

Waukesha Parade Mass Casualty Incident



Waukesha Memorial Hospital
Emergency Department

Children's Health Alliance
Presentation
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Disclosures

We have no financial gain or conflicts of interest to disclose

MCI Through The Eyes of The Charge RN

- Nicholle's Story
- “Just a normal day”
- Last text before everything changed

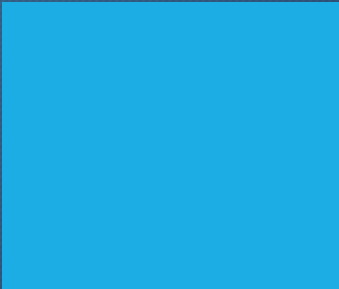
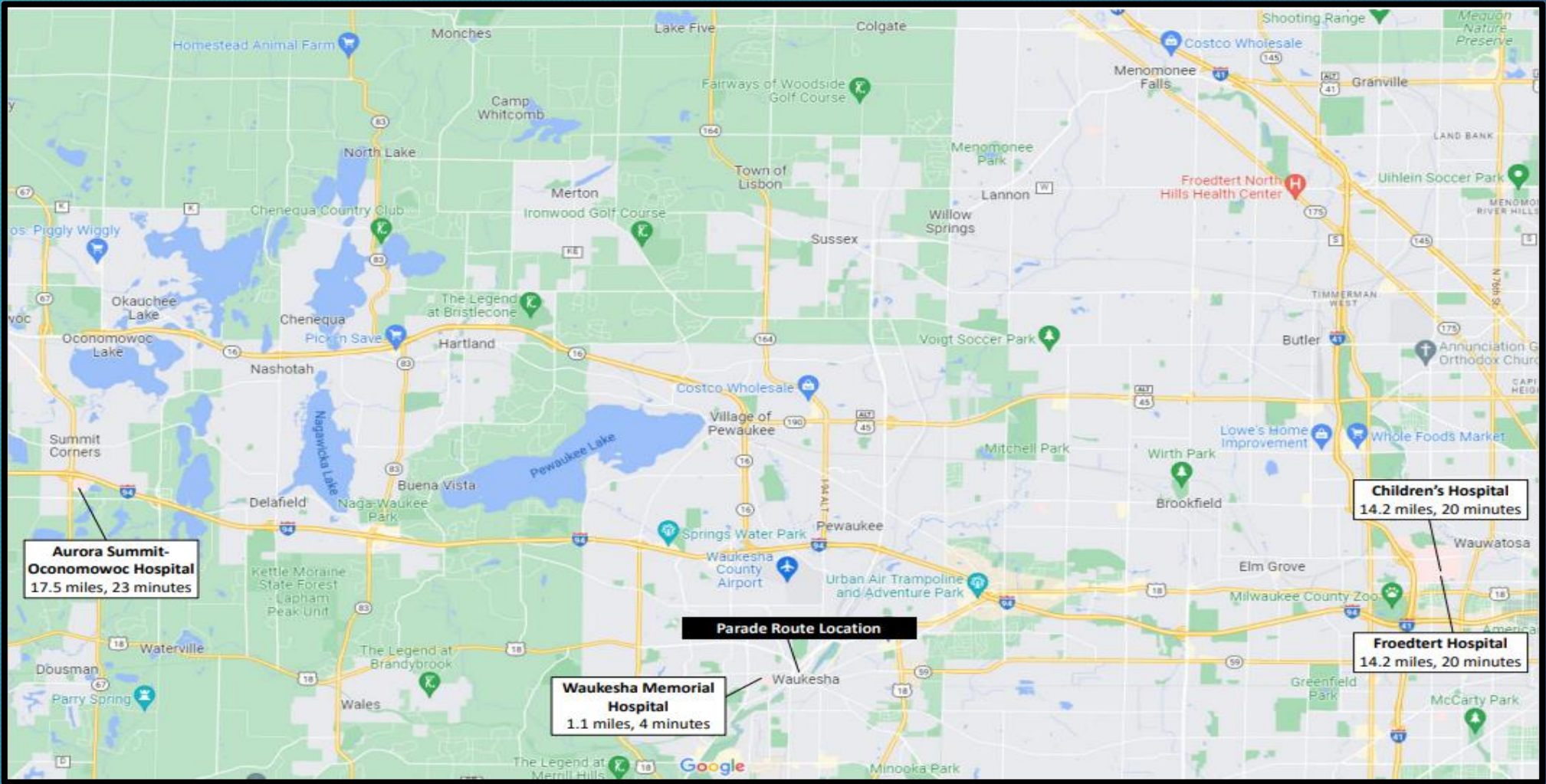
Two Minutes of Terror

