Family Matters: Reunification in a Mass Casualty Incident

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Disclosures

There are no relevant disclosures to report pertaining to:

- Conflict of Interest
- Commercial Interest
- Financial Interest
Learning Objectives

1. Explore real life examples when a Family Reunification process is essential.
2. Utilize a decision tree to scale the Family Reunification process.
3. Describe the purpose and resources necessary to activate the Family Reunification Center.
How many of you have been involved in a Mass Casualty Incident in your community in the last 5 years?
Let’s review some of the more well known Mass Casualty Events just from the last few years...
Sandy Hook Elementary, Connecticut... Friday, December 14, 2012

BREAKING NEWS
POLICE: SHOOTINGS TOOK PLACE IN TWO ROOMS AT SCHOOL
School's principal and psychologist among the dead
Sandy Hook Elementary, Connecticut.....December 14, 2012
Boston, Massachusetts.... Sunday, April 15, 2013
Boston, Massachusetts....

FILE - In this Monday, April 15, 2013 file photo, medical workers aid injured people at the finish line of the 2013 Boston Marathon following an explosion in Boston. (AP Photo/Charles Krupa) (The Associated Press)
Orlando, Florida...  June 12, 2016

NBC NEWS SPECIAL REPORT
ORLANDO SHOOTING DEADLIEST MASS SHOOTING IN US HISTORY
New Braunfels, Texas... March 29, 2017
New Braunfels, Texas....

13 Dead After Pickup Truck Veers Into Church Van Full of Seniors in Texas
Family Matters

Who is the family? Why does it matter?

How do I prepare? Who are my partners?
Scale matters too...

- How many people are injured/dead?
- How many people are displaced?
- How many emergency personnel are needed? Do you have enough locally?
- How long will the disaster and recovery last?
Scale matters too...

1. MCI Happens
   - 4-5 Level 1 Trauma Patients
2. Code Triage Activated
   - Level 1
   - Level 2
   - Level 3
   - Level 4
3. ICC Stands Up
4. FRC Team Lead Notified

Levels vary on type of disaster, circumstances of patients, etc.
4 adults killed, 5 children injured in Caldwell County rollover crash
“Uh...IC we have a crowd outside the main entrance looking for their children...What would you like me to tell them?”
The Intersect: Emergency Management and Family Reunification

Hospital Incident Command System

National Incident Management System

Dell Children’s Medical Center of Central Texas

A member of the Seton Family of Hospitals

Emergency Operations Plan

Effective Date: April 20, 2017

Hospital Incident Command

Recall Lists

Incident Command

Emergency Management Intranet Site

Crisis Commander

Send Word Now

Code Initiation

National Incident Management System
The Intersect: Emergency Management and Family Reunification

- Hospital Incident Command System (HICS)
  - Management by Objectives (MBO)
    - Evaluate, implement a plan to remedy, and assign necessary resources
  - Nationally recognized system to maintain continuity with NIMS (National Incident Management System) and ICS (Incident Command System) component
  - Consistent with the mission of Prevention, Protection, Mitigation, Response, and Recovery
  - Consistent use will refine your process, sustain skills and build resiliency
  - Benefits
    - Efficient and coordinated response;
    - “Speak the same language” through seamless integration with community response partners;
    - Federal preparedness and response grant consistence; and
    - Accreditation consistence
The Intersect: Emergency Management and Family Reunification
Logistics Section is Your Friend!

“Radar” O'Reilly
Patient Family Assistance Branch

- Epicenter of Family Reunification
- Mission - Organize and manage the delivery of assistance to meet family care needs
  - Communication/Information
  - Lodging
  - Food
  - Health care
  - Pet care
  - Spiritual and Emotional needs
The Intersect: Emergency Management and Family Reunification

- **Family Reunification Unit Leader**
  - Responsible for overall management of the Family Reunification process
    - Activation
    - Direction of on-going activities, and
    - Demobilization

- **Role Candidates**
  - Familiarity with Incident Command, Facility and/or Community entities
  - Recognized individual known by Leadership and staff
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Family Reunification Unit Leader

= 
Family Reunification “Incident Commander”
Emergency Operations Plan (EOP)

- You need an Emergency Operations Plan (EOP) or equivalent
  - Primary objective - reduce harm to life and property due to unforeseen circumstances
  - Provide a concise, pre-established plan for implementation to ensure the continuity of patient care
  - Demonstrate how you coordinate communications, resources and assets, safety and security, staff responsibilities, utilities, and patient clinical and support activities
- Failure to Plan and Prepare = Failure to achieve your organization’s mission, values and vision
The Intersect: Emergency Management and Family Reunification

- **Emergency Operations Plan (EOP)**
  - Integrate your Family Reunification process into the EOP
    - Having the process readily accessible will facilitate a more timely and efficient activation
  - **MCIs occur on their time schedule!**
  - **Position your Incident Commander (IC) for success**
    - Our IC first on the scene will likely be the House Supervisor
    - Our Family Reunification Unit Leader will be called in by the 24/7 On-Call Chaplain

