



DISASTER PLAN CASE STUDY

TEXAS MEDICAL CENTER HOSPITAL LAUNDRY
HURRICANE IKE, LANDFALL ON SEPT. 13, 2008.



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PRESENTERS



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*“If you don’t
have a plan, the
worst is almost
guaranteed to
happen.”*



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TODAY’S OBJECTIVES

To summarize the steps for developing, implementing and enacting a disaster management plan for a laundry facility.

1. BACKGROUND
2. DISASTER PLANNING AND EDUCATION
3. DISASTER PREPARATION
4. DISASTER RECOVERY
5. HURRICANE IKE - CASE STUDY



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BACKGROUND

TEXAS MEDICAL CENTER LAUNDRY CO-OP ASSOC. HOUSTON, TX

1. Cooperative formed in 1971
2. Current facility opened in 2007
3. 38 million pounds to 16 hospitals and over 100 clinics
4. Serves Texas Medical Center and others in SE Texas
5. Reports to Board of Directors
6. Directive – Provide uninterrupted service



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WHO WE SERVE



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FACTS AND FIGURES

- 8 MILLION PATIENTS VISITS PER YEAR
- 180,000 ANNUAL SURGERIES
- 750,000 ER VISITS PER YEAR
- WORLD'S LARGEST CHILDREN'S HOSPITAL
- #1 HOSPITAL FOR CANCER CARE IN THE U.S. (MD ANDERSON)
- 8TH LARGEST BUSINESS DISTRICT IN THE U.S.
- 9,200 TOTAL PATIENT BEDS
- 50 MILLION DEVELOPED SQUARE FEET
- OVER 25,000 BABIES DELIVERED PER YEAR (1 BABY EVERY 20 MINUTES)



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DISASTER PLANNING

1. Develop a written plan
2. Involve all affected parties (customers, employees, vendors, etc)
3. Considerations:
 - - Transportation
 - - Employee availability
 - - Back-up linen supply
 - - Reciprocal processing
 - - Type of disaster
 - - Utility availability



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DISASTER PREPARATION

BEFORE THE EVENT OCCURS

1. Conduct drills or practice events
2. Enact your plan as appropriate
3. Education and reinforcement of protocols for all parties
4. Considerations:
 - - Type of disaster--- Example #1 on next slide
 - - Special considerations



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DISASTER PLANNING: EXAMPLE #1

SHUT DOWN DUE TO FIRE OR EXPLOSION AND/OR UNAVAILABILITY OF WATER, GAS, ELECTRICITY OR STEAM.

1. Notify all customers of possible delays in linen deliveries, possible (or likely) cuts to orders and request emergency use of linen.
2. Contact vendors for temporary generators, power supplies or necessary equipment to run plant.
3. Notify other laundry facilities that we will be processing linen through their plant.
4. Supervisors to contact employees for reporting destinations and hours of operations.



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DISASTER MANAGEMENT

WEATHERING “THE STORM”

1. Maintain assignments but adjust where/as needed--- Example #2 on next slide
2. Damage control and PR
3. Allocate resources (Linen management, personnel management, etc)
4. Communicate and take notes
4. Considerations:
 - - Length of event
 - - Complexity of the event



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DISASTER PLANNING: EXAMPLE #2

SHUT DOWN DUE TO FLOODING, IMPASSABLE ROADS, RESTRICTED BRIDGE ACCESS.

1. Notify all customers of possible delays in linen deliveries, possible (or likely) cuts to orders and request emergency use of linen.
2. The General Manager, Plant Manager or Chief Engineer will contact The Department of Emergency Management to ascertain the severity of flooding, **current road conditions** and bridge access.
3. Laundry management will develop a route schedule to ensure safe delivery of linen to the hospitals.
4. Notify other laundry facilities To enact possible reciprocal processing plan.
5. Supervisors to contact employees for reporting destinations and hours of operations.



