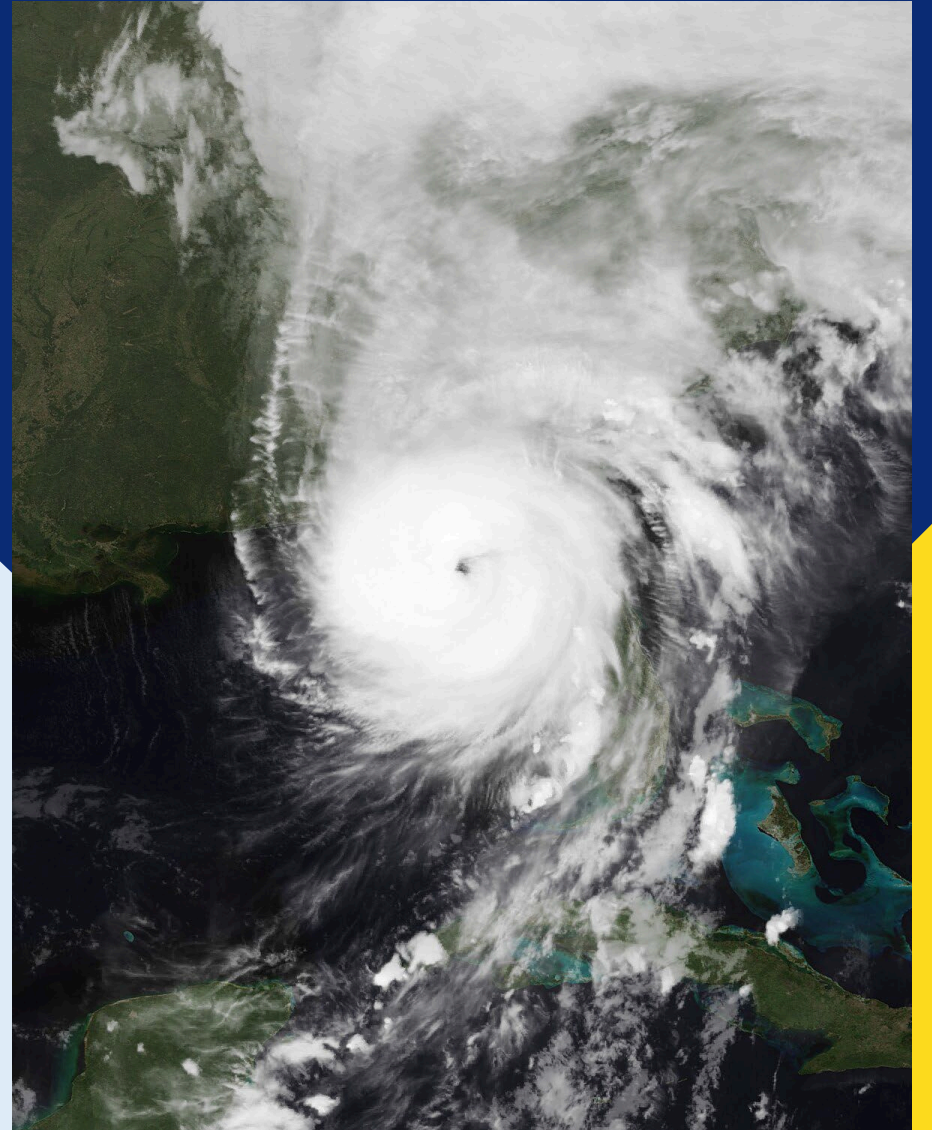


## Facing Helene:



# Understanding the All-Hazards Disaster Response



# Helene Timeline

**September 23<sup>rd</sup>, 2024**

- Storm Forms in Western Caribbean

**September 24<sup>th</sup>, 2024**

- NCEM Discussion on SMSS -
- Storm officially named Helene -

**September 25<sup>th</sup>, 2024**

- Day 1 SEOC – Enhanced Watch
- Started looking at SMSS Locations
- Polled for NC EMS Resources
- Check-In with Statewide Patient Coordination Team

## **September 26<sup>th</sup>, 2024**

- State EOC Full Activation -
- 10 Resource Requests (2 County) -
- Placed 10 ALS, 3 MAB in staging -
- Buncombe County requested Cots -
- and SMSS Package for County Use
- SOS Requested by Human Services -
- Mocksville Activated for Staging -
- Flooding & Power Outages -
- CAT 4 Helene Landfall in FL @ 2310 -



