

Louisiana is coming back...

Aftermath of Hurricanes Katrina and Rita: Louisiana Health Infrastructure Rebuilding and Recovering

Doris G. Brown, MS, MEd, RN, CNS
Public Health Executive Director
Center for Community Preparedness
Louisiana Department of Health and Hospitals
Office of Public Health



Learning Objectives

- Assess Louisiana's health infrastructure recovery efforts post Hurricanes Katrina and Rita.
- Examine the new medical challenges existing in Louisiana as the state rebuilds and recovers.
- Discuss essential lessons learned from state ESF-8 leadership regarding the 2005 Hurricane Season and current planning efforts.

Louisiana

(2 years later)



Overview 2005 Hurricane Season

Hurricane Katrina

- 11th named tropical storm, 4th hurricane, 3rd major hurricane, and 1st Category 5 hurricane of the 2005 Atlantic Hurricane Season.
- First made landfall as a Category 1 hurricane just north of Miami, Florida, on Thursday, August 25, 2005, then again on Monday, August 29, 2005, along the Central Gulf Coast near New Orleans, Louisiana, as a Category 4 storm.
- Resulted in breaches of the levee system that protected New Orleans from Lake Pontchartrain, and most of the city was subsequently flooded by the lake's waters.
- Most destructive and costliest natural disaster in the history of the United States.

Overview of Hurricane Rita

- Hurricane Rita was the seventeenth named tropical storm, ninth hurricane, fifth major hurricane, and second Category 5 hurricane of the 2005 Atlantic hurricane season.
- As of October 19th, it was the second-most powerful hurricane of the season, ahead of Hurricane Katrina but behind Hurricane Wilma.
- After peaking in strength at 175 mph steady winds, it made landfall between Sabine Pass, Texas, and Johnson's Bayou, Louisiana, on September 24, 2005, as a Category 3 hurricane, with wind speeds of 120 mph.
- Post-landfall damage was extensive in the coastal areas of southwestern Louisiana and extreme southeastern Texas.
- Louisiana Governor Kathleen Blanco reported that 700,000 homes lost power in 41 of the state's 64 parishes.

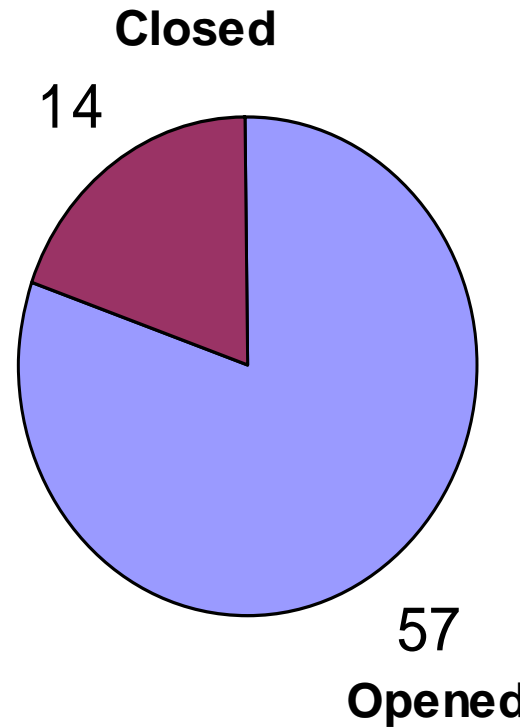
Current State of the State

Hospital Status Report

New Orleans and Surround Areas

September 2007

Hospitals Closed
Lindy Boggs Medical Center
Medical Center of Louisiana-Charity Campus
Methodist Hospital
Veterans Affairs Medical Center
Healthsouth Specialty Hospital of New Orleans
Life Care Hospital - Baptist Campus
New Orleans East Rehab Hospital
Paragon Long Term Acute Care Hospital
St. Charles Specialty Hospital
United Medical Rehabilitation Hospital
Life Care Hospitals - Kenner Campus
St. John's Rehabilitation Hospital
Chalmette Medical Center
Life Care Hospitals of New Orleans



