Reducing the Surge of Non-Emergent Dialysis Patients After Disasters

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What should you do next?
Agenda

- DaVita Overview
- Surge of Patients
- Provider Needs
- Challenges During Disasters
- Case Studies
- Solutions
California Dialysis Facilities
DaVita is the largest dialysis provider in California

- ~621 dialysis facilities in California
  - DaVita: 268 facilities (43%)
  - Others: 353 facilities

- Primary Risks:
  - Earthquakes
  - Water
  - Power outages
  - Man-made

Source: dialysisunits.com

DaVERT Overview

- Emergency Management Program for DaVita
- Created in 2004
- Leadership:
  - Core Team
  - 9 Group Response Teams
- Capabilities:
  - Fleet of trucks and generators
  - Robust policies and procedures
  - Relationships with organizations in the public, private and non-profit sectors
### Surge of Patients

- **Emergent**
- **Non-Emergent**

### HHS/CMS Study: Hurricane Sandy

**Increased mortality, hospitalization and ER visitation rates**

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<thead>
<tr>
<th></th>
<th>Control Group</th>
<th>Post-Event</th>
<th>+/- Change</th>
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</thead>
<tbody>
<tr>
<td>30-day Mortality Rate</td>
<td>1.6%</td>
<td>1.83%</td>
<td>0.23%</td>
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<tr>
<td>Hospitalization Rate</td>
<td>3.8%</td>
<td>4.5%</td>
<td>0.7%</td>
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<tr>
<td>ER Visit Rate</td>
<td>1.7%</td>
<td>4.1%</td>
<td>2.4%</td>
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Source: "Dialysis Care and Death Following Hurricane Sandy", American Journal of Kidney Disease
Provider Needs

• Specialized equipment
• Specialized staff
• Electricity
• High quality water
• Patient transportation

DaVita

• Dialysis orders
• Medical records
• Labs
• Prescriptions

Hospitals

Challenges During Disasters

- Infrastructure breakdown
- Emergency preparedness
- Dialysis patients who call 911 must be taken to a hospital

Result?

Influx of non-emergent dialysis patients in ER

Case Study: West Virginia Chemical Spill

- Charleston, WV (January 2014)
- 7,500 gallon chemical spill
- Do not use order
- 300,000 residents affected
- Local hospitals affected
Case Study: West Virginia (cont.)

Elk River

Kanawha River

Guyandotte River

Coal River

New River

WV Dialysis Logan

Mountaineer Dialysis

Case Study: West Virginia (cont.)
Case Study: West Virginia (cont.)

[Map showing Point Pleasant Dialysis #5670 at 60 miles from Charleston, with the Ohio and Kanawha Rivers indicated.]
Case Study: West Virginia (cont.)

[Image of a tanker truck and a utility vehicle]

Case Study: West Virginia (cont.)

[Image of a flooded street with a debris barrier]
Case Study: Hurricane Sandy

- October/November 2012
- 24 states affected
- 8.5 million customers without power
- Over 100 DaVita facilities closed as a precautionary measure
Case Study: Hurricane Sandy (cont.)

Emergency Preparedness

- Notified facilities of pending storm
- Rescheduled dialysis treatments
- Patient emergency kit
- Emergency renal diet
Case Study: Hurricane Sandy (cont.)
DaVita Blog – October 2012
“A Day in the Life of a Dialysis Healthcare Administrator”


Our region is preparing for Hurricane Sandy!

Preparation started Friday evening and we have adjusted our operations in order to care for our patients and our teams during this storm. We started out by ensuring that each patient had an emergency packet with their information and diet guidelines in an emergency.

My two centers were fully operational on Sunday to care for our patients who usually treat on Mondays-Wednesdays-Fridays and today, Monday, we opened to treat our Tuesday – Thursday- Saturday Patients. I have chosen to close our centers tomorrow due to the storm course.

Case Study: Hurricane Sandy (cont.)
DaVita Blog – October 2012
“A Day in the Life of a Dialysis Healthcare Administrator” (cont.)

My main priority is to ensure the safety and care of my patients and teammates.

I’m so proud of how my team all pitched in to pull this off – our collaboration and dedication allowed us to provide services and dialysis to all of our patients before the brunt of this storm hits us. This morning I brought in breakfast for my team, just a little way to show my appreciation to them. I will safely have everyone home before it gets terrible out there. A lot went into this planning, we needed to inform our Medical Director to get approval and then contacted all the doctors and patients to arrange schedules. In the end, we managed to work it out!

Now, it’s time for me to go home too…. Just as soon as I clear the center!

Hope that everyone stays safe out there!
Case Study: Hurricane Sandy (cont.)

Industry Cooperation

- Daily calls among DaVita, ESRD Networks, CMS and kidney care foundations
- Dedicated emergency hotline
- Sharing of resources and information

Case Study: Hurricane Sandy (cont.)

Highlights

- Trucked in generators and fuel
- Provided fuel to area hospitals, police, and teammates
- Provided a back-up generator to a non-DaVita dialysis facility
- Opened our facilities to all dialysis patients
Case Study: Hurricane Sandy (cont.)

75% of facilities re-opened within 1.5 days of the event in Metro NYC area

40 facilities affected

10 facilities closed >1.5 days

What should you do next?
DaVita Solutions

1. Call nearest DaVita facility
   - www.davita.com
2. Contact Facility Administrator (FA)
3. Coordinate transportation of non-emergent patients back to dialysis facility

DaVita Guest Services

1. Call DaVita Guest Services
   - 1-800-400-8331
   - Press 8 for emergency services
2. DaVita Guest Services can help you:
   - Identify open clinics
   - Access medical records
   - Notify DaVERT (emergency response team)

Dialysis Solutions

1. Contact DaVita (local facility or DaVita Guest Services)
   - 1-800-400-8331 or www.davita.com
2. Contact your local ESRD network and KCER
3. Work with DaVita/DaVERT to help transport non-emergent dialysis patients back to dialysis facilities

More capacity in ER’s. Safer patients.
Questions?

Thank you

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