

Emergency Response to Environmental Disasters

Gloria del C. Amador, CEO
Salud Integral en la Montaña, Inc.

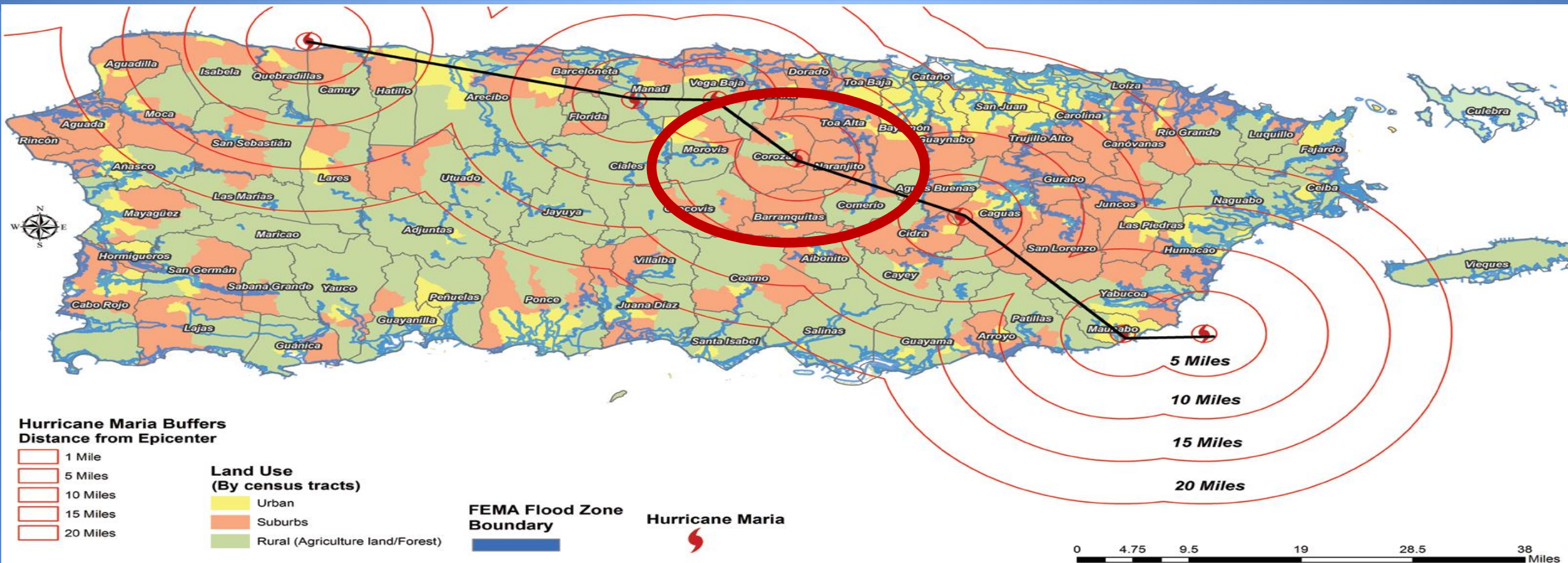


Emergency in PR - September 20th, 2017

- Worst storm since 1928 - category 4 storm winds of 145 to 155 mph.\
- “1-in-3,000 event, severity of the potential long-term economic impact”.
- Heavy rainfall, peaking at 37.9 inches & continue rains in the mountains.
- Humanitarian crisis.
 - Widespread of devastation of billions of dollars in damages.
 - Entire electrical grid shut down: 3.5 island residents without power, water & communications (95% of the cellphone system not working).
 - Airports & ports were close.
 - Scarce diesel & gasoline (rationing).
 - No ATMs available, banks close.
 - Deaths: 16 certified on September; 64 count in March. Estimated 1,052 total.
 - Population Exodus: October: +135,000, Today: +600,000.
 - Dispersed throughout the US, Migration flows to south and northeast.
 - Students enrolled in school districts: **FA**, PA, MA, NY, CN, NJ & IL.



Hurricane Maria landfall in Yabucoa, PR: 6:15am



- Widespread flooding (blue shades on map). Flash flooding trapped residents.
- Maria crossed through the island's interior from southeast to northwest regions.
- Enter through Yabucoa and exit in Quebradillas. Pass through central region.



