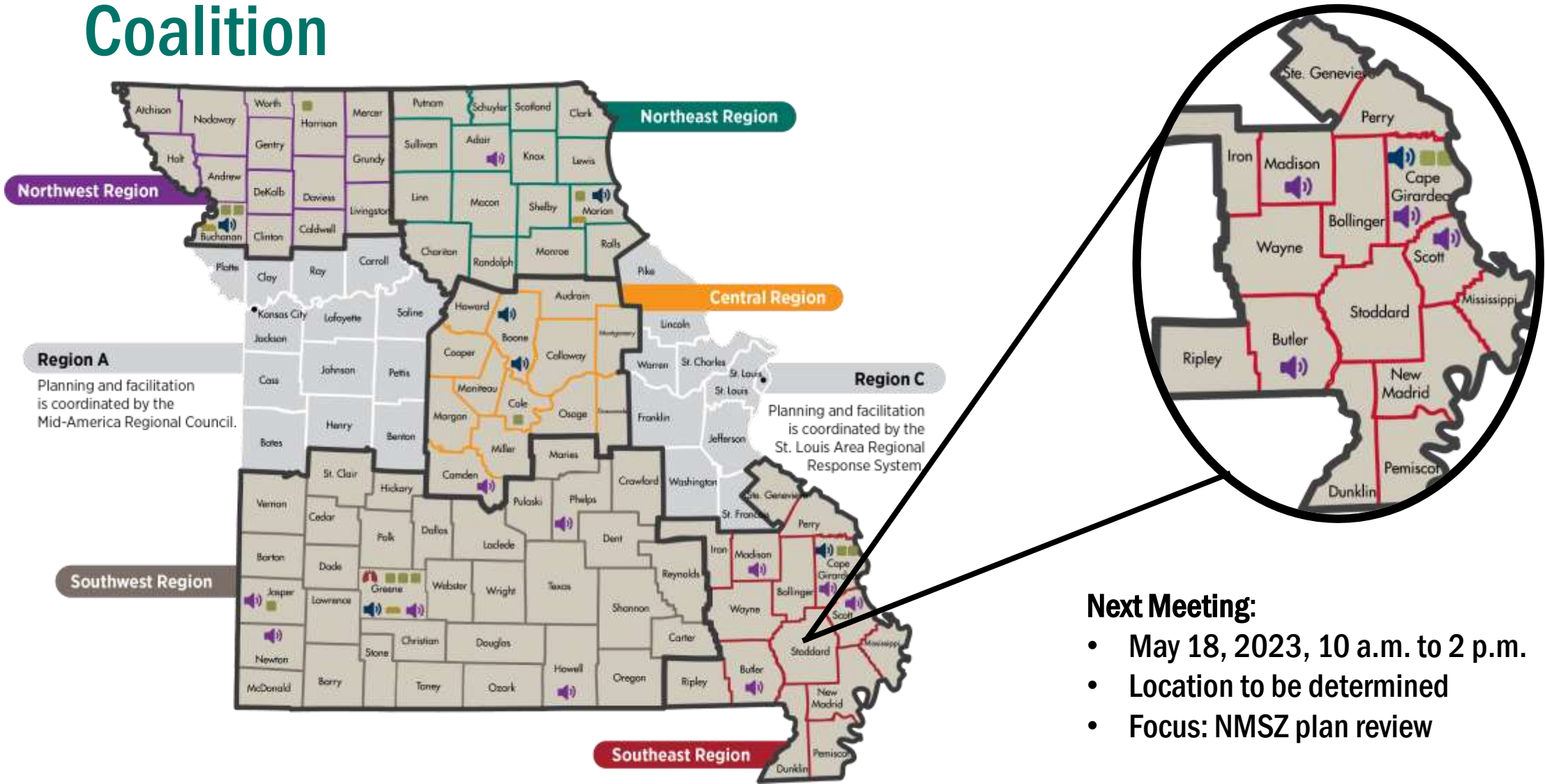
- **NACCHO:** Developing Emergency Plans with a Health Equity Focus
- CDC/ATSDR: Social Vulnerability Index
- FEMA: Building Cultures of Preparedness

Future Training

- **Earthquake Mitigation for Health Care Facilities (FEMA P-767)**
 - Offered free through the National Earthquake Technical Assistance Program (NETAP)
 - Will be offered in May or June
 - Sign up at HCC table to receive more information



Southeast Region of the Nonurban Missouri Healthcare Coalition



Region A
 Planning and facilitation is coordinated by the Mid-America Regional Council.

Region C
 Planning and facilitation is coordinated by the St. Louis Area Regional Response System

- Next Meeting:**
- May 18, 2023, 10 a.m. to 2 p.m.
 - Location to be determined
 - Focus: NMSZ plan review

HCC Liaisons

Nonurban MO HCC

- **Northwest (H)/Clinical Advisor:** Keri Barclay, kbarclay@mhanet.com
- **Northeast (B):** Carissa Van Hunnik, cvanhunnik@mhanet.com
- **Central (F) and Southeast(E + Perry and Ste. Genevieve Counties):** Kara Amann-Kale, kamann-kale@mhanet.com
- **Southwest (D, G, I):** Rob Loseman, rloseman@mhanet.com

Urban HCCs

- **Region A (KC):** Jennifer Sutherlin, jsutherlin@marc.org
- **Region C (STL):** Brad Zoref, brad.zoref@ewgateway.org

Questions?

Kara Amann-Kale

Director of Hospital Preparedness Programs

Missouri Hospital Association

kamann-kale@mhanet.com

573-893-3700 ext. 1402