





## Get Ready Stay Ready

Disaster Planning for California Hospitals



Kevin Rose

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Kevin Rose is the emergency preparedness specialist for the San Mateo County EMS Agency, where he currently serves as the Interim Medical Health Operational Area Coordinator (MHOAC), Hospital Preparedness Program coordinator, Local Emergency Medical Services Agency coordinator and Disaster Healthcare Volunteers (DHV) administrator. He served as the MHOAC for the July 6, 2013 Asiana plane crash at SFO and as the Deputy MHOAC for the September 9, 2010 San Bruno explosion. Prior to working for the San Mateo County EMS Agency, Kevin worked as a legislative aide for the San Mateo County Board of Supervisors and as a field representative for Congresswoman Anna Eshoo. He has also worked in political consulting and public relations. Kevin has a Bachelor of Arts in Communication from the University of Puget Sound.



Emergency Medical Services  
San Mateo County Health Department



SFO Plane Crash  
Asiana Airlines  
Flight 214  
July 6, 2013

## Overview

- San Mateo County (SMCO)/San Francisco International Airport (SFO)
- Asiana Airlines Flight 214 Plane Crash
  - EMS Field Operational Response
  - Hospital Operational Response
  - Patient Movement
- Passenger/Patient ID/Reunification
- Resources



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## Patient Movement

- Triage
- Treatment
- Tracking
- Transportation
- Identification
- Reunification



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**SAN MATEO COUNTY**

**Population: 718,451**  
(14<sup>th</sup> Most Populous in CA)

**Size: 449 square miles**  
(3<sup>rd</sup> Smallest in CA)

San Francisco Peninsula  
San Mateo Bridge (7 miles)  
Foothills 2,500 ft. Elevation  
San Andreas Fault  
Hetch Hetchy Water  
Bayside (90+% Pop.)  
Coastside (~ 10% Pop.)



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**SAN MATEO COUNTY**

**911 Pre-hospital EMS:**  
Fire First Response  
AMR Ambulance

**Hospital: Trauma**  
San Francisco General  
Stanford/LPCH

**Hospital: 24/7 ED**  
Seton Medical Center  
Kaiser South San Francisco  
Peninsula Medical Center  
San Mateo Medical Center  
Sequoia Hospital  
Kaiser Redwood City  
Seton Coastside (Standby<sub>8</sub>ED)

## San Francisco International Airport (SFO) Emergency Response Plan

- SFO Annual Air Crisis Exercise
- Alert 3
  - SMCO Code 2000 – Law
  - SMCO Alarm 303 – Fire
  - **SMCO – Activation of MCI Plan**



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## Asiana Airlines Flight 214 Destruction



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## Asiana Airlines Flight 214 Destruction (cont'd)

- Crash landing of Boeing 777
- Loss of tail and other parts of plane causing trail of airplane debris
- Debris field more than 8 football fields in length from the sea wall to the resting site
- Leaking jet fuel
- Aircraft lavatory waste
- Exposed luggage
- Imploded chutes on right side of plane
- 307 people dispersed from sea wall to crash site
  - 291 passengers
  - 16 flight crew
- Four crew and two passengers ejected during crash
- Explosion following set-up of tarmac casualty collection point



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## Asiana Airlines Flight 214 Destruction (cont.)

