

A TALE OF A TWISTER AND A COMMUNITY'S RESPONSE SMITHVILLE, MS



Voices of Experience: Recovering After Disaster

May 22, 2014

Marilyn Sumerford, M.S.

Executive Director



3:45 p.m. April 27, 2011

A deadly EF-5 tornado touched down at the south end of Smithville, MS (Pop.850)



**The tornado traveled
northward on Hwy.
25 leaving a half-
mile path of carnage
and destruction. In
less than 30 seconds
Smithville was
GONE...**



**16 Killed
80 – 100 Injured**



127 Homes

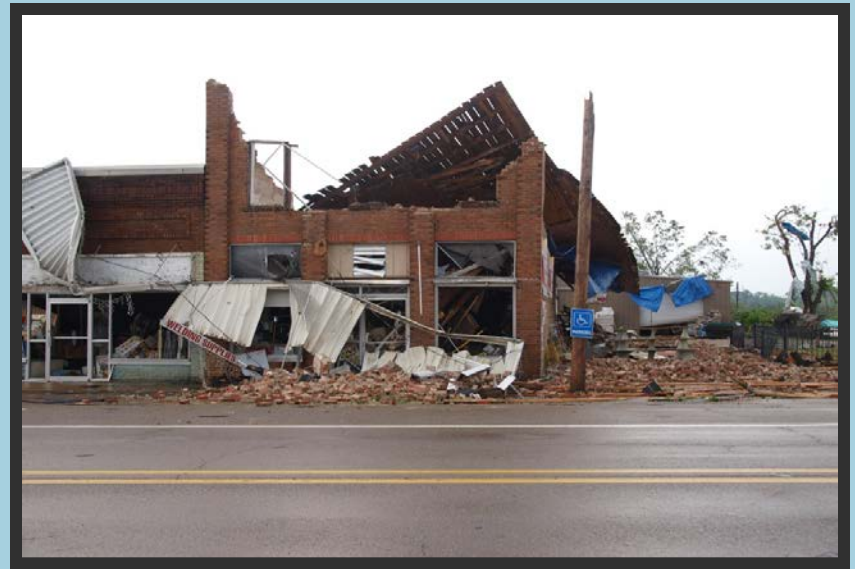


Completely Destroyed



60 Homes with Major Damage
Over 100 more affected

19 of 20 businesses were destroyed



Town Hall, Post Office, Bank & School



Four of Five Churches – Gone!



Our new reality...Curfew, command, rescue, recovery



Smithville Medical Clinic (Before)

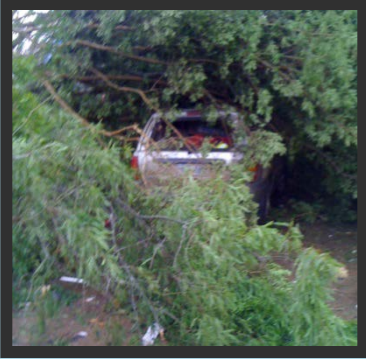


Smithville Medical Clinic (After)

