

The Pines and Life Care Center of Sarasota Cooperative External Disaster Drill July 6, 7, 8, and 9, 2008

“Hurricane Florie”

Sunday, July 6, 2008

11:00 AM

Hurricane watch announced for all of Sarasota and Manatee Counties.

- The Pines Administrator, Nina Amaral, phones Life Care Executive Director, Nina Willingham, to alert her that The Pines will need to evacuate if the hurricane hits the Sarasota, Manatee area.
- ED calls all managers to her office to begin preparations for potential evacuations
- Willingham and Mark Rettig monitored the weather channel throughout the day to determine if the watch would continue or grow to a warning.

To prepare for the potential storm, Willingham called in all leadership team members to begin preparations in case the storm hits our area. Preparations include

Executive Director:

- Meet with department heads to discuss hurricane preparations and make assignments.
- Contact corporate group disaster coordinator for updates and further instructions.
- Make sure the family members have the hurricane hotline telephone number.
- Make sure your electric utility company understands that you are a “health care facility” that requires immediate restoration of electric power. Send them a letter now.

Business Office, Social Services, Medical Records, Admissions:

- Update the phone list of personnel that will be available during entire duration of storm conditions (Teams A, B, and C).
- Update list of residents with family or responsible parties phone numbers.
- If a Level III storm or greater is threatening, evaluate which families may want to pick up residents should an evacuation be necessary.

Nursing:

- Confirm expected availability of nursing personnel for the duration of the event:
 - Before the hurricane – Team A
 - During the hurricane – Team B
 - After the hurricane – Team C
- The Director of Nursing will ensure adequate personnel to meet resident and facility needs. A list of current employees will be kept up-to-date reflecting which staff members will be available for pre, during and post hurricane.
- In preparation for possible evacuation (if ordered by local officials), the DON will advise medical Records staff to have the resident’s charts sorted and available for evacuation.
- The DON will make sure that at least a one-week supply of medications for all residents is available. Extra week of supplies for treatment ointments, nebulizer supplies, wound supplies, Accu-check test strips and insulin syringes were all ordered with overnight delivery.
- Medications, including refrigerated meds are ordered.
- Tube feeding supplies ordered.
- Implement Disaster EDK box to include additional emergency drugs.
- Bolus supplies ordered to be used in case of power outages.

- Ensure that all residents have a completed disaster tag. In the comments section of the tag, put personalized information on each resident: how they transfer, if they can ambulate, if they can follow verbal instruction, any behavior issues, if they use assistive devices, and any other equipment/supplies they need on hand.
- Using your resident matrix from the hurricane manual, assign an acuity level to each resident on a scale of 1-4. A resident designated as a "1" is the first to be evacuated. Obtain peel and stick labels on which you will write their numeric category; the label will adhere to the resident's clothing.

Laundry/Housekeeping:

- All shifts should evaluate and begin conservation of linen and supplies
- Have boxes/bags available for packing of residents clothes
- Maintain three days of clean linens
- Have mops and buckets ready to go for mopping up water.
- Maintain wet floor signs in all areas
- Secure extra paper towels and blood spill kits
- Secure universal precaution kits for three days
- Have an industrial grade wet-vac and squeegee

Dietary:

- Dietary to check food and water supply to ensure enough on hand.
- Enough paper and plastic supplies to last a minimum of seven days.
- Paper towels and napkins for seven days.