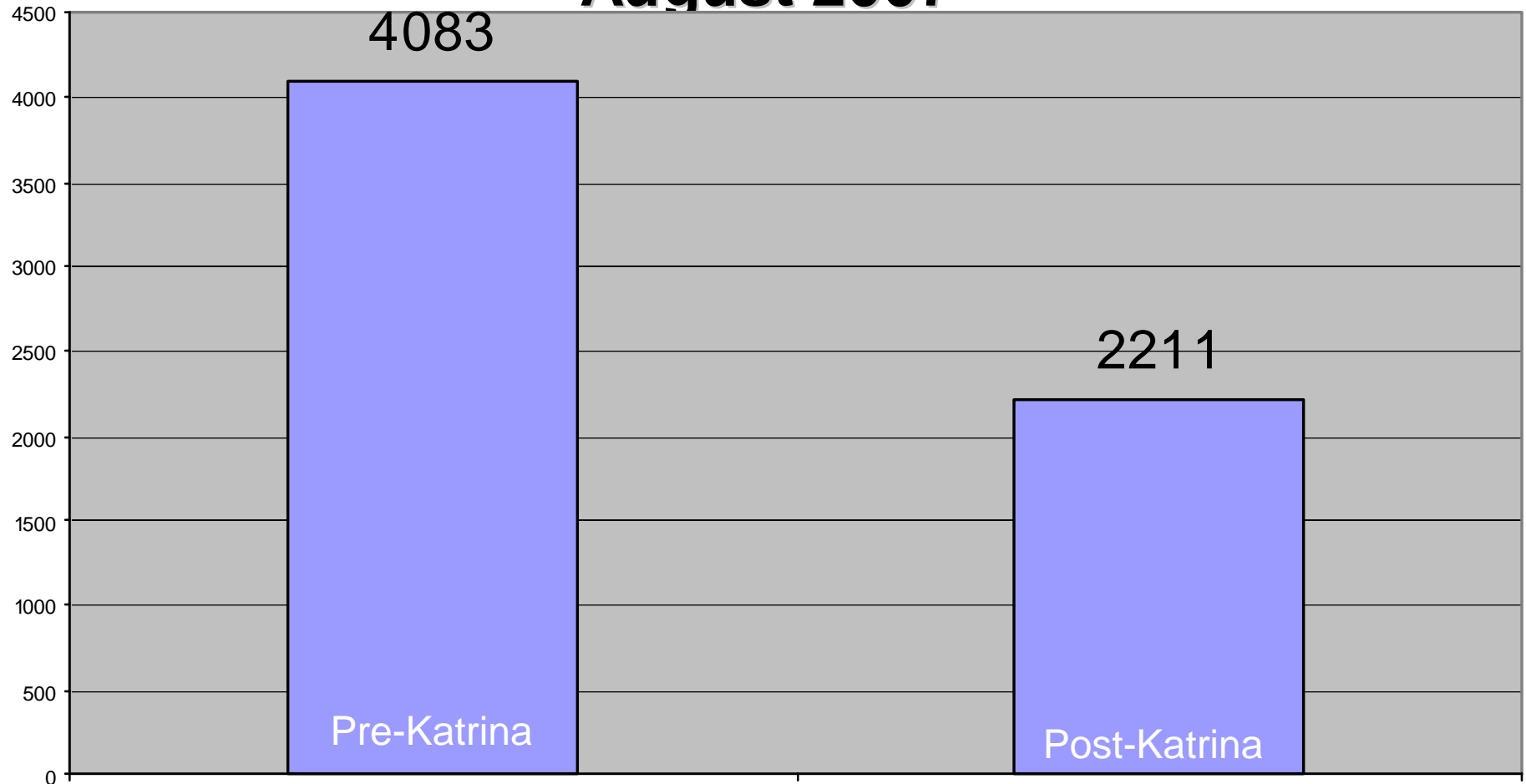
71 total hospitals in affected area

Source: Louisiana Hospital Association

Hospital Bed Status Report

New Orleans

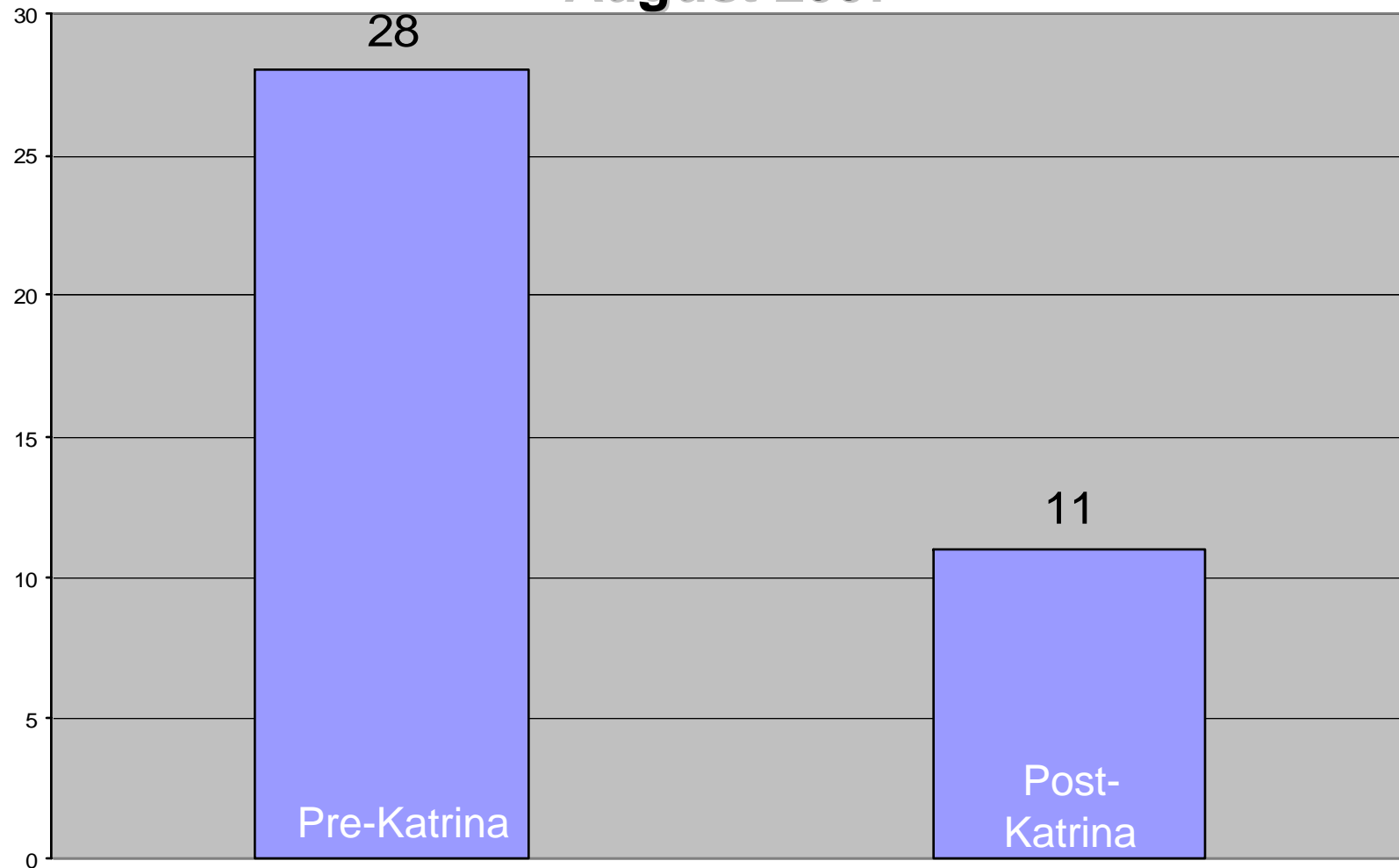
August 2007



Source: Louisiana Recovery Authority August 2007

Nursing Homes Status Report

New Orleans
August 2007



Source: Louisiana Recovery Authority August 2007

Nursing Home Beds and School Based Health Centers New Orleans Status

- **Nursing Home Beds**
 - Pre-Katrina: 6,510 licensed
 - Today: 3,675 operational
- **School Based Health Centers**
 - Pre-Katrina: 5
 - Today: 4 (with 3 more planned)

Source: Louisiana Recovery Authority August 2007

Public Health Infrastructure

- 45% of staff for Region 1 (New Orleans Area) staff did not return to area.
- Women's Health Clinic not up and functioning.
- Public Health Laboratory not back 100%
- Many services still being delivered from mobile clinics

Restaurants

PARISH	PRE-KATRINA	AUGUST 2007	PERCENTAGE REOPENED
Orleans	2,116	1,462	69%
Jefferson	1,557	1,465	94%
St. Bernard	219	86	39%

Source: Louisiana Recovery Authority August 2007



Leadership Lessons Learned

Leadership and learning are indispensable to each other.