## **September 27<sup>th</sup>, 2024**

- HELENE enters NC midday
- EMS Resource Requests Start
- SMSS Caldwell Site Approved
- Received 26 Resource Requests
- Activated SMRS HC Support Teams
- EMAC & Federal Requests Placed

## **September 28<sup>th</sup>, 2024**

- 95 Resource Requests
- Initial Healthcare Assessments
- Shelby SMSS Site Approved
- Caldwell SMSS Activated

## **September 29<sup>th</sup>, 2024**

- Healthcare Assessments Continued -
- Requested Air Ops Medical Support -
- 2 Health & Medical Task Forces -
- 2 DMAT Teams Activated -
- Requested SEOC Support -
- Public Health Emergency Declared -
- Federal Ambulances Deployed -



# Healthcare Support Teams

SMRS Healthcare Support Teams provided over 350 in-person, phone call, email, and radio check-ins with Hospitals, Nursing Homes, Adult Care Homes and Family Care Homes across the impacted area.

Purpose was to determine highest life-safety needs by facility

Total of 31 in-person facility visits across 13 counties



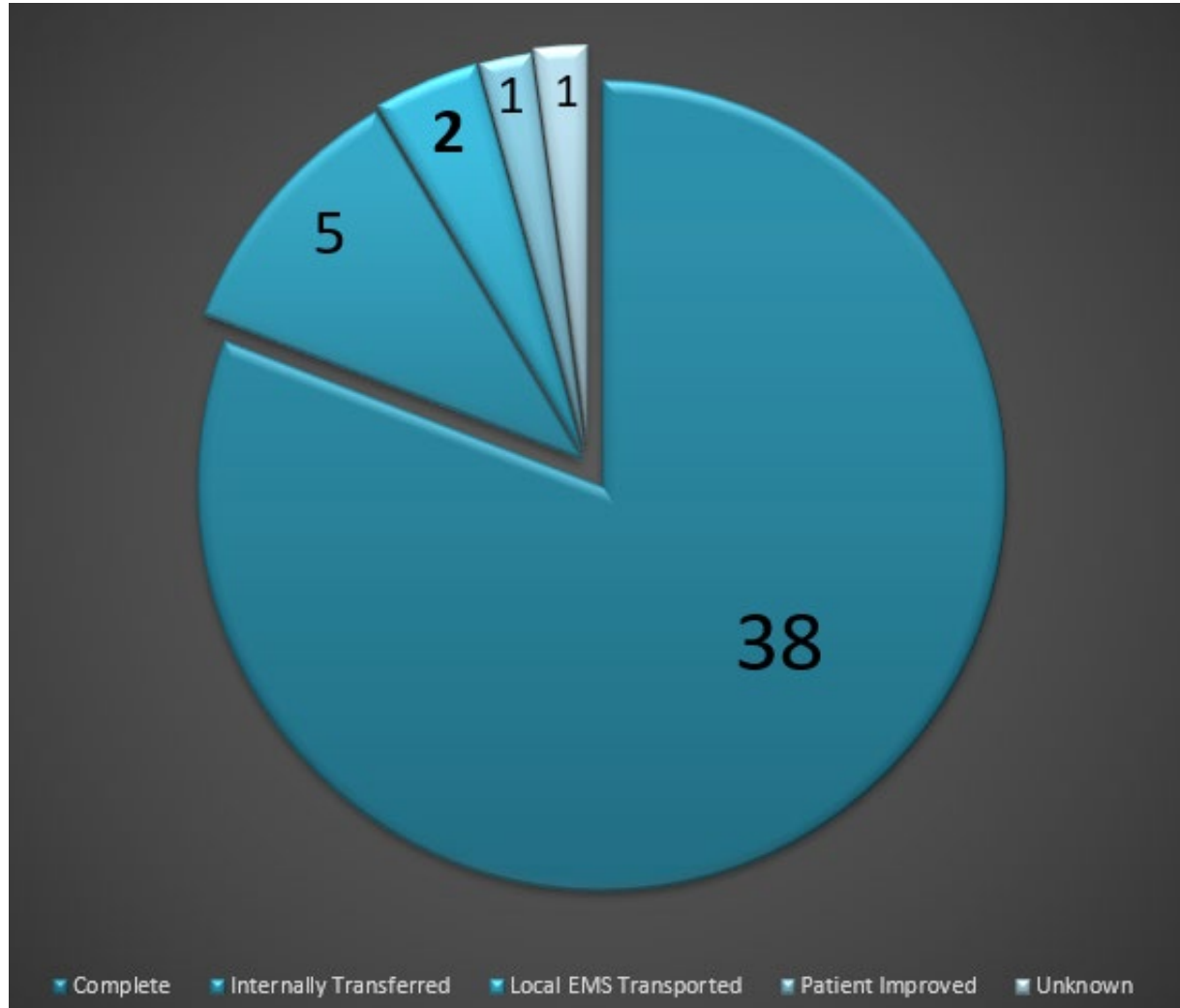
# Patient Movement Coordination

Patients  
Entered Into  
Transfer  
Portal

**47**

Completed  
Transfers

**38**



Removed  
from Portal

**9**

State  
Transported

**21**

# Resource Request Management

## Resource Request Volume

- Total WebEOC Request (ALL): 7659
- Total ESF8 Requests: 768 (10%)
