

SHIPR

SOUTHEASTERN HEALTHCARE
PREPAREDNESS REGION

Multi-Regional Healthcare Coalition ESF#8 Information Sharing Plan



Updated: March 2018

This page is intentionally left blank.

TABLE OF CONTENTS

Introduction	2
Assumptions	2
Objective	2
I. Situation Reporting	2
II. Reporting Hierarchy	3
III. Healthcare Coalition Notification of Incident	4
IV. Information Sharing	4
V. Incident-Specific Information	4
VI. Information Validation	5
VII. Dissemination of Information	5
A. Local Information	5
B. Regional Information.....	5
C. State Information.....	5
D. Public Information	6
VII. Information Systems	6
IX. Confidentiality	7
Attachments	8
Attachment 1: North Carolina Regional Advisory Committee (RAC)/ Healthcare Coalition Map	9
Attachment 2: County Contact Information by County & Discipline	10
Attachment 3: Situation Report (Sitrep).....	24

This page is intentionally left blank.

Introduction

The ability to effectively provide and sustain healthcare operations throughout a disaster or significant event is largely dependent on coalition partners establishing a timely and accurate common operating picture. This document outlines the Southeastern Healthcare Preparedness Region Information Sharing Plan. The goal of this plan is to provide information to support effective communication among Coalition partners during times of disaster, as appropriate.

Southeastern Healthcare Preparedness Region members are expected to share information through situation reporting whenever an emergency or other event triggers the activation of this plan (refer to Notification-Triggers). The HPC or their designee will initiate situation reporting at the Coalition-level.

The Southeastern Healthcare Preparedness Region has adopted this plan which serves as a unified strategy to establish and maintain a common operating picture.

Assumptions

- Local mutual aid will be established prior to notification to the coalition.
- The effects of a disaster or significant event may cross coalition boundaries.
- The effects of a disaster or significant event may exceed the capabilities of a single coalition.
- The assets, resources, and capabilities of Healthcare Coalitions may vary over time and from one coalition to another.
- Effective operations are dependent on a timely and accurate operating picture.
- This document will be reviewed annually and updated as needed.

Objective

Provide a framework for the exchange of timely, relevant, and actionable public health and medical related information leading to the development of a common operating picture among relevant response agencies and partners of southeastern North Carolina during a major event or disaster.

I. Situation Reporting

In accordance with local emergency operations plans and/or protocols, the initial report of an incident or event shall be made by the agency, facility, or jurisdiction impacted to the Local County Emergency Management. It will be escalated as necessary to the Healthcare Coalition and State Medical Response System (SMRS) if local indicators and trigger points occur requiring outside local resources. Indicators and trigger points during an incident will vary based on the specific agency's usual resources and demand capacity. Indicators can stem from a slow-onset (pandemic Influenza) or no-notice (Earthquake) incident.

The Healthcare Coalition has developed a standardized Situation Report (SitRep) that will be utilized and requested of coalition members during an event. SHPR will then aggregate the pertinent information on response needs from across the region. This report will be disseminated throughout the SHPR region and as well as other stakeholders as necessary.

II. Reporting Hierarchy

Indicator: A measurement, event, or other data that is a predictor of change in demand for health care service delivery or availability of resources. This may warrant further monitoring, analysis, information sharing, and/or select implementation of emergency response system actions.

Trigger: A decision point based on changes in the availability of resources that requires adaptations to health care services delivery along the care continuum (contingency, crisis, and return toward conventional).

Action to be taken: Action that will be taken to respond to event.

Healthcare Coalition Actions:

(Each coalition member will need to develop indicators and triggers specific for their internal usage)

Indicator	Trigger	Action to be Taken
National Weather Service (NWS) issues a watch/warning	NWS predicts severe weather event within 96 hours.	Require SHPR staff member to be on-call to assist coalition partners if necessary.
Incident occurs at local facility/ agency	SHPR receives notification or request for assistance of/for an incident that has occurred, but no assistance is needed from outside of the region.	Require SHPR staff partners to be available. Establish situational awareness with individual facility or agency regarding incident. Make contact with the NC OEMS duty officer.
Incident occurs locally or regionally	Assistance is needed across the region or from outside the region.	Establish situational awareness and coordination with regional partners and NC OEMS Duty Officer.
Pre-planned event	Pre-planned events that may require additional medical support to lessen surge of existing facility.	SHPR staff meet with event staff and planning committee, local emergency management, hospital(s) and EMS agencies during the planning phase. NC OEMS will be notified in a timely manner of the event.
Potential Public Health Emergency	Public health emergency that may impact the region/state/nation.	Initiate and coordinate a regional information sharing/meeting to address needs of partners. This may or may not be hosted by the SHPR. Information received by the SHPR staff will be shared as available.

Reference: *(Crisis Standards of Care; The National Academies;*
<http://www.nap.edu/search/?term=Crisis+Standards+of+Care>)

III. Healthcare Coalition Notification of Incident

In the event that additional resources are needed outside of the capabilities of the local jurisdiction and may warrant assistance from within the region. SHPR staff should be notified by contacting the New Hanover Regional Medical Center Regional Communications Center at **(1-800-282-5465)**, or via VIPER talk group **VMK 79201**. Upon notification, the regional communications center will page the on-call SHPR staff member.

