Disaster Healthcare Volunteers

DHV Journal

Informing healthcare volunteers about emergency medical response efforts in California

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Message from Patrick Lynch

Manager, Response Personnel Unit

Emergency Medical Services Authority (EMSA) staff and its many partners across the state just concluded two very intense months in which we conducted two of our most ambitious full-scale exercises in recent years. “Hands Across the Bay,” in May and the Golden Guardian 2012 Exercise in June enabled us to mobilize, train and exercise our healthcare volunteers as well as exercise the state’s multi-tiered Mobile Medical Assets Program. These successful exercises were made possible by the enthusiastic participation of hundreds of volunteers and leadership from our key partners throughout the state.

The Response Personnel Unit at EMSA is continuing to work on a number of important projects to additionally strengthen our systems and build our collective capacity to respond to future disasters. While we continue to be hopeful that a strengthening economy can help ease our travel restrictions and enable us to connect more personally with our statewide partners and stakeholders, we recognize that budget restraints will require us to find creative ways to maintain the strength of our partnerships.

In the interim, we are excited to hear about the many disaster training events and exercises that are happening in communities across the state. A recent two day DHV/MRC exercise in Ventura County involved several counties and yielded excellent guidance for the staffing of field treatment sites. Additionally, Los Angeles County DHV and MRC staff conducted an exercise in early June in which volunteer healthcare professionals were deployed to local hospitals.

It is also exciting to see that our total registration on the DHV system has now jumped to more than 18,000 medical and healthcare professionals. Thanks to your recruitment efforts California continues to add more than 130 new registrants each month.

The Response Personnel Unit, (RPU), released the second draft of the Disaster Healthcare Volunteers Deployment Operations Manual, (DOM), in April and we will be reviewing the possibility of new revisions that result from our experience with the "Hands Across the Bay" Mutual Aid Training and Exercise event held in May. The revised draft incorporates the numerous suggestions and recommendations of a diverse stakeholders' group, many of whom met at EMSA headquarters last year to test, review, and comment on the DOM. This operations manual is designed as a working guide for DHV System Administrators, MRC Unit System Administrators and other key medical/health emergency managers, such as the Medical Health Operational Area Coordinators, (MHOACs), to assist them when deploying DHV volunteers across county lines.

"Hands Across the Bay" was held May 4 and 5, 2012. It involved the use of the DHV Deployment Operations Manual (DOM) in actually deploying DHV/MRC volunteers to a two day training and exercise event. Thanks to our partners in the City of Oakland the event was held in the Oakland Coliseum. EMSA worked on this ambitious project in conjunction with several San Francisco Bay Area MRC Units (Oakland MRC, Marin County MRC, Fremont MRC, San Mateo Coast Side MRC, Santa Cruz MRC), the Medical Reserve Corps of Los Angeles, the Los Angeles County Surge Unit, and Alameda County DHV Unit. We also were fortunate to have the MHOACs from Alameda County, (Jim Morrissey), and Marin County, (Miles Julihn), assist us with the event.

More than 200 healthcare volunteers participated as we tested the guidance in the DOM by "deploying" volunteers to a mutual aid assignment for a simulated earthquake on the notorious Hayward Fault. We also were able to exercise and train the participating volunteers in three potential assignments for which they could be tasked during an emergency; a Patient Triage site, a Patient Treatment site and a disaster responder Rehabilitation site.

Additionally, RPU staff is continuing its work on a Disaster Healthcare Volunteers "Volunteer Handbook." This document will provide useful information about deploying in response to a mutual aid request. The handbook will include checklists for 'questions to ask' as well as 'what to take' and 'what to expect.' We think this new manual will benefit all DHV volunteers by helping them be better prepared for deployments.

I want to salute you and the many thousands of our healthcare volunteers for your generous donations of volunteer time, talent, and efforts. You are a critical resource as California prepares for and responds to future disasters. As medical and healthcare professionals, we are acutely aware that major disasters can immediately overwhelm our critical life-saving systems and services. Your volunteer assistance and professional skills will help assure a successful response.

Sincerely, Pat Lynch, RN
Manager, Response Personnel Unit

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"Hands Across the Bay"

DHV Deployment Training and Exercise

On May 4th and 5th more than 200 healthcare professionals reported to the O.Co Coliseum in Oakland, California following a simulated "massive M7.0 earthquake that struck along the Hayward Fault" on the eastern side of the San Francisco Bay. With the scenario showing three hospitals closed and major damage reported to other hospitals and care facilities in the area, there was an immediate, critical need for more healthcare professionals to provide care for those who had been injured in the earthquake.

