Emergency Medical Services
San Mateo County Health Department

SFO Plane Crash
Asiana Airlines
Flight 214
July 6, 2013
Overview

- San Mateo County (SMCO)/San Francisco International Airport (SFO)
- Asiana Airlines Flight 214 Plane Crash
  - EMS Field Operational Response
  - Hospital Operational Response
  - Patient Movement
- Passenger/Patient ID/Reunification
- Resources
Patient Movement

• Triage
• Treatment
• Tracking
• Transportation
• Identification
• Reunification
SAN MATEO COUNTY

Population: 762,327
(14th Most Populous in CA)

Size: 531 square miles
(3rd Smallest in CA)

- San Francisco Peninsula
- San Mateo Bridge (7 miles)
- Foothills 2,500 ft. Elevation
  - San Andreas Fault
  - Hetch Hetchy Water
- Bayside (90+% Pop.)
- Coastside (~10% Pop.)
911 Pre-hospital EMS:
  ~ Fire First Response
  ~ AMR Ambulance

Hospital: Trauma
  ~ San Francisco General
  ~ Stanford/LPCH

Hospital: 24/7 ED
  ~ Seton Medical Center
  ~ Kaiser South San Francisco
  ~ Peninsula Medical Center
  ~ San Mateo Medical Center
  ~ Sequoia Hospital
  ~ Kaiser Redwood City
  ~ Seton Coastside (Standby ED)
San Francisco International Airport (SFO) Emergency Response Plan

• SFO Annual Air Crisis Exercise
• Alert 3
  – SMCO Code 2000 – Law
  – SMCO Alarm 303 – Fire
  – SMCO – Activation of MCI Plan
Asiana Airlines Flight 214
Destruction
Asiana Airlines Flight 214 Destruction (cont’d)

- Crash landing of Boeing 777
- Loss of Tail and other parts of plane causing trail of airplane debris
- Debris field more than 8 football fields in length from the sea wall to the resting site
- Leaking Jet Fuel
- Aircraft lavatory waste
- Exposed Luggage
- Imploded Chutes on Right Side of Plane
- 307 People dispersed from sea wall to crash site
  - 291 Passengers
  - 16 Flight Crew
- Four crew and two passengers ejected during crash
- Explosion following set-up of tarmac Casualty Collection Point
Asiana Airlines Flight 214 Destruction (cont’d)
Asiana Airlines Flight 214
Field Response – Tarmac and Terminal
Asiana Airlines Flight 214
Patient Movement – Field Tracking

• Field – Triage Tag Number; Triage Color; Hospital Destination;

• Front

• Back
Asiana Airlines Flight 214
Patient Movement – Field Tracking/Transport

• Medical Communications Coordinator
  – Incident Dispatch Team
    • EMSSystem MCI Polling
    • Computer Aided Dispatch
Asiana Airlines Flight 214
Patient Movement – Field Tracking/Transport (cont’d)
Asiana Airlines Flight 214 Response  
Patient Movement - Transport  

• Unified Command  
• San Francisco  
  – MCI Plan  
• San Mateo County  
  – MCI Plan  
  – Trauma Plan
Asiana Airlines Flight 214
Field Response - Resources

- 52 Transport Ambulances (85% from SF Fire & AMR)
- 4 Air Ambulance (USCG & 3 Cal Star)
- 2 Buses (SFO & SamTrans)
- Disaster Medical Supply Unit (DMSU)
Asiana Airlines Flight 214
Field and Agency Response

Response Times

- 1128 Plane Crash
- 1129 First 911 Call
- 1130 First AMR Ambulance On-Scene
- 1140 EMSystem MCI Polling of Hospitals (1205; 1300)
- 1142 EMS On Call Notified (1152 MHOAC)
- 1200 EMS On Call/MHOAC contact w/Field, Hospitals, Region (1244)
- 1305 Tarmac Operations Cleared – Transition to Terminal Operations
- 1400 EMS Command Center Activated
- 1432 Initial SitRep to Region and State (1615, 1944)
- 1446 EMSystem Regional Announcements (1454, 1501, 1701)
- 1640 Transport of last patient from SFO Terminal
### Event Detail

**Mass Casualty Incident**

<table>
<thead>
<tr>
<th>Event Title</th>
<th>Started By</th>
<th>Start Time</th>
<th>End Time</th>
<th>Drill IP</th>
<th>Update</th>
<th>Updated By</th>
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<td>07/06/13 11:40</td>
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<td>07/06/13 13:00</td>
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<td>07/06/13 11:40</td>
<td>07/06/13 11:40</td>
<td>No 204.114.52.87</td>
<td>2</td>
<td>smcomm</td>
<td>07/06/13 13:00</td>
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<tr>
<td>777 on fire on the runway. 291 patients so far</td>
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Report run by: krose  
From: San Mateo  
on: 05/20/2014 16:20:03 PDT  

*intermedix*
Asiana Airlines Flight 214
EMS/MHOAC-Hospital Situation Reporting

**EMSystem Regional Announcements**

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**Update: SFO Plane Crash**

**mleach** 07/06/13 14:46 07/07/13

**Update on Patients:**
54 transported
75 at site being triaged for transport
220 greens at terminal brought by bus being reassessed
2 blacks

Begin tracking patients EMS will follow
For more info: Michael Leach 650-368-3928, Kevin Rose 650-368-2377

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**Update: SFO Plane Crash**

**mleach** 07/06/13 14:46 07/07/13

**Update on Patients:**
For Pt Reunification assistance contact the American Red Cross national 24/7 line @ 866-232-4736
307 total people on plane
Originated in Seoul, Korea - consider korean translation services for communication
130 transports (may include multiple pts)
All of the initial yellow and red triage tagged pts at site have now been transported.
220 greens at terminal brought by bus being reassessed. A number of these greens have been transported in groups of ~15 to trauma centers Stanford and SF General for additional assessment.
There are only 2 blacks.