Emergency Declaration in Puerto Rico

- In September 21st, 2017, POTUS issues a state of emergency making available funding sources overseen by FEMA
 - ***Public & Individual Assistance & Hazard Mitigation***)
- Feb, 2018 - 3rd Disaster Recovery package \$16B.
 - \$4.8B to PR's Medicaid program for 2 years
 - \$2B for electric power restoration
 - \$9B for housing and infrastructure reconstruction through HUD's CDBG-DR program.
- Diaspora organize fundraisers to help PR.
- PR Fiscal Oversight Board authorizes emergency response of up to \$1B.



September 21st, 2017



One Week after Maria

- Most people still without power, while 44% does not have access to water.
- Only 15% of the hospitals were open.
- Jones Act waiver for 10 days, not renewed.
- USNS Comfort, Navy hospital ship was deploy, arriving 6 days after Maria.
- Over 7,000 US military service members arrive to assist in the efforts.

TOP SHOTS

Here are the best photos from FORSCOM Public Affairs professionals world-wide. For more photos and information, click these photos or visit army.mil/forcom



Left The Celso City Mayor (center), speaks with members of the 101st Combat Aviation Brigade, 101st Airborne Division (Air Assault), in front of the town's multipurpose building in Celso, Puerto Rico, Sept. 30, 2017. (U.S. Army photo by Staff Sgt. Pablo N. Piedra)

Right U.S. Army Reserve Spc. Bryan Ortiz (top), motor transport operator, 1st Mission Support Command, and another Army Reserve Soldier, secure pallets of water onto a distribution truck at the Luis Muñoz Marín International Airport, San Juan, Puerto Rico, Oct. 1, 2017. (U.S. Army photo by Staff Sgt. Elvia Umanzor)



Above Soldiers assigned to the 44th Medical Brigade, Fort Bragg, N.C., farewell the amphibious assault ship USS Kearsarge, in the Caribbean Sea, Sept. 23, 2017. (U.S. Army photo by Pvt. Aileen Oliver)



Above Soldiers with 6th Battalion, 101st General Support Battalion, 101st Combat Aviation Brigade, 101st Airborne Division (Air Assault), deliver food and water, Oct. 3, 2018 to Orocuiva, Puerto Rico. (U.S. Army photo by Sgt. Marcus Floyd)

Left The Military Sealift Command hospital ship USNS Comfort arrives in San Juan, Puerto Rico, Oct. 3, 2017. (U.S. Air Force Photo by Capt. Christopher Merlan)



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Critical Indicators - 6 Months After Maria

- **Delay in restoration of basic energy and potable water services:**
15% of residents lack electricity & 12% at the west side lacks potable water.
- **Long-term the economic impact of Hurricane Maria:**
Maria could lower Puerto Rican incomes by 21% over the next 15 years - a cumulative of \$180B in lost economic output."
- **Homes damaged and FEMA Assistance as of February, 2018:**
1.1 million households applied FEMA disaster aid, only a fraction received it. Activation of the Transitional Sheltering Program for temporary housing to PR residents displaced by hurricanes, across the US.
250,000 major damage homes, 70,000 completely destroyed,
300,000 significant damage.



Disaster Relief and Federal Policy Agenda

THE NATURAL DISASTER WILL DICTATE OUR UPCOMING POLICY AGENDA

- **Enhance public awareness for disaster relief efforts and engagement in the emergency plans and during recovery and reconstruction.**
- **Confirmation of critical issues of the PR's healthcare system.**
 - Struggling from lack of resources and necessary doctors to provide services. Many doctors from the diaspora are in PR helping in the aftermath. Priority is to envision how to fix health system and help in the rebuilding process.
- **Key Federal Policies to Advocate Moving Forward**
 - Activities in the short-term disaster response
 - Subsequent response activities to minimize economic impact
 - Long-term recovery and rebuilding