The Bay Area is fortunate to have ten active Medical Reserve Corps (MRC) Units that were able to answer the call from emergency officials. Rapid communications with this many validly licensed and credentialed healthcare professionals in the midst of chaos would have been impossible without use of the Disaster Healthcare Volunteers (DHV) Program. Alameda County deployed a contingent of DHV volunteers led by Cynthia Frankel. Additionally, DHV and MRC volunteers from Los Angeles County were led by Sandra Shields from LA Surge and Jee Kim from Los Angeles MRC.

Close cooperation between EMSA and all of the healthcare and emergency officials in the counties in the Bay Area enables us to mount a significant response to medical and healthcare needs that might result from an earthquake or other major incidents. Jim Morrissey of Alameda County and Miles Julihn of Marin County participated as Bay Area county Medical Health Operational Area Coordinators (MHOACs). Additional involvement and support came from the Sacramento Regional MRC led by Lyn Pesely and they were the moulage artists for the exercise.

A federal grant funded this full scale event that was designed to test the functionality of the new DHV Deployment Operations Manual (DOM) to deploy professional health care volunteers across county lines. This Homeland Security Exercise and Evaluation Program -compliant exercise enabled EMSA and the Medical Reserve Corps leadership of the Bay Area to join together to host the two-day training and exercise event. The newly revised edition of the DOM was released in April, 2012 to all DHV/MRC System Administrators and DHV Stakeholders and partners for their review and consideration.

The MRC Leadership Committee was led by Chris Burgardt, Fremont MRC. The other MRC Coordinators working with EMSA to steer the planning for this event were Cathy Eide, Oakland MRC; Brian Waterbury, Marin MRC; and Dr. Michael Klass and Carol Masterson, San Mateo County / Coastside MRC. The overall planning for the project was supported by the Project Advisory Group that includes 22 representatives from DHVs and MRCs across the state as well as key leaders and stakeholders from county, regional and state organizations.

The Evaluation Team members for the event were: Bill Campbell, EMSA; Jee Kim, Los Angeles MRC; Sandra Shields, LA Surge Unit; Juan Perez, CalEMA; Drew Hammond, CalEMA; Kevin Rose, San Mateo County; Phil Cook, San Joaquin County; Steve Johnston, Ventura County; and Britta Barton and Martin Baxter, Riverside County.

Friday training sessions included “Treatment in Austere Medical Conditions,” “Medical Unit Organization and Response,” “Disaster Mental Health,” “Urban Search and Rescue (USAR) Medical Operations,” “Wound Treatment,” and a review and exercise of the “UASI Medical Cache Unit.” The instructor faculty included Brian Waterbury of Marin MRC, Chris Burgardt of Fremont MRC, Cathey Eide of Oakland MRC, Dr. Michael Klass of San Mateo County/Coastside MRC, Carol Masterson of San Mateo County/Coastside MRC, Barbara Morita of Alameda, Richard Eisner of Oakland, Dave Lipin of Santa Clara, Dr. Nancy Haugen of Marin, Ben Ho of Alameda and David McPartland of Alameda.

The event included more than 200 participants and supporters from MRC Units and counties throughout the state

Oakland MRC
Alameda County DHV
Napa County MRC
San Mateo/Coastside MRC
Sacramento Regional MRC
Los Angeles County Surge Unit
Riverside County EMS Agency
San Francisco County EMS Agency
Marin County MRC
Cupertino MRC
Fremont MRC
Santa Cruz MRC
Saratoga MRC
San Joaquin County EMS Agency
Los Angeles MRC
Ventura County EMS Agency

"This two-day exercise provided an excellent opportunity to engage our DHV and MRC units throughout the Bay Area in training and actions that they may well utilize in a future disaster response. We are pleased with the very active participation of our partners in the Bay Area and those who travelled from as far away as Southern California to join us in this effort." said Lisa Schoenthal, Chief of EMSA's Disaster Medical Services Division.

