

South Florida HIMSS

Hurricanes 2004 Lessons Learned

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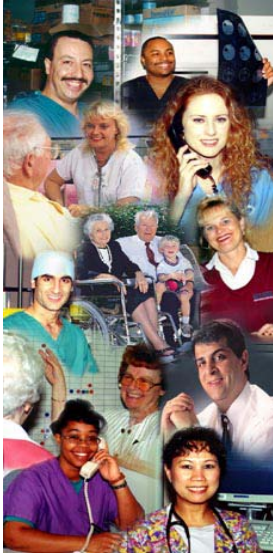
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Hurricane Lesson's Learned

- ❖ About Lee Memorial
- ❖ Hurricanes that impacted Fort Myers
- ❖ What worked well/issues/opportunities
 - » Overview
 - » Discussion handout

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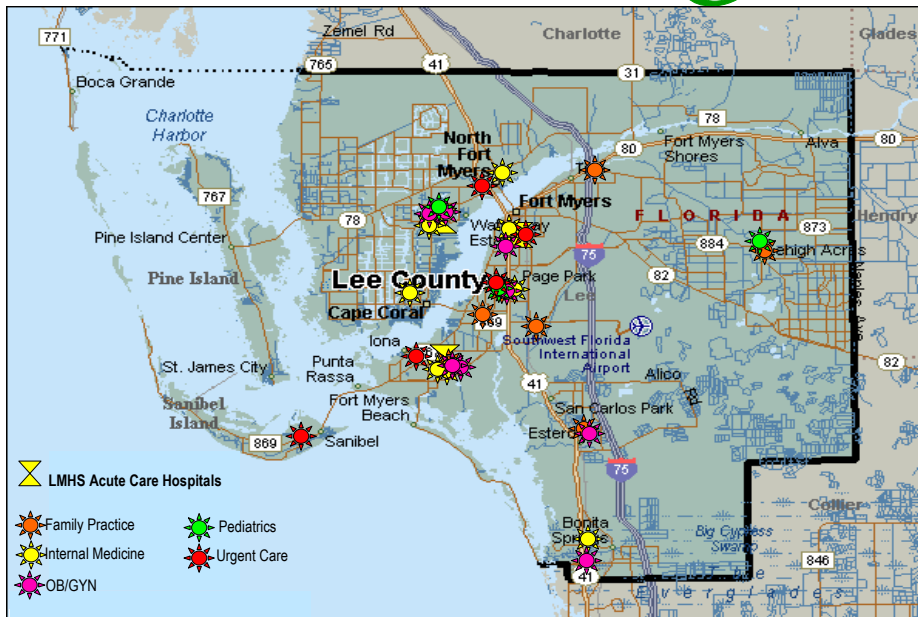
Lee Memorial Health System



- Over 5,000 Employees, 2,000 Volunteers, and 700 Physicians
- 928 Beds, 3 acute facilities, Rehab Hospital, Childrens Hospital
- Full Array of Ambulatory and Home Services, Long Term Care
- Employed Primary Phys. Group - >30% of market
- Level 2 Trauma
- Provide High Risk & Specialty Services for a 5 County Area
- 70% of the Acute Care Inpatient Market Share
- @ \$1 Billion Gross Revenue

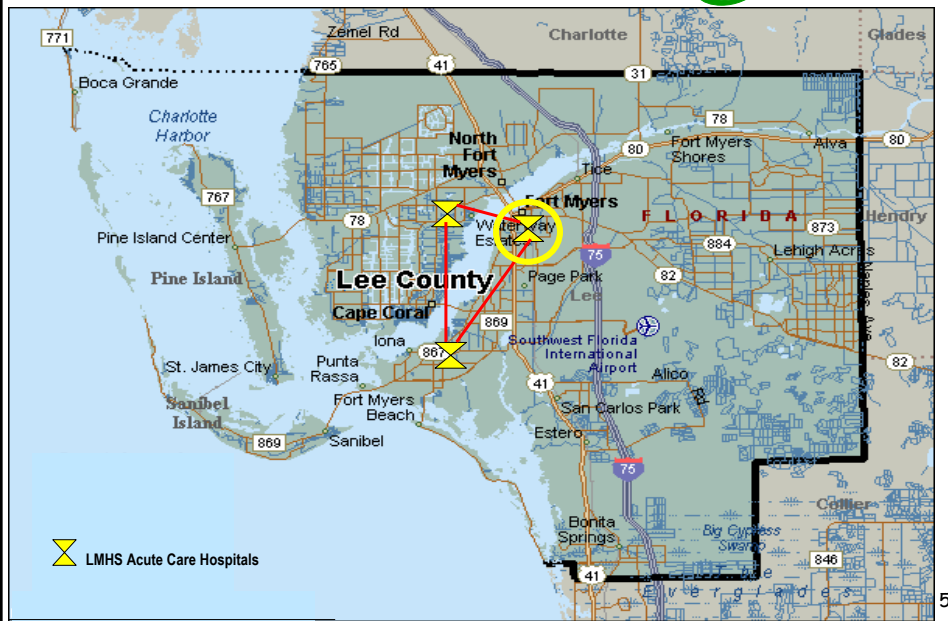
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Location of LMHS Locations