SIM Preparation & Response

Hurricane María

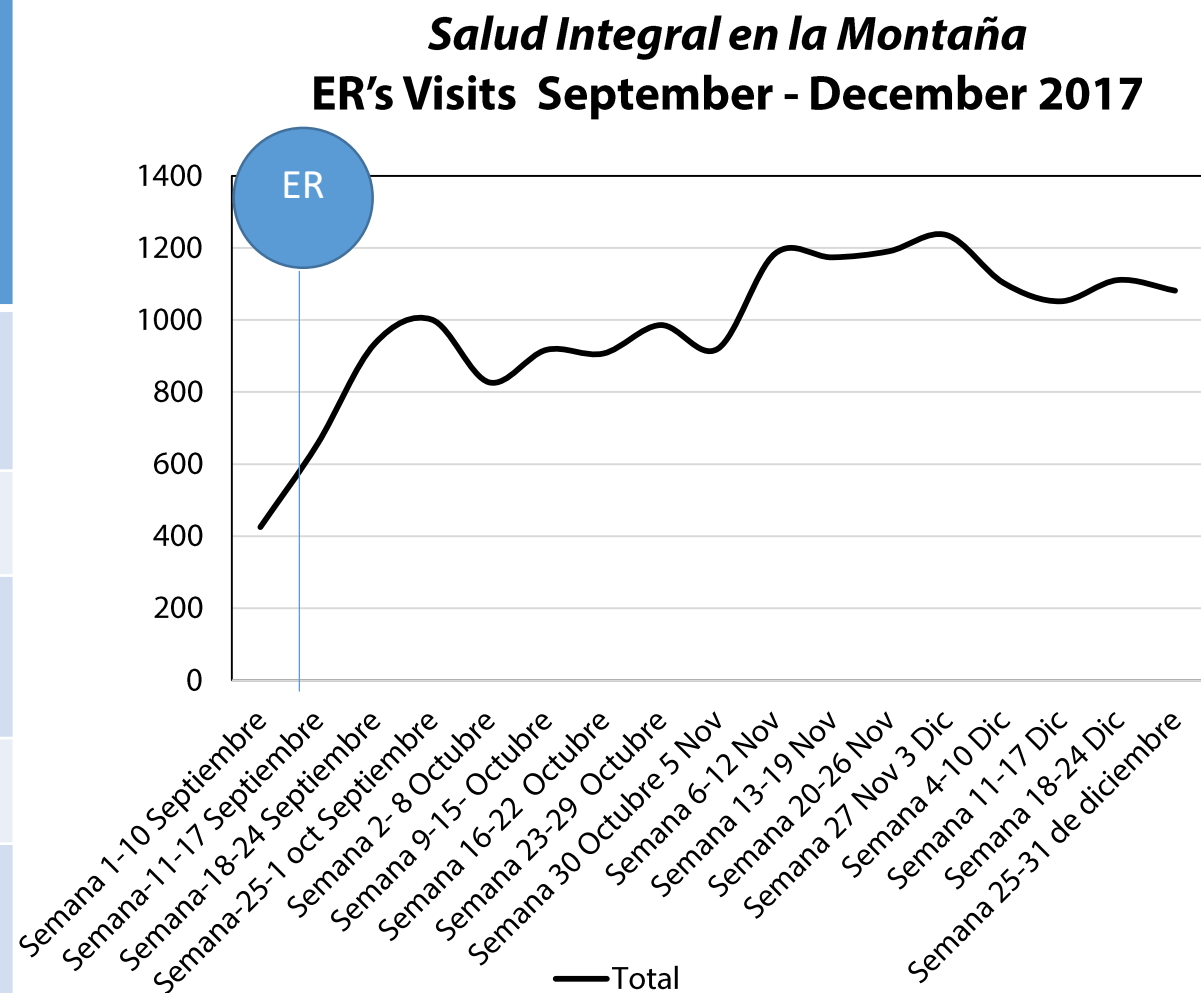
September, 2017





Community Impact

Month 2017	HE Impact	Encounters	New Patients	SIM Patients	Donated Meds
September 5 days	151	53	39	14	25
October	1321	441	208	233	120
November	824	290	138	152	52
December	939	214	46	29	33
TOTAL	3,235	968	431	428	230





ANTES, DURANTE Y DESPUÉS DEL **HURACÁN MARÍA** EN SIM CUIDAREMOS POR TU SALUD

**LAS SALAS DE
EMERGENCIAS DE**

NARANJITO
CARR. 164, SECTOR EL DESVÍO
787-869-2240

BARRANQUITAS
CALLE BARCELÓ #53
787-857-5437

OROCOVIS
CARR. 155, SECTOR EL DESVÍO
787-867-7174

**ESTARÁN OPERANDO
LAS 24 HORAS**

SIM contigo siempre

Ante la emergencia atmosférica que atravesamos a causa del huracán MARÍA, te invitamos a donar artículos de primera necesidad para los damnificados. Puedes llevarlos a tu Centro de Salud Integral más cercano así como a la Oficina Central en horario de 8:00am a 4:00pm.

