

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



2019 ACTIVATION OVERVIEW

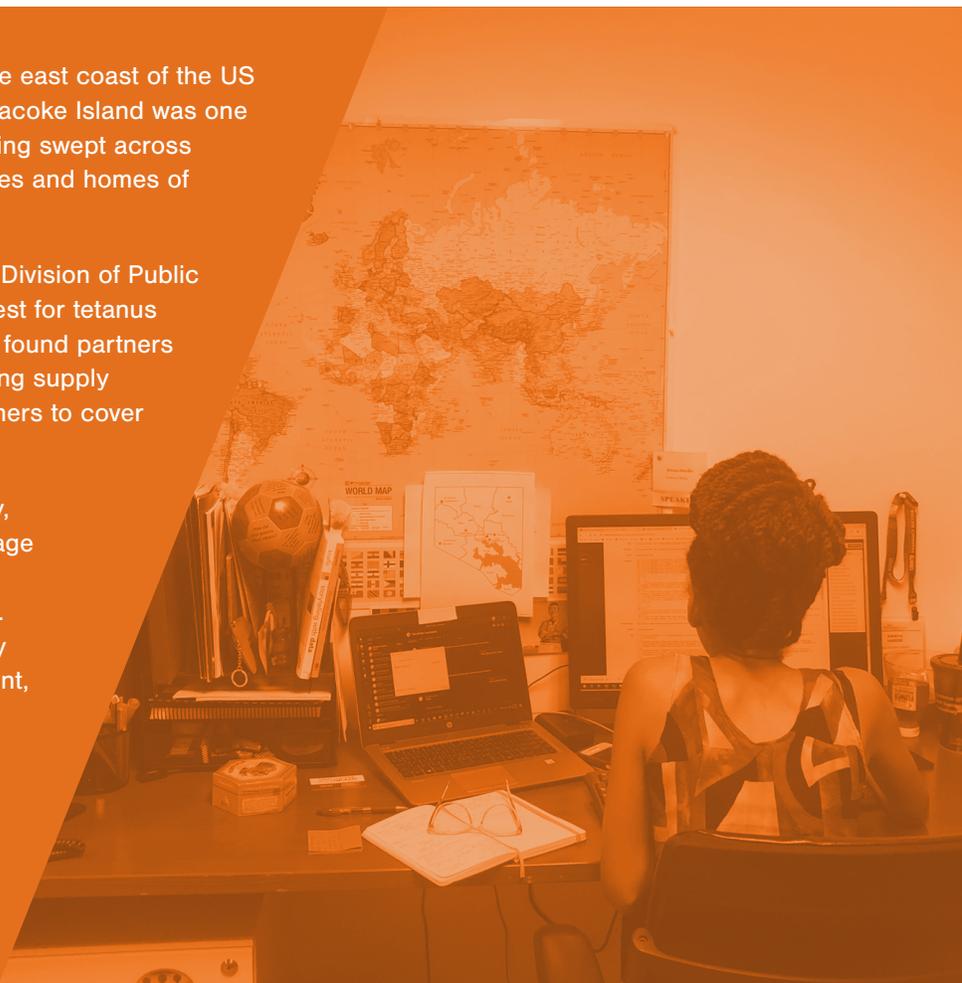
Healthcare Ready activated to **respond to seven different types of events** – 17 total – and responded to **over 85 requests for information or assistance** in 2019. It was another year that underscored the ‘new normal’ of complex threats facing patients, healthcare, and emergency planners and responders. 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.**





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

FULL ACTIVATIONS

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:

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

PREPARE FOR HURRICANE DORIAN

HEALTHCARE READY IS SUPPORTING PATIENTS AND THE HEALTH AND MEDICAL COMMUNITY.

✉ alerts@healthcareready.org

☎ **866-247-2694 (24/7)**

PROVIDING emergency prescription refill assistance and resources	MAPPING open pharmacies on RxOpen.org	MEETING patient, shelter, and healthcare facility needs	COORDINATING deliveries and donations of medical supplies	HELPING responders, healthcare and relief partners
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HEALTHCARE READY STRATEGIC. INTEGRATED. READY.

HealthcareReady.org/Dorian

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:

- 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
- Using Rx Open to help responders on the ground and patients find open pharmacies where they could access power and get needed supplies.

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

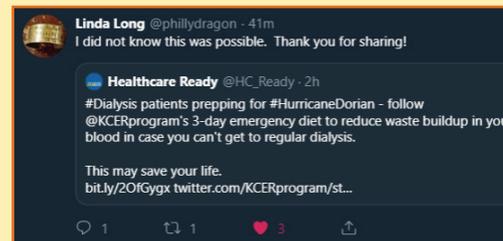
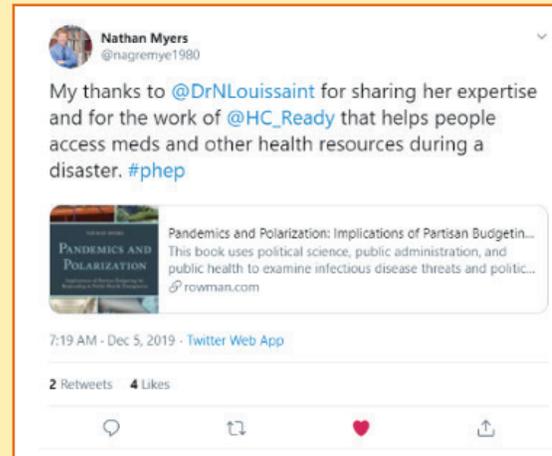
October

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.

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.

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.**

A LIFELINE DURING CRISIS



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