The exercise demonstrated that EMSA, working in continued collaboration with the California Department of Public Health and local medical and healthcare leaders, has the ability to mobilize the energies of a large contingent of volunteer healthcare professionals during future healthcare emergencies and disasters in California. We also learned that the DHV System and our Deployment Operations Manual are useful tools in mobilizing our healthcare volunteers. In the coming weeks, the Response Personnel Unit will be making adjustments to our deployment guide based upon the input we have received from our partners and stakeholders. Our sincere thanks go out to all who participated in the Hands Across the Bay Disaster Training and Exercise. Disaster Healthcare Volunteers and Medical Reserve Corps Units will be enabled to respond more quickly and effectively to future disasters as a result of this important event.

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Golden Guardian 2012 Disaster Medical Response Exercise

By June Iljana, EMSA

Two days after a massive earthquake devastated his Southern California community, an earthquake victim is found in the rubble. He's badly injured. The earthquake has collapsed the nearest hospital and roads to the next closest hospital remain impassable. The only other medical facility in the region is overrun by earthquake victims.

The federally-funded exercise, which was part of the California Emergency Management Agency's annual Golden Guardian readiness program, is an integral part of EMSA's grant-supported preparedness activities. This year's objective was to validate the plan to respond to a 7.8 earthquake on the southern San Andreas Fault that runs through the most populated areas of Southern California.

"Although we plan and practice disaster response on paper, there is no substitute for putting people and equipment in action

in a plausible scenario to ensure readiness," said Dr. Howard Backer, EMSA Director.

Within 48-hours of the simulated earthquake, a 50-bed section of one of California's three 200-bed mobile field hospitals was delivered to the affected area and set up in a large parking lot. It was staffed by a 55-member California specialized medical assistance team consisting of hospital administrators and medical personnel from Scripps, Tenet Healthcare and Stanford Health Systems. In addition, the exercise featured a mission support team and a five-vehicle ambulance strike team from American Medical Response with a disaster medical support unit.

"The goal of the exercise was to evaluate integration of state disaster medical resources and practice how the different organizations and resources coordinate to provide medical response to save lives and minimize suffering," Dr. Backer said.

It takes 72 hours for the hospital to be fully operational, but within just two days the lights and water are on, basic equipment and supplies are available and the facility is staffed with doctors, nurses, anesthesiologists, x-ray technicians, pharmacists and administrators ready to begin treating patients.

"With budget cuts throughout government in recent years, training opportunities have been scaled back," explained Daniel R. Smiley, EMSA Chief Deputy Director. "The state and the federal government have made significant investments over the past decade in California's preparedness. We've spent money for planning, personnel and equipment but to maintain the usefulness of those human and physical resources we must train with them."

This was the third exercise involving the mobile field hospitals since they were purchased in 2006. They were first deployed for the Rough and Ready Exercise in August 2007 at Joint Forces Training Base in Los Alamitos. The following year, they were used in the Golden Guardian Exercise at March Air Reserve Base in Riverside.

The exercise was managed by EMSA's Disaster Medical Services Division, led by Division Chief Lisa Schoenthal. Lee Sapaden and Bill Campbell coordinated the participants and logistics with Sac State, while Ron Alves of Alves & Associates designed and coordinated the exercise scenarios and execution. The mobile field hospital is maintained and deployed by vendor, BLU-MED Response Systems.

"I want to thank the public and private partners who joined us this week to make the exercise a success," said Ms. Schoenthal. "We experienced the culmination of over twenty strong partners working together to prepare California for the next major disaster."

This exercise was particularly important because California will face new disasters in the future and we need to be ready to respond. It's just a matter of time.

MRC Corner: BLS Backpacks

By: Sheila Martin, California Medical Reserve Corps Coordinator

Direct Relief International (DRI) is a group that originated with the need for postwar refugee assistance in Eastern Europe and Greece in the late 1940's. DRI has consistently responded with targeted medical aid following major emergencies since the 1970 Peru earthquake. Today, DRI provides appropriate and specifically requested medical resources to community-based institutions and organizations in more than 70 countries, including the United States. Since 2000, DRI has provided more than $1.4 billion in direct aid through medical material assistance and targeted cash grants serving people in need worldwide.

In 2009, at the EMS Authority's May MRC Training Summit, DRI made a presentation regarding a backpack partnership with the EMS Authority. DRI offered to provide basic life support (BLS) backpacks with bandages and support supplies for a mass casualty Incident to units that had their MRC members registered in the DHV System. The EMS Authority and DRI are pleased to announce that as of December 2011 over **1200 MRC Backpacks** have been provided to California MRC units.