IV. Information Sharing

Relevant event information may be shared with the following stakeholders:

- Local and State Emergency Management
- Healthcare organization (e.g., hospitals, clinics, large corporate medical provider organizations and urgent care centers)
- Local and State Emergency Medical Services
- Local and State Public Health
- Local and State Law Enforcement
- Fusion centers
- Tribal Organizations
- Organizations managing functionally or medically frail populations
- Fire Services
- Federal Agencies
- American Red Cross
- Non-Government Agencies

V. Incident-Specific Information

Essential Elements of Information to be provided in a Situation Report (SitRep) may include but is not limited to:

- Agency or jurisdiction emergency activation level
- Health and safety concerns
- Facility or agency operating status
- Points of contact and operational communications system(s) to include telephone number, email, and alternate contact
- Facility structural integrity
- The status of evacuations/shelter in-place operations
- Critical medical services (e.g., trauma, critical care)
- Critical service status (e.g., electric, water, sanitation, heating, ventilation, and air conditioning)
- Critical healthcare delivery status (e.g., surge status, bed status, deaths, medical and pharmaceutical supplies, and medical equipment)
- Staffing status
- Emergency Medical Services (EMS) status involving patient transport, tracking, and availability
- Other applicable information

VI. Information Validation

A common operating picture is initially established at the lowest operational level of incident management in accordance with the Regional Response Plan. Coalition partners will utilize the following process for gathering, validating, and providing disaster-related information at their respective level of hierarchy:

1. Information relative to the event is identified and gathered.
2. Information is validated by the source agency.
3. Information is transmitted or otherwise delivered from the source agency to the appropriate local, regional, or state partners.
4. Confirmation of delivery should be provided at each level when possible.

VII. Dissemination of Information

The HPC, or HPCs collectively representing the Coalition shall be responsible for final validation of information and completion of the Sitrep, establishing the distribution list and distribution of document(s), and maintaining documents for record.

Healthcare partner representatives to the Coalition shall be responsible for the dissemination of information to relevant personnel, agencies, and organizations, in accordance with other applicable sections of this Plan.

All information will be validated before distribution. A distribution list will be developed, and records regarding distribution will be maintained with SHPR.

A. Local Information

Local information should be shared with a predetermined list of stakeholders. Information will be shared with the following agencies:

- Healthcare Coalition
- County Emergency Management
- Additional local and state partners like public health, healthcare organizations, law enforcement, etc.

B. Regional Information

The Southeastern Healthcare Preparedness Region will share critical information with regional partners and the North Carolina Office of Emergency Medical Services (NCOEMS).

C. State Information

The North Carolina Office of Emergency Medical Services (NCOEMS), will share information regarding the status of ESF-8A assets, resources, or other health and medical support infrastructure with:

- State ESF-8 and ESF-6 partner organizations,
- Other state agencies, and

- Federal agencies.

Information will be shared:

- As necessary and appropriate to the given situation as determined by the ESF-8A Lead or their designee.
- In coordination with the State Emergency Response Team (SERT), and
- Utilizing appropriate communication systems and in accordance with established NCOEMS emergency response and recovery plans.

D. Public Information

The dissemination of information to the public through press release or other media shall be at the discretion of each agency or jurisdiction of the coalition. Healthcare Coalition partners are urged to establish and maintain policies, procedures, and qualified personnel to provide inform to the public. Whenever possible, a Joint Information Center should be utilized.

While the coalition possesses no authority to restrict the release of information to the public by an agency or organization, it is the intent of the coalition to promote and support the sharing of accurate, relevant, and timely incident-specific information resulting from a unified coalition perspective.

It is not the intent of the SHPR to release information to the media.

VII. Information Systems

Information may be delivered by any number of available pre-established systems or services and may include:

- Web and Phone Conferencing
- Voice Interoperability Plan for Emergency Responders (VIPER)
- NC Healthcare WebEOC / County WebEOC
- Organization-supported email systems
- NC State Medical Asset Resource Tracking Tool (SMARTT)
- ServNC volunteer registry
- NC Health Alert Network (HAN)
- www.SoutheasternHPR.org
- NC Patient Tracking System
- Other appropriate systems or services

In incident-specific communications plan for the transmission of two-way, real-time messaging should be established at the onset of an incident and continually updated with any changes using an ICS form 205 in accordance with the Regional Response Plan. The regional partners will share the appropriate parts of their communications plan with the Healthcare Coalition staff.

A. Web and Phone Conferencing

The Healthcare Coalition maintains a web and phone conferencing platform that will be accessed as needed during an incident. Regional Healthcare Coalition web and phone conferencing will occur at the time established following local and state level conference calls. Regional web and phone conferencing should occur during each operational period at a time

established during the event. This call will be used to gather situational awareness and determine reporting needs.

The static information for the web and phone conference are listed here:

WEB: <https://global.gotomeeting.com/join/268949653>

PHONE: (646) 749-3122 **ACCESS CODE** 268-949-653

B. Voice Interoperability Plan for Emergency Responders (VIPER)

1. The VIPER network should be utilized by responders in regional responses to incidents, with talkgroups being assigned by **NC VIPER Network Operations Center (919-662-4440)**.
2. **VMK 79201** will be the pre-assigned talkgroup for the SHPR Healthcare Coalition and will be monitored 24/7 by the NHRMC Regional Communications Center. Healthcare Coalition staff will be notified by Regional Communications of any need to assist with an event in the region. This talkgroup is available for operational interoperability when multiple jurisdictions are responding across county lines.

C. Redundant Radio Communications Systems

1. The North Carolina Medical Communications Network (NCMCN)
2. CARES Amateur Radios for Hospitals

D. WebEOC

North Carolina Emergency Management (NCEM) maintains the Healthcare WebEOC information sharing platform for communications during both planned and unplanned events. Hospitals and EMS agencies should update their specific dashboards at least once per operational period as well as when needed.

