

Effects of Heat Waves on Underserved Populations



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LA MAESTRA
COMMUNITY HEALTH CENTERS
City Heights · El Cajon · National City · Lemon Grove

About La Maestra

- One of the most culturally diverse health centers in California – sites are in refugee resettlement areas and along US-Mexican border.
- 67% of patients prefer communication in language other than English
- Staff come from the cultures served, ensuring cultural and linguistic competency.
- More than 30 languages and dialects spoken by 400+ employees
- Staff provide valuable support and education to local residents



Emergency Preparedness

We are facing the impacts of climate change, including **wildfires**, **heat waves**, and **water issues**, and in some communities, **air pollution** and **higher asthma rates**.

- Health Centers must tap into city, county, and regional emergency preparedness planning to share resources.
- Building partnerships beforehand to improve response when an emergency happens.
- Relationships with your county and city could ease the financial burden of disasters.



County and State Partnerships

- **County of San Diego Health and Human Services Agency**
- **Public Health Services**
- **Health Quality Partners of Southern California**
- **San Diego Police and Fire Departments**
- **Division of Emergency Medical Services**
- **California Office of Emergency Services**



Roles of the Health Center

- Health Centers are the community's life support system
- May serve as triage center, information center, and in some cases as shelter.
- May provide medical care to relieve overburdened hospitals.
- Be prepared to serve the needs of diverse groups, including unexpected populations.
- Be aware of existing resources available before, during and after an emergency.
- On-going internal and external communication is vital.

Strategic National Stockpile Program

La Maestra works with **San Diego County Emergency Services** to have stockpiles of medications or vaccines delivered to us in the event of a public emergency. This avoids having to store large amounts of medication on site:

- Provides ability to dispense mass medications
- The **CDC** will deliver up to 1,000 does per hour within 48 hours
- Avoids having to store medications and having them expire or exposed to extreme temperatures
- Look for a site in your area and enlist as a Point of Dispensing!



If storing your own supplies consider:

- Direct Relief International (medications and medical supplies)
- Public Health Department and Emergency Management Agency
- Vendors – build relationships, find out their emergency plans, have back up vendors (local and out-of-state)

Storage of Equipment and Supplies consider:

- Adequate conditions and accessibility during an emergency
- Regular testing (refrigerators, generators, flashlights, radios)
- Expiration/Rotation of medications

Priority List

To prepare for **heat waves** be proactive in collaborating with local utility companies.

La Maestra is registered as an **Essential User** with San Diego Gas & Electric, meaning the health center is on the **priority list** to have service restored during a blackout.

Health Centers provide **vital services**.

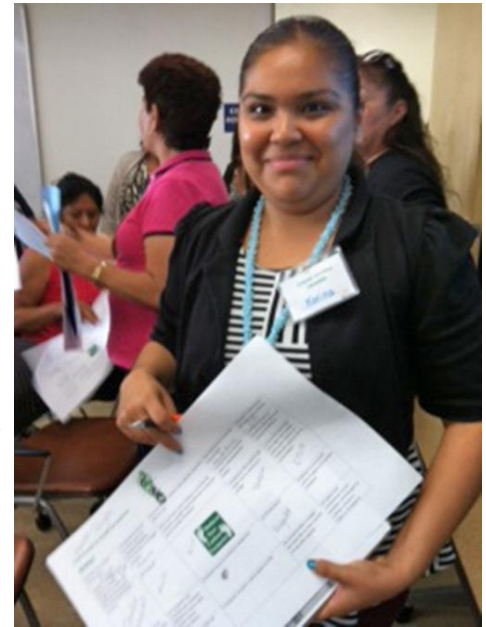
Get on the local utility company's **priority list!**



Community Level

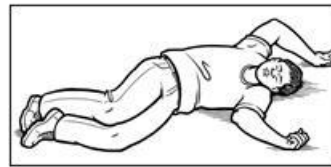
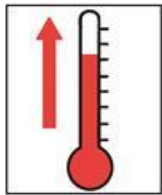
At the community level La Maestra works with the **Environmental Health Coalition** to:

- Developed bilingual educational materials for patients
- Online outreach in communities dealing with high rates of asthma and periods of extreme heat to bridge the connection between climate change and health
- Materials highlight actions to take in the home to address these risks in their community
- 11,000 patients learned these risks through direct outreach and patient education materials



Heat Illness Injury Prevention

Employers can train employees and supervisors about heat illness prevention through Workers Compensation Insurance



Did you know that heat illness can be deadly? If symptoms are not treated quickly your organs can start to fail. When it is hot or during high humidity, sweating is not enough and our bodies require other ways of cooling, such as water, shade and rest.