DRI was successful in finding sponsors for these backpacks, including FedEx who sponsored the lion's-share of the cost. Their generosity is recognized on the backpacks.

The EMS Authority would like to thank DRI for their continued efforts to pursue sponsorships for these backpacks and to supply those MRC Units who participated in the 2009 offer. Please join us in recognizing DRI's tremendous efforts for California's MRC Units.

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Calendar of Coming Events

- **Quarterly DHV Drills**
- **September is National Preparedness Month**
- **October 15-17 Disaster Planning for CA Hospitals**
- **October is the Great Shake Out**
- **November is the State Med/Health Exercise**

January February March April May June July August September October November December

Quarterly DHV Drills:

On June 13, 2012, EMSA held a quarterly DHV drill for DHV System Administrators throughout the state. The purpose of the drill was to evaluate the use of the DHV system by DHV System Administrators with performing message functions to all registered volunteers within their unit, creating and exporting reports within the DHV system, ensuring that volunteer information is current and accurate, and having volunteers respond to a message using response options. The drill was held over a 24-hour period. 39 units including Medical Reserve Corps units participated in the drill and 10,741 volunteers were contacted. 59% of System Administrators submitted their reports within the requested time period and 36% of volunteers responded to the message. Only about 10% of the contacted volunteers actually logged into the system to update their information. Participation in these drills is important to better prepare for response to an actual emergency situation. The next Quarterly Drill will be in September. The Next User Group Meeting will be September 12th (For DHV/MRC System Administrators Only).

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September is National Preparedness Month

www.ready.gov

FEMA reminds us we can start our preparedness by taking these simple steps:

- ✓ Be informed. Know the hazards and risks in your area. And learn what you need to do to get ready for them.
- ✓ Make a family emergency plan, so you know how you would communicate with and find your loved ones if a disaster hit. For example, think about how you would reach your kids at school or your spouse at work. If you had to evacuate, where would you go. Thinking this through in advance will make a big difference.
- ✓ Build an emergency supply kit – both at home and in the car – that includes water, food and first aid supplies to help you survive if you lose power or get stranded in your car. This is especially important for dealing with icy roads and snowstorms this winter.
- Get Involved - Be an advocate and educator for safety and emergency preparedness within your community. Contact your local Citizen Corps.

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Disaster Planning for California Hospitals

October 15–17, 2012, Sacramento, CA

CALIFORNIA HOSPITAL ASSOCIATION
Providing Leadership in Health Policy and Advocacy

Be front and center at the only disaster planning conference targeted to California hospitals. Act now to become a sponsor or exhibitor and make your company visible to hospital emergency preparedness coordinators and disaster planning teams, along with key state and federal officials. The 7th annual Disaster Planning for California Hospital conference will be held at the Sacramento Convention Center and Hyatt Regency Sacramento at Capitol Park located in the heart of downtown Sacramento.

www.calhospital.org/sponsor-opportunity/disaster-planning-california-hospitals

The Great California Shake Out, October 18, 2012

You are invited to join millions of people who will Drop, Cover, and Hold On - October 18th at 10:18 a.m.* in the 2012 Great California ShakeOut! More than 12.5 million people were registered to participate in ShakeOut drills worldwide in 2011. Participating is a great way for your family or organization to become better prepared to survive and recover quickly from big earthquakes.

www.shakeout.org/california

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2012 Statewide Medical and Health Exercise

The California Department of Public Health (CDPH) and the Emergency Medical Services Authority (EMSA) are pleased to present the 2012 Statewide Medical and Health Training and Exercise program. This year's exercise will focus on the Homeland Security Target Capabilities of Communications, Information/Intelligence Sharing and Dissemination, Medical Surge and Emergency Operations Center Management, and the exercise scenario is a loss of power due to earthquake.