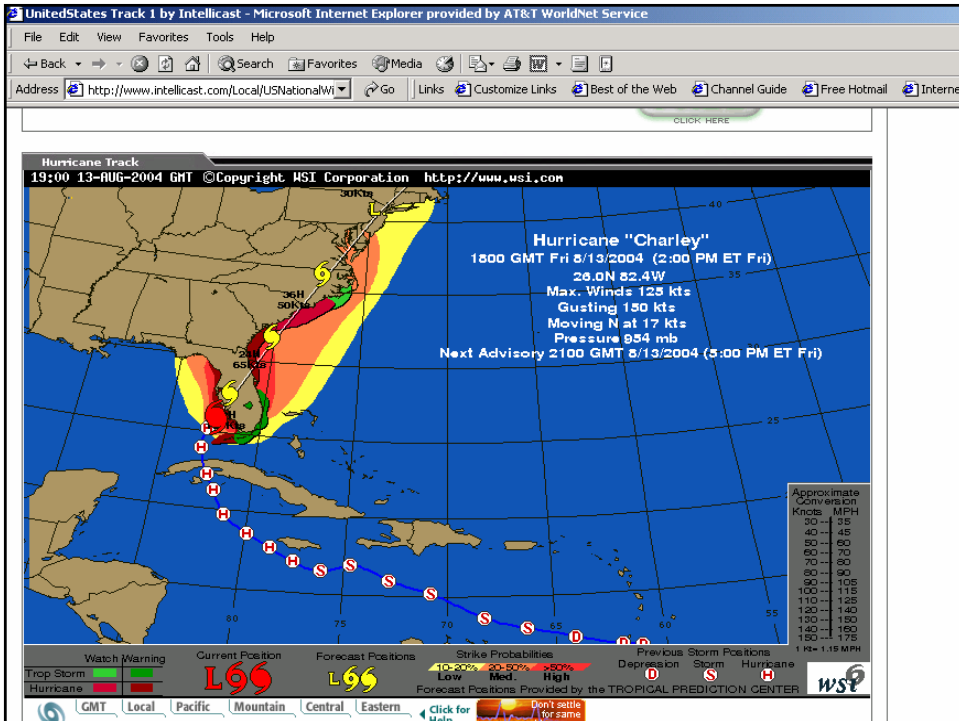
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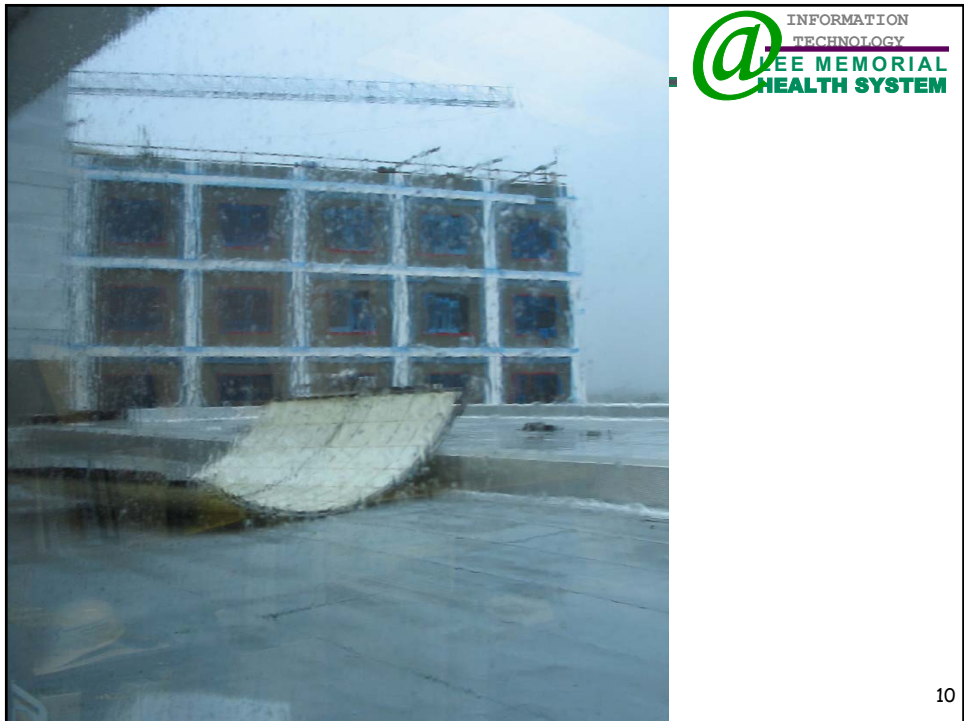
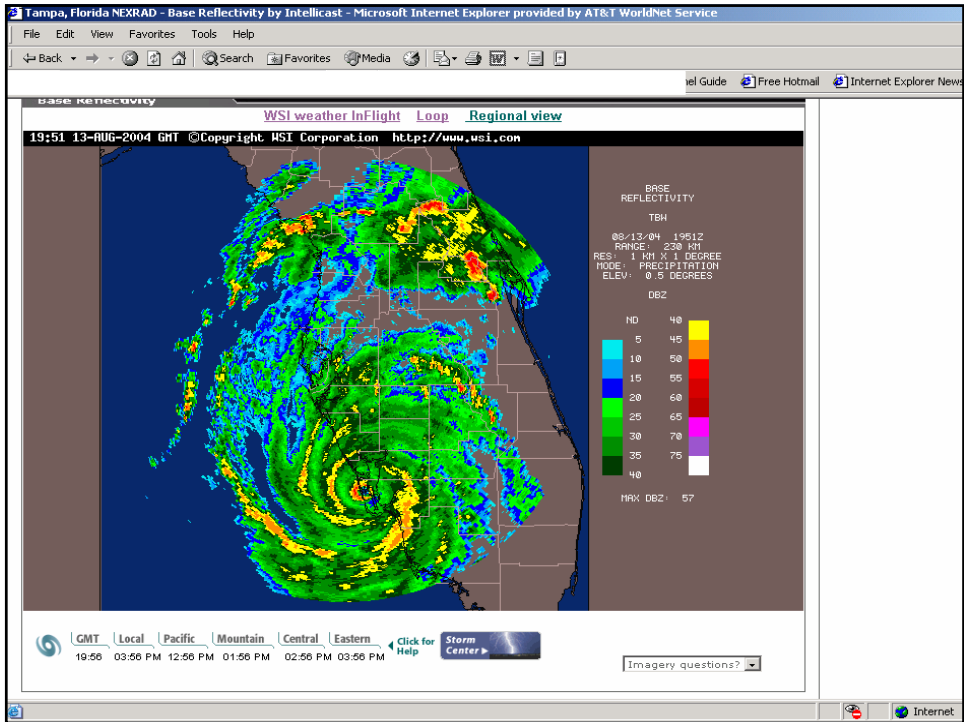
Location of Acute Facilities