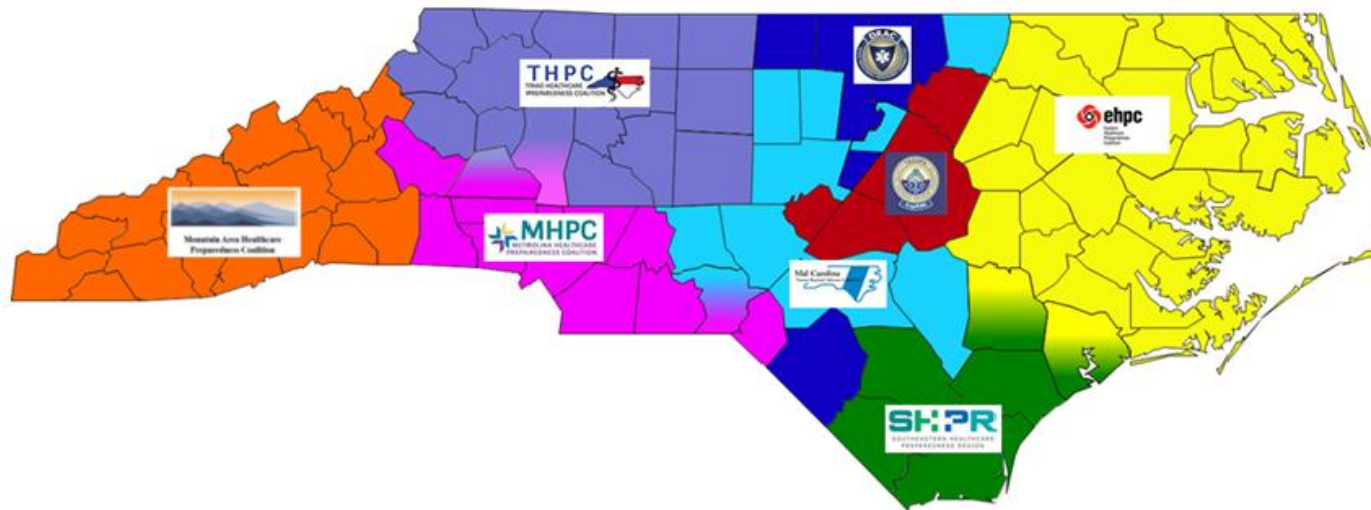
IX. Confidentiality









Incident-specific information is distributed for the purpose of accomplishing the mission, goals, and objectives of agencies and organizations of the coalition and is not intended for any other purpose.

While this information is unclassified, it will be considered FOR OFFICIAL USE ONLY (FOUO).

Attachments

NC Healthcare Preparedness Regions



-  MATRAC Healthcare Coalition
-  Triad Healthcare Preparedness Coalition
-  Metrolina Healthcare Preparedness Coalition
-  Duke Healthcare Preparedness Coalition
-  Mid Carolina Regional Healthcare Coalition
-  CapRac Healthcare Coalition
-  Eastern Healthcare Preparedness Coalition
-  Southeastern Healthcare Preparedness Region

**Attachment 2:
SHPR Regional Contact Information
by County & Dicipline**

To make changes, edit spreadsheet then copy to document

Bladen County Contacts

Emergency Management	Primary	Secondary
5853 US 701N Elizabethtown, NC 28337 County EOC Main: 910-862-7834 IC Phone Direct: 910-862-7830 Satellite Phone: 877-820-4135	Bradley Kinlaw Emergency Services Director bkinlaw@bladenco.org Office: 910-862-6761 Mobile: 910-874-2500	Jeff Singletary Captain, Sheriff's Department jsingletary@bladenco.org Office: 910-862-6941 Mobile: 910-876-0588
EMS	Primary	Secondary
P.O. Box 1646 292 Ben Green Industrial Dr. Elizabethtown, NC 28337	David Howell EMS Director dhowell@bladenco.org Office: 910-862-6738 Mobile: 910-876-0513	Heather Ellis EMS Division Assistant Chief hellis@bladenco.org Office: 910-862-6776 Mobile: 910-874-1398
911 Communications	Primary	Secondary
P.O. Box 1646 299 Smith Circle Elizabethtown, NC 28337 Non-Emergency: 910-862-8142	Melanie Duncan 911 Supervisor mduncan@bladenco.org Office: 910-862-6707 Secondary: 910-862-8142 (non-emergency 911 line)	
Public Health	Primary	Secondary
P.O. Box 189 300 Mercer Mill Rd Elizabethtown, NC 28337	Wayne Raynor Interim Health Director wraynor@bladenco.org Office: 910-862-6253 Secondary:	Debra Conner Director of Nursing dconner@bladenco.org Office: 910-862-6214 Mobile: 910-874-0174
Hospital	Primary	Secondary
Cape Fear Valley, Bladen Hospital PO Box 398 501 S. Popular Street Elizabethtown, NC 28337 Emergency Dept. Phone: 910-862-1190 ED Charge Nurse Phone: 910-862-1201	Tiffany Pait Clinical Educator/EM Coordinator tpait@capefearvalley.com Office: 910-862-1293 Mobile: 910-872-9166	Traci Priest Emergency Department Manager tprie@capefearvalley.com Office: 910-862-1169 Mobile: 910-876-2915