A workgroup comprised of representatives from CDPH, EMSA, the California Emergency Management Agency (Cal EMA), California Hospital Association (CHA), California Primary Care Association (CPCA), California Association of Health Facilities (CAHF), representatives from Local Health Departments (LHD), Local Emergency Medical Services Agencies (LEMSA), and Regional Disaster Medical Health Specialists (RDMHS) has developed a four phased Statewide Medical and Health Training and Exercise program. Exercise tools for each phase have been developed to guide local exercise planners through the process of developing, planning and conducting the exercise program for their organization/jurisdiction.

http://www.californiamedicalhealthexercise.com/

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Mission Support Teams (MST)

By: Michael Frenn, Disaster Medical Specialist

The California Emergency Medical Services Authority (EMSA) is the lead agency for the coordination of the State's medical disaster response. In order for EMSA to fully meet its emergency medical responsibilities in California, the agency has developed several critical Mobile Medical Assets that can be deployed in response to a wide range of medical emergencies. These assets include Ambulance Strike Teams (AST), Disaster Medical Support Units (DMSU), California Medical Assistance Teams (CAL-MATs), Disaster Healthcare Volunteers (DHV), Mobile Field Hospitals (MFH) and Mission Support Teams (MST). EMSA's response is included in the California Disaster Medical Response Plan and the California Public Health and Medical Emergency Operations Manual (EOM).

It is likely that when such assets are deployed during an emergency it can be necessary to have a leadership team to accompany the asset(s) and assist receiving emergency managers in their deployment. For this purpose, EMSA has established plans to utilize "Mission Support Teams" (MST) to provide the management and logistical support necessary to support the deployment of EMSA's mobile medical assets. Deployments of MST would, of course, always be done in accordance with Standardized Emergency Management System (SEMS) guidelines. The MST structure adheres to Incident Command System protocol, utilizing Command Staff, and Sections Chiefs for Operations, Logistics, Planning/Intelligence and Finance/Administration. The type and size of a Mission Support Team is designed to be scalable based upon the size and nature of the event.

To date more than 100 people have completed the Basic MST Training course. These personnel have come from local emergency response agencies. Twelve people completed the newly developed Intermediate Training for MST members in January this year. Current plans are to present additional

Intermediate Course offerings later this year. EMSA expects to significantly increase its cadre of trained personnel. When disaster strikes, it will be important to have a large enough pool of people to draw from to meet the extraordinary needs that can result from a major event. People who are interested in more information about MST Training can contact michael.frenn@emsa.ca.gov.

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What are ESAR-VHP and DHV?

The Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) is a federal program created to support states and territories in establishing standardized volunteer registration programs for disasters and public health and medical emergencies.

Disaster Healthcare Volunteers (DHV), California's ESAR-VHP program administered at the state level, verifies health professionals' identification and credentials so that they can respond more quickly when disaster strikes. By registering through ESAR-VHP, volunteers' identities, licenses, credentials and accreditations are verified in advance, saving valuable time in emergency situations.

Why do we need ESAR-VHP?

In the wake of disasters and public health and medical emergencies, many of our nation's health professionals are eager and willing to volunteer their services. And in these times of crisis; hospitals, clinics, and temporary shelters are dependent upon the services of health professional volunteers. However, on such short notice, taking advantage of volunteers' time and capabilities presents a major challenge to hospital, public health, and emergency response officials. For example, immediately after the attacks on September 11, 2001, tens of thousands of people traveled to ground zero in New York City to volunteer and provide medical assistance. In most cases, authorities were unable to distinguish those who were qualified from those who were not - no matter how well intentioned.

There are significant problems associated with registering and verifying the credentials of health professional volunteers immediately following major disasters or emergencies. Specifically, hospitals and other facilities may be unable to verify basic licensing or credentialing information, including training, skills, competencies, and employment. Further, the loss of telecommunications may prevent contact with sources that provide credential or privilege information. The goal of the ESAR-VHP program is to eliminate a number of the problems that arise when mobilizing health professional volunteers in an emergency response.

Disaster Healthcare Volunteers (DHV)

In accordance with federal mandate, California has developed the Disaster Healthcare Volunteers (DHV) Program to facilitate and manage the registration, credentialing, and deployment of volunteer healthcare professionals (VHPs) in California. DHV uses a software system for the management of volunteers, including the registration, notification, communication, and credentialing needs associated with volunteer management. The DHV Program is the single source system operated and administered by local, regional and state, public health and emergency medical services agencies. .

DHV is administered by all system stakeholders and maintained by California Emergency Medical Services Authority in a partnership with the California Department of Public Health. DHV volunteers include healthcare professionals, (medical, public health, mental health, EMS, and other personnel) who are willing to be called upon in the event of an emergency or disaster. DHV volunteers are pre-registered and pre-

credentialed. Deployment of volunteers will follow standard Standardized Emergency Management System (SEMS) procedures.

