

VITAS® Healthcare: Prepared to Care

Hurricanes, Natural Disasters
and 24/7 Everyday Care.
VITAS is ready.

In times of crisis and calm, VITAS excels at caring by communicating, planning and strategizing.

VITAS is prepared to care every day of every week. In the days and hours leading up to Hurricane Dorian as it took aim at 10,000 hospice patients across 40 Florida counties, VITAS provided our seriously ill patients and their families with unwavering, expert clinical care and resources.



Here's how we did it.

Emergency Priority Level: Assigned

Upon admission, all patients receive:

- Individualized care plans
- Emergency preparedness education



At-Risk Patients Prioritized by VITAS Care Teams That:

- Deliver a two-week supply of oxygen and medications to home-based patients
- Relocate at-risk patients in evacuation zones to an inpatient hospice unit or safe location
- Monitor patients by Telecare during the hurricane



Supplies: Stocked and Positioned

- Extra medical supplies and water at locations out of the hurricane's projected path for immediate post-storm delivery to affected areas



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Two Fuel Trucks: Reserved

- 6,000 gallons ready for generators, employee vehicles



Top-to-Bottom Hurricane Planning: Early and Often

- 22 national conference calls over 7 storm days
- 116 invited attendees, C-Suite to local care teams
- Employee/hotline/news updates



Location-Specific Planning and Prep: 24/7

- Daily meetings at local VITAS offices
- Twice-daily email updates on:
 - Storm tracking, forecasts and prep
 - Safety updates
 - Emergency call trees
 - State/county law enforcement updates
 - Self-care reminders

Shuttered and Ready: Executed Statewide

- Secure our coastal freestanding IPU
- Install hurricane shutters
- Position generators in at-risk offices



24/7 Employee Communications/Support

- Activate Employee Support Line
- Update intranet regularly with news/alerts
- Log 1,893 intranet views of hurricane information
- Deliver 6,367 AlertMedia mobile messages to ensure employee safety
- Answer 1,053 inbound calls to employee hotline

24/7



Community Support: Honored

- Donate \$10,000 to Love and Hope in Action (Martin County) for storm-impacted homeless/indigent residents
- Collect/ship supplies to storm-battered Bahamas via Lank Oil Company and Sea Gem Fishing company



VITAS Values

- Patients and families come first.
- We take care of each other.
- I'll do my best today and do even better tomorrow.
- I am proud to make a difference.



Trust VITAS to care for your patients 24/7/365. 📞

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