

Joplin Tornado May 22, 2011

A Sunday we will never forget...



ACCESS is located SW corner of MO:



Joplin

before May 22, 2011

- **Joplin** is located in southwest Missouri within the "four states" region comprising of Oklahoma, Kansas, Missouri and Arkansas.
 - The city is located in southern Jasper county and extends into northern Newton County.
 - 49,024 population
 - 174,300 Metropolitan Statistical Area
 - The daytime population easily swells to 270,000 and extended to a 40-mile radius around Joplin of 400,000, making it Missouri's fourth largest metropolitan area.

ACCESS Family Care

- ACCESS Family Care is a Federally Qualified Health Center (FQHC)
- ACCESS operates 3 medical/dental services clinic in 3 counties, with administrative offices located in a 4th county
- ACCESS employs 130 staff and medical/dental professionals

Emergency Preparedness Plan for ACCESS Family Care

1. We participated in several drills
2. Our role was to respond to community disasters in a supportive function
3. Provide mass vaccination in a terrorist event or epidemic proclamation
4. Care for walking-wounded
5. Report to the Emergency Operations Center

On May 22, 2011

- EF-5 Tornado
- Only 1% of tornados are EF-5

- 8,000 total properties destroyed
- 19,000 vehicles destroyed
- 5,000 homes severely damaged
- 12,000+ people displaced

On May 22, 2011

- 1 of 2 hospitals incapacitated
- Most densely populated residential neighborhoods leveled
- Major commercial business section wiped out
- Concentration of the majority of medical and dental practices gone



Before and After Areal Shots



Resulting devastation:

- 160 deaths
- One of the city's two hospitals, St. John's Regional Medical Center was destroyed



St. John's Reg. Medical Center - 2 blocks north of Freeman Hospital

Resulting devastation:

- 75% of Joplin's school buildings were destroyed



Respond, Recover, Rebuild

That night:

- Communication towers were destroyed
- Cell phone communication was sketchy
- Cable outage
- Local TV coverage nonexistent at first
- Utilities – water, gas & electric out in areas
- No one knew how bad it was

Respond, Recover, Rebuild

That night:

ACCESS Family Care responded immediately

- Initiated response to assess situation in Joplin of clinic and surrounding area
 - COO and Joplin Clinic supervisor opened the clinic
 - Emergency plan was initiated
 - Triage area set up
 - COO reported to City Emergency Operations Center (EOC)
 - Limited staff arrived at the clinic to serve

20 cots, medical supplies, paper charts, medications were quickly gathered in our large waiting room which facilitated more access quickly rather than the exam rooms



Respond, Recover, Rebuild

That night:

- Triage and treated injured as they walked in or were transported to ACCESS
- Several patients were worse than “walking-wounded”
- Drs, NPs and staff arrived and treated patients
- Transferred critically injured or those requiring x-rays or more intense care
- Assisted patients until approximately 2am, when people ceased arriving.
- Reopened clinic the next morning, usual time @ 8am.

Respond, Recover, Rebuild

First few days:

- City initiated priority search and rescue
- City locked down the hazardous disaster zone
- ACCESS entered the zone with mobile first aid assistance, distribution of personal hygiene supplies and tetanus vaccination

Respond, Recover, Rebuild

- ACCESS staff from the out-lying clinics traveled up to 1.5 hours to join their Joplin team in administering to the Joplin community
- ACCESS staff devised “Roving units”
- Family members joined in the distribution of personal supplies
- A stationary site was also established with a grill to prepare hot food, distribute water, supplies and administer tetanus vaccine.
- ACCESS and the community was allowed into “disaster zone” after streets were cleared and hazards to the public removed



Respond, Recover, Rebuild

The Emergency Operation Center (EOC)

- Total coordination of
 - Health services (Medical, Public safety,
 - Emergency services (EMS, Fire, Police, National Guard)
 - Utility services
 - Information releases
 - Procurement of equipment, supplies, resources
 - Critical access coordinated
 - Mass Shelter coordination
 - Temporary Morgue quarantined