To register on the DHV system or get more information, visit our website, Disaster Healthcare Volunteers.

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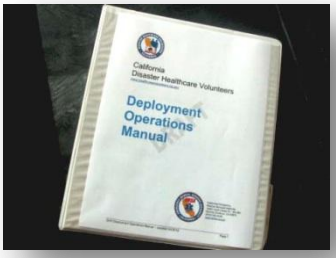
The New Draft of the DHV Deployment Operations Manual (DOM)



The Response Personnel Unit distributed the latest revision of the Deployment Operations Manual (DOM) in February of this year. The document was distributed throughout the state via email to all DHV System Administrators, all Medical Health Operational Area Coordinators (MHOACs), and to our many state and local partners and stakeholders in disaster services. The changes in the document reflect the significant input we have received during the past several months. It also reflects input received at the two-day workshop held at EMSA headquarters.

The input received clearly identified the need to shorten the document and make it easier to use. The new revisions include extensive format revisions. We believe the DOM now has well-defined sections and tabs that make it easier to navigate. The PDF version, when accessed on computer offers the viewer the ability to navigate quickly through the document from the Table of Contents.

The appendix section was reformatted as a “Tool Kit” and the documents in the Tool Kit have been reorganized to make them easier to locate and utilize. Extensive formatting of titles and headers has been done to make the document much more readable and makes specific information easier to find.

We will continue to seek input and suggestions to revise and improve the documents in the coming months. The DOM was tested and exercised in the DHV/MRC Training and Exercise event held at the Oakland Coliseum on May 4th and 5th. We plan to collect and evaluate the recommendations we receive, and then we will make DOM revisions as needed. We encourage your input and suggestions. We are committed to working with our partners in the field to develop a document that meets your needs in managing the deployment of medical and healthcare volunteers across county lines during emergencies.

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Autumn Charge II Multi-State ESAR-VHP Exercise

In September, 2011, California was one of six states to participate in an ESAR-VHP multi-state exercise. The vendor for the Disaster Healthcare Volunteers (DHV) Program software, Intermedix, (formerly Collaborative Fusion, Incorporated), designed and conducted this free HSEEP compliant exercise. Thirty-four units from California’s DHV Program participated in the exercise at no cost.

As this was a multi-state exercise, state specific policies and procedures were not reflected in the design of the exercise. However, the Response Personnel Unit staff at EMSA forwarded requests to local DHV System Administrators simulating a request from a Medical Health Operational Area Coordinator program. Local System Administrators then polled their responders and prepared assignment rosters. In addition, as simulated state-to-state play, EMSA staff created a statewide mission and received rosters from other states.

Since their merger, Intermedix now has 36 states using or converting to their ESAR-VHP software program. Intermedix provided this exercise to a total of 13 participating states over two exercise periods.

EMSA would like to thank Lynn Colson and the other staff at Intermedix who developed and conducted this valuable exercise. EMSA plans to use the Autumn Charge Exercise as the culmination of the annual DHV quarterly DHV drill program.

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Regional Disaster Medical Health Specialists in California

Jody Durden, Senior Emergency Services Coordinator
RDMHS Program Lead

As stated in the California Public Health and Medical Emergency Operations Manual (EOM), the Regional Disaster Medical and Health Specialist Program (RDMHS) is a component of the Regional Disaster Medical and Health Coordination Program that directly supports regional preparedness, response, recovery and mitigation activities. Should a medical or health event occur, the RDMHS is there to support the operational areas within their Mutual Aid Region. They are actively involved in coordinating disaster information and medical and health mutual aid and assistance within the Mutual Aid Region or in support of other affected Mutual Aid Regions. During non-disaster times, the RDMHSs work closely with medical and health partners within the region to coordinate planning efforts.

The RDMHSs have worked closely with the EMS Authority on exercises involving the EOM and the Disaster Healthcare Volunteer System. The six RDMHSs will be actively involved in the upcoming 2012 Statewide Medical and Health Exercise.

In a collaborative effort with the EMS Authority and the California Department of Public Health, the RDMHSs strive to ensure the safety and well-being of all those in California in the event of a disaster.