-John F. Kennedy

Lessons Learned from 2005

- Communication Challenges
- Policy Implications and Gaps
- NIMS/ICS Structure Essential
 - Training
- Importance of Relationships
 - Community and Volunteer Response
 - Licensing Boards
 - Faith-based
- Mental Health Issues
- Health Care Professional Shortage

Lessons Learned from 2005

- Volunteers
 - Infrastructure needed
 - Skills and qualifications of volunteers
 - Scope of services
 - Self-deployed volunteers
- Louisiana Citizens
 - Self preparation
- Pre-scripting Action Request Forms (ARFs)
- Building a Workforce Ready to Respond to Disasters

A silver Dell laptop is shown from a top-down perspective, slightly angled. The Dell logo is visible on the lid. To the right of the laptop is a silver mobile phone with a QWERTY keyboard and a small screen. The background is a light, neutral color.

Communications

Management is doing things right; leadership is doing the right things.

-Peter F. Drucker

Communications

- **Blackberries**
 - Enhancing user plans that will give each user the ability to use their Blackberries as wireless modems for their laptops.
- **Carville (Secondary EOC Site)**
 - Enhancing video conferencing.
 - Enhancing satellite feed for trainings.
 - 106 active data ports and 104 phone lines
 - Matrix System (feed input and output to video surveillance cameras and display monitors)
- **Mobile Satellite Stations**
 - Purchasing in progress. Deployment in Mid-June.

Communications

- **Cisco IP Phones**

- Used to maintain voice communications if commercial telephone network goes down due to traffic or infrastructure failure.

- **HF Radio**

- Used for long-distance communication with Federal entities such as CDC, FEMA, Coast Guard, FBI, etc.

- **Amateur Radios and HEAR Radios**

- Provide basic communication infrastructure when other facilities are unavailable.
 - Short-distance communication (up to 30 miles)

Communications

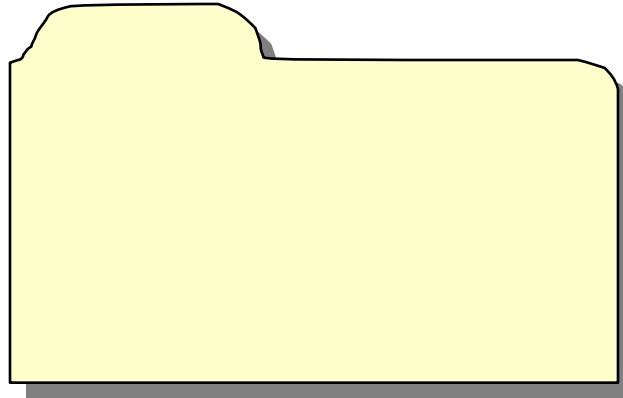
Three Motorola radios are standing upright on a wooden surface. The radio on the left is a dark grey model with a keypad and a small screen. The middle radio is a similar dark grey model with a larger screen. The radio on the right is a light blue model with a keypad and a small screen. All three have long antennas.

- **700/800 MHz Radios**
 - Recently received 140 new radios for distribution to the regions and replace older radios.
 - Radios are tested the first Wednesday of each month.
- **HAN Faxblast System**
 - Testing once per month.

“The Egg”-Mobile Satellite



Mobile satellite used to provide access to DHH Systems.



Policy Implications and Gaps

There is nothing more difficult to take in hand, more perilous to conduct, or more uncertain in its success than to take the lead in the introduction of a new order of things.

Niccolo Machiavelli

Agency Policies

- Revised agency policy regarding natural and man-made disasters.
 - Terminology
 - Active Duty and Reserve Duty
 - Time Administration
 - Activation of DHH-EOC
 - Clarifying payment of employees

Agency Preparedness Legislation

Bill	Act	Relevance
HB 70	244	Provides for immunity of health care providers during a declared state of emergency anywhere in the state except in the event of gross negligence or willful misconduct.
HB 846	207	Provides for the temporary registration of health care professionals. During a declared public health emergency, any board or commission placed within DHH has the power to issue temporary registrations to health care providers licensed, certified or register in another jurisdiction of the US whose license, certification or registration or in good standing in their home jurisdictions.
HB 529	540	Submission of emergency preparedness plans by nursing homes in certain parishes.
HB 453	696	Provides, relative to emergency assistance during disaster, a limitation of liability for health care providers under certain circumstances except under gross negligence and provides for the licensing of certain health care providers.