Hospital “Air Traffic Controller”
House Supervisor

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*Medical Center of Central Texas*

*Medxcel - Facilities Management*
The Intersect: Emergency Management and Family Reunification

- Practice, Practice, Practice...
  - April 4, 2017 Dell Children’s Medical Center partnered with the Austin- Bergstrom International Airport Triennial Full Scale Exercise
  - Highlights/Lessons Learned Vulnerabilities
    - “Drill Like It’s Real”
    - Emergency Department and Incident Communication
    - Portable Radio communication success
    - Labor Pool activated and used for Reunification
    - Telephone communication issues
    - Utilized Corporate Media to mentor Liaison and PIO
    - Airline representatives and NTSB will be showing up
    - Emergency Dept. discharge and hand-off to Family Reunification

Courtesy of Austin-Bergstrom International Airport – Press Release
What would you consider potential “Hazard Vulnerabilities”? 

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dell children’s medical center of central texas

Medxcel Facilities Management
Categories of Hazard Vulnerabilities:

**Natural Hazards**: Natural events that threaten lives, property, or other assets such as hurricanes, tornados, floods, and epidemics.

**Technological Hazards**: Events such as failure of utilities, communication systems, medical gases, or internal floods, fires, structural damage, or supply shortages.

**Man-Made Hazards**: Events such as mass causality incidents, bioterrorism, bomb threats, civil disturbances, infant abduction, or other security related issues.

**Hazardous Materials**: Events involving chemical or radiological releases, both internal and external.
Unanticipated Security Threat

 Seriously??!!!
Unanticipated Security Threat....
Our tool box/process
Our tool box/process

Table of Contents

1. Basic Information about set-up
   a. Family Reunification Center Protocol
   b. Decision Tree – who decides what
   c. Priority List – where to start
   d. Code Triage Staff Activation Protocol for Chaplains

2. Reports for the ICC
   a. Non-Clinical Disaster Status Report
   b. Department Clinical Evacuation Readiness Report
   c. Family Reunification Center Status Report

3. Phone Lists
   a. Primary Hospital and Community Contacts
   b. Chaplain Contact Numbers
   c. Regional Hospitals and Medical Centers

4. Room set-up
   a. Room Set up Checklist
   b. Room Set-up Diagram
5. Supply Checklists
   a. Supplies organized by location
   b. Supply Request Forms by department
   c. How to Use a Walkie-Talkie
   d. Green wrist bands
   e. FRC Supply File Drawer Contents

6. Role Descriptions for Associates and Volunteers
   a. Role in Code Triage by Departments
   b. Positions of Responsibility in the FRC
   c. Instructions on how to find patients in the ED/hospital & First Net Icon Key
**FRC Supply List**

**Signs:**  (templates in binder)
- ____ Directional Signs
- ____ Room Identifier Signs
- ____ Safety Vests (2)  
  (Family Reunification Emergency Kit – Child Life Office, Rm 3M.001)

**Electronics/Communication:**
- ____ Phones (4)
- ____ Radio/Walkie Talkie (2)  
  (Get from Incident Command Center)
- ____ Laptops (2)
  (Use Patient Rep and Chaplain DCMC laptops)
- ____ TV (2)  
  (Contact Plant Operations, ext. 40115)
- ____ DVD player  
  (Contact Plant Operations, ext. 40115)
- ____ Extension Cords  
  (Contact Plant Operations, ext. 40115; also check in AV closet of Signe Auditorium)
- ____ Phone chargers  
  (Get from Family Resource Center)
- ____ Printers/Scanner  
  (Use Network Printer/Copier in Administration – CODE 2007, down cubicle hall nearest to breakroom;  
  Bring non-network printer from main Chaplain’s Office)
- ____ DVD Movies  
  (Get from Family Resource Center)
- ____ Flashlights/Batteries  
  (Bring from Chaplain Office, Rm. 3D.006, near chapel.)

**Food/Snacks:**
- ____ Comfort Carts/Food and Snacks  
  (Contact Dietary, ext. 87300)
  (Box lunches will be provided, indicate number needed when calling.)
- ____ Bottled water  
  (Contact Dietary, ext. 87300)
## FRC Supply List  continued....

### Furniture:
- Adult tables and Chairs
  - (Call Housekeeping for assistance, ext. 40117)
- Cots (if available)
  - (Contact SPD, ext. 40116)
- Playmats (3 or 4)
  - (Get from 2⁰/3⁰ floor playrooms or empty patient rooms)
- Wheelchair (1)
  - (Get from Emergency Department entrance)
- Crowd control poles
  - (Get from front entrance behind front desk)

### Linens:
- Pillow/blankets/sheets/wash cloths
  - (Contact Housekeeping, ext. 40117)
- Hospital scrubs
  - (Contact SPD, ext. 40116)