Respond, Recover, Rebuild

- Inside the EOC



Respond, Recover, Rebuild

- Larger Partners arrived
 - FEMA
 - SEMA
 - American Red Cross

Respond, Recover, Rebuild

Throughout the first week ACCESS received:

- Immediate assistance from fellow FQHC (SEMO) bringing supplies
- AmeriCares and Direct Relief donated medicines and supplies
- Missouri Primary Care Association (MPCA) delivered supplies
- Other MO FQHCs donated supplies and money

Respond, Recover, Rebuild

Throughout the first week:

- The Information Officer (IO) at EOC continued to alert the public where first aid and tetanus vaccinations were available.
- ACCESS provided tetanus shots in the field and in the clinic
- ACCESS replaced lost medicines
- ACCESS continued triage free of charge

ACCESS provided tetanus vaccinations



Respond, **Recover**, Rebuild

- Within a week St. John's had secured and set up a 60-bed Mobile Medical Unit (MMU) through SEMO



Respond, **Recover**, Rebuild

➤ **Distribution of donated supplies to medical facilities:**

- St. John's temporary Emergency Room @ Memorial Hall
- Tetanus vaccines distributed among Jasper County, Joplin City Health Departments and ACCESS' roving vaccination units
- Delivered Tetanus to first aid stations during Search & Rescue
- Transported donated insulin from one site to commercial refrigerators located at ACCESS for ultimate dispensing to Joplin area diabetic patients



Respond, **Recover**, Rebuild

- The American Diabetes Association and the Alliance of the Ozarks supplied insulin
- ACCESS's neighbor, Hiland Dairy, loaned large chest refrigerators for the insulin
- A Neosho pharmacist donated his time to set up a dispensary at ACCESS's Joplin clinic

Respond, **Recover**, Rebuild

- ACCESS administered 1,870 tetanus vaccinations,
- Collectively and collaboratively throughout the community, Joplin has administered over 18,000 tetanus vaccinations to the public, workers, and volunteers
- ACCESS triaged and treated 147 injured community members at the Joplin Clinic
- Behavioral Health Consultants are available at our clinic and throughout the community to assist in psychological first aid
- Heart-to-Heart International set up a 3-exam room mobile medical care unit in one of two destroyed Walgreen's parking lots for 3 weeks delivering medical care, medications and tetanus vaccinations

Respond, Recover, Rebuild

- Vital to Emergency Response is to become and remain integrated within the communities your CHC serves
- Play an active role in planning so when needed the partners recognize you
- Be part of the Medical Surge Plan

Respond, Recover, Rebuild



Lessons Learned

- **You may need to change your attitude and status toward EMERGENCY PREPAREDNESS**
- Build your partnerships and networks **now**
- Participate in city/county Emergency Preparedness meetings and drills
- Look for opportunities to infuse your FQHC or CHC into the plan
- Prepare and get signed Memorandums of Understanding (MOU) and Mutual Aid Agreements (MAA) on file
- Get medical & dental licensed professionals registered with “Show Me Response”
- Have a Business Continuity Plan in place

Lessons Learned

- When disaster strikes be sure a representative from your Community Health Center (CHC) is inside the Emergency Operations Center (EOC)
- Keep a charged variety of communication devices ready and train staff on their use – take one to EOC if cell phones don’t work
- Pre-assign a medical credential verification process for volunteers dispatched through the EOC
- Communicate all public information through the IO at the EOC

Lessons Learned

- Have a dedicated person(s) as the designated recorder of events to transcribe and take pictures as part of the CHC's event documentation
- Keep manual forms available in order to anticipate the lack of computer access
- Utilize call rosters & keep printed copies available at home
- Have someone track all associated expenses
- Track donated inventory with a "quick" log – for accounting, but more importantly to assist in sending THANK YOU later