



SPEAKER

Todd Senter

TITLE

**Disaster Recovery: Resuming “Normal” Operations**

ABSTRACT

In the wake of disaster, you have to keep one eye on the crisis event and another eye on operations. Knowing when and how to resume operations may not be overly clear. This is particularly true when the “crisis” is evolving and may not have a definitive end. The presenter will discuss the aftermath of Hurricane Harvey and the lasting effects on the community of Southeast Texas, with particular attention to the effect on healthcare infrastructure. Hurricane Harvey brought rising flood waters, the loss of potable water and the evacuation of a 500-bed acute care facility. The lessons learned from a multi-staged recovery are serving as a blueprint in preparing for future crisis and regional emergency events.

1. A Regional Response to Disaster
2. Developing a Plan for Operations Recovery
3. Healthcare is a “Human” Business

Todd Senters is Administrator of Service Line Operations for Baptist Hospitals of Southeast Texas, located in Beaumont (90-miles east of Houston.) He also serves as Administrator over all satellite locations and their outpatient campus, located in Orange, Texas. Todd received his Bachelor’s Degree in Cardiovascular Science from Lamar University in Beaumont and his Master’s Degree in Healthcare Administration from Houston Baptist University. He is board-certified in Healthcare Management and a Fellow of the American College of Healthcare Executives.

Todd’s career in healthcare has spanned thirty years. Prior to moving into hospital administration, he was a Cardiac Assist Device Specialist on the heart transplant team at Texas Heart Institute located in the Texas Medical Center in Houston, where he was responsible for managing patients on artificial hearts and ventricular assist devices. After completing his Master’s Degree, he served as an intern with Memorial Hermann Life Flight, before being named operations manager over the Neuro-Trauma ICU and Stroke units. Having worked in the Texas Medical Center for a number of years, Todd returned home to Beaumont as CEO over an outpatient surgery center, before assuming his present role with Baptist Hospitals, eight years ago. Todd and his wife, Dawn, who is an RN, have been married for 25 years and have two boys, TJ who is 18 and a 4th-year pre-med student at Lamar University and Ethan, who is 12 and already seems destined to become an attorney.