

Santa Clara Valley Medical Center

San Jose, California: Santa Clara Valley Medical Center (SCVMC) is your facility. 949 staffed bed acute care hospital, located 55 miles south of San Francisco, California. Current designations include Level I Trauma Center and Level II Pediatric Trauma Center.

The Event: September 2022 Heat Wave / Power Outage

The Scenario: On Tuesday September 6, 2022 San Jose reached a record temperature of 109 degrees. The previous record high temperature of 108 was set in 2017. The commercial power company PG&E experienced a power outage on September 6, 2022, resulting in a loss of power for more than 30,000 customers in the South Bay area.

At approximately 6:30 p.m. on September 6th the PG&E outage caused the loss of power at SCVMC and O'Connor Hospital.

The backup generators came online immediately and remained functional at O'Connor and in most of SCVMC. However, backup generators failed for a few SCVMC buildings approximately two hours after the initial commercial power outage.

SCVMC said the generators came back online at around 12:30 a.m. with PG&E power restored at both SCVMC and O'Connor at approximately 1:40 a.m.

The power outage impacting several buildings at SCVMC, including the K building. The K building houses the emergency room on the first floor, surgical and trauma ICU on the second floor, women children and newborns on the third floor, and additional patients on the fourth floor.

As soon as I walked over to the ICUs, it was pitch black. Everyone just had their iPhones out as little flashlights to try to check on people," she said. "Normally ICUs are full of, you know, just like beeping sounds and like monitor sounds - just like a lot of sounds like that. And it was just silent.

Silence signaled something was very wrong. – Dr. Tiffany Chao

As of Wednesday September 7th, SCVMC stated that the emergency department had to close to stroke, heart attack, trauma, and ambulance arrivals. Seven patients had to be transferred to other facilities. Another nine had to be moved to different parts of the hospital.

The outage meant, "Our patients that are in the Surgical ICU and the Trauma ICU have zero lights, zero electricity. Patients on ventilators are on the ventilators running on batteries that only last about 30 minutes. Patients who have drips running for medicine, those will only last about an hour."

Due to uncertainty regarding the duration of the power outage, some elective procedures scheduled for Wednesday were cancelled.

I went to medical school at Mount Sinai in New York City," Dr. Chao shared. "And we actually had a blackout in New York City that at the time affected the hospital. And I was a first or second year medical student and it was the same situation, just all hands on deck, do whatever it takes. – Dr. Tiffany Chao

Neighboring

Healthcare Facilities:

Regional Medical Center of San Jose San Jose, California Level II Trauma Center; 258 bed facility	6 miles
Stanford Health Care Palo Alto, California Level I Trauma Center; 621 bed facility Level II Pediatric Trauma Center	17 miles
Eden Medical Center Castro Valley, California Level II Trauma Center; 130 bed facility	33 miles
San Francisco General Hospital and Trauma Center San Francisco, California Level I Trauma Center; 397 bed facility	50 miles

Note: data per the American Trauma Society "Find Your Local Trauma Center" online tool: <https://www.amtrauma.org/page/FindTraumaCenter>

Trauma Center Association of America:

<https://www.traumacenters.org/page/USTraumaDisasterCenters>

Assignment:

Please write a 3 page case summary, of what you as CEO would do 24 hours before the event, during the event and for the first 7 days following the event. Please use the elements you have learned from the text and our class so far in your answers.

Identification and Characteristics:

Santa Clara Valley Medical Center (aka SCVMC / Valley Medical) ¹

Type of Facility: Short Term Acute Care
Type of Control: Governmental, County
Total Staffed Beds: 949
Hospital Website: <https://scvmc.scvh.org/home>

Level I Trauma Center
Level II Pediatric Trauma Center

Population Estimates, July 1 2021 983,489²
Location: 55 miles south of San Francisco

Resources:

Yahoo Finance (Director). (2022, September 7). *San Jose mayor on California heat wave: 'Climate change is here.'* <https://www.youtube.com/watch?v=sL1pm9LATlc>

Dolce, C. (2022, September 9). *California, West Heat Wave Smashes Monthly, All-Time Records.* The Weather Channel. <https://weather.com/news/weather/news/2022-09-07-california-west-heat-wave-records-set-sacramento>

NBC Bay Area (Director). (2022, September 7). *San Jose Hospital Loses Power Amid Heat Wave.* <https://www.youtube.com/watch?v=m9idw9qxu8s>

¹ https://www.ahd.com/free_profile/050038/Santa_Clara_Valley_Medical_Center/San_Jose/California/

² <https://www.census.gov/quickfacts/fact/table/sanjosecitycalifornia/PST045221>

Patients, doctors and nurses at Santa Clara Valley Medical Center ended up in the dark and without air conditioning for hours Tuesday. Marianne Favro reports.

<https://www.nbcbayarea.com/news/local/santa-clara-valley-medical-center-power-outages/2997214/>

del Castillo, A. (2022, September 8). *Backup generators fail at SJ hospital during blackouts, leaving workers scrambling for hours* [News]. ABC7 San Francisco.

<https://abc7news.com/santa-clara-valley-medical-center-blackout-san-jose-power-outages-bay-area-heat-wave-back-generators/12211056/>

Greschler, G. (2022, September 8). Backup generators failed at San Jose hospital during heat wave, emergency room still closed. *The Mercury News*.

<https://www.mercurynews.com/2022/09/07/backup-generators-failed-at-san-jose-hospital-during-blackouts>