Heat Index	Risk Level	Protective Measures
Less than 91°F	Lower (Caution)	Basic heat safety and planning
91°F to 103°F	Moderate	Implement precautions and heighten awareness
103°F to 115°F	High	Additional precautions to protect workers
Greater than 115°F	Very High to Extreme	Triggers even more aggressive protective measures

Community Resources

La Maestra also collaborates with key community resources to coordinate for the health of our underserved populations:

- Public safety and security (fire department, law enforcement, emergency medical services)
- Public works (roads, bridges, transportation, sanitation, post office)
- Public Health (immunizations, food safety, animal safety, disease surveillance)
- Federally funded local response initiatives (Medical Reserve Corps, Community Emergency Response Teams)
- Utilities (energy, water, communications)
- Schools



Training and Exercises

WebEOC State Emergency Operations Exercise

Uses a web-enabled incident management system to share real-time information and request medical supplies.

Direct Relief

Training to request supplies that they will deploy in the event of an emergency.

X-24 Statewide Exercise

Uses social media and collaboration web tools to gather, coordinate, and share real-time information to help victims of emergency.

Golden Guardian Statewide Exercise

Prepares organizations for various emergency scenarios in surge planning.



Roles of Partners

- Provide equipment and supplies
- Provide preparedness information and resources
- Provide information and resources during and after emergency
- Assist with communication process for internal/external stakeholders
- Address needs of vulnerable populations (i.e. elderly, disabled)
- Treat acute injuries (hospitals, volunteer physician groups)
- Provide Shelter

Wildfires & Blackouts

October 2003 wildfires:

- Three fires burned 280,278 acres (80,000 burned within first 10 hours), damaged 2,820 buildings
- 56,000 people evacuated
- Evacuation sites, managed by American Red Cross, included Qualcomm Stadium (10,000 evacuees), schools, civic centers, and churches.



Evacuees form lines for food and water at Qualcomm Stadium.

Photo by CRISSY PASCUAL / Union-Tribune

September 8, 2011 - Great Blackout:

At 3:38 pm on a Thursday, widespread power outage began in Southern California, Arizona and north Mexico, lasting for 12 hours in San Diego.

- No info available for several hours - no phone, no internet, no one answering emergency radio system

The Wildfires and Blackouts taught us to be self-sufficient as well

Health Centers should plan to have **Power Generators**

- To continue services during and after a power outage
- Power outages are often unexpected and unpredictable
- Health Centers perform vital services; plan for 72 hours of fuel

The safety of patients is a priority, and generators ensure that those in need will be taken care of with little to no interruption.



Call Center

- La Maestra Call Center can be used specifically to help out in the event of a disaster
- Can provide interpreters in many different language combinations
- Call Center can provide Registered Nurses as a point of triage during emergencies

Text Messaging

- Originally used for appointment reminders, can notify for power outages, earthquakes, etc.
- Texts can target specific patient populations in real-time and send updates
- 2-way emergency preparedness communications can send surveys and collect data



Staff should be prepared to use a combination of communication tools

- Basic Telephone Systems
- Emergency Handheld Radios
- Cell Phones
- E-mail
- Social Media
- Paging/Intercom
- 2-Way Radios
- Text messaging
- Intranet/Web Posts
- Smartphone Apps

Community Engagement

Understand your community when planning to communicate with residents about potential emergencies and general public health information

- Communication with diverse populations depends on the availability of language services
- Constant communication helps to identify the range of languages spoken
- Face-to-face demonstration allows us to quickly address any misunderstandings.



Emergency Preparedness

Climate change is already producing record-breaking heat waves, bigger wildfires, worsening air quality, and affects water supplies and food prices.

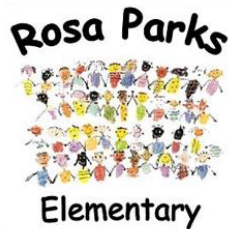
The Components of a Preparedness Plan are:

- Collaborative Preparedness Plans with partners
- Action Plans for specific types of Outreach
- Continuity of Operations Plan
- Sourcing and Storage of Equipment and Supplies
- Communication Plan for Internal and External Stakeholders
- Disaster/Emergency Response Team Roles
- Post-Event Response Evaluation Revision Procedures

Emergency Preparedness Partners in San Diego



Community Partners





Questions?

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