Harvey

Disaster Planning and Recovery

Marc Lewis VP of Operations

> Gulf Coast Regional Blood Center Commit for Life[®].

Disaster Objectives

- Type of emergency/disaster that took place
- Communications In/Out of region
 - Hospitals
 - Affiliates
- Logistics
- Collections
- Staffing
- Re-building

Our Service Area

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Hurricane Harvey (Category 4)





The Alert Tuesday, August 22, 2017

- Tropical Storm Harvey makes its way to the Texas Coast
- NHC gives high chance of development over next 5 days to Hurricane status
- Marginal to slight risk of excessive rainfall for Thursday morning through Friday morning
- We were monitoring

Hopeful



Wednesday, August 23, 2017

- Initiation of our in-region emergency plan 72 hours before landfall
- Stocking up hospitals
- Moving equipment (Trimas) out of coastal or flood-prone facilities areas.
- Began daily or twice-daily management meetings/calls

We Are Clear Friday, August 25, 2017

- Category 2 Hurricane
- Expected to land Friday night as Cat 3, then stall and drift with significant flooding Storm surge expected
- Continued to rain
- Voluntary evacuations in southeast Harris and other small areas

Magical Water

Saturday, August 26, 2017 (EARLY)

- Hurricane Harvey made landfall Friday evening near Rockport.
- Affected Corpus (Coastal Bend) area
- Harvey is gradually weakening and continues to move slowly northwest early this morning
- Had Coffee with Friends (laughing about the storm nonsense)

Sunday, August 27, 2017 (EARLY)

- Houston has a problem we are flooding everywhere
- Panic set in

Commit for Life.

The Start



Commit for Life.

A Call To Action

- Initiation of the International Organizational Task Force for blood needs
 - BCA (Blood Centers of America)
 - AABB/NBE (National Blood Exchange)
 - ABC (Americas Blood Centers)

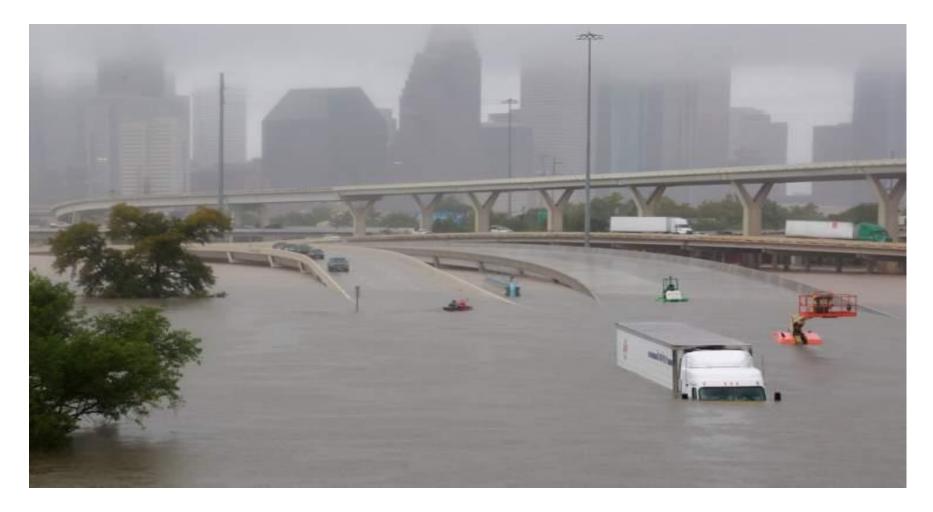
Medical Center – Ben Taub



Challenges

- Hospital Preparedness/Challenges
 - Increase inventory levels 72 hours
 - No way to retrieve blood and blood products
 - Communications was not timely
 - Hospitals did not communicate with internal staff of closing
- Local Logistics
 - No where to run
 - Emergency assistance
 - HHS Health and Human Services (hired to transport products from our emergency hub to Houston)
 - CMOC Catastrophic Medical Operations Center

Logistical Nightmare





Commit for Life.

Challenges

- No collections for 4 days at Headquarter and 3 days at Regional's
 - Impact of non-collections, over 4000 units
- Resource Sharing (To do or Not to do)
 - Enable Emergency Preparedness Team (BCA)
 - Import Reconciliation
 - Computer limitations
- Staffing
 - Initiated the response team
 - We failed to act
 - Dedication to save lives

Task Force Response

Type RBC	Number
0+	1894
A+	543
B+	411
0-	246
A-	246
В-	56
Total RBC	3396

Apheresis platelets

327

Carter was hub for shipments

Dedication to Serve



Community Response- Rebuilding

- New donors
 - 4189 First Time Donors (last year same time frame 2756)
- New Accounts
 - 79 groups (we average 30 per month, typically)
- Free media
 - Local wise, we had more than \$333k in publicity value and more thank 3M in viewership
- Increased in-region collections allowed GCRBC to reciprocate the Harvey assistance

Texas Strong



Things Learned (After Actions)

- Communication!
 - Hospitals, transfusion service clients, staff
 - Plan meeting before hurricane season 2018
 - Conference calls- for internal hospital use also
- Ensure better delivery capability (pre plan for the worst)
- Get involved with local authorities and government.

Commit for Life.

Thanks To

- Blood Centers that assisted us
- Employee assistance funds
 50 staff assisted
- Logistics and Coordination Carter Blood Care

My New Vehicle 2018

