

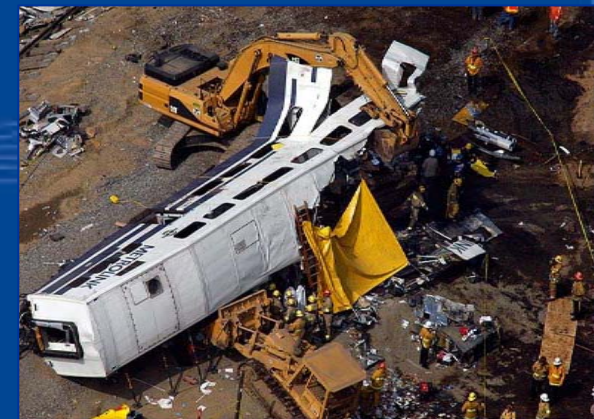
Providence Holy Cross Medical Center

2008 Metrolink Train Derailment

Presented by Melanie Ridgley RN, MICN, PCC

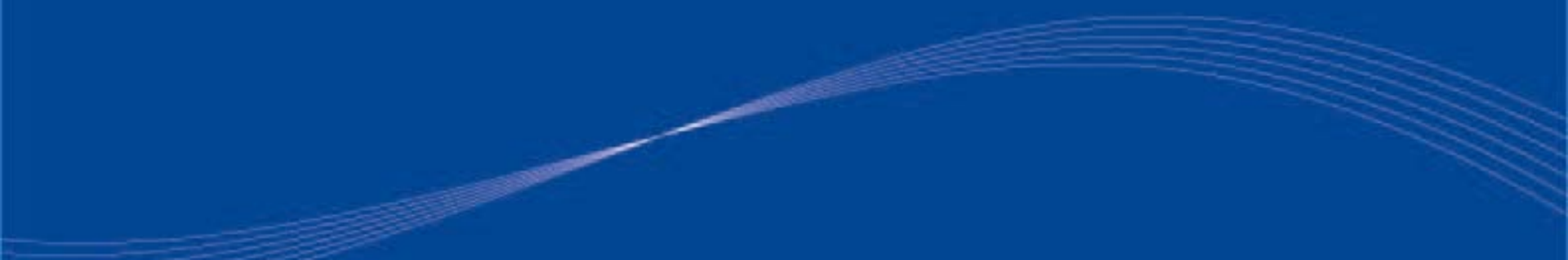
Missy Blackstock RN, ED Manager

Patricia Aidem – Public Information Officer

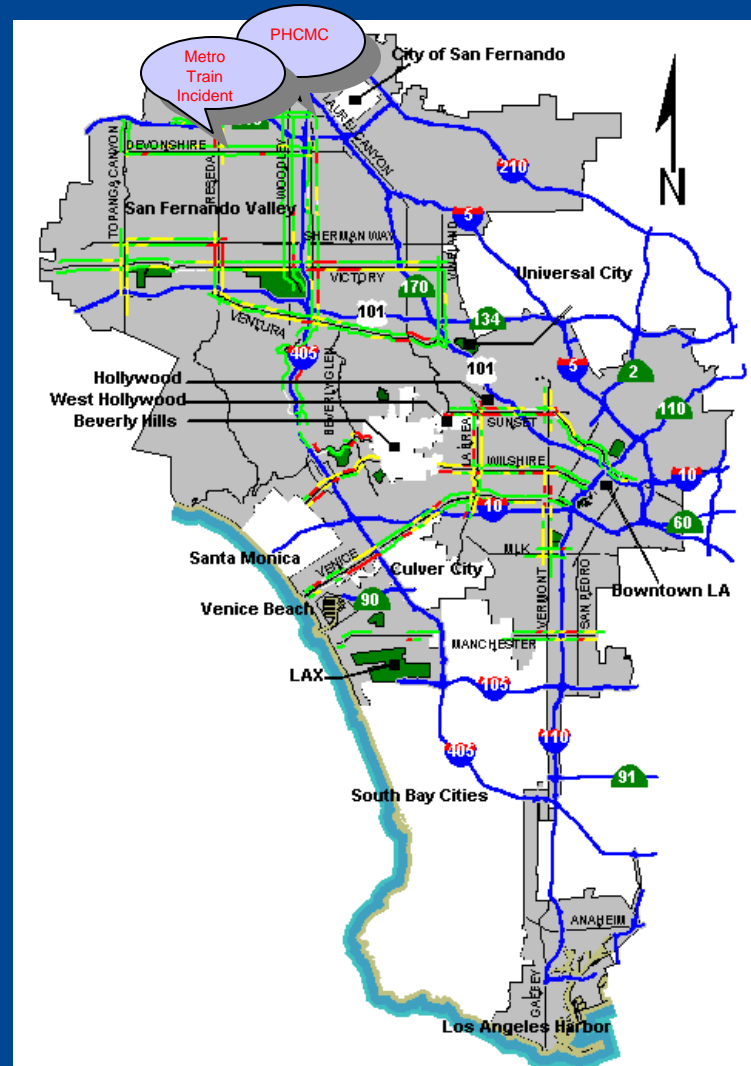


Introduction

On Friday, September 12, 2008, at approximately 4:23 p.m., a Union Pacific freight train collided head-on with a Metrolink commuter train in the city of Chatsworth in Los Angeles County. The accident occurred at a curved section of single track on the Metrolink Ventura County / LA County line.



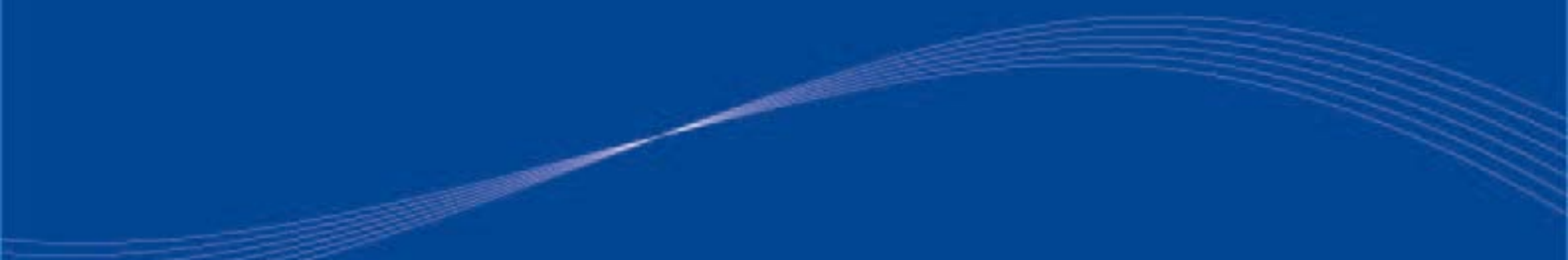
City of Los Angeles



Victims

- 220 individuals on board the trains
- 135 were injured
 - 85 of the injured transported to 13 hospitals
 - Approximately 46 were in critical condition
 - 2 self transported
 - 12 helicopters medevaced 40 patients using all 12 trauma centers in LA County
 - 25 deaths

Victims Continued

- Providence Holy Cross Medical Center (Level II trauma center)
 - Received 17 victims, 5 traumas, largest number of any facility.
 - Ranged in age from 17 years to 56 years
 - Variety of Injuries – minor to blunt head, traumatic chest and extremity trauma.
- 

Overview of Derailment Scene

Point of Impact

Tunnel Where Union Pacific Train Exited

Triage Area

Approximate Location of the Red Signal the Metrolink Train "Ran Through"



34°16'12.16" N 118°35'04.39" W

© 2008 Tele Atlas

elev. 10'4 ft

Oct 23, 2007

Eye alt.

2340 ft

Google

Re-enactment of Derailment

**View the Metrolink Locomotive Engineer Had of the Track
Approaching the Curve**



Re-Enactment of Derailment

**View the Union Pacific Locomotive Engineer Had – 4 Seconds from Crash
Trains Closing at Over 80 MPH Combined Speed**

**Approaching Metrolink
Train Entering Curve**



Re-enactment of Derailment

3 Seconds to Impact



Re-enactment of Derailment

2 Seconds to Impact



Re-enactment of Derailment

Impact – Combine Speed 80+ MPH



Derailment Aftermath

The Metrolink Locomotive “Telescoped” Into More Than 70% of the First Metrolink Passenger Car



