Civil Unrest During a Pandemic
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

- Jan 23: HICS activated for COVID response
- May 25: George Floyd's death
- May 27: Violent protests/riots begin. HICS activated
- May 28: National Guard activated
- May 29: Mandatory curfew implemented
- June 1: HCME office is evacuated
- June 4: Memorial Service for George Floyd
- June 5: HICS Demobilized
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
  o Civil Unrest
  o 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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