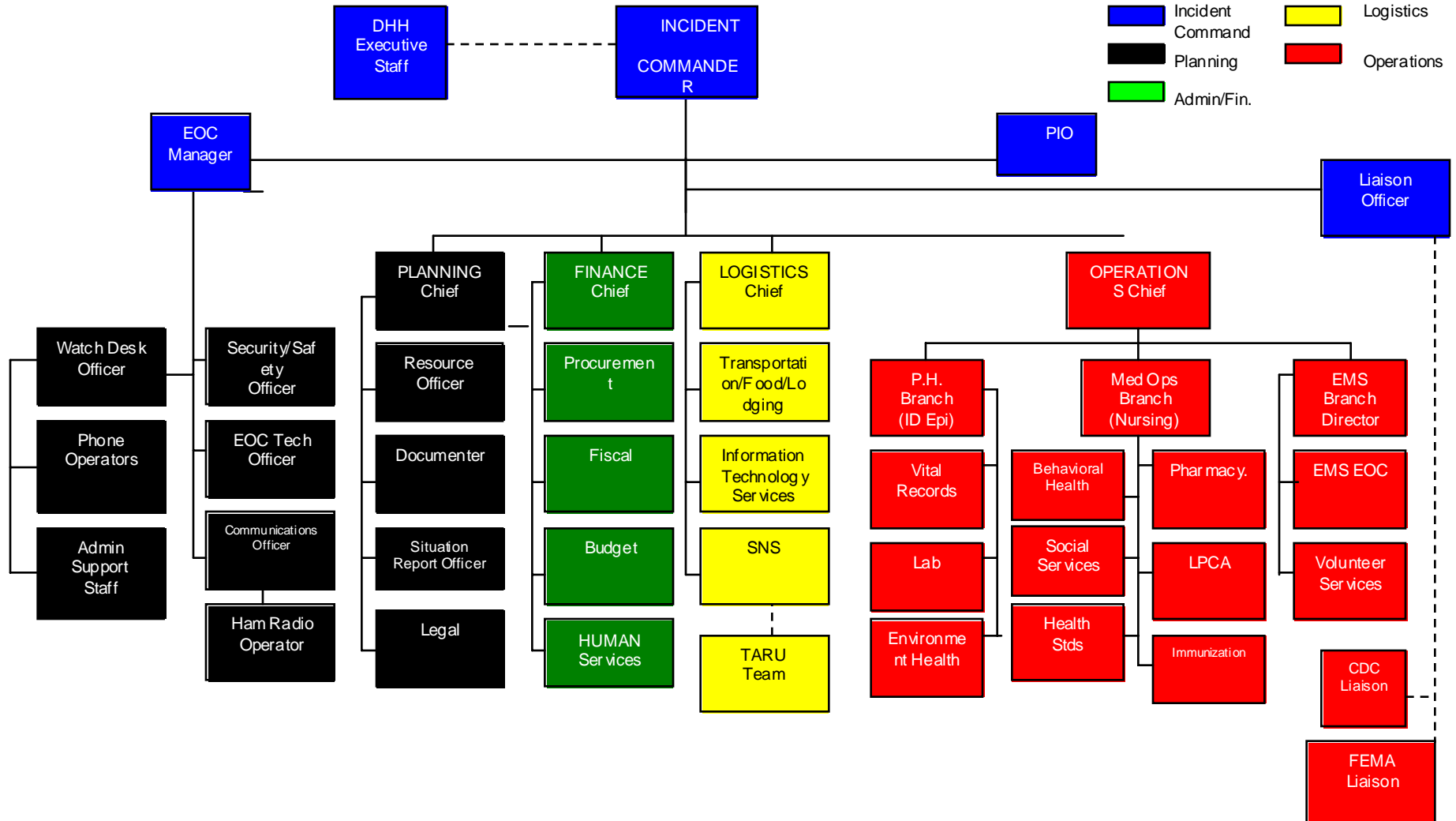
NIMS/ICS Structure

**You have to see the pattern, understand the order
and experience the vision.**

-Michael Gerber

DHH- EOC Organizational Chart

EXECUTIVE ORDER KBB 05-61



Importance of Relationships

Coming together is a beginning.

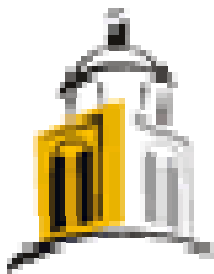
Keeping together is progress.

Working together is success.

-Proverb

Building Relationships

Collaboration and working together prior to a disaster is the key.



LSU



Louisiana Primary Care Association Inc.

Addressing Louisiana's Mental Health Needs

**A true knowledge of ourselves
is knowledge of our power.**

-Mark Rutherford

Mental Health in Louisiana

- National prevalence estimates for persons in Louisiana in need of mental health services are 650,000 adults and 245,000 children in any given year.
 - 2004 - of the 156,517 persons diagnosed with a mental disorder, only 42,717 were served
 - 2007 - LA prevalence estimate of persons diagnosed w serious mental illness and serious emotional disturbance (156,517), only 29,422 were served

Information source: LA Mental Health Block Grant and SAMHS

Mental Health Accomplishments

- 65 public acute inpatient psychiatric beds have been restored statewide. Twenty of these are in Orleans parish, located at the New Orleans Adolescent Hospital (NOAH). While the other beds are located at state facilities as far away as Baton Rouge (due to more accessible physical space and staffing capacity), New Orleans area residents do receive inpatient services there
- \$6.4 million of the Social Services Block Grant (SSBG) funds were initially allocated to Metropolitan Human Service District for behavioral health services in the New Orleans area. Of these funds, just over \$4 million were specifically for mental health services. To date \$559,000 has been spent by the District.

Mental Health Accomplishments

- Through FEMA and SAMHSA, the state was awarded an Immediate Services Program grant for crisis counseling.
- Having an adequate workforce to provide both behavioral and physical health care has been an ongoing struggle. Recently, at DHH's request, Secretary Leavitt granted \$15 million from DRA funds to be used for workforce issues in the New Orleans region.
- In the 2006 Regular Session of the Louisiana Legislature, a \$120 million Community Hospital DSH pool was established to reimburse non-state, non-rural hospitals for care provided to patients without health insurance

Louisiana Spirit Hurricane Recovery

- Designed to offer crisis counseling that empowers Louisiana hurricane survivors to build resilience, recover and move towards self sufficiency.



Louisiana Spirit Media Campaign

First you were shocked—next angry, and then sad.
Now, it's time to call us.

Louisiana Spirit Helpline
800-273-TALK
800-273-8255

We'll put you in touch with professionally trained counselors who understand that hope is the enemy of despair. You're rebuilding you. And we'd like to help. LouisianaSpirit.org

A public service of the Louisiana Department of Health and Hospitals.