Derailment Aftermath



Derailment Aftermath



Derailment Aftermath



Derailment Aftermath



Derailment Aftermath

**Inside of First Metrolink Passenger Car After
Metrolink Locomotive Was Removed**



Derailment Aftermath



Derailment Aftermath

Picture taken by plane flying over crash site



Derailment Aftermath

Picture taken by plane flying over crash site



Derailment Aftermath

Picture taken by plane flying over crash site



Providence Holy Cross Community

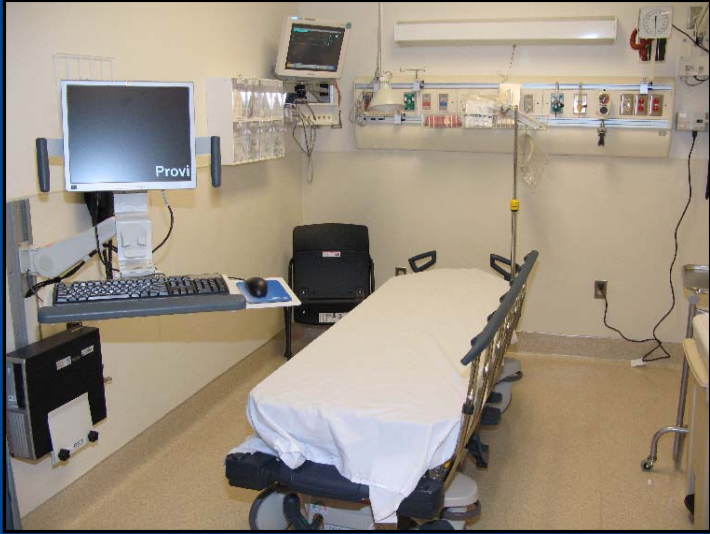
- An urbanized community in the northwest section of the city of Los Angeles.
- Estimated valley population of 1.8m
- Home of the San Fernando Mission
- Community Outreach
 - Santa Clarita Valley to the north
 - Porter Ranch to the west



Providence Holy Cross Community Relationships

- Mission Hills Neighborhood Disaster Committee
 - Public and private stakeholder collaboration
 - Police
 - Fire
 - Local Medical Offices
- MOU Agreements
 - Schools
- Vendor Contacts
 - Personal interaction
- Local government and business relationships
 - Know your leaders by name
- Great Working relationship with local media

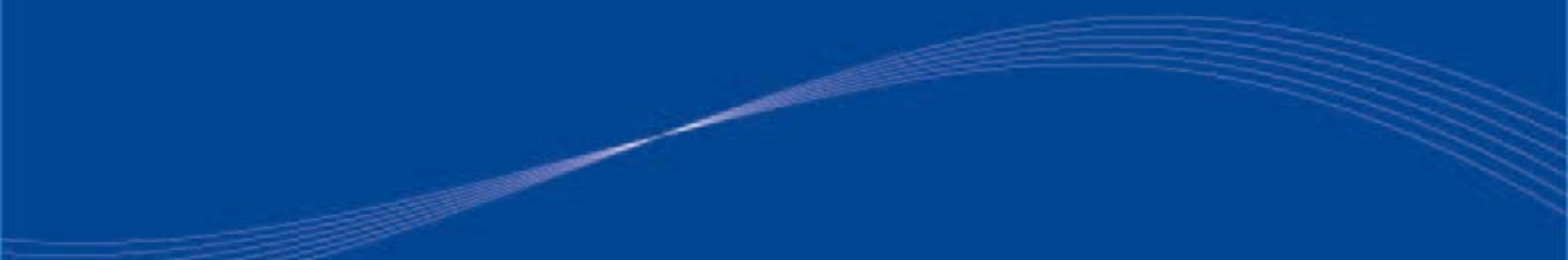
Providence Holy Cross Medical Center



- A 254-bed, not-for-profit facility, offering a full continuum of health services, from outpatient to inpatient to home health care. Providence Holy Cross operates one of the only round-the-clock trauma centers in the San Fernando Valley and surrounding communities of Los Angeles County.