Central Supply:

- Order extra wipes to use as temporary washcloths for a minimum 7-day supply.
- Order additional briefs.
- Check first aid kits (5 kits needed) on all units and departments and updated as needed.
- Wound care supplies
- Obtain one gallon zip lock bags (3 per resident)
- Sterile water for wound care
- Ensure all DME is labeled (walkers, wheelchairs and splints (therapy to assist))
- Oxygen tubing for seven days.
- Fully charged infusion pumps for tube feeding.
- OTC's for seven days
- Five body bags

Maintenance:

- Review supplies to ensure batteries, flashlights, bulbs, NOAA approved weather radios, etc. are available to last seven days.
- Check facility owned cellular phones and car chargers.
- Generator checked and filled;
- Gas tank in facility bus is filled.
- Supplies in hurricane storage unit are checked to ensure they are working properly and are adequate in number.
- Ensure arrangements for roll-off dumpster to be delivered before the storm.
- Ensure the trees on property are trimmed – especially dead branches. Cut back any vegetation to a minimum of 12 inches from the facility.
- Stow any outside loose items away into a storage area: tables, chairs, potted plants, patio umbrellas, ashtrays, etc. They are potential missiles in the wind.
- Purchase 12 large Rubbermaid style storage boxes to use in case of evacuation; resident charts and other supplies can be shipped in these boxes.

Monday, July 7, 2008

11:00 AM

Willingham notifies her team that the hurricane watch is being upgraded to a warning. All leadership team members are notified that hurricane preparations are in force. NHA Amaral notifies NHA Willingham that if the hurricane warning is upgraded, they will be evacuating 12 residents to our facility.

The following preparations are made:

Executive Director

- Notifies corporate hurricane command center of potential evacuees.
- Notifies all employees to remove any loose items from resident rooms that would cause the room to be un-passable in the event of heavy winds getting in the facility.
- Notifies all employees who have offices to remove all loose papers and other items from their desks that might become flying objects during a storm.

Business Office, Social Services, Medical Records, Admissions

- All important phone numbers are compiled and copies made for all department heads. Important numbers to include:
 - All employees and their home numbers
 - Local utilities
 - County emergency management
 - Emergency vendors
 - Local hospitals
 - Divisional office hurricane hotline
 - Agency for Healthcare Administration
 - Florida Health Care Association
 - Dialysis units
- One list is laminated and placed in disaster manual in Executive Director office.
- Secures large rubber bands to go around resident charts to ensure they are kept intact.

Laundry/Housekeeping

- Housekeeping department filled all collapsible water jugs and distributed them to the units.
- Scrub whirlpool tubs with bleach solution, rinse and fill with water

Nursing

- Notify all attending physicians for discharge orders for any residents being discharged to their families.
- Make arrangements for any dialysis patient's needs to be met. If dialysis center cannot maintain operations, contact hospitals for dialysis to be performed. Ensure dietary has heightened menu restrictions for any dialysis patients who might be able to skip a session (per physician orders).

Dietary

- Collapsible water jugs are filled for cooking.
- Ice is to be double bagged (approximately 20 lbs per bag) and stored in the walk-in freezer. Continue bagging ice until the supply is depleted.

Central Supply

- Extra water brought in; expired water taken to shower rooms to be used for flushing toilets.
- E Tanks ordered;

Maintenance

- Brings hurricane shutters from storage unit.
- All available personnel help to place hurricane shutters on windows.

- Notify portable generator vendor that we will need one of the LCCA owned generators.
- Ensure bus and van are full with gasoline.
- Start the generator one hour before the storm is due to arrive. This will eliminate power surges in the event municipal power is lost.

Tuesday, July 8, 2008

11:00 AM

The weather service has updated the hurricane warning to alert the area that a Category III hurricane is expected to hit land on Thursday afternoon. Administrator's Willingham and Amaral communicate the need for The Pines to evacuate their facility. Twelve residents will be coming to LCC Sarasota on Wednesday, July 9, 2008.

The following preparations are made:

The Pines:

- All face sheets are faxed from The Pines
- Admission office prepares arm bracelets for residents who are coming in.