Health Professional Shortages in Louisiana

New Orleans Workforce

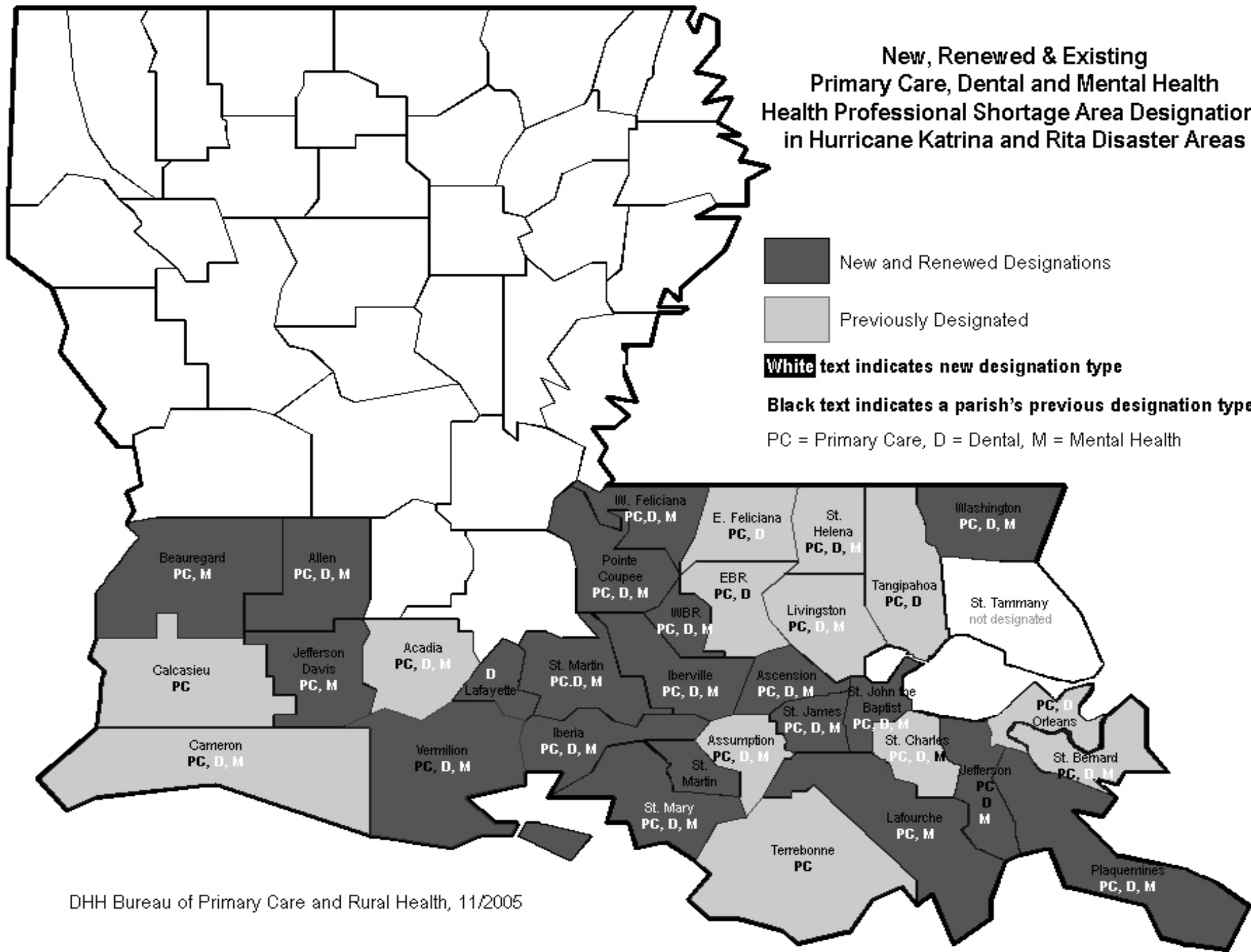
August 2007

- Physicians per population rate
 - Pre-Katrina: 2,641
(2.65/1,000)
 - Today: 1,865
(2.68/1,000)



Source: Louisiana Recovery Authority August 2007

**New, Renewed & Existing
Primary Care, Dental and Mental Health
Health Professional Shortage Area Designations
in Hurricane Katrina and Rita Disaster Areas**



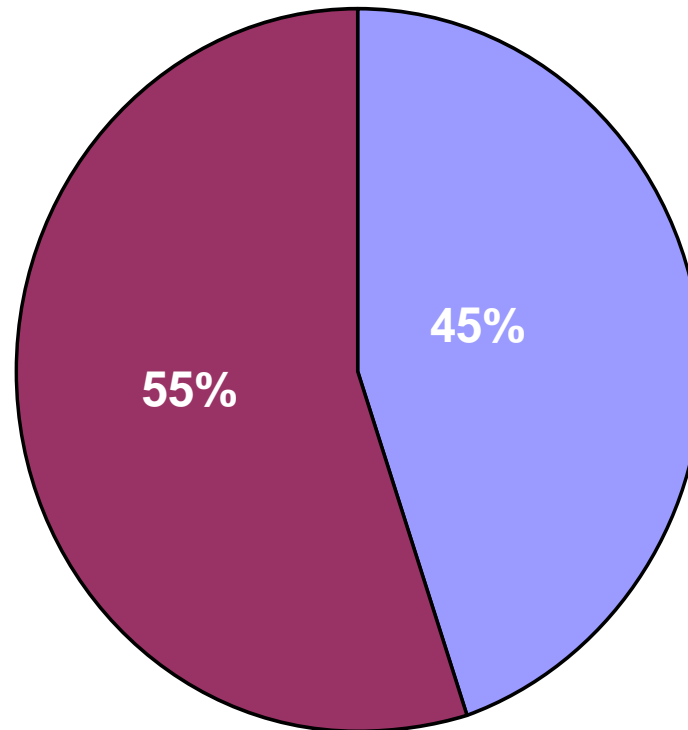
DHH Bureau of Primary Care and Rural Health, 11/2005

Louisiana Office of Public Health

Region 1

(New Orleans and Surrounding Areas)

Employee Shortages



Source: Department of Health and Hospitals, Office of Public Health

Volunteers

Don't ever question the value of volunteers. Noah's Ark was built by volunteers; the Titanic was built by professionals.

-Anonymous

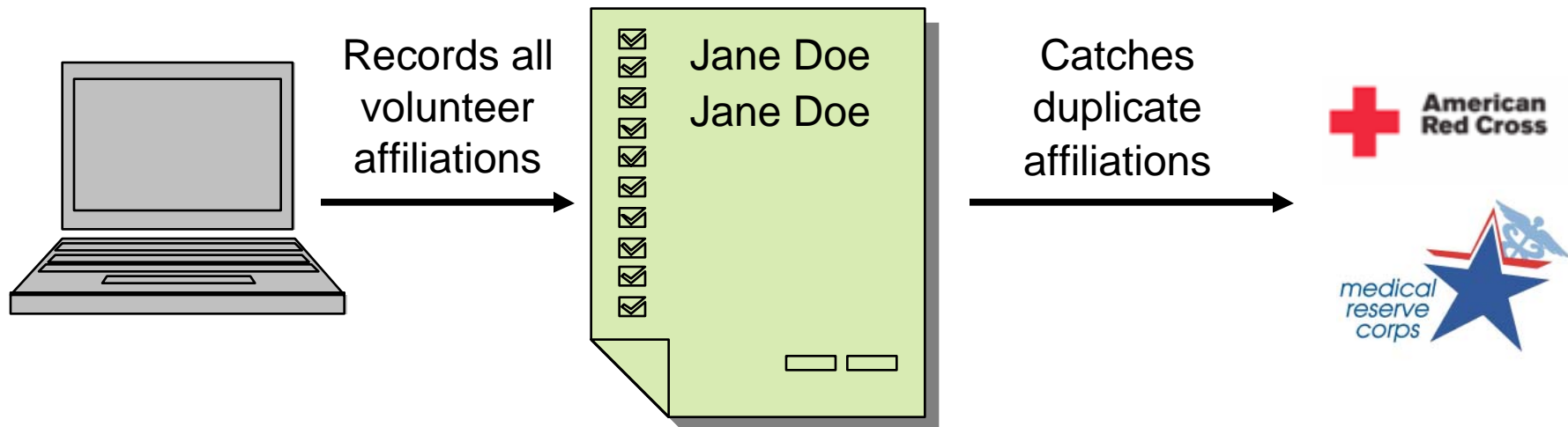
Volunteer Legislation

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The System

<https://louisiana.training.collaborativefusion.com/>

How does the System Work?