- Average: 30 - 50 Day
  - Busy Days About 100 Requests (Every 7 Minutes)

## Resource Request Vetting

- Gap Being Filled
- Request Details (Contacts, Addresses, etc.)
- Scarce Resources

# EMS Resources

## In-State SMRS: 49 Units (32 Agencies)

- 31 Ambulances
- 4 Buses
- 13 QRV's
- 1 Van

## State Contract: 4

## Federal Contract: 312

- 300 Ambulances
- 12 Paratransit

## Total Resources: 364







# Community Care Sites

## Concept

- 4 Bed Medical Support Unit Trailer
- Small Medical Staff (5-8 People)
  - Provider (MD/DO, NP/PA)
  - Clinical Support (RN, LPN, Medic, EMT, etc.)
  - 2 ALS Ambulances Standby

## 5 Sites

- Avery (Mayland Community College)
- McDowell x2 (Old Fort & Marion)
- Mitchell (Roan Mountain Baptist Church)
- Yancey (Big Creek Free Will Baptist Church)

**OVER 1000 PATIENTS SEEN!**

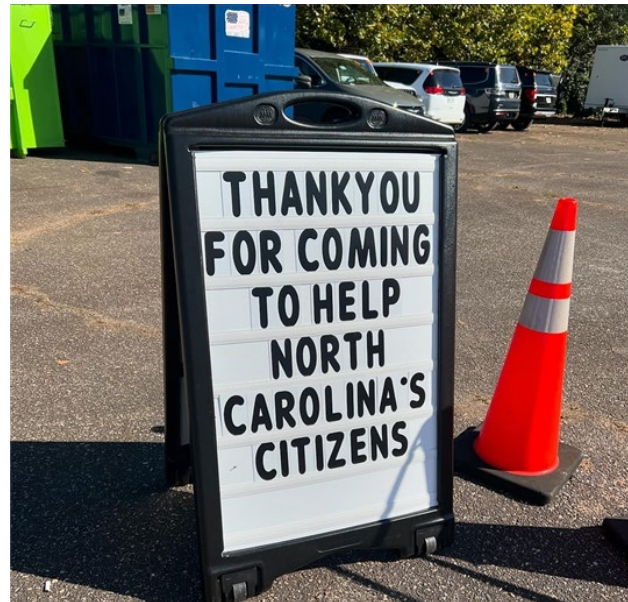


# Helene – “By The Numbers”

Total Hours Worked: 102,688 Hours

Total Personnel Worked: 294 People

Total Shifts Worked: 1,921 Shifts



# NCOEMS Contact information

- Kimberly Clement, HPP Manager
  - [Kimberly.Clement@dhhs.nc.gov](mailto:Kimberly.Clement@dhhs.nc.gov)
  - Phone: (919) 210-1463
- David Ezzell, Operations Manager
  - [David.Ezzell@dhhs.nc.gov](mailto:David.Ezzell@dhhs.nc.gov)
  - Phone: (919) 418-7888
- Website
  - <https://hpp.nc.gov/>



