



SPEAKER

Todd Senters

TITLE

**In the Eye of The Storm: Evacuating an Acute Care Facility**

ABSTRACT

In the early morning hours of August 31, 2017, the Southeast Texas region was overwhelmed by the remnants of Hurricane Harvey, with the Jack Brooks Regional Airport recording an historic total of 47.52 inches of rainfall, in a 24-hour period. Despite the region being inundated, Baptist Hospitals had withstood the worst of the storm. However, within 24-hours, flow from neighboring tributaries would force the Neches River out of its banks, knocking off-line the main and emergency-reserve water pumps for the City of Beaumont, eliminating the only source of potable water to over 200,000 people. Rendered virtually an island by the storm, the hospital was left with no other choice but to evacuate, by air, over 300 patients and other evacuees, whom were either elder or chronically-ill. In an event such as this, there were many lessons to be learned. The presenter will share the elements of this disaster that were well-managed, and those elements already serving as a guide for improvement.

1. Developing a culture of: A Constant State of Preparedness
2. Crisis Communication: Managing Inside and Out
3. Facility Evacuation: Making the Tough Call

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.