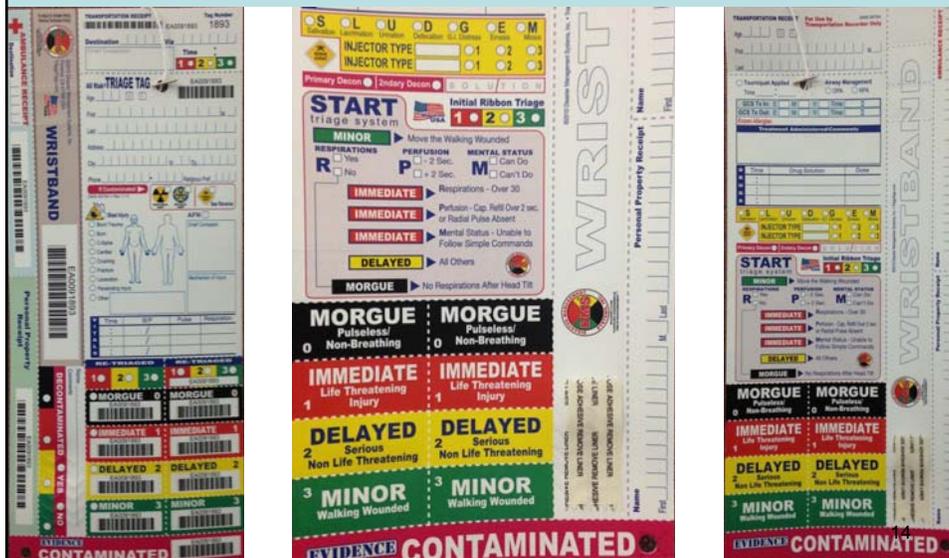


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# Asiana Airlines Flight 214 Field Response – Tarmac and Terminal



# Patient Movement – Field Triage/Treatment START/JumpSTART



## Asiana Airlines Flight 214 Patient Movement – Field Tracking

- Field – Triage Tag Number, Triage Color, Hospital Destination,

**TRANSPORTATION RECEIPT** Tag Number  
EA0091893 1893

Destination \_\_\_\_\_ Via \_\_\_\_\_

Chief Complaint \_\_\_\_\_ Time \_\_\_\_\_

1 ● 2 ● 3 ●

- Front

- Back

**TRANSPORTATION RECEIPT** For Use by Transportation Recorder Only DMS-05764

Age \_\_\_\_\_ M F

First \_\_\_\_\_ M. \_\_\_\_\_

Last \_\_\_\_\_ 15

## Asiana Airlines Flight 214 Patient Movement – Field Tracking/Transport

- Medical Communications Coordinator
  - Incident Dispatch Team
    - EMSsystem MCI Polling
    - Computer Aided Dispatch



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## Asiana Airlines Flight 214 Patient Movement – Field Tracking/Transport (cont.)



## Asiana Airlines Flight 214 Response Patient Movement – Transport

- Unified Command
- San Francisco
  - MCI Plan
- San Mateo County
  - MCI Plan
  - Trauma Plan



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## Asiana Airlines Flight 214 Field Response – Resources

- 52 transport ambulances (85% from SF Fire & AMR)
- 4 air ambulance (USCG & 3 Cal Star)
- 2 buses (SFO & SamTrans)
- Disaster Medical Supply Unit (DMSU)



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## Asiana Airlines Flight 214 Field and Agency Response

### Response Times

- 1128 Plane crash
- 1129 First 911 call
- 1130 First AMR ambulance on-scene
- 1140 EMSsystem MCI polling of hospitals (1205; 1300)
- 1142 EMS on call notified (1152 MHOAC)
- 1200 EMS on Call/MHOAC contact w/field, hospitals, region (1244)
- 1305 Tarmac operations cleared – transition to terminal operations
- 1400 EMS Command Center activated
- 1432 Initial SitRep to region and state (1615, 1944)
- 1446 EMSsystem regional announcements (1454, 1501, 1701)
- 1640 Transport of last patient from SFO terminal



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EventDetailReport[1].pdf - Adobe Reader

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1 / 15 96.5%

### Event Detail

Mass Casualty Incident							
Event Title	Started By	Start Time	End Time	Drill IP	Update	Updated By	Updated Time
<b>Event Description</b>							
sfa incident							
smcomm		07/06/13 11:40	07/07/13 11:40	No 204.114.52.87	0	smcomm	07/06/13 11:40
777 on fire on the runway							
Event Title	Started By	Start Time	End Time	Drill IP	Update	Updated By	Updated Time
<b>Event Description</b>							
sfa incident							
smcomm		07/06/13 11:40	07/07/13 11:40	No 204.114.52.87	1	smcomm	07/06/13 12:05
777 on fire on the runway. 291 patients so far							
Event Title	Started By	Start Time	End Time	Drill IP	Update	Updated By	Updated Time
<b>Event Description</b>							
sfa incident							
smcomm		07/06/13 11:40	07/07/13 11:40	No 204.114.52.87	2	smcomm	07/06/13 13:00
777 on fire on the runway. please update your polling info							

