RESPONDING TO COMMUNITIES IN CRISIS:
2019 EMERGENCY RESPONSES

- **17** activations
- **21** states and territories supported
- **67** days activated
- **120** requests for information or assistance
- **31K+** pharmacies mapped
- **3,900+** hours in emergency operations center
Healthcare Ready activated to respond to seven different types of events — 17 total — and responded to over 85 requests for information or assistance in 2019. It was another year that underscored the ‘new normal’ of complex threats facing patients, healthcare, and emergency planners and responders. Events like the public safety power shut-offs in California showed us that the range of events impacting healthcare is growing. On top of that, events are happening concurrently — preparing for and responding to events is no longer as distinct as it maybe once was.

When We Activate: Healthcare Ready activates whenever there is a potential wide-spread impact to community well-being and/or healthcare supply chains. This impact can be at the local, regional, or national level. To be able to support communities as they need it, we can go to a partial activation or a full activation.

Our Resources: In addition to patients, government entities, emergency managers from the public and private sectors, pharmacists, and other healthcare providers rely on the tools that the Healthcare Ready Emergency Operations Center (EOC) produces during responses.

When Hurricane Dorian crawled along the east coast of the US in early September, North Carolina’s Ocracoke Island was one of the hardest hit areas. Significant flooding swept across the small island, destroying the businesses and homes of residents.

After the storm passed, North Carolina’s Division of Public Health contacted us with an urgent request for tetanus vaccine supplies. Within hours, our team found partners in the coastal area and began coordinating supply donations from major US pharmacy partners to cover the entire needs list.

Our role did not stop there. Unfortunately, storm surge had caused significant damage to the island’s infrastructure, making it difficult to transport the vaccine supplies. But by coordinating with local emergency management, the public health department, and delivery drivers each step of the way, we made sure the donated supplies made it safely and in time to safeguard the health of Dorian survivors.
2019 Activations

**January 27 – 30**
Winter Storm Jayden

**March 4 – March 7**
Southeast Tornado

**March 13 – March 22**
Winter Storm Ulmer

**May 28 – May 31**
Dayton Tornado

**May 28 – May 31**
Severe Flooding

**July 31 – August 1**
Hurricanes Erik and Flossie

**August 26 – September 19**
Hurricane Dorian

**September 17 – September 19**
Hurricane Humberto

**September 19 – September 21**
Hurricane Imelda

**September 25 – September 27**
Hurricane Karen

**October 3**
Urgent11 Cyber Attack

**October 9 – October 15**
California Public Safety Power Shutoffs

**October 25 – November 4**
California Public Safety Power Shutoffs
Hurricane Dorian

**August 26 – September 19**

This powerful storm stalled above the Bahamas as a Category 5 hurricane, the strongest hurricane to ever hit the island. It slowly made its way along the East Coast of the US, primarily affecting the Carolinas. Healthcare Ready activated for 24 days and supported response and recovery efforts by:

1. Coordinating the delivery of donated vaccine supplies from chain pharmacies to healthcare facilities in impacted communities in North Carolina
2. Mapping pharmacy status for 3 weeks in Puerto Rico, Florida, Georgia, South Carolina, North Carolina, and Virginia
3. Working with government and private sector partners to provide daily reports on the status of healthcare supply chains and pharmacies on coordination calls
4. Providing direct support to evacuated patients seeking dialysis treatment

California Public Safety Power Shutoffs

**October 9 – October 15**

Moderate to strong wind conditions caused California’s three largest electric utilities to schedule Public Safety Power Shutoffs (PSPS) across the state. The situation was especially concerning for patients who rely on consistent power to charge their medical devices.

We used partnerships with emergency response organizations, including the Kidney Community Emergency Response Network, to find solutions for these patients. We did this by:

1. Mapping all pharmacies and their status within the designated PSPS area and providing the list to the California State Emergency Operations Center at the direct request from the Governor of California
2. Using Rx Open to help responders on the ground and patients find open pharmacies where they could access power and get needed supplies.
Healthcare Ready is a designated Information Sharing and Analysis Center (ISAC) for the healthcare and public health sector. ISACs are trusted entities established by critical infrastructure owners and operators to foster information sharing and best practices about physical and cyber threats and mitigation. ISACs also support incident response coordination.