The Site



State of Louisiana MEDICAL VOLUNTEER SITE

Username:

Password:

Log In

[Forgot Username or Password?](#)

[Not Registered?](#)

[Home](#) | [Contact Us](#) | [FAQ](#)

Welcome to the Louisiana Medical Volunteer Site (training), the online registration system for medical and health responders for the State of Louisiana.

This site allows you to register as a responder willing to provide services during a disaster or emergency situation. The registration system will collect basic information about you and your professional skills. Please click on the [Register Now](#) button below to begin the registration process. If you have already completed the registration process or wish to return to an in-progress registration, please sign-in using the log in area on this page.

REGISTER NOW

[Home](#) | [Contact Us](#) | [FAQ](#) | [Terms of Service](#) | [Privacy Policy](#)

Marketing and Branding



2007 Volunteer Summit

Louisiana Volunteer Summit 2007

- **Purpose**
 - To bring all stakeholders and state volunteer organizations together in the State of Louisiana to discuss unified volunteer coordination.
- **Goals**
 - Develop Unified Volunteer Coordination.
 - Establish much needed dialogue.
 - Foster relationships prior to an emergency.
- **Date**
 - Wednesday, July 25, 2007
- **Represented Organizations**
 - **137 total participants**
 - **60 organizations in attendance**
- **Location**
 - Carville, LA



United Way of Iberia



Capital Area United Way



Court Appointed Special Advocates FOR CHILDREN



United Way of Acadiana



Louisiana Primary Care Association Inc.



"Improving Healthcare Access In South Louisiana"



Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP)

LOUISIANA STATE BOARD OF PHYSICAL THERAPY EXAMINERS

2007 Volunteer Summit







Center for Community Preparedness

Center for Community Preparedness

Created as a result of the 2005 Hurricane Season to better prepare Louisiana residents for any future declared state of emergencies and ensure the health our communities.

Building healthy communities through preparation, prevention and response!

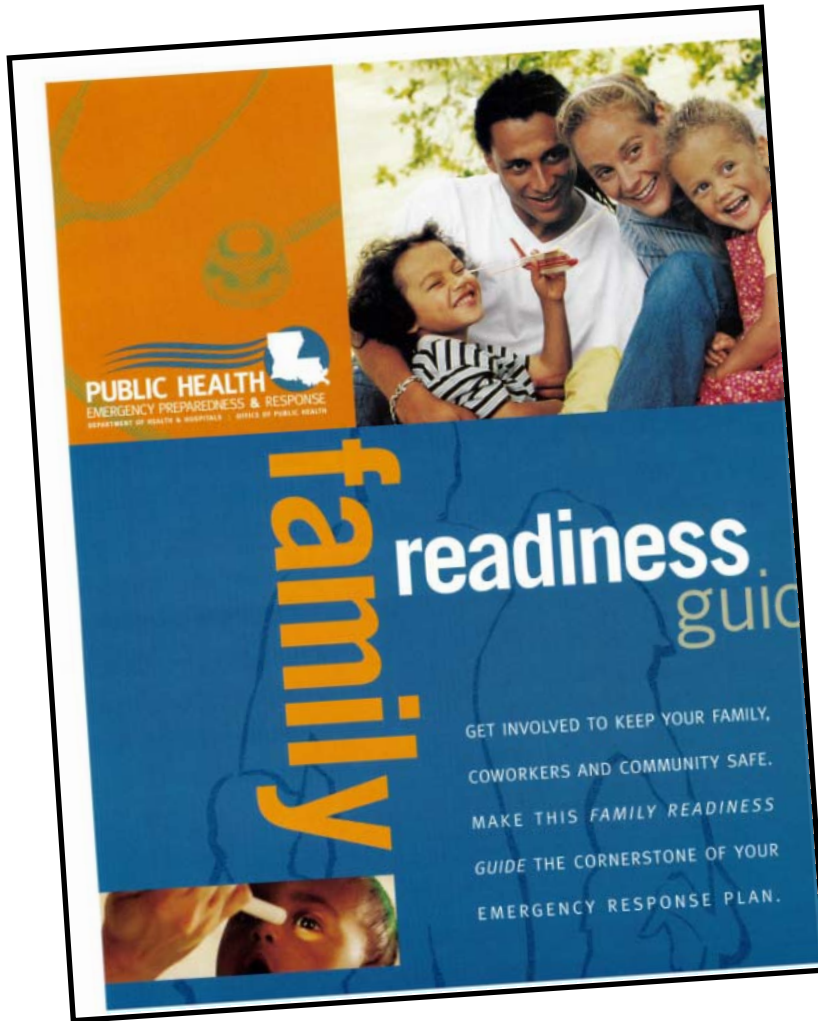
Center for Community Preparedness

- **Emergency Preparedness and Response**
 - Pandemic Flu
 - Cities Readiness
 - Strategic National Stockpile
 - CHEMPAK
- **Louisiana Emergency Response Network (LERN)**
- **Medical Social Services**
- **Workforce Development**
- **Emergency Systems for Advanced Registration of Volunteer Health Professional (ESAR-VHP)**