Brunswick County Contacts

Emergency Management	Primary	Secondary
PO Box 249 3325 Old Ocean Highway Bolivia, NC 28422 County EOC Main: 910-253-5383 IC Phone Direct: 910-253-5383 County EOC Fax: 910-253-4451	Brian Watts Emergency Services Director brian.watts@brunswickcountync.gov Office: 910-253-2569 Mobile: 910-386-6759	Scott Garner Deputy EM Director scott.garner@brunswickcountync.gov Office: 910-253-2577 Mobile: 910-515-4900
EMS	Primary	Secondary
PO Box 249 3325 Old Ocean Highway, Building C Bolivia, NC 28422	Kevin Mulholland EMS Operations Manager kevin.mulholland@brunswickcountync.gov Office: 910-754-9186 x 1018 Mobile: 910-209-4505	Lyle Johnston EMS Support Services Manager lyle.johnston@brunswickcountync.gov Office: 910-253-2564 Mobile: 910-352-3005
911 Communications	Primary	Secondary
BCSO - 911 Communications 70 Stamp Act Dr. NE Bolivia, NC 28422 Non-Emergency - 910-253-7490	Tom Rogers 911 Communications Director bcsotomrodgers@gmail.com Office: 910-253-2578 Secondary: 910-253-7490 (non-emergency 911 line)	Kim Lewis 911 Operations Manager bcsoklewis@gmail.com Office: 910-253-2570 Secondary: 910-253-7490 (non-emergency 911 line)
Public Health	Primary	Secondary
PO Box 9 25 Courthouse Dr. Building A Bolivia, NC 28422	David Stanley Health and Human Services Director david.stanley@brunswickcountync.gov Office: 910-253-2274 Mobile: 910-231-9942	Cris Harrelson Health Director cris.harrelson@brunswickcountync.gov Office: 910-253-2298 Mobile: 910-840-4607
Hospital	Primary	Secondary
Dosher Memorial Hospital 924 N. Howe St Southport, NC 28461 Emergency Dept. Phone: 910-457-3925 ED Charge Nurse Phone: 910-862-1201 Hospital - HCC: 910-457-3910 Hospital - HCC - Fax: 910-457-3931	JoAnn Turzer-Commesso Director of Emergency Services joannturzer-commesso@dosher.org Office: 910-457-3818 Mobile: 910-443-2533	Mark Rollins Director of Plant Ops markrollins@dosher.org Office: 910-457-3920 Mobile: 910-523-2567
Novant Health - Brunswick Medical Center 240 Hospital Drive, NE Bolivia, NC 28422 Emergency Dept. Phone: 910-721-1700 ED Charge Nurse Phone: 910-721-1500 Hospital - HCC: 910-721-1471 Hospital - HCC - Fax: 910-721-1459	Mike Jackson Hospital EM cmjackson@novanthealth.org Office: 910-721-1060 Mobile: 704-575-6445	Lisa Smith RN/Nurse Manager ED lissmith@novanthealth.org Office: 910-721-1740 Mobile: 919-219-6947

Columbus County Contacts

Emergency Management		
	Primary	Secondary
608 N. Thompson Street Whiteville, NC 28472 County EOC Main: County EOC Fax: Satellite Phone:	Kay Worley EM Director kworley@columbusco.org Office: 910-640-6610 Mobile: 910-840-4077	David Ransom Deputy EM Director wdransom@columbusco.org Office: 910-640-6610 Mobile: 910-840-2020
EMS		
	Primary	Secondary
608 N. Thompson Street Whiteville, NC 28472	Kay Worley EM Director kworley@columbusco.org Office: 910-640-6610 Mobile: 910-840-4077	David Ransom Deputy EM Director wdransom@columbusco.org Office: 910-640-6610 Mobile: 910-840-2020
911 Communications		
	Primary	Secondary
608 N. Thompson Street Whiteville, NC 28472 Non Emergency - 910-640-1428	Kay Worley EM Director kworley@columbusco.org Office: 910-640-6610 Mobile: 910-840-4077	Valecia Pike 911/Operations Chief vpike@columbusco.org Office: 910-642-2063 Mobile: 910-234-5621
Public Health		
	Primary	Secondary
P.O. Box 810 304 Jefferson Street Whiteville, NC 28472	Kim Smith Heath Director kim.l.smith@columbusco.org Office: 910-640-6615 x 7016 Mobile: 910-770-2060	Patti Nance Director of Nursing patti.nance@columbusco.org Office: 910-640-6615 x 7019 Mobile: 910-770-2061
Hospital		
	Primary	Secondary
Columbus Regional Healthcare System 500 Jefferson Street Whiteville, NC 28472 Emergency Dept. Phone: 910-642-1799 ED Charge Nurse Phone: 910-642-1090	Jeremy Jernigan Hospital EM jjernigan@crhealthcare.org Office: 910-642-2202 Mobile: 910-398-0223	

Duplin County Contacts

Emergency Management		
	Primary	Secondary
5853 US 701N Elizabethtown, NC 28337 County EOC Main: 910-862-7834 IC Phone Direct: 910-862-7830 Satellite Phone: 877-820-4135	Chris Vernon Emergency Services Director Chris.vernon@duplincountync.com Office: 910-296-2160 Cell: 910-271-2772	Matt Barwick EM Director matthew.barwick@duplincountync.com Office: 910-296-2160 x 231 Cell: 910-289-7605
EMS		
	Primary	Secondary
209 Seminary St Kenansville, NC 29349 Main number - 910-296-2160	Brandon McMahon EMS Operations Manager brandon.mcmahon@duplincountync.com Office: 910-296-2160 Cell: 910-271-2359	Mark Casey EMS Training Officer mark.casey@duplincountync.com Office: 910-296-2160 Cell: 910-271-4144
911 Center		
	Primary	Secondary
209 Seminary St Kenansville, NC 29349 Main number - 910-296-2160	Denita Pierce 911 Director denitap@duplincountync.com Office: 910-296-2169 Cell: 910-296-2160	Office: Cell:
Public Health		
	Primary	Secondary
340 Seminary St Kenansville, NC 29349	Ila Davis Health Director ilad@duplincountync.com Office: 910-296-2130 Cell: 910-249-2104	Beth Ricci Director of Nursing bethr@duplincountync.com Office: 910-296-2130 x 8150 Cell: 910-284-2116