Providence Holy Cross ED Stats - 2008

- Emergency Department – 61,646 Patients
 - Trauma Service – 1,502 Patients
 - Trauma System 25 years old in April 2009
 - 24,500 at PHCMC since 1984
 - Base Radio Runs – 13,763
- 

PHCMC Emergency Department

- Two Triage Rooms
 - Third triage space available as needed
- Emergency Department
 - Monitored beds - 25
 - Multi-room and single rooms
- EDX (Emergency Department Extension)
 - Monitored beds - 8

Providence Holy Cross Trauma & Burn Resource Center

- Goal #1
 - Plan, implement and coordinate activities to enhance surge capacity in trauma centers and the development of a trauma surge and burn capacity plan in coordination with other LA County trauma centers
 - Goal #2
 - Purchase, store and maintain equipment to ensure a constant state of readiness
- 

ReddiNet™

- ReddiNet carries critical data and communications for daily operations and crises including MCI's.
- ReddiNet utilizes versatile technology to deploy communication networks linking hospitals, Emergency Medical Services (EMS) agencies, first responders and public health officials.
- ReddiNet is extensively used in nearly 250 emergency response organizations throughout 17 California counties, including Los Angeles and Orange counties.

ReddiNet™ Victim List

- Developed after Glendale train collision
 - January 2005
- Viewed only by EMS and hospital personnel
- Indicates
 - Location of victim (Hospital only at this time)
 - Name
 - Age and sex
- Relies on each facility adding information
- Lessons learned
 - Tracking for 'walking wounded'
 - Awareness of personnel as a tool

Providence Holy Cross Medical Center

- Providence Holy Cross Response:
 - Notified of the crash via ReddiNet
 - Providence Holy Cross Medical personnel stated they could receive 6 immediate, 6 delayed, and 12 minor cases



Providence Holy Cross Medical Center

- Providence Holy Cross Response
 - In the Emergency Department:
 - The department was divided into two sections
 - One dedicated to caring for current patients and to receive non-event related patients
 - One set up to care for crash victims including traumas
 - Supplies were gathered and blood was ordered

Trauma Room



'Hallway'



'Meet & Greet at Ambulance Entrance'



Providence Holy Cross Medical Center

- Providence Holy Cross Response

- The Nursing Supervisor's Actions:

- Surgery was notified and elective surgeries were canceled to keep OR's available
- Patient discharges were hastened where appropriate to ensure bed availability
- The Administrator on Call was apprised of the situation
- The Marketing and Public Information staff were notified and asked to respond

Providence Holy Cross Medical Center

- Providence Holy Cross Response
 - Nursing Supervisor's Actions (con't):
 - The charge nurses were notified and asked to triage patients for possible transfer to a lower level of care
 - Spiritual Care and Clinical Social Work staff were notified and established a family care and waiting area
 - Staff Response:
 - On duty staff offered to stay; off duty staff call or arrived offering help
 - Trauma physicians and surgeons reported to the ED and offered support to staff on duty

Providence Holy Cross Medical Center

- Providence Holy Cross Response
 - The facility was locked down for access control
 - Security Officers visible in all critical areas
 - Public Information Officer (PIO) was stationed outside with the media

LA City Fire



LA County Fire



“Best of the Best”



Providence Holy Cross Medical Center

- Providence Holy Cross Response
 - Triage nurses met each arriving victim outside
 - Quick re-triage by fresh eyes
 - Immediately moved inside to waiting teams

The image shows a triage tag form for a patient, likely from a disaster response. The form is white with a pink border on the right side. At the top, it says 'Comments/Information'. Below that is a section for 'Patient's Name'. The form is divided into three main sections: 'RESPIRATIONS', 'PERFUSION', and 'MENTAL STATUS'. Each section has a radio button for 'Yes' and a checkbox for 'No'. The 'RESPIRATIONS' section has a 'R' next to 'Yes' and a 'P' next to 'No'. The 'PERFUSION' section has a 'P' next to '+ 2 Sec.' and a 'M' next to '- 2 Sec.'. The 'MENTAL STATUS' section has a 'M' next to 'Can Do' and a 'M' next to 'Can't Do'. Below these sections are several checkboxes for triage categories: 'Move the Walking Wounded' (MINOR), 'No Respirations After Head Tilt' (MORGUE), 'Respirations - Over 30' (IMMEDIATE), 'Perfusion - Capillary Refill Over 2 Seconds' (IMMEDIATE), 'Mental Status - Unable to Follow Simple Commands' (IMMEDIATE), and 'Otherwise' (DELAYED). There are also logos for 'USA' and 'EVID'. At the bottom, there is a 'PERSONAL INFORMATION' section with fields for NAME, ADDRESS, CITY, ST, ZIP, PHONE, COMMENTS, and RELIGIOUS PREF. Below the personal information section are two 'MORGUE' labels: 'Pulseless/ Non-Breathing' and 'Pulseless/ Non-Breathing'. At the very bottom are two 'IMMEDIATE' labels: 'Life Threatening Injury' and 'Life Threatening Injury'. A vertical pink label on the right side of the form reads 'CONTAMINATED'. The form is placed on a wooden surface.