More About the Response Personnel Unit

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Patrick Lynch, RN, BA

Response Personnel Unit Manager, California Emergency Medical Services Authority

Patrick was born in Scotland, but raised in San Francisco where he earned his Bachelor of Arts degree from the University of San Francisco. While working for Bank of America and serving in the California Army National Guard as a medical field corpsman, Patrick decided on a career change. He entered nursing school and earned an Associate of Science degree in Nursing. He initially worked in the Intensive Care Unit. However, after moving to Eureka in 1980, he eventually took a position as a Nursing Supervisor. Over the next 24 years he worked as a Nursing Supervisor and took on duties as the Emergency Preparedness Coordinator for two small rural hospitals in Humboldt County. In 2006, Pat accepted a position as Regional Disaster Medical & Health Specialist, with San Joaquin County EMS Agency. In this position he served as the representative for the California Emergency Medical Services Authority and the California Department of Public Health. In 2008, Pat accepted a position at the California Emergency Medical Services Authority. He is proud of his service in medical and health emergency management. Pat has three grown children, and has a great love of soccer (Glasgow Celtic !). He also enjoys fly fishing and photography.

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Lisa Holcomb

Associate Health Program Adviser

Lisa Holcomb has been with EMSA for almost three years. She began her career with the State of California at the Department of Public Health, Genetic Disease Screening Program in Richmond, CA. She worked in the Program Standards and Quality Assurance Branch with the Prenatal Screening Program and enjoyed her work. However, with the birth of her first child, she wanted to be closer to family and relocated back to her hometown of Sacramento. She transferred to EMSA in April 2009 and has been here ever since.

Lisa's duties include providing technical support for the DHV program. If you have ever sent an email to dhv@emsa.ca.gov, she is probably the one who responded. She also provides DHV training to system administrators in person as well as via webinar.

In her spare time, Lisa enjoys spending time with her family. She is married, has two children, a three year old son and an 11-month old daughter, and a dog and cat as well. When she is not busy with all of the above, Lisa enjoys reading.

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DHV "User Tips" from Lisa Holcomb

✐ **Save DHV to your Favorites**

Microsoft Internet Explorer

1. Go to www.healthcarevolunteers.ca.gov
2. On the tool bar, click on Favorites > Add to Favorites

~or~

Click on the ☆ icon in the address bar > Add to Favorites.

Mozilla Firefox

1. Go to www.healthcarevolunteers.ca.gov
2. On the tool bar, click on Bookmarks > Bookmark this page

~or~

Click on the ☆ icon in the address bar

✐ Setup your Secret Question and Answer under the Settings tab for the ability to reset your password automatically.

✐ Add DHV to your phone contacts: Phone calls will be from 866-240-7855

✐ To ensure that you receive the emails add the DHV domain: @notify2.mir3.com to your safe senders list.

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Update Your DHV Information

Have you Updated Your DHV Registration Information Lately?

We depend upon each of you to enter your correct information and it is important that when your information changes you take a moment to update your DHV System information. Have you moved? Do you have a new occupation or a new employer? Have your email or phone numbers changed?

Please take just a moment to update your file. Just log into Disaster Healthcare Volunteers and click on the "Profile" tab. From there you can navigate through your information. Click on "Edit Information" to make your changes and then be sure to click on "Save Changes" when you have completed your edits. Have you forgotten your password? Just click on "forgot password" on the DHV welcome page and we will issue you a new temporary password.

The DHV Journal is published quarterly and distributed via email

News and information for participants in the Disaster Healthcare Volunteer System Administered by EMSA and operated by System Administrators in local communities and Medical Reserve Corps Coordinators throughout California. This Journal is published quarterly and distributed to the partners of the DHV System.

Dr. Howard Backer, Director, EMSA
Daniel Smiley, Chief Deputy Director, EMSA
Lisa Schoenthal, Chief, Disaster Medical Services
William Hartley, Assistant Chief, Disaster Medical Services
Patrick Lynch, Manager, Response Personnel Unit
Brian Bolton, Response Personnel Unit
Sheila Martin, MRC State Coordinator/Response Personnel Unit
Lisa Holcomb, Response Personnel Unit
Elizabeth "Polly" Lopez, Response Personnel Unit
Sonovia Moore, Response Personnel Unit

To submit Articles and photos, Email dhv@emsa.ca.gov or mail to
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Phone: (916) 431-3683

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