### Office Supplies:
- Pens/Pencils/Scissors/Masking Tape/
  - Paper/Post it notes/Sharpies/
  - Cubicle stick pins/Clipboards for registration
  - Sharpies for arm band marking, whiteboard markers
- Check in forms
  - (Templates in binder. Make copies of templates for use)
- Folder for completed check in forms
  - (Kept with binder)
- Family Message Board
  - (Dry erase/whiteboards, Volunteer closet by ball machine in lobby)
- Easels
  - (Volunteer office, Rm. 3S.003)
- "PHI" (Protected Health Information) shredder box
  - (Use Family Reunification Center Supplies Box
    When full, transfer to grey shredder box
    in Family Resource Center.)
Miscellaneous:

- **Toys/games**
  - (Get from 2nd & 3rd floor Playrooms)

- **Children’s books**
  - (Family Resource Center)

- **Gloves/hand sanitizer, masks**
  - (Contact SPD, ext. 40116)

- **Kleenex tissues**
  - (Get from Chaplains’ office by chapel, Rm 3D.006)

- **Digital camera**
  - (Get from Child Life office, Rm 3M.001)

- **Lactation pumps**
  - (Contact SPD, ext. 40116)

- **Diapers, bottles**
  - (Contact SPD, ext. 40116)

- **Basic First Aid Supplies**
  - (Get from main Chaplain’s office, 3D.006
    bottom drawer of tall grey filing cabinet)

- **Poop bags, Dog Crates**
  - (Contact Petsmart – Mueller, 512-469-0501)
  - (only if needed)
Role Descriptions (in more detail)

The major duties of each of these positions is outlined on the following pages.

1. Family Reunification Center Unit Leader
2. Registrars
3. Check-in Desk
4. Room monitors
5. Runners
6. Wayfinders
7. Data Search Team - Patient Access Services Associates
8. Phone Bank Team
9. Chaplain
10. Patient representative
Registrars (suggested #, at least 3)
The registrars are responsible for ensuring that every family/individual that enters the Family Reunification Center has completed the FRC Check-in Form, signed the Check-in log, and received a green armband with the child’s name written on it in black sharpie.

Suggested persons:

Assignments:
One registrar should be sitting...
One registrar should be sitting ...
One or more registrars may work the line of people to help facilitate completion of the check-in form by the family/individual BEFORE the reach the check-in table(s).

Major Duties:
1. Utilizing the Family Reunification Center Check-in Form (English/Spanish) found in the Family Reunification Center Protocol Notebook, ensure that every family/individual has completed this form and been signed in to the Family Reunification Center.
2. Families/Individuals that have completed the form and have signed the check-in sheet will receive a green armband with the child’s name written on it with black Sharpie.
3. All completed Check-in Forms will be placed in the manila folder labeled “Completed Check-in Forms.”
4. Be sure to place any paper with identifying patient and/or family information in the “PHI” (protected health information) box or the grey shredder in the Family Resource Center.

Supplies needed:
1. Multiple copies of the Family Reunification Center Check-in Form
2. Family Reunification Center Sign-in/Sign-out sheet
3. Clipboards
4. Pens/pencils
Our tool box/process

Table of Contents continued...

7. Templates
   7.1 Sign Templates (English/Spanish)
      a. Directional Signs with arrows
      b. Room Identifier Signs

   7.2 Form Templates
      a. Family Registration Check-In Form (English/Spanish)
      b. Family Reunification Center Guidelines for Families
      c. Sign-in/Sign out sheet for Family Reunification Center
      d. Associate Childcare Check-In Form
      e. Mass Casualty Log for Identified Persons
      f. Mass Casualty Log for Unidentified Persons

8. Community Resources for Families
   a. Dell Children’s Hospital Maps
   b. Maps to nearby hospitals
   c. Shelters for people and dogs
   d. List of local restaurants, gas stations, pharmacies, grocery
Emergency Management
Family Reunification Center Check In Form

Child’s Name_________________________Nickname_____________________

Age______ DOB:__________ Patient MRE (if applicable):____________________

Photo provided? Yes ___ No ___ (Circle one)

Child identifiers: (race, gender, hair color, eye color, height/weight, clothing, braces)
______________________________________________________________________

Last known location of the child: [i.e. school, home, bus, etc.] _______________________________________

Does your child have any special needs that we should know about?
(i.e. diet, allergies, toileting, sleep, etc.) ____________________________

Parent has been given GREEN WRIST BAND: Yes ___ No ___

Primary Parent/Caregiver Name:_________________________________________

Address:________________________________ City:__________ State:_______

Cell Phone: __________________ Contact Phone (if different): ____________

Email address:________________________________________________________

Family Members Present:_______________________________________________

Pets on site? (Type and number):_______________________________________

Local Shelter Assigned (if applicable):______________________________

Additional Information:_______________________________________________

______________________________________________________________
Family Matters.....
The Best Worst Day of Your Life

“How is it that on the most tragic day you can feel so good about your job? We worked together like a well-orchestrated symphony. Days like this make me truly appreciate my co-workers and love the hospital where I work.”

~ Bedside Pediatric ICU Nurse
Question and Answer Time
Thanks!

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