Providence Holy Cross Medical Center

- Spiritual Care and Clinical Social Workers met all arriving families and escorted them away from the ED
 - Gathered relevant medical information for ED team
 - Supported reunification
- Arriving family members taken to a private conference room

Lessons From the Metrolink Disaster

- Mass Casualty Incident Conclusion:
 - All victims brought to PHCMC arrived within 3 hours of the incident and all survived
 - Most seriously injured victim was very alert and talking upon arrival
 - Delay in arrival to medical Center was due to aggressive rescue activities
 - In many cases deceased had to be removed to get to living victims
 - Victims were triaged in order rescued
 - Trauma Surgeon on site may increase victim survival

Lessons From the Metrolink Disaster

● Opportunities for Improvement

○ Initiate Code Triage

- Code Triage was never paged
- Ill-prepared for long-term sustainment of incident

○ On scene patient identification

○ Multi-MCI victim tracking

○ Treat every victim as a trauma case

○ Anticipate need for increased operator assistance


○ Anticipate a dedicated line for family inquiries

Lessons From the Metrolink Disaster

- Successes:
 - ED and ICU– patients triaged to lower level of care
 - House Supervisor and Trauma MD collaboration
 - 50/50 ED-Trauma split
 - Patient tracking
 - CT Scan Triage and Tracking
 - ReddiNet victim list



Lessons From the Metrolink Disaster

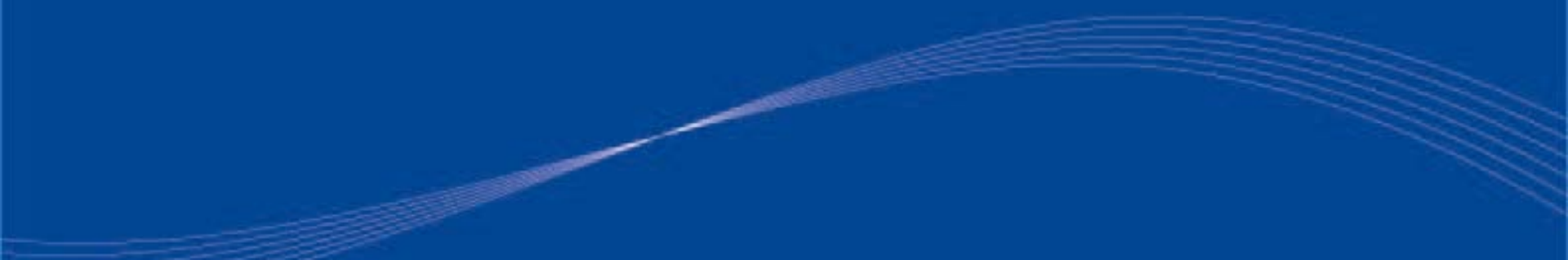
- ED remained open to the community
 - Secure ED entrance
 - Hospital locked down for access control
 - Attorneys may have been in family groups misstating who they were?!?
 - Most online information to incident is now linked to attorney offices.
 - Support for families
 - Family unification
 - Media management
- 

Lessons From the Metrolink Disaster

“This is a great team which responds to emergencies as a “well oiled” machine. I am so very proud of their critical thinking and actions.”

Betty Newsom
Chief Nursing Officer
PHCMC

Public Information Officer

- The Metrolink collision – my first disaster as PIO
 - Los Angeles – TV & Radio Stations Plentiful
 - Medical Care & Patient Privacy are priority
 - Disseminating information to press is important service to the community we serve.
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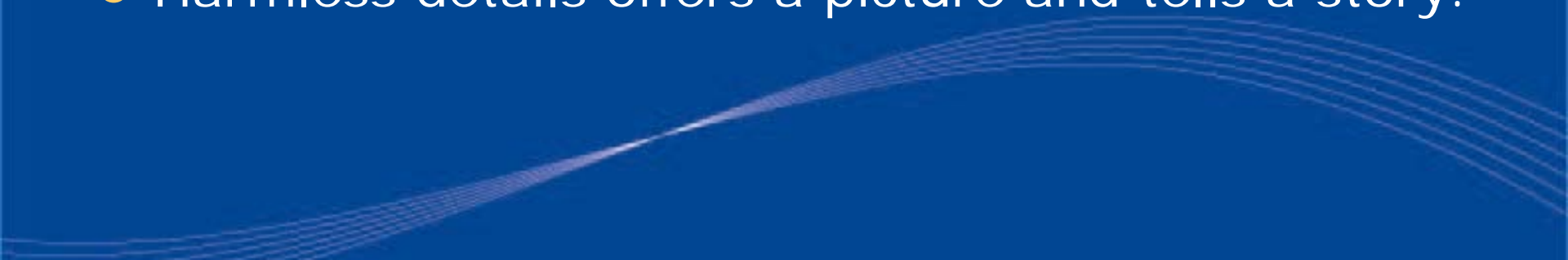
Public Information Officer