New Hanover County Contacts

Emergency Management	Primary	Secondary
230 Government Center Dr, Suite 115 Wilmington, NC 28409 County EOC Main: 910-798-6810 County EOC Fax:	Steven Still EM Director ssstill@nhcgov.com Office: 910-798-6907 Mobile: 910-520-9603	Zak Whicker EM Manager zwhicker@nhcgov.com Office: 910-798-6904 Cell: 910-890-2070
EMS	Primary	Secondary
5305 Wrightsville Ave Building J Wilmington, NC 28401	Rick O'Donnel EMS Director rick.odonnel@nhrmc.org Office: 910-452-8789 Mobile: 910-367-1440	Billy Howard Battalion Chief billy.howard@nhrmc.org Office: 910-343-4809 Cell: 910-367-1425
911 Communications	Primary	Secondary
230 Government Center Dr, Wilmington, NC 28409 Non Emergency - 910-452-6120	Steven Still EM Director ssstill@nhcgov.com Office: 910-798-6907 Mobile: 910-520-9603	Debora Cottle 911 Manager dcottle@nhcgov.com Office: 910-798-6931 Secondary: 910-452-6120 (non-emergency 911 line)
Public Health	Primary	Secondary
2029 S. 17th Street Wilmington, NC 28401	Phillip Tarte Health Director ptarte@nhcgov.com Office: 910-798-6591 Mobile: 704-575-4510	David Howard Assistant Health Director dhoward@nhcgov.com Office: 910-3798-6592 Cell: 910-297-0167
Hospital	Primary	Secondary
New Hanover Regional Medical Center 2131 South 17th Street Wilmington, NC Emergency Dept. Phone: 910-343-2440 ED Charge Nurse Phone: 910-343-7987 Hospital - HCC: 910-667-4860 Hospital - HCC - Fax: 910-343-3421 Hospital - HCC - SAT: 500-758-0427	Paul Carr Hospital EM paul.carr@nhrmc.org Office: 910-667-2883 Mobile: 910-408-8806 24/7 Contact: 800-282-5465 VMN: VMK 79201	Hans Edwards Healthcare Preparedness Manager hans.edwards@nhrmc.org Office: 910-667-4877 Mobile: 910-508-4865 24/7 Contact: 800-282-5465 VMN: VMK 79201
NHRMC - Orthopedic Hospital 5301 Wrightsville Avenue Wilmington, 28402 Emergency Dept. Phone: 910-667-8750 ED Charge Nurse Phone: 910-667-8996	Paul Carr Hospital EM paul.carr@nhrmc.org Office: 910-667-2883 Mobile: 910-408-8806 24/7 Contact: 800-282-5465 VMN: VMK 79201	Hans Edwards Healthcare Preparedness Manager hans.edwards@nhrmc.org Office: 910-667-4877 Mobile: 910-508-4865 24/7 Contact: 800-282-5465 VMN: VMK 79201
NHRMC - Emergency Department North 151 Scotts Hill Medical Drive Wilmington, NC 28411 Emergency Dept. Phone: 910-662-9000 ED Charge Nurse Phone: 910-662-9027	Paul Carr Hospital EM paul.carr@nhrmc.org Office: 910-667-2883 Mobile: 910-408-8806 24/7 Contact: 800-282-5465 VMN: VMK 79201	Hans Edwards Healthcare Preparedness Manager hans.edwards@nhrmc.org Office: 910-667-4877 Mobile: 910-508-4865 24/7 Contact: 800-282-5465 VMN: VMK 79201

Onslow County Contacts

Emergency Management	Primary	Secondary
1180 Commons Dr. N Jacksonville, NC 28546 County EOC Main: 910-347-4270 County EOC Fax: 910-455-6767	Stacie Miles Deputy EM Director stacie_miles@onslowcountync.gov Office: 910-347-4270 Mobile: 304-237-8588	Norman Bryson EM Director norman_bryson@onslowcountync.gov Office: 910-347-4270 Mobile: 910-340-5033
EMS	Primary	Secondary
1180 Commons Dr. N Jacksonville, NC 28546	David Grovdahl EMS Division Head david_grovdahl@onslowcountync.gov Office: 910-347-4270 Mobile: 910-750-1733	Norman Bryson EM Director norman_bryson@onslowcountync.gov Office: 910-347-4270 Mobile: 910-340-5033
911 Center	Primary	Secondary
1180 Commons Dr. N Jacksonville, NC 28546 Non Emergency: 910-347-4270 Fax: 910-455-6767	Ray Silance 911 Supervisor ray_silance@onslowcountync.gov Office: 910-989-5013 Secondary: 910-455-9119	Norman Bryson EM Director norman_bryson@onslowcountync.gov Office: 910-347-4270 Mobile: 910-340-5033
Public Health	Primary	Secondary
612 College Street Jacksonville, NC 28546	Pam Brown Community Relations Officer pamela_brown@onslowcountync.gov Office: 910-989-3966 Mobile: 910-750-7585	Angela Lee Health Director angela_lee@onslowcountync.gov Office: 910-640-6615 Mobile: 910-340-7737
Hospital	Primary	Secondary
Naval Hospital Camp Lejeune 100 Brewster Blvd. Jacksonville, NC 28546	Mark Starnes Hospital EM mark.s.starnes2.civ@mail.mil Office: 910-642-2202 Mobile: 910-389-1765	Hospital Communications Center Office: 910-450-3797