- Agua embotellada
- Jugos
- Alimentos enlatados
- Alimentos de bebés
- Leche UHT y/o en polvo
- Alimentos no perecederos
- Medicamentos de primera necesidad
- Hand sanitizer
- Repelentes de mosquitos
- Pijamas de hombre, mujer y niño
- Frisas
- Toallas de baño
- Medias
- Pañales desechables de adultos (L y XL)
- Pañales desechables de niños (diferentes tamaños)
- Desodorantes
- Toallitas húmedas desechables
- Jabón
- Pasta y cepillo de dientes
- Almohadas
- Shampoo y Acondicionador
- Ropa de bebé
- Toallas sanitarias



CSI Barranquitas
Calle Barceló # 53
787.857.2688

CSI Comerio
Calle Georgetown #18
787.875.3375

CSI Corozal
Carretera 891
km 15.1 Bo. Pueblo
787.859.2560

CSI Naranjito
Carretera 164
Sector El Desvío
787.869.1290

CSI Orocovis
Carretera 155
Sector El Desvío
787.867.6010

CSI Toa Alta
Calle Luis Muñoz Rivera #86
787.870.0008

CSI Toa Alta II
Carr. 165 km 4.6
Bo. Quebrada Cruz
787.545.8808

Te gusta Siguendo Compartir



Salud Integral en la Montaña - SIM agregó 3 fotos nuevas.
5 de octubre de 2017 ·

Ayer nuestra Directora Ejecutiva de SIM, Lcda. Gloria Del C. Amador con personal de la Guardia Nacional de PR, el Coronel Cortés, Mayor Martínez, Mayor Ramos, Capitán González, Capitán Cedeño, el Dr. Miguel Anzalota y el Lcdo. Domingo Nevárez, en el COE del Centro de Convenciones gestionando ayudas para nuestras facilidades de salud y comunidades en la Montaña.



Te gusta Siguendo Compartir



Salud Integral en la Montaña - SIM agregó 5 fotos nuevas.
30 de septiembre de 2017 ·

Nuestra Directora Ejecutiva Lcda. Gloria Del C. Amador y la Presidenta de la Junta de Directores de SIM, Arlyn E. Ramírez gestionando ayudas en el COE del Gobierno de PR para los pacientes y Centros de Salud Integral de la Montaña con la Directora de ASES, Sra. Angela Avila y el Secretario de la Gobernación Sr. William Villafañe.





Over \$5M in Donations

Te gusta Siguiendo Compartir



Salud Integral en la Montaña - SIM compartió la publicación de Belinda Rivera.

2 de noviembre de 2017

Esperando con alegría la donación enviada por la diáspora Boricua de Pittsburg, PA, la Fundación Brothers Brothers y en especial a Belinda Rivera por todas las gestiones realizadas junto a la Lcda. Griselle Hernandez-Rivera por recomendarnos para recibir esta donación para las comunidades de la montaña.



Belinda Rivera agregó 4 fotos nuevas.
2 de noviembre de 2017



Te gusta Siguiendo Compartir



Salud Integral en la Montaña - SIM compartió la publicación de Belinda Rivera.

3 de noviembre de 2017

Hoy recibimos la donación enviada por Global Links a SIM. Gracias a Belinda Rivera por gestionar la donación a nuestra empresa para continuar la prestación de servicios de salud en la montaña.







Visit HRSA, CDC, PRDoH, Comerio Health Coalition & *Congresistas Boricuas* Foundation of New Jersey