2019 Activations

California Wildfires

October 25 – November 4

The California fires quickly spread through the Northern and Southern regions of California, affecting thousands of patients, many of whom were forced to evacuate. The Healthcare Ready EOC activated for 10 days and tracked pharmacy status through Rx Open and provided support to shelters, pharmacies, and the California Department of Public Health.

- Worked with the California Department of Public Health and chain pharmacies to assess the need for mobile pharmacies, pop-up pharmacies, and other pharmacy resources.
- Analyzed critical healthcare infrastructure in the state to identify vulnerable areas.
- Shared wildfire-specific preparedness messaging on social media and sent routine notifications highlighting event-specific resources to hundreds of recipients.

URGENT/11 Cybersecurity Threat

October

In October, cybersecurity vulnerabilities in a widely used operating system put the healthcare sector, particularly medical device manufacturers, on high alert. Healthcare Ready shared important updates from government agencies with private sector partners on the threat the vulnerability posed, particularly the physical impacts such a cyber event could have. The breadth and potential impact the vulnerabilities URGENT/11 exposed, if exploited, highlight how threats with the potential for cyber and physical effects are increasingly common.

Beyond these major activations, our Emergency Operations Center partially activated for hyper-local events, like a tornado in Ohio and severe flooding in Texas, as well as events that, luckily, did not have as large an impact on healthcare and public health as they could have if the storm system changed course, like Hurricanes Erik and Flossie. For events large or small, local or multi-state, patients and healthcare need to be protected and the Healthcare Ready team is activated and ready to assist.
As the singular organization dedicated to the coordination of the healthcare sector during disasters, Healthcare Ready is the emergency response lifeline for members, agencies, and companies (large and small) from across the U.S. The organization’s unique ability to connect the dots, provide solutions for complex response challenges, while building trust is exciting, and unlike anything I’ve experienced within the emergency response field.” —Kamelah Jefferson, Senior Program Analyst, Healthcare Ready

In disaster response, health supply chain egos melt away

A speedy post-hurricane return to normal requires competitors to become collaborators to effectively manage inventory and cold chains.

In the aftermath of Hurricane Harvey in 2017, pharmaceutical supplies were airlifted by helicopter and ferried by duck boat to ensure the Houston population had access to critical medicines.

The relief effort was not the work of any one organization. It required coordination across the pharmaceutical industry and with government response agencies.

I want to thank you so much for your hard work in securing supplies for the Dare County DHHS Public Health to conduct several laceran ais on Hatteras Island following the destruction from Hurricane Dorian.

I also want to send a huge thank you to both our local CVS in Manteo and Walmart in Kitty Hawk for their donations of supplies. We received syringes along with bandages, cotton balls, alcohol wipes, gloves and sharps containers to provide 450 vaccinations to the residents. What a true testament to community commitment from our local partners. We are so very grateful for their support.

I couldn’t value the relationship between @XNEReady and @HC_Ready ANY higher!!

#Partners #EmergencyPrep #Collaboration

Thanks to all who participated in our #PrepYourHealth chat with @COCEmergency. We appreciate your time, energy, and ideas - we’re eager to keep working with you all to better prepare for hurricanes and other #WeatherReady #GetReady #HFAGov

School nurse and disaster response coordinator, Lynne Ford, at the Red Cross, was a special guest on this chat. Lynne has extensive experience in planning and response to major events. She can be reached by email at Lynne.Ford@redcross.org and on LinkedIn.

#VectoredChat #HealthcareReady #DisasterPrep #GetReady #HFAGov
A LIFELINE DURING CRISIS

WHAT A TRUE TESTAMENT TO COMMUNITY COMMITMENT FROM OUR LOCAL PARTNERS.