Executive Director

Business Office, Social Services, Medical Records, Admissions

- Families of residents are called to give them the LCCA Disaster hotline number.
- Run 10 copies of resident roster with payer sources from AHT. Include names and discharge locations of any residents discharged prior to the storm.
- Run 10 copies of Resident Roster and Condition of Residents (from AHT). You will need the current matrix that will be sent to a receiving facility in the event of evacuation. The matrix must include resident name, condition, treatments (oxygen, dialysis, tracheotomy, nebulizer, wounds, tube feeding, etc.). For dialysis patients, be sure to include when they were last run and where they are routinely dialyzed.
- Run 10 copies of the resident acuity roster and order of evacuation. The residents should be identified by a number from 1 to 4, with 1 being the most DEPENDENT residents who would be evacuated first. Residents designated at a 4 are the most INDEPENDENT and will be evacuated last. Examples of a level one resident would be: bedridden, trach, multiple comorbidities, tube feeding, fractures, etc.
- Run 20 copies of the blank evacuation form.
- Make five copies of each resident's face sheet.

Nursing

- Place a new ID band on each resident, place two on residents that are confused and may tend to remove one.
- Have a current picture of each resident on the medical record.
- Pack resident personal belongings (for three days) in large plastic bags.
- Review your acuity prior to an evacuation. A resident may decompensate physically, requiring quicker evacuation. We strongly recommend discharging highly acute residents to the hospital as soon as you can before a hurricane. If you wait until a hurricane, emergency transportation will not be available, and the hospitals won't take admissions. If you wait until after a hurricane, the EMS is tied up with other issues.
- It is possible that a resident will expire. You should have 5 body bags that zip completely. Bodies must be stored in cooler areas away from your other residents.
- The medical record must have ALL papers and documents three-hole punched and secured inside the binder. They WILL be tossed around, and important information WILL otherwise fall out. If your residents are being evacuated to several facilities, you will need to group your medical records in Rubbermaid style boxes. Each box must be clearly marked as to which facility the records should go. Double check! Make sure your resident's medical record is in the correct box.

- Make copies of any documents you may need before the hurricane arrives. You will not have time to do this later, and will not have electrical power.
- Double check the census lists in the hurricane manual for accuracy. Make several copies of the census list – you will not have time to do this later. For evacuation, use separate color highlight markers to designate which residents go to which receiving facilities. For example, if 10 residents go to LCC Jacksonville, highlight those 10 names in a green highlighter. If 20 go to Estero, highlight those 20 names in yellow.
- Place the resident acuity number before the resident name on the master copy of your census.
- Designate a CNA to oversee each group of residents that may be awaiting evacuation. Confused residents tend to wander away.
- The MDS and Care Plans should be included with the medical record.
- Set your staffing plan now – before you need to implement it. We use the A-B-C method of staffing a facility. “A” team members live closest to the facility and are present during the hurricane. “B” team members live within a close range that you define, and are picked up by the facility bus to relieve “A” team members. “C” team members live the farthest away, and are picked up by the facility bus to relieve “B” team members. Talk to the nursing team now, so that everyone understands what is expected.
- Local law enforcement will set a curfew and prohibit private vehicle traffic following a hurricane. Use the facility bus for all official business and for transporting workers.
- Pull department managers together to determine leadership roles during the storm.
- Designate which managers will remain in the facility throughout the hurricane, and which may come in after the storm to provide relief.
- One person is designated the “master transfer coordinator.” Only this person will coordinate an evacuation.

Dietary

- Department is in lock-down mode, with all doors to remain locked in order to secure the kitchen and supplies.

Maintenance

- Place hurricane shutters on facility
- Procure a minimum of six blue tarps, furring strips, nails and several coils of nylon rope
- Ensure at least one circuit with the ice machine and food processor are wired to generator
- Designate a shelter space for visitors and family members
- Ensure generator testing is current. Assess the condition of A/C units on ground and on the roof. Make sure rooftop A/C units are appropriately anchored.
- Start the generator one-hour before the storm is due to arrive. This will eliminate power surges in the event municipal power is lost.

Wednesday, July 9, 2009

Evacuees are coming to LCC Sarasota today.