Report run by: kroese From: San Mateo on 05/20/2014 16:29:03 PDT

intermedix  
empire

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## Asiana Airlines Flight 214 EMS/MHOAC-Hospital Situation Reporting

- ### EMS System Regional Announcements

<p>Update: SFO Plane Crash</p> <p>mleach 07/06/13 11:46 07/07/13 11:50 No 204.114.52.84 3 mleach 07/06/13 11:51</p> <p>Update on Patients: For Pt Reunification assistance contact the American Red Cross national 24/7 line @ 866-272-3306 307 total people on plane Originated in Seoul, Korea - consider korean translation services for communication 130 transports (may include multiple pts) All of the initial yellow and red triage tagged pts at site have now been transported. 220 greens at terminal brought by bus being reassessed. A number of these greens have been transported in groups of ~15 to trauma centers Stanford and SF General for additional assessment. There are only 2 blacks. Please track all patients that are part of this incident, as this info will be needed for follow up investigations. For more info: Michael Leach 650-525-0700, Kevin Rose 650-925-0700</p>	<p>Update: SFO Plane Crash</p> <p>mleach 07/06/13 14:46 07/07/13 14:56</p> <p>Update on Patients: 54 transported 75 at site being triaged for transport 220 greens at terminal brought by bus being reassessed 2 blacks Begin tracking patients EMS will follow For more info: Michael Leach 650-525-0700, Kevin Rose 650-925-0700</p>
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<p>Update: SFO Plane Crash - No More Patient Transports</p> <p>mleach 07/06/13 14:56 07/06/13 14:56 No 204.114.53.254</p> <p>* Event ended quietly. Update on Patients: All patients have been transported. For Pt Reunification assistance contact the American Red Cross national 24/7 line @ 866-272-3306 United is helping Asiana Airlines with Patient Lodging/Paperwork. Asiana Air General Information for the Public on the Crash: 800-225-2266 Information for Hospitals on Patient Return to SFO for Lodging: Ask for Robert at United 650-002-4900</p>	<p style="text-align: right;">22</p>
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## Asiana Airlines Flight 214 Response Field Situation Reporting

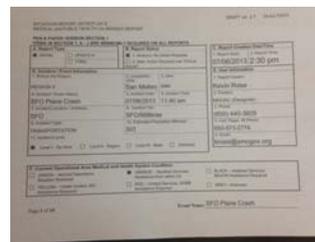
- Establish Field Point of Contact
- Scene size-up
  - Total number of victims w/rough **triage** breakdown (reds, yellows, greens)
  - Approximate number of victims **transported** and to which hospitals
  - Approximate number of victims on-scene
  - Hospital polling issues – none
  - Additional/misc. information
- Resources needed – none



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## Asiana Airlines Flight 214 Response EMS/MHOAC Situation Reporting

- Overall situation size-up
  - From field
  - From hospitals
  - From media
- Informal situation reporting
  - Phone/email/trunked radio
  - EMSsystem regional announcements
- Formal situation reporting
  - EOM SitRep



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## Asiana Airlines Flight 214 Patient Movement – Hospitals



## Asiana Airlines Flight 214 Patient Movement – Hospitals (cont.)



## Asiana Airlines Flight 214 Patients/Receiving Hospitals

- 3 Trauma Hospitals (110)
  - Stanford Hospital (55)
  - San Francisco General (53)
  - Eden Medical Center (2)
- 3 San Mateo County Hospitals (29)
  - Peninsula (14)
  - Kaiser Redwood City (10)
  - Sequoia Hospital (5)



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## Asiana Airlines Flight 214 Patients/Receiving Hospitals (cont.)