Pender County Contacts

Emergency Management	Primary	Secondary
805 Ridgewood Avenue Burgaw, NC 28425 County EOC Main: 910-259-1210	Tom Collins EM Director tcollins@pendercountync.gov Office: 910-259-1210 Cell: 910-470-4728	Tommy Batson Assistant EM Director / Fire Marshal tbatson@pendercountync.gov Office: 910-259-0210 Cell: 910-470-4721
EMS	Primary	Secondary
805 Ridgewood Avenue Burgaw, NC 28425 Main Phone: 910-259-0891 Woddie Sullivan - Chief wsullivan@penderems.com	David Stancil EMS/Fire Assistant Chief dstancil@penderems.com Office: 910-259-0891 Cell: 910-470-4088	Everette Baysden EMS/Fire Assistant Chief ebaysden@penderems.com Office: 910-259-0899 Cell: 910-470-4303
911 Center	Primary	Secondary
805 Ridgewood Avenue Burgaw, NC 28425	Jackie Ezzell Communications Director jackie.ezzell@pendersheriff.com Office: 910-259-1515	Sharon Rowell 911 Supervisor sharon.rowell@pendersheriff.com
Public Health	Primary	Secondary
803 S. Walker St. Burgaw, NC 28425	Carolyn Moser Director cmoser@pendercountync.gov Office: 910-259-1499 Cell: 910-	Shirley Steele Director of Nursing ssteele@pendercountync.gov Office: 910-259-1207 Cell: 910-
Hospital	Primary	Secondary
Pender Memorial Hospital 507 E. Fremont Street Burgaw, NC 28425	Carolyn Davis Emergency Management carol.davis@nhrmc.org Office: 910-300-4278 Cell: 910-789-1497	Ruth Glaser President Ruth.Glaser@nhrmc.org Office: 910-300-4004 Cell:

SHPR Regional Contact Information by Discipline

To make changes, edit spreadsheet then copy to document

Regional Emergency Management Contacts

Bladen

Primary

Secondary

5853 US 701N
Elizabethtown, NC 28337

County EOC Main: 910-862-7834
IC Phone Direct: 910-862-7830
Satellite Phone: 877-820-4135

Bradley Kinlaw
Emergency Services Director
bkinlaw@bladenco.org

Office: 910-862-6761
Mobile: 910-874-2500

Jeff Singletary
Captain, Sheriff's Department
jsingletary@bladenco.org

Office: 910-862-6941
Mobile: 910-876-0588

Brunswick

Primary

Secondary

PO Box 249
3325 Old Ocean Highway
Bolivia, NC 28422

County EOC Main: 910-253-5383
County EOC Fax: 910-253-4451
IC Phone Direct: 910-253-5383

Brian Watts
Emergency Services Director
brian.watts@brunswickcountync.gov

Office: 910-253-2569
Mobile: 910-386-6759

Scott Garner
Deputy EM Director
scott.garner@brunswickcountync.gov

Office: 910-253-2577
Mobile: 910-515-4900

Columbus

608 N. Thompson Street
Whiteville, NC 28472

County EOC Main:
County EOC Fax:
Satellite Phone:

Kay Worley
EM Director
kworley@columbusco.org

Office: 910-640-6610
Mobile: 910-840-4077

David Ransom
Deputy EM Director
wdransom@columbusco.org

Office: 910-640-6610
Mobile: 910-840-2020

Duplin

Primary

Secondary

209 Seminary St
Kenansville, NC 29349

County EOC Main:

Chris Vernon
Emergency Services Director
Chris.vernon@duplincountync.com

Office: 910-296-2160
Cell: 910-271-2772

Matt Barwick
EM Director
matthew.barwick@duplincountync.com

Office: 910-296-2160 x 231
Cell: 910-289-7605

New Hanover

Primary

Secondary

230 Government Center Dr, Suite 115
Wilmington, NC 28409

County EOC Main: 910-798-6810
County EOC Fax:

Steven Still
EM Director
sstill@nhcgov.com

Office: 910-798-6907
Mobile: 910-520-9603

Zak Whicker
EM Manager
zwhicker@nhcgov.com

Office: 910-798-6904
Cell: 910-890-2070

Onslow

Primary

Secondary

1180 Commons Dr. N
Jacksonville, NC 28546

County EOC Main: 910-347-4270
County EOC Fax: 910-455-6767

Stacie Miles
Deputy EM Director
stacie_miles@onslowcountync.gov

Office: 910-347-4270
Mobile: 304-237-8588

Norman Bryson
EM Director
norman_bryson@onslowcountync.gov

Office: 910-347-4270
Mobile: 910-340-5033

Pender

Primary

Secondary

805 Ridgewood Avenue
Burgaw, NC 28425

County EOC Main: 910-259-1210

Tom Collins
EM Director
tcollins@pendercountync.gov

Office: 910-259-1210
Cell: 910-470-4728

Tommy Batson
Assistant EM Director / Fire Marshal
tbatson@pendercountync.gov

Office: 910-259-0210
Cell: 910-470-4721

Regional EMS Contacts

Bladen		
	Primary	Secondary
P.O. Box 1646 292 Ben Green Industrial Dr. Elizabethtown, NC 28337	David Howell EMS Director dhowell@bladenco.org Office: 910-862-6738 Mobile: 910-876-0513	Heather Ellis EMS Division Assistant Chief hellis@bladenco.org Office: 910-862-6776 Mobile: 910-874-1398
Brunswick		
	Primary	Secondary
PO Box 249 3325 Old Ocean Highway, Building C Bolivia, NC 28422	Kevin Mulholland EMS Operations Manager kevin.mulholland@brunswickcountync.gov Office: 910-754-9186 x 1018 Mobile: 910-209-4505	Lyle Johnston EMS Support Services Manager lyle.johnston@brunswickcountync.gov Office: 910-253-2564 Mobile: 910-352-3005
Columbus		
608 N. Thompson Street Whiteville, NC 28472	Kay Worley EM Director kworley@columbusco.org Office: 910-640-6610 Mobile: 910-840-4077	David Ransom Deputy EM Director wdransom@columbusco.org Office: 910-640-6610 Mobile: 910-840-2020
Duplin		
	Primary	Secondary
209 Seminary St Kenansville, NC 29349 Main number - 910-296-2160	Brandon McMahon EMS Operations Manager brandon.mcmahon@duplincountync.com Office: 910-296-2160 Cell: 910-271-2359	Mark Casey EMS Training Officer mark.casey@duplincountync.com Office: 910-296-2160 Cell: 910-271-4144
New Hanover		
	Primary	Secondary
5305 Wrightsville Ave Building J Wilmington, NC 28401	Rick O'Donnel EMS Director rick.odonnel@nhrmc.org Office: 910-452-8789 Mobile: 910-367-1440	Billy Howard Battalion Chief billy.howard@nhrmc.org Office: 910-343-4809 Cell: 910-367-1425
Onslow		
	Primary	Secondary
1180 Commons Dr. N Jacksonville, NC 28546	David Grovdahl EMS Division Head david_grovdahl@onslowcountync.gov Office: 910-347-4270 Mobile: 910-750-1733	Norman Bryson EM Director norman_bryson@onslowcountync.gov Office: 910-347-4270 Mobile: 910-340-5033
Pender		
	Primary	Secondary
805 Ridgewood Avenue Burgaw, NC 28425 Main Phone: 910-259-0891 Woddie Sullivan - Chief wsullivan@penderems.com	David Stancil EMS/Fire Assistant Chief dstancil@penderems.com Office: 910-259-0891 Cell: 910-470-4088	Everette Baysden EMS/Fire Assistant Chief ebaysden@penderems.com Office: 910-259-0899 Cell: 910-470-4303