- Admissions will be on standby to greet evacuees and take names, age and allergies of all incoming residents.
- All staff is instructed to keep their professional identification with them at all times.
- Activities prepared area in activity room to receive residents
- Staff development office is designated as place to sleep for all associates coming from Pines

9:00 AM Administrator at Pines, notified Nina Willingham, Administrator of LCC Sarasota of impending evacuation.

9:20 AM Staff notified and all preparations made.

10:00AM LCC Sarasota staff and admissions in lobby to receive evacuated residents. (12 admitted and taken to activity room.)

- 11 staff members from the facility arrived with the residents to care for them.
- LCC Sarasota staff greets the residents from the Pines and begins the triage process.
- Face sheets were compared for accuracy.
- Disaster tags on residents are compared with photos and face sheets for accuracy.
- Residents arrived with seven day's supply of medications, clothing and toiletries.
- Residents were given snacks and drinks in the activity room.

2:15 PM All residents have been assigned rooms and beds and are resting for the afternoon.

- Rounds are made by the DON and Unit Managers to ensure residents needs have been met and that meds are given as ordered.
- Families are all called to reassure their loved ones are safe.

Maintenance

- Ensure generator testing is current. Assess the condition of A/C units on ground and on the roof. Make sure rooftop A/C units are appropriately anchored.
- Start the generator one-hour before the storm is due to arrive. This will eliminate power surges in the event municipal power is lost.

Thursday, July 10, 2008

9:00 AM Weather service reports that the storm passed to the north of the facility. Call received from Nina Amaral stating that The Pines received no damage from the storm.

9:30 AM The Pines received the "all clear" from AHCA that they can bring their patients home.

10:30 AM After receiving the "all clear" from The Pines, the residents were assisted back to the bus to return to their facility.



Hurricane Checklist

When you know that a hurricane is tracking toward your facility, take care of your personal business, because you will be living at the facility until the situation resolves. We recommend purchasing sleeping bags and air mattresses, and bring a change of clothing for up to 3 days. You are going to coordinate, or designate the coordination of all storm-related internal activities in your facility. The region or division person assigned to your facility is there to coordinate external storm-related activities through the division command center. This will save you time and allow you to focus on the residents. Experience has demonstrated that there are a few things you can do now, to save you many headaches during and after a hurricane:

ITEM	Responsible Person	Completed
Medications – 7 day supply	Nursing	
ID Bands – all residents	Nursing	
Picture of resident on chart, MAR, TAR	Nursing	
Disaster tag completed for each resident	Nursing	
Resident acuity ranking completed	Nursing	
Determine number of E-cylinders to order	Nursing	
Medical equipment connected to red outlets	Nursing	
Determine A-B-C staffing assignments	Nursing	
Medical supplies for 7 days	Central Supply	
Wound care supplies for 7 days	Central Supply	
1-gallon zip lock bags (3 per resident)	Central Supply	
Five first aid kits	Central Supply	
Flashlights/batteries/bulbs for nursing stations	Central Supply	
Weather radio/batteries	Central Supply	
Secure extra E-cylinders	Maintenance	
Shutters in place – all windows as needed	Maintenance	
Blue tarps/furring strips/nails/hammers	Maintenance	
Nylon rope – several coils	Maintenance	
Portable cooling units (4)	Maintenance	
Gas powered generators (2-4)	Maintenance	
Two-way radios (4)	Maintenance	
Facility van has full tank of gas	Maintenance	
5-gallon gas cans filled (store in bus)	Maintenance	
Generator tested	Maintenance	
Five 100-gallon water bladders filled	Maintenance	
Grounds secured	Maintenance	

Label wheelchairs, walkers, splints	Rehab	
Secure papers in charts	HIMS	
MDS secured in chart	MDS Coordinator	
Care Plans secured in chart	MDS Coordinator	