- Within approximately 2 minutes, 6 people would die and 77 others would be injured, some with significant life-changing injuries
- EMS had no time to prepare- in the moment situation
- Proximity of the event to WMH
 - Expected patients to come quickly

Life Changing Phone Call



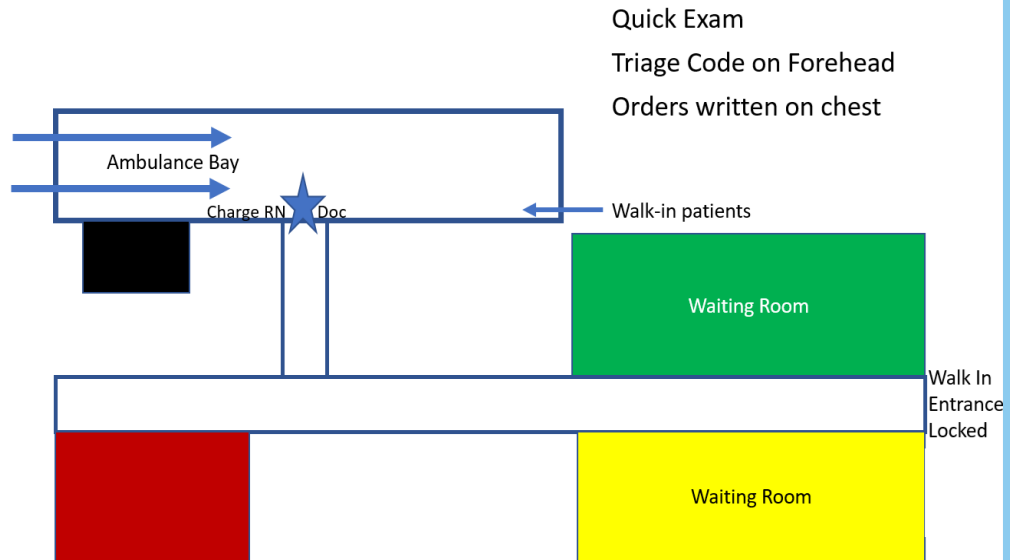
- Where is your MCI Equipment?
- Where are you going to put all the patients?
- How many Traumas can your hospital handle?
- What are you going to put patients on?
- Who is going to care for the patients?
- What resources do you have right now in the hospital?
- How will you and your coworkers handle the situation?
- Where is your family?