Regional 911 Center Contacts

Bladen		
	Primary	Secondary
P.O. Box 1646 299 Smith Circle Elizabethtown, NC 28337 Non-Emergency: 910-862-8142	Melanie Duncan 911 Supervisor mduncan@bladenco.org Office: 910-862-6707 Secondary: 910-862-8142 (non-emergency 911 line)	
Brunswick		
	Primary	Secondary
BCSO - 911 Communications 70 Stamp Act Dr. NE Bolivia, NC 28422 Non-Emergency - 910-253-7490	Tom Rogers 911 Communications Director bcsoTomRodgers@gmail.com Office: 910-253-2578 Secondary: 910-253-7490 (non-emergency 911 line)	Kim Lewis 911 Operations Manager bcsoKimLewis@gmail.com Office: 910-253-2570 Secondary: 910-253-7490 (non-emergency 911 line)
Columbus		
608 N. Thompson Street Whiteville, NC 28472	Kay Worley EM Director kworley@columbusco.org Office: 910-640-6610 Mobile: 910-840-4077	Valecia Pike 911/Operations Chief vpik@columbusco.org Office: 910-642-2063 Mobile: 910-234-5621
Duplin		
	Primary	Secondary
209 Seminary St Kenansville, NC 29349 Main number - 910-296-2160	Denita Pierce 911 Director denitap@duplincountync.com Office: 910-296-2169 Cell: 910-296-2160	
New Hanover		
	Primary	Secondary
230 Government Center Dr, Wilmington, NC 28409 Non Emergency - 910-452-6120	Steven Still EM Director sstill@nhcgov.com Office: 910-798-6907 Mobile: 910-520-9603	Debora Cottle 911 Manager dcottle@nhcgov.com Office: 910-798-6931 Secondary: 910-452-6120 (non-emergency 911 line)
Onslow		
	Primary	Secondary
1180 Commons Dr. N Jacksonville, NC 28546 Non Emergency: 910-347-4270 Fax: 910-455-6767	Ray Silance 911 Supervisor ray_silance@onslowcountync.gov Office: 910-989-5013 Secondary: 910-455-9119	Norman Bryson EM Director norman_bryson@onslowcountync.gov Office: 910-347-4270 Mobile: 910-340-5033
Pender		
	Primary	Secondary
805 Ridgewood Avenue Burgaw, NC 28425	Jackie Ezzell Communications Director jackie.ezzell@pendersheriff.com Office: 910-259-1515	Sharon Rowell 911 Supervisor sharon.rowell@pendersheriff.com

Regional Public Health Contacts

Bladen		
	Primary	Secondary
P.O. Box 189 300 Mercer Mill Rd Elizabethtown, NC 28337	Wayne Raynor Interim Health Director wraynor@bladenco.org Office: 910-862-6253 Secondary:	Debra Conner Director of Nursing dconner@bladenco.org Office: 910-862-6214 Mobile: 910-874-0174
Brunswick		
	Primary	Secondary
PO Box 9 25 Courthouse Dr. Building A Bolivia, NC 28422	David Stanley Health and Human Services Director david.stanley@brunswickcountync.gov Office: 910-253-2274 Mobile: 910-231-9942	Cris Harrelson Health Director cris.harrelson@brunswickcountync.gov Office: 910-253-2298 Mobile: 910-840-4607
Columbus		
	Primary	Secondary
P.O. Box 810 304 Jefferson Street Whiteville, NC 28472	Kim Smith Heath Director kim.l.smith@columbusco.org Office: 910-640-6615 x 7016 Mobile: 910-770-2060	Patti Nance Director of Nursing patti.nance@columbusco.org Office: 910-640-6615 x 7019 Mobile: 910-770-2061
Duplin		
	Primary	Secondary
340 Seminary St Kenansville, NC 29349	Ila Davis Health Director ilad@duplincountync.com Office: 910-296-2130 Cell: 910-249-2104	Beth Ricci Director of Nursing bethr@duplincountync.com Office: 910-296-2130 x 8150 Cell: 910-284-2116
New Hanover		
	Primary	Secondary
2029 S. 17th Street Wilmington, NC 28401	Phillip Tarte Health Director ptarte@nhcgov.com Office: 910-798-6591 Mobile: 704-575-4510	David Howard Assistant Health Director dhoward@nhcgov.com Office: 910-3798-6592 Cell: 910-297-0167
Onslow		
	Primary	Secondary
612 College Street Jacksonville, NC 28546	Pam Brown Community Relations Officer pamela_brown@onslowcountync.gov Office: 910-989-3966 Mobile: 910-750-7585	Angela Lee Health Director angela_lee@onslowcountync.gov Office: 910-640-6615 Mobile: 910-340-7737
Pender		
	Primary	Secondary
803 S. Walker St. Burgaw, NC 28425	Carolyn Moser Director cmoser@pendercountync.gov Office: 910-259-1499 Cell: 910-	Shirley Steele Director of Nursing ssteele@pendercountync.gov Office: 910-259-1207 Cell: 910-