Responsible party phone list	Business Office	
Visitor Log and Name Tags	Business Office	
Manual time sheets for all associates	Business Office	
Print 20 Copies of Current Census	Business Office	
All-staff list (names and phone numbers)	Business Office	
Procure \$1,000.00 cash in lock box	Business Office	
Facility cell phone/car charger	ED	
E-mail census list to division office	ED	
Issue travel letter to associates	ED	
Designate shelter space for staff/families	ED	
Designate "kids space"	ED	
Define "animal" policy for associates	ED	
Refine A-B-C staffing plan	ED	
Ensure hurricane book is complete	ED	
5 copies of face sheet	ED	
Disaster menu	Dietary	
Emergency food, paper products for 7 days	Dietary	
Water containers filled for cooking	Dietary	
5 body bags	ED	
Assortment of plastic bags	All Staff	
3-day supply clean linens	Laundry	
Mops/buckets/cleaning products	Housekeeping	

Evaluation of the Exercise:

Dietary

- When filling collapsible water jug, did not have a hose, except for the housekeeping hoses. Will purchase the small hoses for filling jugs.
- Outdated disaster manual found in dietary office.
- Time needed to fill ice bags is approximately one minute per bag with double-bagged 20-pound container.
- Two-week supply of food is in dietary storage.

Housekeeping / Laundry

- Housekeeping did not know how to use the auto plug device on the spa when they cleaned it and wanted to fill it with water. CNA's showed the team where the plug was.
- 100 boxes of briefs were moved to the hurricane off-site storage unit.
- Question raised as to why laundry has only three days of linen when other departments have a minimum of seven days. Laundry uses as much disposable linen as possible during disasters.

Activities

- Activity department needs a copy of diet slips for residents who are evacuating to our facility.
- Special activities that allow for interruptions and use minimal supplies should be done during the storm to allow for stress release and as a distraction from the storm.

Social Services

- Plans need to be developed to meet the psychosocial needs of all residents and associates who will be dealing with major stress during and after the storm.

Maintenance

- Very thorough plans made for patient welfare and safety.

- If ordering a second dumpster for refuse collection, we will need to fill the dumpster with water to keep it from blowing away in the storm. Immediately following the storm, the plug can be pulled to use it for trash collection.
- An area needs to be located to place bagged refuse during the storm.
- When planning for disaster preparations, don't forget to add in a "fudge factor" to include fatigue, interruptions and problems. For example, realize that when putting hurricane shutters on the windows, staff members will become fatigued and will not be able to work at the same pace from beginning to end. Make decisions using a "reverse engineering" decision mode.
- Red bags can be used for toilets.
- Don't trim any trees immediately prior to a storm unless you have a place to discard the trimmings.
- The county decision for community lock down is based on 45-mph winds.

Nursing

- Employee health records will need to be moved to a secure area. It was suggested to move them to Medical Records, as this office has hurricane shutters.
- The logistic setup for the number of patients who are coming will determine the triage of arriving patients. We may want to consider assigning a specific number of nurses to a specific number of patients. These would be located in different areas.
- Copies of DNR, face sheets and photos of residents were not brought with the evacuees, making it difficult for host facility nursing staff to complete all information in a timely manner.

Staffing

- It was determined that many of the associates were confused by the designation of A, B and C teams. This is due to the fact that most people who plan on being here on the A team, expect that to include being here during the actual storm. We may want to consider changing to A and B teams for the next year.
- Several departments have decided to include the designation of A, B, and C next to the employee's name directly on their master staffing sheet. This serves as a constant reminder to the employee as to their agreement.

Many thanks to Don Hermey, MBA, Contingency Planner, Emergency Management Division for Manatee County, who came and observed our intake of residents. His excellent comments and suggestions are included in this evaluation. He also suggested that in the event of an actual hurricane with damage, that we will want to contact him to request a shipment of food (if delivered by FEMA) for our associates who may have had damage to their homes.