- 5 additional SF hospitals (39)
  - UCSF (14)
  - California Pacific Medical Center (9)
  - St. Francis (7)
  - Kaiser SF (5)
  - St. Mary's (4)
- 181 patients transported to 11 hospitals  
w/in 5 hours in 3 – 4 waves



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## Asiana Airlines Flight 214 Standby San Mateo County Hospitals

- Kaiser South San Francisco
- San Mateo Medical Center
- Seton Medical Center
- Additional SF hospitals



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## Asiana Airlines Flight 214 Hospital-EMS/MHOAC Situation Reporting

- Receiving facilities – HCC Activation
  - How many patients received and condition/status
  - Staffing/supplies
  - Information from arriving crews and other sources
  - Patient discharge
- Standby facilities – HCC activation
  - Staffing/supplies
  - Information from other sources



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## Asiana Airlines Flight 214 Patient Movement - Identification

- Hospitals overwhelmed by agencies:
  - **ARC** — client
  - **Asiana Airlines/UAL** – passenger/customer
  - Consulates (China, South Korea) — national
  - **CBP** — **foreign nationals/U.S. resident**
  - DHS — passenger/victim
  - EMS — victim/patient
  - FBI — passenger/victim
  - **NTSB** — **passenger/victim**
- And MEDIA!!!



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## Asiana Airlines Flight 214 Patient Movement – Identification (cont.)

- Requesting Agency Tracks:
  - Law Enforcement
  - Medical
  - Other
  - Media
- Requesting Agencies
  - ARC, Asiana/United, Consulates, CBP, DHS, EMS, FBI, NTSB



American Red Cross



ASIANA AIRLINES



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## Asiana Airlines Flight 214 Patient Movement – Identification (cont.)

- Requesting agency tracks/agencies:

- Law – CBP, DHS, FBI



- **Medical – EMS, NTSB ... American Red Cross**



- Other – Asiana/UAL, Consulates



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## Asiana Airlines Flight 214 Patient Movement – Reunification

- Customs and Border Protection (CBP)

- Processed entry into U.S.

- Air Carrier/American Red Cross/NTSB

- Family Reunification

- Hospitals

- Discharge



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## Asiana Airlines Flight 214 Patient Movement Re-cap

- Triage
- Treatment
- Tracking
- Transportation
- Identification
- Reunification



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## Asiana Airlines Flight 214 Moving Forward

- Identification
- Reunification



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## Aviation Disaster Family Assistance Act of 1996

- Victim Support Tasks
  - **NTSB**
  - **Air Carrier**
  - **American Red Cross (Family Care and Mental Health)**
  - DHHS/ASPR & DOD (Victim ID Services)
  - DOS (Assisting Families of Foreign Victims)
  - DHS/FEMA (Communications)
  - DOJ (Assisting Victims of Crime)



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## Aviation Disaster Family Assistance Act of 1996 (cont.)

- **NTSB**
  - Lead Investigation Agency
  - Family Assistance Center (FAC)
- **Air Carrier**
  - Passenger manifest
  - Family
  - Passengers
  - FAC
  - Liaison to hospital



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## Aviation Disaster Family Assistance Act of 1996 (cont'd)

- American Red Cross (ARC)
  - Family Care and Mental Health
  - Liaison to Hospital
- Passenger manifest
  - Air carrier SHALL share passenger manifest with NTSB upon request
  - Air carrier MAY share passenger manifest with ARC upon request
  - Air carrier CANNOT share passenger manifest with hospital



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## Asiana Airlines Flight 214 Patient Movement – Identification

- Customs and Border Protection (CBP)
  - Federal Inspection Station
  - Entry with/without Inspection



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## Asiana Airlines Flight 214 Patient Movement – Identification (cont.)

- EMS – hospitals, number of victims per facility, triage colors

Total	SUH	SFG	PEN	KRWC	SEQ	UCSF	CPMC	St. Francis	Kaiser SF	St. Mary's	EDEN	



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## Asiana Airlines Flight 214 Patient Movement – Identification (cont.)

- Hospitals – medical record number, name, age, gender, chief complaint, etc.