Hurricane that impacted our IT

- ❖ **Charley -**
 - » Direct Hit - 140 mph winds
- ❖ **Frances -**
 - » Did not hit Fort Myers - central state
- ❖ **Jeanne -**
 - » Tropical force winds in Fort Myers













Lessons Learned



WHAT WORKED WELL

- ❖ **IT Systems DID NOT fail**
 - » Network Reliability
 - » Power/air conditioning - data center, network closets
 - » Critical for smooth operation, care delivery, census mgmt.
- ❖ **Telephony within facilities DID NOT fail**
 - » Within campuses, across campuses
 - » Internal wireless "zone phones" positive impact
- ❖ **Ability to take advantage of IT flexibility**
 - » Quickly setting up "war rooms"
 - » Mobilizing temporary physician office scheduling centers

WHAT WORKED WELL

❖ IT Technical Staffing

- » Having best staff on duty during, after storm
- » Holding off as late as possible to bring staff in
 - Use voice mail, internet to keep staff informed

❖ Backup plans in place

- » Data backups taken just before hurricane strike
- » Rounds lists/downtime packets printed just prior to impact
- » Extra pagers, cell phones on site for distribution
- » IT hardware/software vendors on notice
- » "Tarps" for data center gear in case of water intrusion

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ISSUES

❖ Community power/phone network outages have a pervasive impact - 2+ days w/Charley

- » Basic communication facilities inoperable
- » Cell phones, pagers, physician answering services, internet, emergency 911 contact, etc.
 - Inability to contact staff, physicians
 - Remote radiology reading inoperable
 - Remote medical transcriptionists inoperable
 - Emergency supplies (ie oxygen)

❖ Don't forget power/air conditioning

- Power was out several days - generator sizing, etc.
- Outlying facilities impact (physician offices, business offices, supply warehouse, remote labs, etc.)

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Lessons Learned

TAKE-AWAY THOUGHTS

- ❖ During the storm, all eyes are on the hospitals, special needs shelters. After the storm, focus moves to ambulatory setting
- ❖ Must think about stability/disaster recovery impact of paperless environment
 - » Backups, protection of equipment, power, air cond., disaster tolerance of communication infrastructure
 - » When the data is gone, its gone
 - » Issue with independent physician practices, clinics that may not have support staffing/structure
- ❖ Outages in neighboring communities can have a significant impact - telephony, patient transfers

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