# Healthcare IS Critical Infrastructure

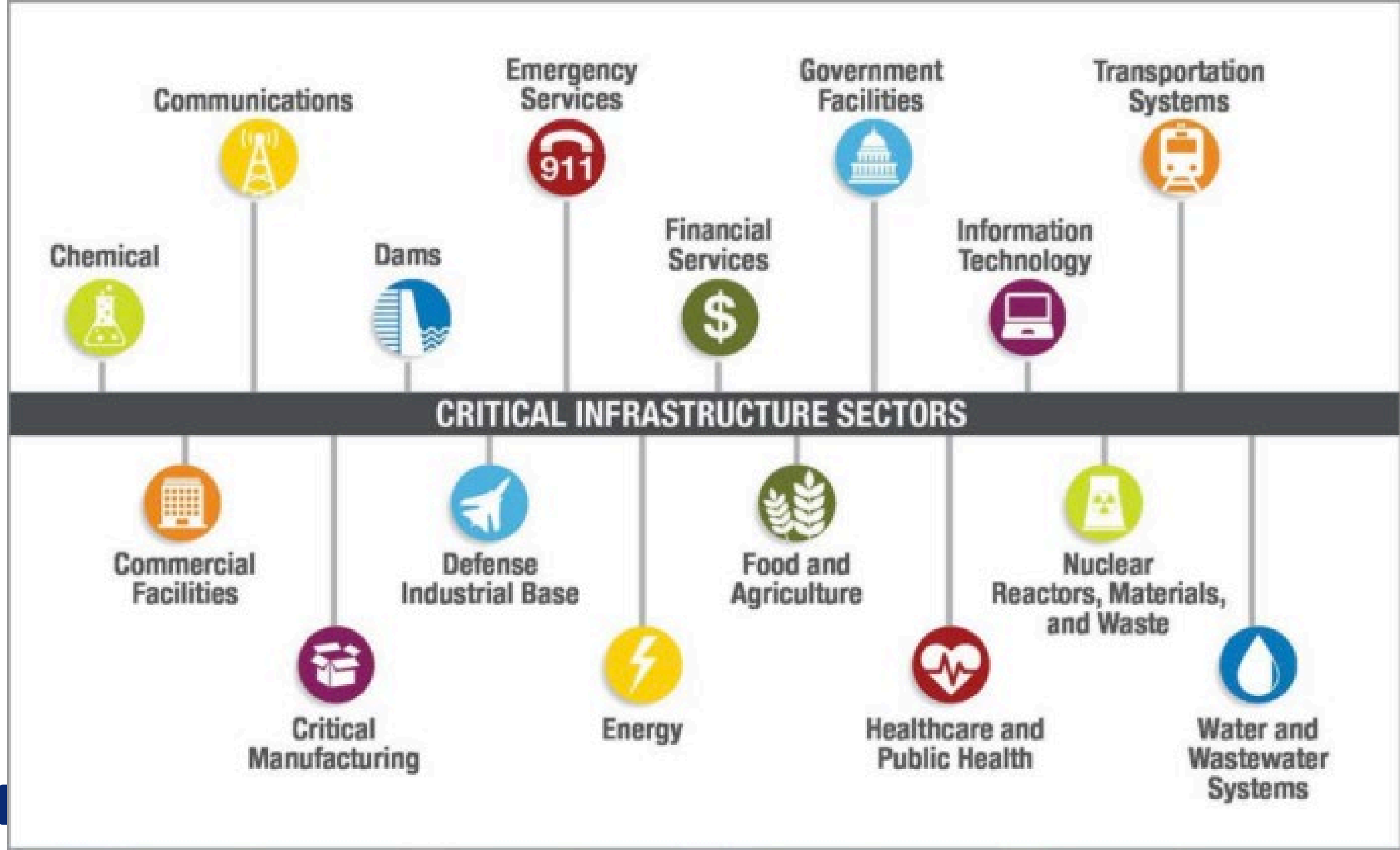
The Federal Government established the Healthcare and Public Health (HPH) Sector as critical infrastructure sector in 2003.

This resulted in improved information sharing, guidance, tools, training and exercises to improve incident response and recovery.



## Healthcare and Public Health Sector

The Healthcare and Public Health Sector relies on collaboration to protect all sectors of the economy from hazards such as terrorism, infectious disease outbreaks, and natural disasters.









# Questions?

Tatyana Kelly, CHC  
SVP Member Services  
[tkelly@ncha.org](mailto:tkelly@ncha.org)  
919-677-4253