First Critical Steps

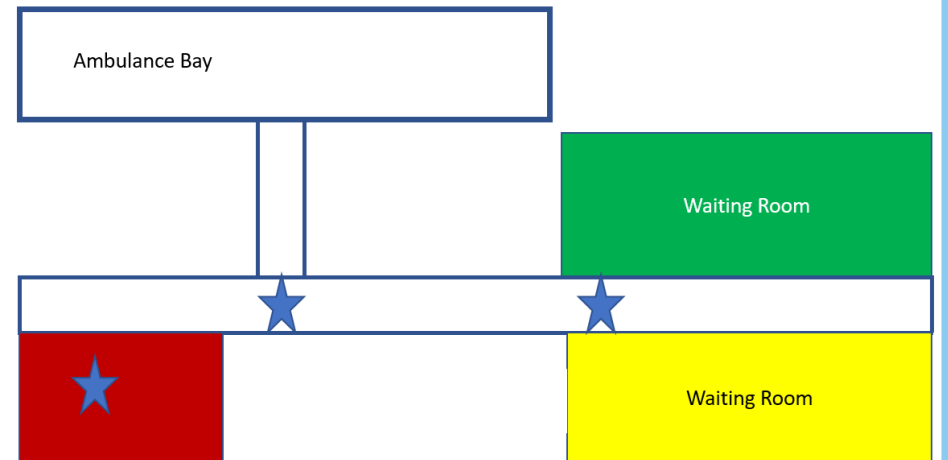
- Breathe
- Huddle with your staff, make sure everyone knows
- Phone Calls
- Activate MCI Protocol
- Notify ED Staff
- Get more equipment and staff
- Make MCI colored stations - Green, Yellow, Red, Black
- Make Staff assignments - knowing staff strengths/weaknesses
- Hold on tight!

First 15 Minutes of Chaos - Triage



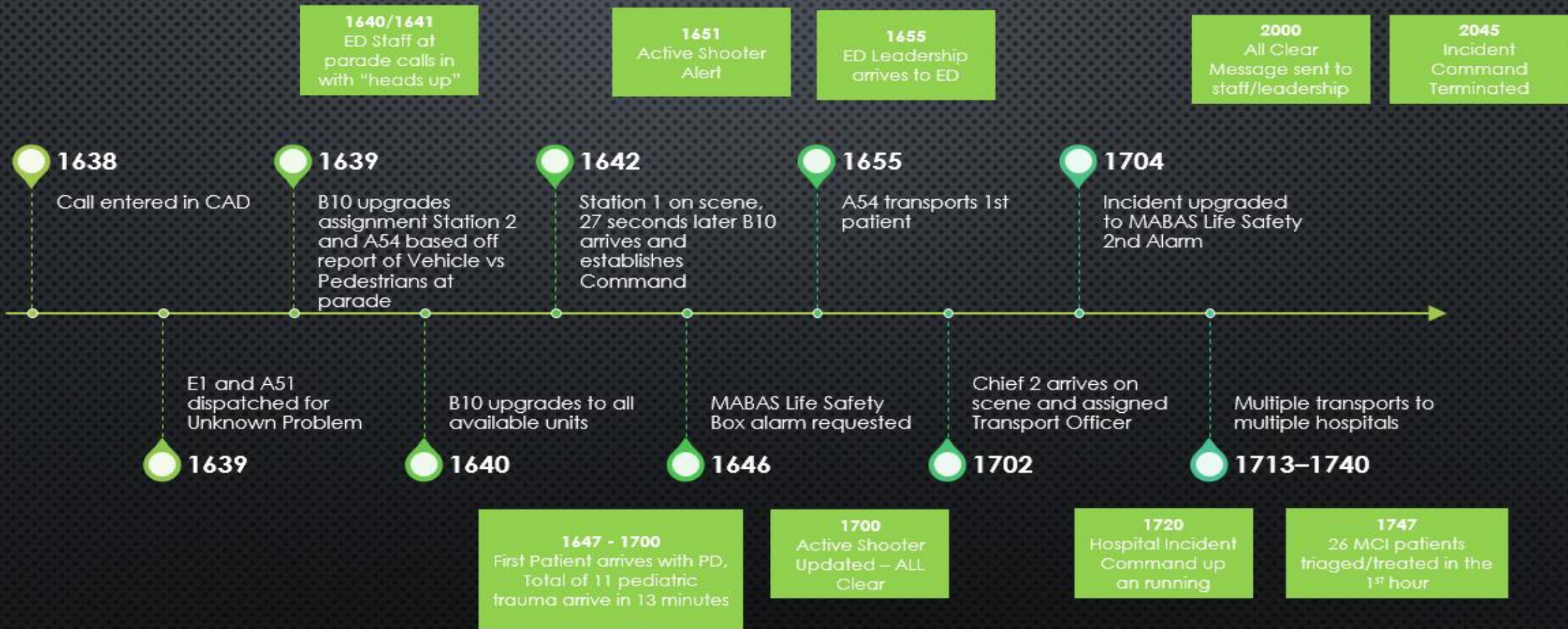
First 15 Minutes of Chaos - Registration

