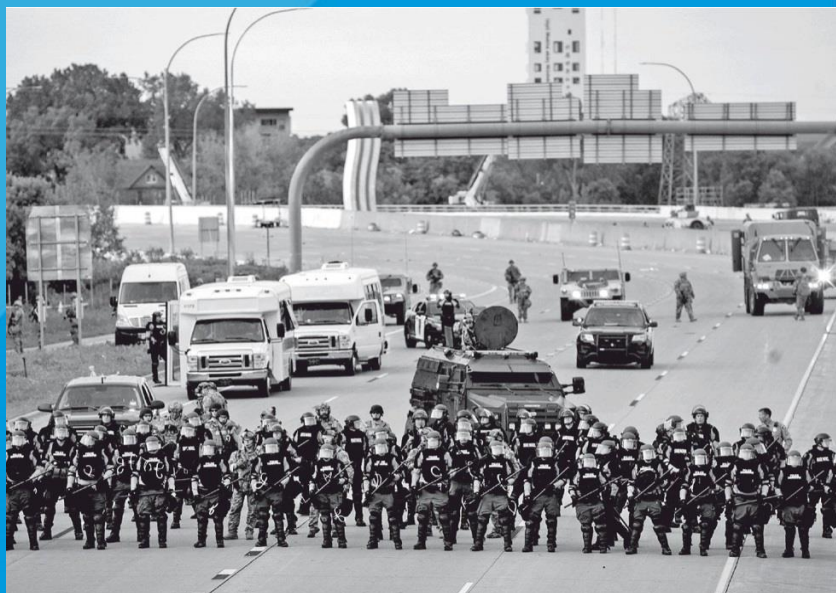


Civil Unrest During a Pandemic



6/25/2020



Background

Hennepin Healthcare System

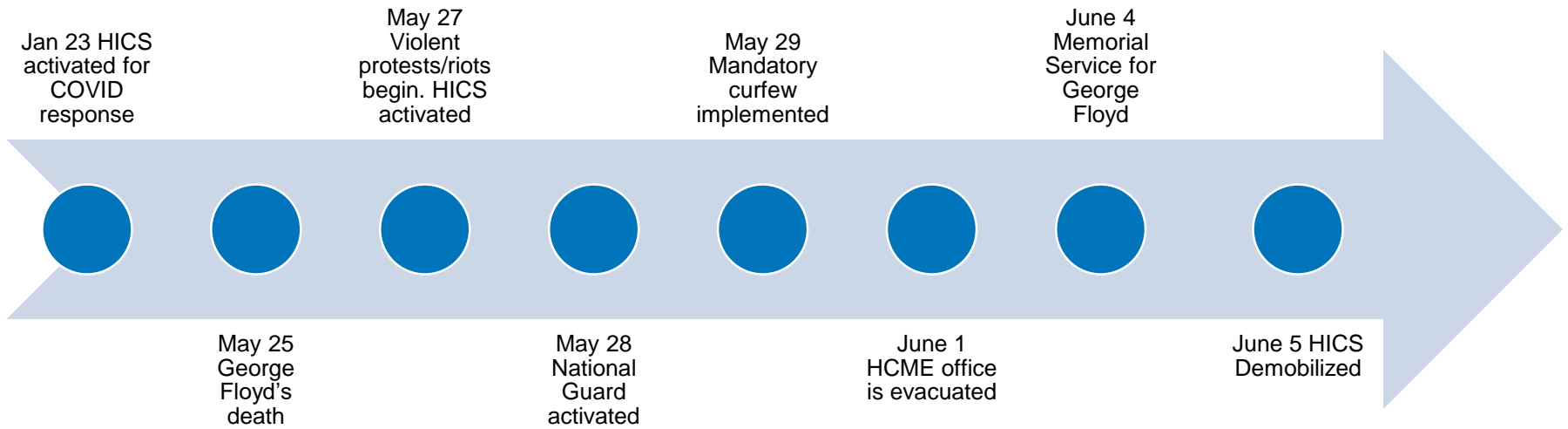
Minneapolis, MN

We are an integrated healthcare system



- Hospital, trauma center, clinics downtown
- Primary care clinics located across Hennepin County
- Home care and hospice (MVNA and Hennepin Healthcare Hospice)
- Community partnerships
- Hennepin EMS

Timeline of Events



Hospital's Main Objective

- Assure safety and security of hospital staff and patients.

Safety and Security

- Hospital – Staff up Security, HCSO, National Guard, and BCA
- EMS – Two National Guard personnel were deployed with each ambulance rig
- Community Care Division

Challenges

- High census
- Transportation issues
- Staffing issues
- Security
- Communication
- Location of HCMC and Hennepin Healthcare facilities



Successes

- Internal communication
- HICS depth and already primed to respond
- Established relationship with Coalition partners (communication and coordination)
- Security
- Leadership support
- Staff resiliency

Future Implications

- Possible uptick in COVID Cases
 - Civil Unrest
 - Reopening of the state
- Civil Unrest continues
- Psychological impacts on staff

Takeaways

- Relationships matter
- HICS training and experience
- Importance of employee support
- Staff resiliency and adaptability

Questions?

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