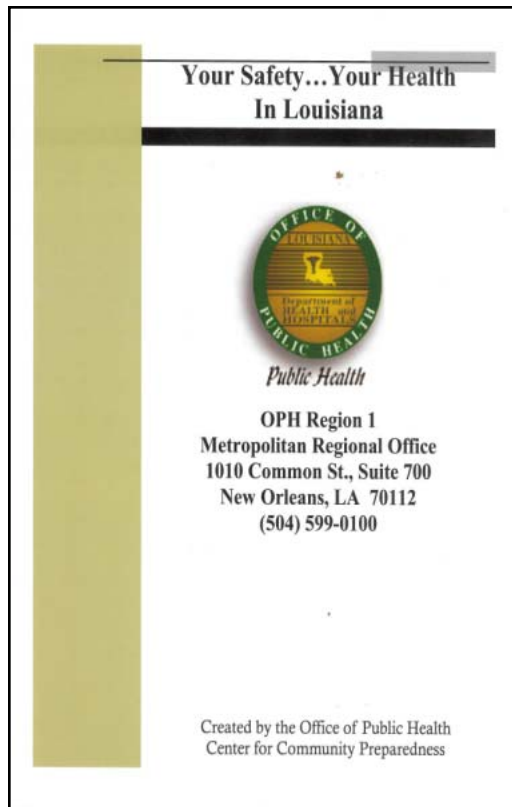
A satellite image showing three distinct hurricane systems over the Caribbean and Atlantic oceans. The hurricanes are characterized by their spiral cloud patterns and central eye-like structures. The surrounding ocean is a deep blue, and the landmasses are visible in shades of green and brown. The text "Hurricane Planning 2007" is overlaid in the center of the image.

Hurricane Planning 2007

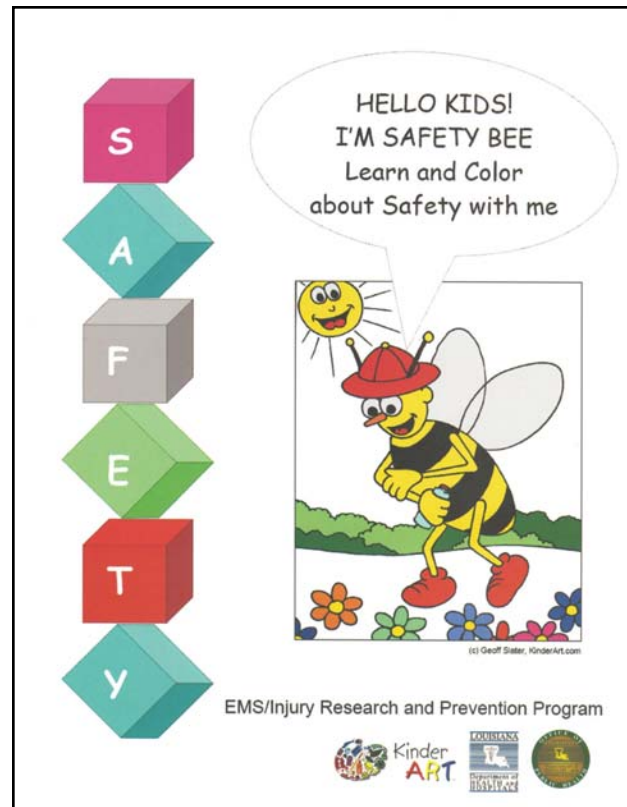
Operation Prepare



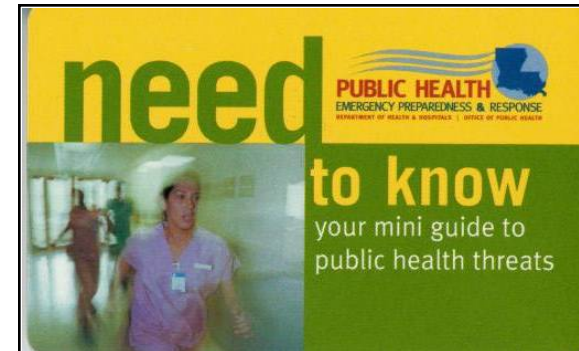
Operation Prepare



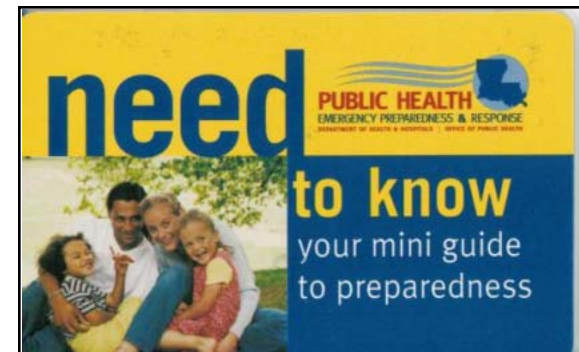
Your Safety... Your Health



Safety Coloring Book



Mini Guide: Public Health Workers



Mini Guide: General Public



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Operation Pushing Forward Preparedness – Health Unit Campaign

Time	# of	*	x \$25	x 27%	Estimated	Estimated	Estimated	
Period	Nurses	# of WTS Hours	Est. Hrly. Rate	Est. Fringe	Total Wages	20% Cost Allocation	Total Cost	# of FRGs Distributed
5/14 - 5/20	217.30	858.12	21,453.00	5,792.31	27,245.31	5,449.06	32,694.37	5,364
6/4 - 6/17	239.00	1626.53	40,663.25	10,979.08	51,642.33	10,328.47	61,970.80	12,045
6/18 - 7/1	233.80	1659.90	41,497.50	11,204.33	52,701.83	10,540.37	63,242.20	10,403
7/2 - 7/15	235.20	1453.06	36,326.50	9,808.16	46,134.66	9,226.93	55,361.59	9,320
7/16 - 7/29	232.40	1638.99	40,974.75	11,063.18	52,037.93	10,407.59	62,445.52	10,267
<i>Totals</i>		<i>7,236.60</i>	<i>180,915.00</i>	<i>48,847.06</i>	<i>229,762.06</i>	<i>45,952.42</i>	<i>275,714.48</i>	<i>47,399</i>

A close-up, slightly blurred photograph of a hand holding a blue pen, poised to write on a document. The background is a soft, out-of-focus light color, possibly a desk or a wall. The pen is the central focus, with its tip pointing towards the bottom right. The hand is positioned on the left side of the frame, with fingers gripping the pen. The overall mood is professional and focused.