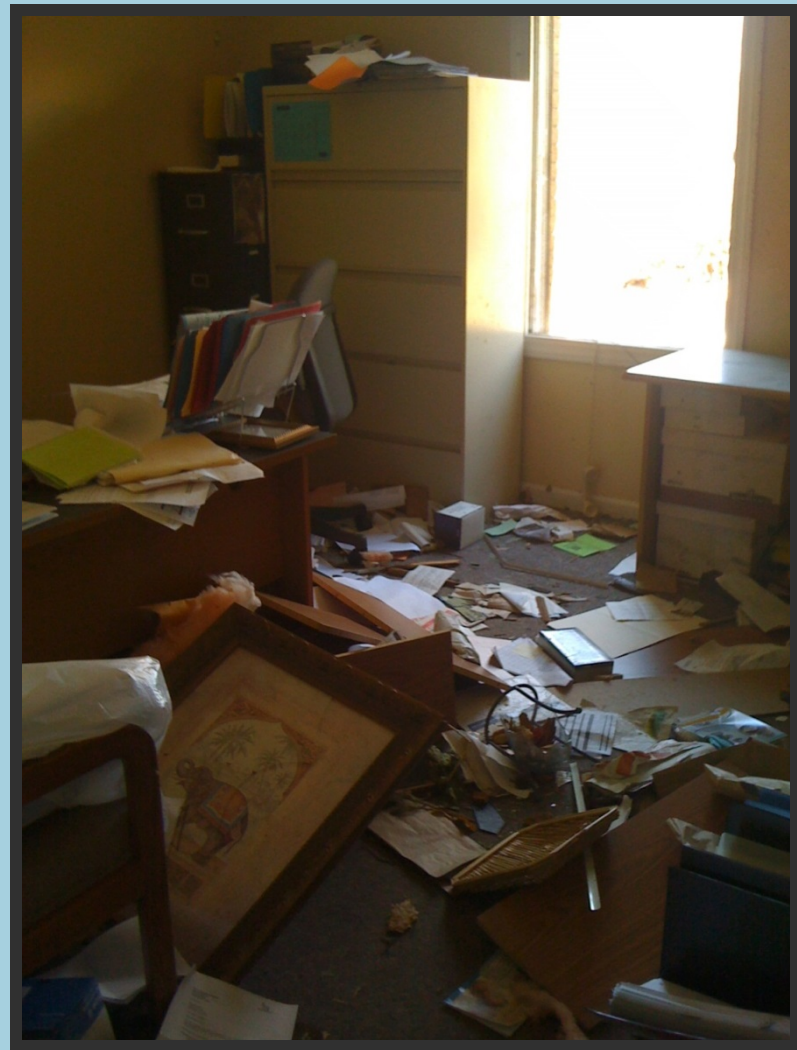


Approximately 30 people (staff, patients, couriers, and drug reps) were in Access facilities when the tornado hit and there were no injuries

Employee Parking



Clinic Interior (After)



**Stepping out of the clinic door –
all houses were gone**



Doctors and Nurses Responded in Neighborhoods



Initial Command Center





**Waiting During Search and
Rescue/Recovery**

Help Arrives!



Restoration of Medical Services in Smithville

- ▣ Smithville staff deployed to Tremont and Tupelo Clinics
- ▣ Mobile Unit
- ▣ Modular Unit
- ▣ Planning
- ▣ Construction (Began June 2013 - Dedication of new clinic June 1, 2014)



Mobile Unit

Under agreement
from
Coastal Family
Health Services

Opened May 10



Modular Unit

3,800 square feet with 7 exam rooms



(Received grant from AmeriCares for lease)

Opened June 15, 2011

Lessons Learned

Financial

- **Maintain cash reserves adequate for an emergency**
- **Diversify revenue stream as much as possible**
- **“Don’t put all of your eggs in one basket”**
- **Reach out to relief organizations**
- **Review your insurance policies with your agent and understand your coverage**
- **Eliminate as much paper as possible in your daily operations**
- **Keep inventory of all equipment (even if not capitalized)**

- **Incorporate the Incident Command System**
- **Conduct table top drills with administrative staff, providers, and clinical staff and try to imagine possible scenarios**
- **Review PIN 2007-16 FTCA Coverage in Emergencies**
- **Review FEMA Public Assistance publications**
- **Designate a Relief Coordinator**
- **Have shirts with logos in addition to badges for all employees (needed for access)**
- **Plan, plan, plan for storage**
- **Have written agreements in place for mobile clinics**
- **Evaluate resources for patient medications**

Lessons Learned

Emergency Planning

Lessons Learned

Emergency Planning (continued)

- **Keep phone #'s current for suppliers of modular units, and storage units**
- **Protect servers and computer equipment from rain (drip pans), and flooding (racks and platforms)**
- **Have agreements in place with state health department to dispense tetanus and other vaccines**
- **Get to know your local Red Cross organizations and determine how you will work with them before a disaster**
- **Incorporate safe rooms into construction or purchase safe rooms for use by staff and patients**
- **Include portable stretchers with emergency supplies.**

Lessons Learned

Emergency Response

- **Reach out to national and state associations for assistance (NACHC, MPHCA)**
- **Keep all staff working (if possible)**
- **Develop a contingency plan for staff when a clinic cannot be occupied**
- **Utilize all available resources to keep patients informed (website, answering service, appointment reminder calls, Facebook, Twitter)**
- **Manually log staff and volunteer time if time system is not operational**
- **Keep inventory of all supplies used for disaster response**
- **Recognize signs of post-traumatic stress in staff and offer help**

Lessons Learned Emergency Response

- ▣ **Take photographs to document your story**
- ▣ **It is OK to say no – only accept supplies and assistance that you need.**
- ▣ **Be Resilient!!**



Education



Safety/Sports



Recreation



Faith

The road to recovery...

Housing



Business

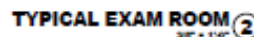


Government



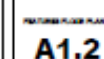
The New Smithville Clinic

feet)



FEATURES FLOOR PLAN 1
12,270 SQ. FT. 3 1/2" x 5 1/2"

- [illegible]



Construction Budget

HRSA Capital Development/Building Capacity Grant	\$1,600,000
Insurance Proceeds	\$670,114
FEMA Public Assistance (estimate)	\$393,811
Total received: \$1,185.03	
FEMA Mitigation Grant	\$200,730
Donations	\$35,100
Total Estimated Project Budget	\$2,899,755



Clinic Interior

Clinic Interior



Life goes on in Tornado Alley



Never Forget...





The Planning Process is More Important than the Plan Itself!!

Photography courtesy of Tom Carroll (carrollsports.com)