#	MRN	LAST NAME	FIRST NAME	AGE	GENDER	CHIEF COMPLAINT	DISPOSITION
1	28335	Doe	Jane	24	Female	Plane crash; ribs	Facesheet
2	28445	Doe	John	18	Male	Plane crash; neck	Discharged
3	28665	Doe	John	24	Male	Plane crash; head	Facesheet



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## Asiana Airlines Flight 214 Patient Movement – Identification (cont.)

- Air Carrier – manifest team “scrubbing” passenger manifest for NTSB and CBP

Last Name	First Name	M	Record Locator Number	Status	Payment	Seat Number
Doe	Jane	T.	A034566	1K	Revenue	7A
Doe	John	D.	A034585		Non-revenue	41B
Doe	Jane	R	A055433		Positive Space	77A

- Hospital team
- Family Assistance Center



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## Patient Information – Federal Law

- Title 45 Code of Federal Regulation Section 164.510 (a) and (b)
  - A covered entity may use or disclose protected health information (PHI) to a public or private entity authorized by law to assist in disaster relief efforts:
    - Name
    - Location in facility
    - Condition in general terms
    - Religious affiliation



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## Patient Information – Federal Law (cont.)

- **HOWEVER...**
  - Unless the following steps interfere with the ability to respond to the emergency, the hospital must follow the following steps before disclosing information:
    - Obtain patient's agreement
    - Provide patient with opportunity to object
    - Hospital may make decision on behalf of patient if patient is unable to (but must present patient with opportunity to object when patient is able to make a decision)



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## Patient Information – California Law

- **CA Civil Code 56.10 (c)(14) and (15)**
  - Hospital may disclose to state or federally recognized disaster relief organization for the purpose of responding to disaster welfare inquiries:
    - Name
    - City of residence
    - Age
    - Sex
    - General Condition



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## Patient Information – Federal Law

- Federal Register, Vol, 64, No. 212, pg. 59918 and 59956, November 3, 1999
  - National Transportation Safety Board (**NTSB**) is considered a **Public Health Authority** due to its case investigation of a transportation accident that looks to reduce mortality and injury by making recommendations for safety improvements
- CA Civil Code 56.10 (c)18
  - Disclosure to a public health entity for the purpose of preventing injury



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## Patient Information – Federal and California Law

- Therefore, hospitals CAN share with NTSB and ARC:
  - **Name**
  - City of residence
  - Age
  - Sex
  - **Location in facility**
  - **General condition**
  - Religious affiliation
  - **(release date)**



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## Patient Movement – Identification and Reunification

- Passenger Manifest Exchange: Air Carrier to NTSB
- Patient Information Exchange: Hospital to ARC/NTSB/EMS (and CBP)
- Air carrier cannot share passenger manifest with hospital
- Hospital cannot share patient list with air carrier



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## Patient Movement – Identification and Reunification (cont'd)

- Both air carrier and hospital CAN share passenger/patient manifest/list with NTSB/ARC
- Identification
  - Lead — Air Carrier, Hospital
  - Supporting — Red Cross, NTSB, EMS
- Reunification
  - Lead — Air Carrier, Hospital
  - Supporting — American Red Cross



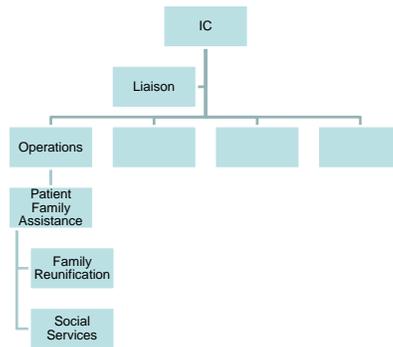
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## Hospital Incident Command System (HICS)

- HICS 2014 – Under Operations Section

- Patient Family Assistance Branch Director

- Family Reunification Unit Leader
    - Social Services Unit Leader



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## Resources

- Resources

- CHA/ARC MOU
  - ARC Disaster Health Services SOU
  - CHA Disclosures of Protected Health Information (PHI) in Disasters



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# THANK YOU

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