


# The Joplin Story - Pharmacy Lesson's Learned from a Disaster


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1

## Objectives



- Describe the disaster preparedness plan at St. John's Regional Medical Center (Mercy Hospital Joplin) prior to May 22, 2011
- Review the immediate response
- Identify strategies for re-establishment of pharmacy services
- Describe lessons learned and effect on the current disaster plan



2

## Hospital Profile


- Licensed for 367 beds
- Average Daily Census – 200-215
- Level II Trauma Center
- Certified Chest Pain Center
- Inpatient Psychiatric Facility
- Outpatient Infusion Center
- 36 critical care beds

3



## Disaster Preparedness

- Condition Grey Drills
  - Nursing drills utilizing sleds for patient evacuation
- Evacuation Plan
- Alternative Locations Identified
- LEPC (Local Emergency Planning Committee)
  - Both city and state-wide drills
- Patient Safety Committee
  - Safety Leaders
  - Patient Safety Officer within each department



4



## Tornado Path and Intensity

5

## Impact on Joplin – EF5 Tornado

- 13.8 mile long path – ¼ to 1 mile wide
- 8,000 structures destroyed or severely damaged
- 400 business destroyed or severely damaged
- 8 school buildings destroyed or severely damaged
- 18,000 vehicles destroyed or severely damaged
- 4,500 jobs displaced
- 161 deaths



6



7

### Impact on the Hospital

- Direct Hit
- Windows and Walls blown out; Portions of roof pulled off
- Building infrastructure severely damaged
  - Generators destroyed
  - All communication lost
  - Water, sprinkler, gas and sewer pipes disrupted
  - Liquid O2 tanks damaged
- Massive debris throughout building
- 86 Medical Staff Member's Offices destroyed or severely damaged
- Medical Office buildings on property heavily damaged
- Rehab building heavily damaged – some generator power
- Helicopter destroyed
- Disaster trailer destroyed


8



9

### Immediate Response


- Execute Condition Grey
- Patient moved to the hallways
- Back-up generators were inoperable
- 183 patients evacuated within 90 minutes
  - Transferred to area hospitals
- Alternative location set up at Memorial Hall
  - Mercy utilized local radio station and facebook to communicate with staff
- Incident Command Center established



10

### Immediate Response

- Mercy Support
  - Electronic Medical Record
  - Automated dispensing cabinet coordination
  - Constant communication with regulatory bodies
  - Command Center & Staffing support
  - Pledge within 24 hours to maintain employment to all Mercy Coworkers & to rebuild
- ROi Supply Chain



11

### Community Pharmacy Support



Freeman Health System




Mercy McCune Brooks Hospital - Carthage



12

### Memorial Hall



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13

### Immediate Response Pitfalls

- Removal of medications from automated dispensing cabinet & carousel
- Medication procurement
- Communication with staff members
  - Locating and ensuring safety

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14

### Securing of Medications within the Hospital

- Initially removing only controlled substances from the hospital
  - Main pharmacy and automated dispensing cabinets
- Removal of other high risk/problem prone items
  - Chemotherapy agents
  - Equipment

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15

### Re-establishment of Pharmacy Services

- Missouri Board of Pharmacy
  - Pharmacy operating procedures during a declared disaster
    - 20 CSR 2220-2.01
- Medication Shipments
- Real Estate
  - Location, location, location

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16

### Re-establishment of Pharmacy Services

- 60-bed field hospital re-established one week post tornado May 29, 2011
  - Electronic Medical Record
  - Physician Order Entry
  - Bar-code eMAR
  - Automated Dispensing Cabinets
  - Smart Pump Technology

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17

### Field Hospital



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18

### Inpatient Pharmacy #1



19

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### Mercy Infusion Clinic

- Establishment of an outpatient infusion clinic
  - Services began June 7, 2011
- Integration of our oncology physicians
- Back-log of 400 patients infusion/chemotherapy patients who required service

20

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### Mercy Infusion Clinic

- Licensing
- Clean room installed
- Automated dispensing cabinets
- Smart pump technology
- Electronic medical record
- Chemotherapy agents and supplies

21

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### Pharmacy Trailer



22

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### Inpatient Pharmacy #2



23

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### Trailer Evacuation Plan

- Rally/Collection Points Developed
  - Developed for each of the 7 sites
  - Ambulatory patients, visitors, and employees
- Competencies developed for all employees concerning the evacuation plan
  - Required due to frequent changes in available facilities

24

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25



26



27

### Lessons Learned

- Development of an evacuation kit
  - Easily removed/carried by a pharmacist or technician
  - Includes a set of automated dispensing cabinet keys, as well as which drawers are unlocked by the individual key
  - Listing of pharmacy staff names, phone numbers (cell and home), and home e-mail addresses

28

### Lessons Learned

- Provide for alternate Rally Points and Evacuation Routes
  - Think both on-site and off-site in cases of catastrophic disasters
- Build a community coalition for response and security
  - Have a plan in place that works with local government officials and first responders to provide for Command and Control as well as security
- Have systems and plans in place for the tracking of all possible employees/visitors/customers onsite

29


### Lessons Learned

- Maintain a level of vigilance
  - Clear continuous communication regarding the threat level can be key to maintaining vigilance
  - Include additional announcements around shift change

30

### Mercy Hospital Joplin Profile

- Licensed for 240 beds
- Average Daily Census – 185-190
- Level II Trauma Center
- Certified Chest Pain Center
- Inpatient Psychiatric Facility
- Outpatient Infusion Center
- 36 critical care beds



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31

### Changes Post-Move

- Infusion Center Pharmacy
  - Moved within the 4 walls of the hospital
- Retail Pharmacy opened within the hospital
  - No 24 hour outpatient pharmacy coverage
- PGY1 Residency Program
- Inpatient Behavioral Health
  - Moved within the 4 walls of the hospital Fall 2018

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32

### Questions

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33