- Deep understanding of what reporters need
- Partner with media to benefit both
 - Provide as much information as possible without violating privacy rights.
- Identify a Media base of operations
- Worked closely with security
 - Ensure that no reporters or photographers entered the facility.

The Media Arrived

- Within an hour of collision:
 - Ten TV trucks
 - Two radio stations
 - At least a dozen reporters and photographers
 - Newspapers
 - Major wire services
 - There were satellite trucks in the parking lot long before the victims arrived

Initial Media Information

- Initially, we could offer the press little more than number of victims, their conditions and range of injuries.
 - Age range, gender breakdown, the general scene in the ED.
 - Craft quotes from someone inside, a nurse, a physician, someone from the Lab.
 - Harmless details offers a picture and tells a story.
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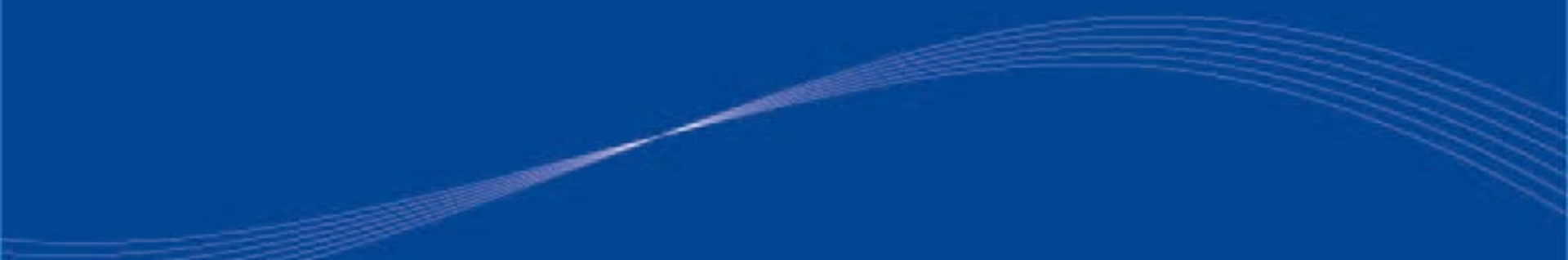
PIO Duties

- At the start, I handled broadcast interviews
 - Offered as much detail as possible
- After things settled down
 - Arrange periodic interviews with ED Physicians
 - Over next two days further press conferences, one that included the mayor.
 - Two day blood drive – extremely successful
- The key is to provide as much actual information as possible – without violating anyone's privacy.

Disaster News Coverage

- Loved ones involved craved information
- General public wants to know scope of injury and destruction
- News Reporting – important documentation of history
- Solid coverage was good for:
 - Providence Holy Cross Medical Center
 - Emergency personnel

Patient Interviews

- Gently ask those patients who are stable if they would be willing to speak with the media.
 - Assure them that they are under no obligation.
 - Family members often more than willing to talk.
- 

PIO Lessons Learned

- Lessons Learned:
 - The PIO function is critical
 - Hourly press conferences
 - View of ED or victim arrival area
 - Support staff for PIO
 - Signage/Directions for Media
 - Parking
 - Restrooms/Telephones
 - Security
 - Attorneys may infiltrate family groups misstating who they were?!?

Never Forget!

Officials say at least 25 dead and 135 injured.



of all 25 identified fatalities »

dated Sept. 15, 2008 at 2:20 p.m.

Reader tributes



Our family is in Seattle when we got this terrible news. Atul and his brother Aseem was my son Ajay's classmate in Vista Elementary School as well

Questions?

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