Chronic Disease Summits

Chronic Disease Summits I & II

- **Effectively manage targeted disease process during disasters and mitigation of exacerbations.**
- **Care of Chronically Ill Clients in Shelters During Disasters conducted statewide for nurses assigned to work in shelters.**
 - 11 trainings held in 8 locations across the state
 - 452 nurses attended
- **Training included a review of guidelines for care of the following:**
 - Diabetic clients
 - Cardiac compromised clients
 - Mobility impaired clients
 - Respiratory clients
 - Dialysis clients
 - Hospice clients
 - Neurological Disorders
 - Addictive Disorders

Chronic Disease Summits I & II

Participants

- American Red Cross
- Louisiana Primary Care Association
- American Lung Association
- LSUHSC Neurology
- Home Care Association
- American Heart Association
- LA Health Care Review
- LA Rural Health Association
- LA Public Health Institute
- Association of Diabetes Educators
- Office of Aging and Adult Services
- Southeast LA Area Health Education Center
- (AHEC)
- Network 13 – End Stage Renal Disease (ESRD)
- Office of Public Health
 - Regional Medical Director
 - Regional Nurse Consultant
 - Pharmacy
 - Chronic Disease
 - Emergency Medical Services Director
 - Pandemic Flu Program Director
 - Center for Community Preparedness

Mass Vaccination Drill

October 2007

Mass Vaccination Drill

Get Protected.

FRIEIE



Seasonal

Flu Shots!

One day only!

Thursday, October 25, 2007
10:00 a.m. to 1:00 p.m.

Wear short- or loose-fitting sleeves.

Location:

Recreation and Fitness Center (Gym)

UNO's Lakefront Campus

2000 Lakeshore Drive

New Orleans, LA 70148



Questions? call (504) 599-0100



The free shots are available to **EVERYONE**
on **October 25 ONLY**.

*This is an exercise to test the State's ability to vaccinate large
numbers of people during an emergency.*

<http://www.dhh.louisiana.gov>

**Held simultaneously in 9 health care
regions over a 5 hour period.**

25,955 total vaccinations given

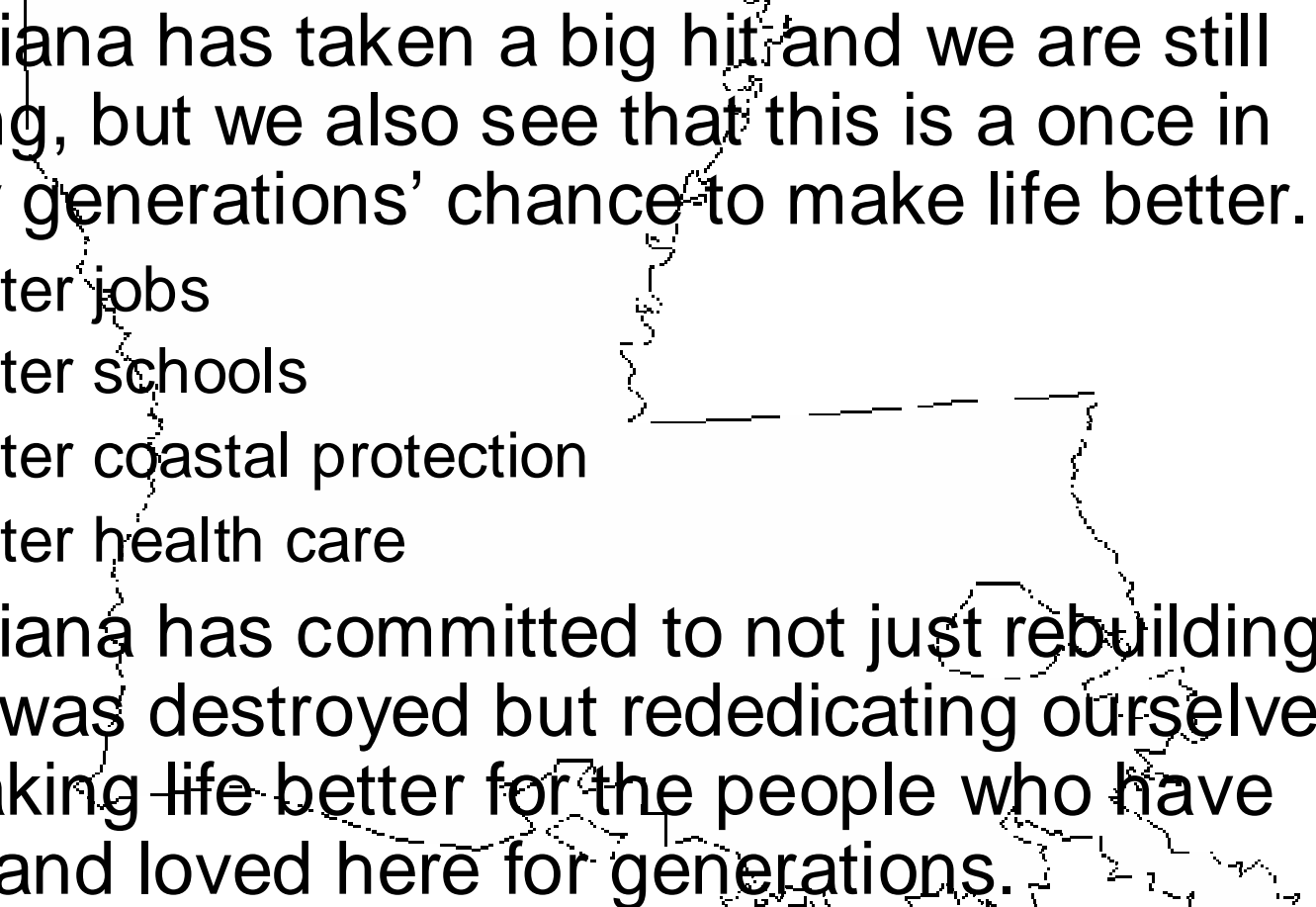




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Building a Workforce Ready to Respond to Disasters

Louisianans Resiliency

- Louisiana has taken a big hit and we are still hurting, but we also see that this is a once in many generations' chance to make life better.
 - Better jobs
 - Better schools
 - Better coastal protection
 - Better health care
 - Louisiana has committed to not just rebuilding what was destroyed but rededicating ourselves to making life better for the people who have lived and loved here for generations.
- 

Thank You!!!

Contact Information:

Doris G. Brown, MEd, MS, RN, CNS
Public Health Executive Director

Robert Wood Johnson Executive Nurse Fellow
Louisiana Department Health and Hospitals

Office of Public Health

Center for Community Preparedness

8919 World Ministry, Suite B

Baton Rouge, LA 70808

Phone: 225-763-3503

Fax: 225-763-5727