- Achille's Heel of all MCIs



Ambulance Bay - SALT Triage Area





Midst of the Chaos

- These are Pediatric Trauma Patients!
- Many needed Rapid Sequence Intubation upon arrival
- Patients arriving by
 - EMS
 - Police - a majority of the critical patients arrived this way
 - Self presenting
- Staff start arriving
- Families arriving, desperate to find family members

Challenges during the MCI

- Officer involved shooting in the field
 - Active Shooter Lockdown
- Heavy winds and cold temperatures
 - Power outages due to the wind

What happened to all the patients?

- Within the 1st hour, we saw 33 patients from the MCI. 3 patients came to the ED the next day with injuries from the Parade.
- Transferred 11 Pediatric Patients to Children's Wisconsin
 - The KEY to our success!
 - We had direct communication with the staff at Children's to quickly give report and send out
 - Early request of ambulances to transfer out- had a line of ambulances waiting
 - Patients were going directly from the CT scanner onto the EMS cot
- Admitted 5 patients - 2 Pediatric
- Discharged 17
- 12 "other" patients still on the board - "normal" ED patients that left the waiting room when they realized what happened

Lessons Learned

What went well

- Good leadership and ability to make quick decisions
- Early request for additional resources
- Quick transfers out
- Amazing teamwork and response from the hospital
- Staff stayed disciplined to the process

What to change

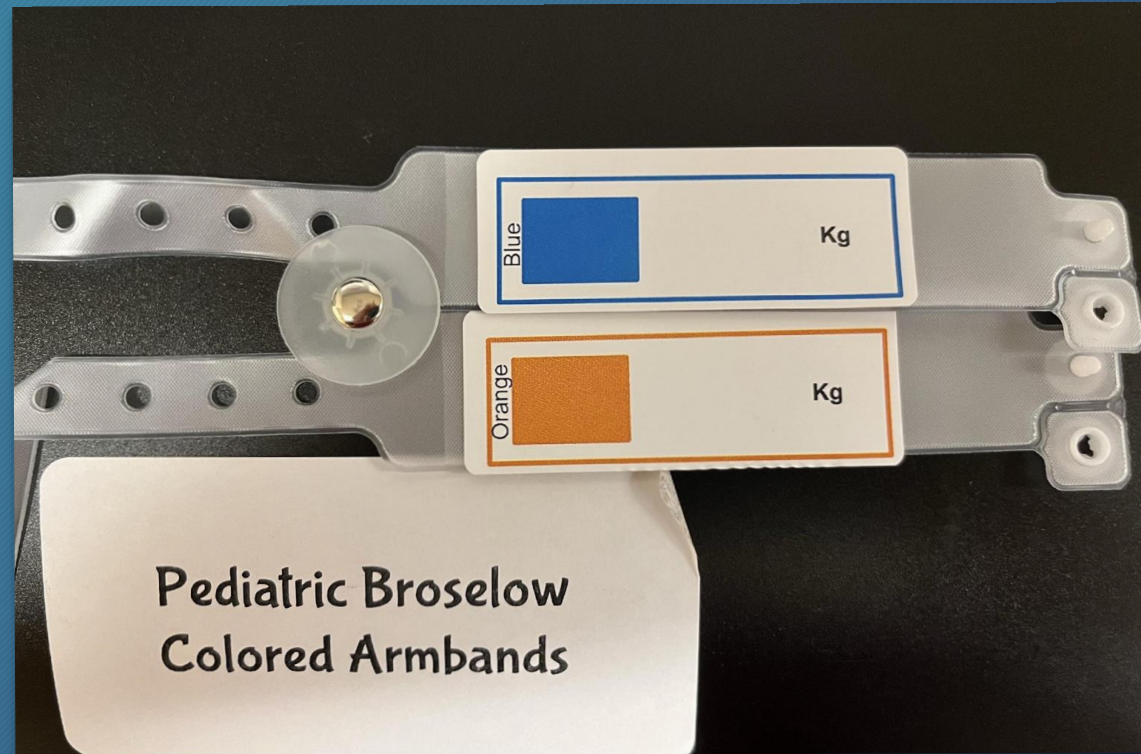
- Almost too much staff - need to space out arrivals
- Communication - couldn't hear on radios or phones
- More practice/training

