



*World Class Medicine. Hometown Care.*

# Hurricane Preparedness and Lessons Learned

Todd Schonherz

Chief Operating Officer

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## Hurricane Irma

- **Largest and strongest storm ever recorded in Atlantic**
  - **185 MPH winds**
  - **70,000 sq miles impacted by tropical force winds**
- **Diameter (> 500 miles) 3x the width of Florida**
- **Every county in the state impacted**
- **Largest evacuation ever ordered – 6.3M people**




# Plan Early


- Have a plan, don't wait
  - We started our activities 5 days prior to the storm hitting
- Plan must be comprehensive
  - Clear understanding of who can make decisions
  - Communication plan for patients and staff
  - Secure facilities
  - Robust IT strategy including plan for having an office with power but no network
  - Plan to lose power at your offices – think about your refrigerated drug inventory
  - Alert key vendors and suppliers
  - Post storm activities





# Staff Communication

- Don't underestimate timely and clear communication
- Multiple channel approach
  - Email
  - Employee Hotline (updated 2x day)
  - Social media (twitter very effective)
- Have a plan post event, including how to handle payroll

 **FCS Operations** @FCS\_Operations · Sep 10  
Our management team will begin assessing our facilities beginning tomorrow where it is safe. We will keep you updated

 **FCS Operations** @FCS\_Operations · Sep 10  
We are continuing to monitor Hurricane Irma. Reminder that all FCS locations will be closed tomorrow - Monday 9/11/17.

 **FCS Operations** @FCS\_Operations · Sep 8  
All FCS locations will be closed on Monday due to the hurricane. Thank you all for continued support. Be safe

 **FCS Operations** @FCS\_Operations · Sep 8  
Updated list of office closures:

Lake	Tavares				X
Lee	Bonita	X			
Lee	Broadway Research	X			X
Lee	Cape Coral West	X			X
Lee	Central Lab and Path		X		X
Lee	Colonial	X			X
Lee	Corporate Offices	PM			X
Lee	Gladiolus	X	X		X
Lee	North Fort Myers	X			X
Lee	Rx-To-Go	PM			X
Manatee	Bradenton East	PM			X
Manatee	Bradenton West	PM	X		X



# Patient Communication

- Communicate as early as possible
- Utilize multiple approach's
  - Automated patient reminder system
  - Staff calls
  - Social Media (i.e Web, Facebook)
- Backup to your answering service
  - Forward lines to service outside of impacted areas
- Print out schedules prior – just in case



# Facilities

- Every office should have a storm preparedness kit (tarps, duct tape, etc.) and a list of vendors to help with cleanup or repairs
- Secure facility by moving all assets away from doors and windows
- Secure IT assets (make sure they are unplugged and off the floor!)
- Secure your drugs and have a plan for refrigerated products
  - Accurate Inventory
  - Work with local hospital or office with robust generator capabilities



# Post Storm

- Safety of staff and patients a priority
- Constant communication
- Identify multiple resources to be available to assess post storm
- If office or staff compromised – prioritize
  - Consolidate offices (while facility may be operational, may not have enough staff)
  - Prioritize patients undergoing curative therapy including research
  - Set expectations with staff



# Lessons Learned

- Due to extreme diligence and planning we were able to have over 85% of offices open within 48 hours post storm
- Still had areas of opportunity:
  - Drug Inventory – offices open but FedEx not delivering to impacting areas
    - Special thanks to Oncology Supply
  - Backup for couriers due to gas shortages
  - Insurance levels site level and aggregate
  - Plans for short staff – schools closed up to 2 weeks in certain counties
  - Standby generators and supplies