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DISASTER RECOVERY

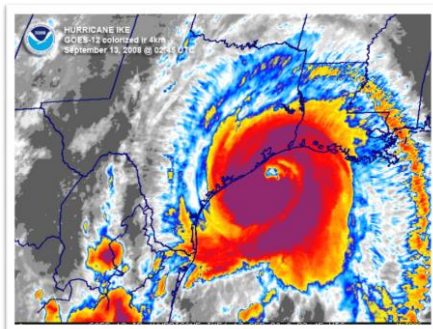
"YOU'RE NOT OUT OF THE WOODS YET"

1. Resume normal operations, but focus on 'catch-up'
2. Continue to maintain disaster discipline until 'back to normal'
3. Communicate and take notes
4. Considerations:
 - - Plant status
 - - Customer status
5. Review meeting – "What did we learn? What did we do well? How can we improve?"



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TMC LAUNDRY HURRICANE / SEVERE WEATHER ACTION PLAN



What do you do when a Category 4 hurricane, like Hurricane Ike, is coming straight for you?



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TMC LAUNDRY HURRICANE / SEVERE WEATHER ACTION PLAN

HURRICANE IKE FACTS:

- **Most intense hurricane** for the **2008** Atlantic Hurricane Season
- Central Pressure of 935 millibars and **145 mph sustained winds**
- Making it a **Category 4 Hurricane** on the Saffir-Simpson Scale, which rates from 1-5, 5 being the most intense
- Made landfall on Galveston in the early morning hour of September 13, 2008 as a Category 2 Hurricane at 2:10am CST
- Affected upper Texas coast and southwest Louisiana
- **Third costliest U.S. hurricane** after Katrina and Andrew
- Claimed at least **46 lives in Texas** and **6 lives in Louisiana**
- More than **4 million** households **lost power**
- Up to **20% of water** systems were **shut down** in areas affected by Ike

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AFTERMATH



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Why was Texas
Medical Center
Laundry successful
in the face of
Hurricane Ike while
others were not?

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EXAMPLES OF REDUNDANCY



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EXAMPLES OF REDUNDANCY



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TMC LAUNDRY HURRICANE / SEVERE WEATHER ACTION PLAN

48 HOURS TO PROJECTED LANDFALL:

1. Check new linen inventory. Notify hospitals on requirements.
2. Check linen inventories at local linen vendors & order required linen for same day delivery.
3. Notify all supervisors and engineers of their responsibilities and what functions they are expected to perform.
4. Notify all laundry personnel of alert situation and extended work schedule.
5. Notify all accounts that soil linen will be picked on an accelerated basis.
6. Inform all accounts emergency measures of linen usage are to go into effect immediately.
7. Begin processing soil linen at the laundry and return clean linen on an hourly basis.
8. Place all new linen into service.
9. Notify contingency laundry processors for availability of services.
10. Begin to secure all inventory and equipment throughout the laundry. Move items to upper floors to avoid flood damage.
11. Monitor Texas Medical Center alerts and respond accordingly.

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TMC LAUNDRY HURRICANE / SEVERE WEATHER ACTION PLAN

24 HOURS PRIOR TO PROJECTED LANDFALL

1. Confirm completion of all 48-hour requirements.

12 HOURS PRIOR TO PROJECTED LANDFALL

1. End soil pick-up and clean deliveries to all accounts. Notify all accounts of closing of the laundry
2. Notify laundry hourly personnel to leave facility.
3. Notify disaster staff to secure all records.
4. Notify disaster staff to secure all linen and equipment in the laundry.
5. Chief engineer to turn off utilities.
6. Dismiss all personnel.
7. Continue to monitor Texas Medical Center alerts and respond accordingly.



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TMC LAUNDRY HURRICANE / SEVERE WEATHER ACTION PLAN

AFTER THE STORM

1. Secure the laundry area and assess all damage immediately. Check for safety hazards.
2. Begin clean up of damaged areas, equipment and expedite all equipment repairs.
3. Notify the Chairman of the Board of damage assessment.
4. Notify all employees to report to work and hours of operation.
5. Notify all accounts of assessment and possible times of delivery of clean linen.
6. Immediately begin linen processing.
7. Begin clean linen deliveries and soil pick up.
8. Document all events relating to storm preparedness activity.
9. Compile a detailed list of emergency inventory used and reorder supplies as needed.
10. Meet with disaster team to assess operations.



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Q&A