What we have done since

- Updated ED MCI and Surge Plans
- Updated Job Action sheets
- Created Disaster bins with SALT Triage supplies
- Created forms to track patients in ED and Transfers out
- Family vs patient identification
- Staff identification
- “First 5 minutes” for the Charge RN
- Updated ED Staff Group Paging
- Created Trauma Surgeon Group Paging
- Family reunification plans
- New EMS plan for assistance

Pediatric Changes

- More Braselow Tapes
- Pediatric Colored Bracelets
- Staff members assigned to Pediatric Patients



MCI Bins and equipment



ED MCI Board

Charge Nurse:

MCI Triage in EMS Bay

Provider:
RN:
ETTs:

Red patient Care Team
Provider:
RN:
ETTs:

Yellow Triage Team
Where:
Provider:
RN:
ETT/Runner:

Green Triage Team
Where:
Provider:
RN:
ETT/Runner:

NON MCI ED Triage
Provider:
RN:
ETT/Runner:

NON MCI ED Patients
Provider:
RN:
ETTs:

ED Overflow Patient
Where:
Provider:
RN:
ETT/Runner:



BLACK

RED

YELLOW

GREEN

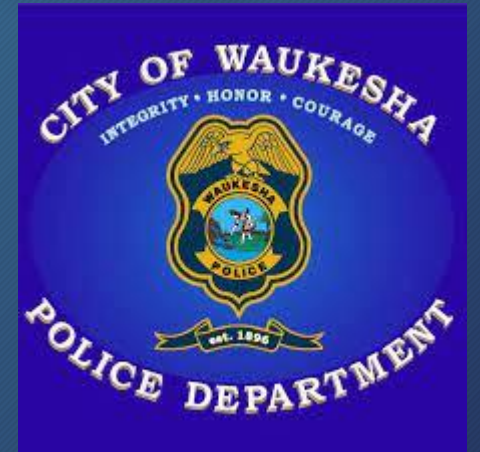
Staying in Tune

- Combating Tunnel Vision
 - Tunnel Vision impairs hearing
 - Tunnel Vision = missing key facts
- Communication
- Situational Awareness

Breathe!!

Trainings with EMS and PD

- Yearly MCI Drills with EMS and PD
- Practice good communication
- Train for different types of MCI
- Include Pediatric patients in ALL drills



We work in the ED - we can handle anything!

NOPE

- We are still human!
- Counselors present in ED the next day and for several weeks
- All Staff had to meet with Counselors
- Therapy Dog Visits
- Annual Remembrance and Counseling
- Employee Wellness Programs (Hospital, Fire/EMS, Police)
- Resiliency Center
- United Waukesha
- Healing Ink

It is OK to not be ok

In Memoriam



- Tamara Durand, 52
- Wilhelm Hospel, 81
- Jane Kulich, 52
- Leanne “Lee” Owens, 71
- Virginia “Ginny” Sorenson, 79
- Jackson Sparks, 8

Thank you!

Questions??

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