This is Not a Drill – One Hospital’s Experience With an Evacuation

Jenifer Nyhuis, CEO, LCSW
Signature Healthcare

Jetta S. Zellner, LMFT
Director of Clinical Services
Vista del Mar Hospital
This is Not a Drill

Vista del Mar Hospital
Fire Evacuation: December 4th 2017

Jenifer Nyhuis – CEO
Jetta Zellner – DCS
Who Are These People?

How You Might Know Us?
• By Name…Or by Impact
Our Goal in Sharing

• To provoke ideas and conversations for your hospital’s safety planning.

• Encourage ongoing discussions that create a network of support and preparedness.
Vista del Mar Hospital Fire Footage
The Aftermath: Moving Through Loss

Reaching Out to Staff

- Employee List Distributed
- EAP and Crisis Debriefings
- Town Hall Meetings
- Holiday Gathering and Support
- Transitioning Staff
  - Connecting Staff to Employee Assistance
  - Employment Outreach to Staff
  - Financial Assistance to Staff
What Worked

- Drills Work!
- EOC Checklist
- Charts
- Phone Tree/Communication
- Disaster Kit
- Team Work/Staff Dedication
- Physician Involvement
- Law Enforcement Participation
Lessons Learned

- Transportation … Keys
- Alternative Location Back-up
- Disaster Kits – More Content
- Emergency Medication
- Strategic Layout
- EMS Participation
- Transfer Agreements and Transition Plan
- It is in the details!
A Change in Plans

Evacuation Plan Revisions Following Thomas Fire

• Process Team and Revised Plan
  • Keys and Location of Hospital Vehicles
  • Emergency Plan Manual
    • Emergency Phone Tree
    • Personnel Contact Information
  • Safety Policies
• New Forms
  • Patient Disposition and Transfer Log
  • Emergency Checklist
  • Employee Work Log
  • Staff Assignment Form
Disaster Kit

- Communication Devices
- Caution Tape (To Create Designated Areas)
- Flashlight / Batteries
- Portable Chargers
- Wrist Bands
- Pens / Paper

- Table Cloths: Cover Medical Records
- Pre-made Signage
- Emergency Medication Box (Kept in Medication Room)
- Vehicle Keys
Pushing the Reset Button: Leaders Unite

- Putting a Plan in Place
- Functioning Without Space or Equipment
- Re-establishing Services
  - Outpatient Services
    - Obstacles - Licensing
    - It Takes a Village…Really!
    - AB417
    - Opened: April 5th, 2018
- Setting the Vision – Every Day Matters
  - Best Practices
Duties as Assigned
Contractor 101

Inpatient Services
• Contractor 101
  • Erosion Control
  • Debris Removal
  • Utility Infrastructure

Fire Mitigation Plan
• OSHPD
• Ventura Fire Department
• City Building and Safety / Planning and Development
• City Water...Oh my, City Water!
Hospital Readiness

- The Clean-Up
- Building Upgrades
- Creating Space and Losing Space
- Adding EMR to the Mix
- Recruitment & On-Boarding
Vista Now!

- Opening Day – October 16th, 2018
- The First Patient
  - Superior Customer Service
- Next Steps
  - Opening Remaining Units
  - Path for Rebuilding
Opening Day
October 16, 2018
Thank You!

- California Hospital Association
- Hospital Association of Southern California
- Governor Brown’s Office
- Assembly Member Monique Limon
- Senator Hannah-Beth Jackson
Questions

Go to www.menti.com and use the code 28 26 94

Questions?

Waiting for questions

Once questions are accepted by the moderator, they will show up here so that you can answer them one by one.
Thank You

Jenifer Nyhuis, CEO, LCSW  
jenifer.nyhuis@aurorabehavioral.com

Jetta S. Zellner, LMFT  
Jetta.Zellner@aurorabehavioral.com