**Solar System Donation for
Vaccine Clinic at Comerio CHC**



Monetary & Donations to SIM Employees





Outreach, Donations & ZIKA Prevention



960 donations

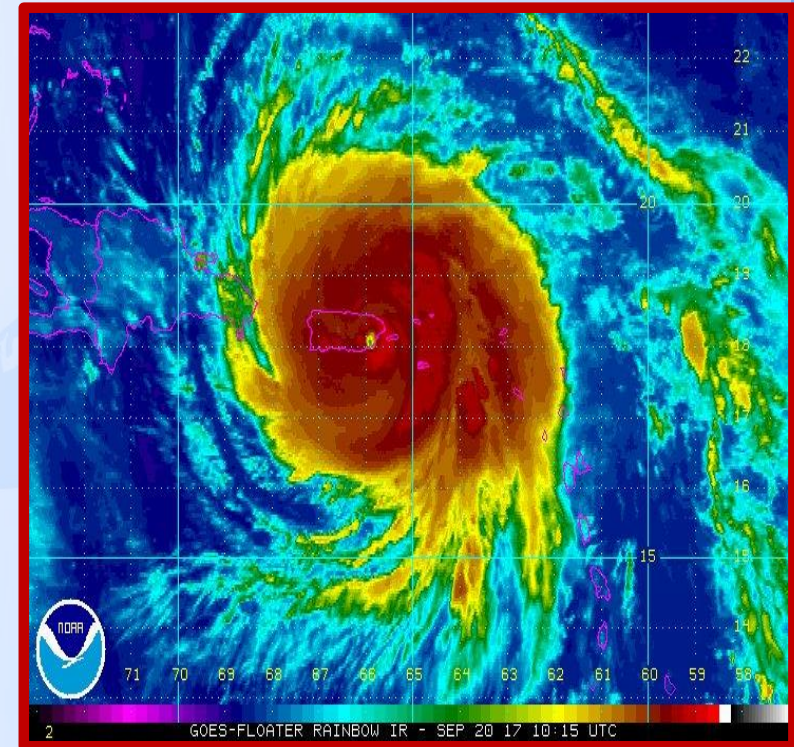




After Action Report - Preparedness

After the NWS announce the imminent Hurricane, immediate instructions were given to Staff to:

- Guaranteed personnel & equipment readiness to mitigate damages and service continuity.
- Identify and safeguard critical infrastructure & equipment.
- Verify POC list in each facility.
- Take pictures before storm to document for the insurance companies.





After Action Report - Preparedness

ACTION PLAN:

- ✓ Implement Incident Command System (HCIS).
- ✓ Establish a tool guide to collect information by facility.
- ✓ TA in report development to document a sustainable insurance claim.
- ✓ Establish formal communication system with local, state & federal agencies.
- ✓ Nursing staff rotation every 12 hours.
- ✓ Acquire Rx and medical supplies inventory for 1 month.
- ✓ Coordinate medication therapy to patients for 4 weeks.
- ✓ Backup information systems and safeguard it on a vault.



After Action Report - Preparedness

✓ Have:

- Have list of homebound patients with special needs that shall need ER services.
- Virtual server for redundancy & communications continuity.
- Inventory community needs within agencies, community & HC & H.
- ER Meal Plan with menus and portions for staff & patients for more than 72 hours.
- Pallets of bottle water in place.
- Road maps for alternate routes to get to CHCs.
- MOU's with vendors for diesel and gasoline supplies



After Action Report - Response

SIM proved it's capacity, employees & community leaders as first responders who assessed the immediate needs in the organization & the community.

ACTION PLAN

- ✓ Establish runners to manage in & out comms.
- ✓ Implement a Emergency Preparedness Manual with HCIS 213 - **GENERAL MESSAGE FORM** and train employees.
- ✓ Invest in a virtual security server to eliminate communication gaps.
- ✓ Alternative analog telephone system: KP-4
- ✓ Communication Plan for the community.
- ✓ Pre design tools to register damages of CHC critical areas.
- ✓ Create an inventory of shelters to assist with medical services.



After Action Report - Response

- ✓ MOU with external agencies for potable water distribution
- ✓ Determine bottled water needed by site to satisfy 5 days minimum.
- ✓ Armed security guards to safeguard property.
- ✓ Proper 4x4 vehicles to access difficult areas.
- ✓ Perform daily operational meetings with key staff.
- ✓ Maintain means of communication with agencies to expedite aid.
- ✓ Raise an inventory of local & federal agencies with POC phones and Regional Coalitions.
- ✓ Implement Facility Medical Rapid Assessment Tool (FMRAT)



After Action Report - Recovery

- Deploy additional personnel to assist on increased trauma medical services at ERs.
- Increase presence at EOC.
- Perform Damage Inspection Report documented with pictures.
- Establish a debris recollection plan within first 30 days.
- Train staff on NIMS (HICS) formularies and damages evaluation fundamentals as well as a uniform tool to collect damages.]
- Assure diesel or gasoline for power generators for business continuity through MOU with multiple vendors, an additional diesel tank and arrangements with FEMA for distribution.
- Develop and enhance external relations for further donations to aid in the response and recovery stages.



Overall Assessment – Lessons Learned

- SIM coordination, response and recovery efforts from the storm seemed to be positive and meet the needs of our patients, visitors, employees and general community.
- SIM recognizes that it must continue to improve its plans, strategies, capabilities and communication processes to prepare for another potentially larger and more severe disaster.
 - Damage and costs associated with Hurricane Maria overpassed \$2.0M.
- Urgent areas to improve: training & education, communication, centralize response and recovery resources, mitigate losses (vaccines and refrigerated meds)



Today

Concluded the initial phase of emergency disaster relief.

Catastrophic hurricane conditions were followed by equally devastating post-disaster conditions.

Entered into a full-fledged long-term recovery and rebuilding phase.



Appreciation

To all our employees and supporters that felt
our suffering and on behalf of the people of
Puerto Rico: **THANK YOU!**

