

# Harvey

## Disaster Planning and Recovery

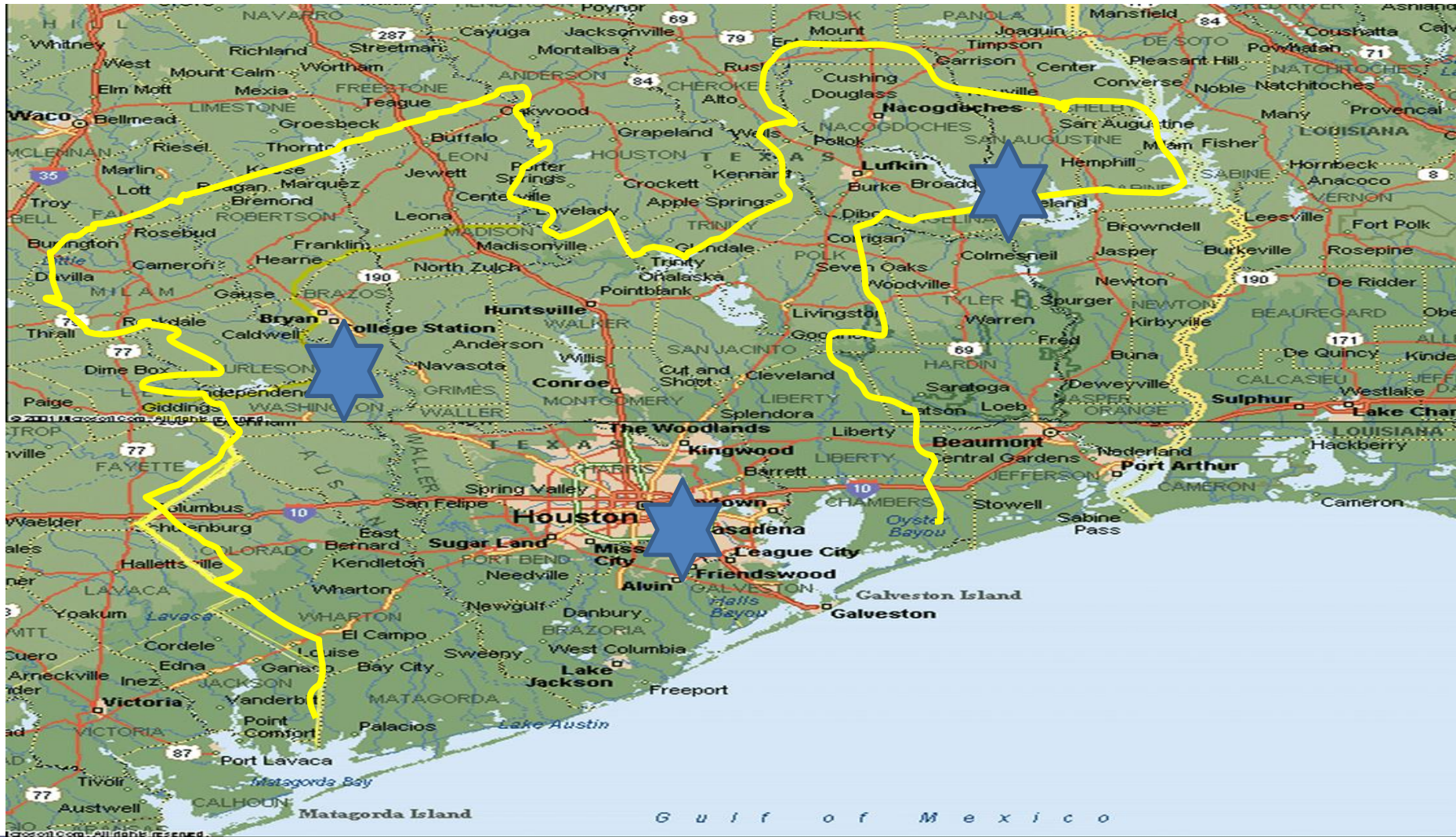
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*VP of Operations*

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**Blood Center**  
*Commit for Life.<sup>®</sup>*

# 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)



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# 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



# The Start



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# 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



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# 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



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# 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
O+	1894
A+	543
B+	411
O-	246
A-	246
B-	56
Total RBC	3396

Apheresis platelets
327

Carter was hub for shipments

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# Dedication to Serve



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# 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 than 3M in viewership
- Increased in-region collections allowed GCRBC to reciprocate the Harvey assistance



# Texas Strong



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# 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.

# Thanks To

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



# My New Vehicle 2018



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