Regional Hospital Contacts

Bladen	Primary	Secondary
Cape Fear Valley, Bladen Hospital PO Box 398 501 S. Popular Street Elizabethtown, NC 28337 Emergency Dept. Phone: 910-862-1190 ED Charge Nurse Phone: 910-862-1201	Tiffany Pait Clinical Educator/EM Coordinator tpait@capefearvalley.com Office: 910-862-1293 Mobile: 910-872-9166	Traci Priest Emergency Department Manager tprie@capefearvalley.com Office: 910-862-1169 Mobile: 910-876-2915
Brunswick	Primary	Secondary
Dosher Memorial Hospital 924 N. Howe St Southport, NC 28461 Emergency Dept. Phone: 910-457-3925 ED Charge Nurse Phone: 910-862-1201 Hospital - HCC: 910-457-3910 Hospital - HCC - Fax: 910-457-3931	JoAnn Turzer-Comnesso Director of Emergency Services joannturzer-comnesso@dosher.org Office: 910-457-3818 Mobile: 910-443-2533	Mark Rollins Director of Plant Ops markrollins@dosher.org Office: 910-457-3920 Mobile: 910-523-2567
Novant Health - Brunswick Medical Center 240 Hospital Drive, NE Bolivia, NC 28422 Emergency Dept. Phone: 910-721-1700 ED Charge Nurse Phone: 910-721-1500 Hospital - HCC: 910-721-1471 Hospital - HCC - Fax: 910-721-1459	Mike Jackson Hospital EM cmjackson@novanthealth.org Office: 910-721-1060 Mobile: 704-575-6445	Lisa Smith RN/Nurse Manager ED lissmith@novanthealth.org Office: 910-721-1740 Mobile: 919-2754-2365
Columbus		
Columbus Regional Healthcare System 500 Jefferson Street Whiteville, NC 28472 Emergency Dept. Phone: 910-642-1799 ED Charge Nurse Phone: 910-642-1090	Jeremy Jernigan Hospital EM jjernigan@crhealthcare.org Office: 910-642-2202 Mobile: 910-398-0223	
New Hanover	Primary	Secondary
New Hanover Regional Medical Center 2131 South 17th Street Wilmington, NC Emergency Dept. Phone: 910-343-2440 ED Charge Nurse Phone: 910-343-7987 Hospital - HCC: 910-667-4860 Hospital - HCC - Fax: 910-343-3421 Hospital - HCC - SAT: 500-758-0427	Paul Carr Hospital EM paul.carr@nhrmc.org Office: 910-667-2883 Mobile: 910-408-8806 24/7 Contact: 800-282-5465 VMN: VMK 79201	Hans Edwards Healthcare Preparedness Manager hans.edwards@nhrmc.org Office: 910-667-4877 Mobile: 910-508-4865 24/7 Contact: 800-282-5465 VMN: VMK 79201
NHRMC - Orthopedic Hospital 5301 Wrightsville Avenue Wilmington, 28402 Emergency Dept. Phone: 910-667-8750 ED Charge Nurse Phone: 910-667-8996	Paul Carr Hospital EM paul.carr@nhrmc.org Office: 910-667-2883 Mobile: 910-408-8806 24/7 Contact: 800-282-5465 VMN: VMK 79201	Hans Edwards Healthcare Preparedness Manager hans.edwards@nhrmc.org Office: 910-667-4877 Mobile: 910-508-4865 24/7 Contact: 800-282-5465 VMN: VMK 79201
NHRMC - Emergency Department North 151 Scotts Hill Medical Drive Wilmington, NC 28411 Emergency Dept. Phone: 910-662-9000 ED Charge Nurse Phone: 910-662-9027	Paul Carr Hospital EM paul.carr@nhrmc.org Office: 910-667-2883 Mobile: 910-408-8806 24/7 Contact: 800-282-5465 VMN: VMK 79201	Hans Edwards Healthcare Preparedness Manager hans.edwards@nhrmc.org Office: 910-667-4877 Mobile: 910-508-4865 24/7 Contact: 800-282-5465 VMN: VMK 79201
Onslow	Primary	Secondary
Naval Hospital Camp Lejeune 100 Brewster Blvd. Jacksonville, NC 28546	Mark Starnes Hospital EM mark.s.starnes2.civ@mail.mil Office: 910-642-2202 Mobile: 910-389-1765	Hospital Communications Center Office: 910-450-3797
Pender	Primary	Secondary
Pender Memorial Hospital 507 E. Fremont Street Burgaw, NC 28425	Carolyn Davis Emergency Management carol.davis@nhrmc.org Office: 910-300-4278 Cell: 910-789-1497	Ruth Glaser President Ruth.Glaser@nhrmc.org Office: 910-300-4004 Cell:

Attachment 3

Situation Report (SitRep)



Agency Name:	Prepared by:	Date/Time Prepared:
Incident/Situation Name:		
Status Reports: Indicate the condition at the time of this report and as anticipated throughout the covered period.		
Current Primary Contact (name, phone, email, radio, etc.): Current Secondary Contact (name, phone, email, radio, etc.):		
Agency Operational Status:		
Staffing Issues:		
Equipment/Supply Issues:		
Facility/Infrastructure Issues:		
Utilities Issues:		
Anticipated Needs in the next 12 hours:		
Other issues, comments or notes:		