Please track all patients that are part of this incident, as this info will be needed for follow up investigations.
For more info: Michael Leach 650-368-3928, Kevin Rose 650-368-2377

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**Update: SFO Plane Crash - No More Patient Transports**

**mleach** 07/06/13 14:46 07/06/13

**No 204.114.53.254**

* Event ended quietly. Update on Patients: All patients have been transported.
For Pt Reunification assistance contact the American Red Cross national 24/7 line @ 866-232-4736
United is helping Asiana Airlines with Patient Lodging/Paperwork.
Asiana Air General Information for the Public on the Crash: 800-232-4736
Information for Hospitals on Patient Return to SFO for Lodging:
Ask for Robert at United 650-330-2371
Asiana Airlines Flight 214 Response
Field Situation Reporting

• Establish Field Point of Contact
• Scene Size-up
  – Total number of victims w/rough *triage* breakdown (Reds, Yellows, Greens)
  – Approximate number of victims *transported* and to which hospitals
  – Approximate number of victims on-scene
  – Hospital polling issues – none
  – Additional/Misc. information
• Resources needed – none
Asiana Airlines Flight 214 Response
EMS/MHOAC Situation Reporting

• Overall Situation Size-up
  – From Field
  – From Hospitals
  – From Media

• Informal Situation Reporting
  – Phone/Email/Trunked Radio
  – EMSSystem Regional Announcements

• Formal Situation Reporting
  – EOM SitRep
Asiana Airlines Flight 214
Patient Movement – Hospitals
Asiana Airlines Flight 214
Patient Movement - Hospitals (cont’d)
Asiana Airlines Flight 214
Patients/Receiving Hospitals

• 3 Trauma Hospitals (110)
  – Stanford Hospital (55)
  – San Francisco General (53)
  – Eden Medical Center (2)

• 3 San Mateo County Hospitals (29)
  – Peninsula (14)
  – Kaiser Redwood City (10)
  – Sequoia Hospital (5)
Asiana Airlines Flight 214
Patients/Receiving Hospitals (cont’d)

• 5 Additional SF Hospitals (39)
  – UCSF (14)
  – CPMC (9)
  – St. Francis (7)
  – Kaiser SF (5)
  – St. Mary’s (4)

• 181 Patients Transported to 11 hospitals w/in 5 hours in 3-4 waves
Asiana Airlines Flight 214
Standby San Mateo County Hospitals

• Kaiser South San Francisco

• San Mateo Medical Center

• Seton Medical Center

• Additional SF Hospitals
Asiana Airlines Flight 214
Patient Movement - Identification

• Hospitals overwhelmed by agencies:
  – **ARC** - client
  – **Asiana Airlines/UAL** – passenger/customer
  – Consulates (China, South Korea) – Int’l
  – **CBP** – foreign nationals/U.S. resident
  – **DHS** – passenger/victim
  – **EMS** – victim/patient
  – **FBI** – passenger/victim
  – **NTSB** – passenger/victim

• And MEDIA!!!
Asiana Airlines Flight 214
Patient Movement – Identification (cont’d)

• Requesting Agency Tracks:
  – Law Enforcement
  – Medical
  – Other
  – Media

• Requesting Agencies
  – ARC, Asiana/United, Consulates, CBP, DHS, EMS, FBI, NTSB
Asiana Airlines Flight 214
Patient Movement – Identification (cont’d)

• Requesting Agency Tracks/Agencies:
  – Law – CBP, DHS, FBI
  – Medical – EMS, NTSB … ARC
  – Other – Asiana/UAL, Consulates
Asiana Airlines Flight 214
Patient Movement – Identification (cont’d)

- EMS – Hospitals; Number of Victims Per Facility; Triage Colors

<table>
<thead>
<tr>
<th></th>
<th>SUH</th>
<th>SFG</th>
<th>PEN</th>
<th>KRWC</th>
<th>SEQ</th>
<th>UCSF</th>
<th>CPMC</th>
<th>St. Francis</th>
<th>Kaiser SF</th>
<th>St. Mary’s</th>
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<tbody>
<tr>
<td>Total</td>
<td></td>
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Asiana Airlines Flight 214
Patient Movement – Identification (cont’d)

• Hospitals – Medical Record Number, Name, Age, Gender, Chief Complaint, etc.

<table>
<thead>
<tr>
<th>#</th>
<th>MRN</th>
<th>LAST NAME</th>
<th>FIRST NAME</th>
<th>AGE</th>
<th>GENDER</th>
<th>CHIEF COMPLAINT</th>
<th>DISPOSITION</th>
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<tr>
<td>1</td>
<td>28335</td>
<td>Doe</td>
<td>Jane</td>
<td>24</td>
<td>Female</td>
<td>Plane crash; ribs</td>
<td>Facesheet</td>
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<tr>
<td>2</td>
<td>28445</td>
<td>Doe</td>
<td>John</td>
<td>18</td>
<td>Male</td>
<td>Plane crash; neck</td>
<td>Discharged</td>
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<tr>
<td>3</td>
<td>28665</td>
<td>Doe</td>
<td>John</td>
<td>34</td>
<td>Male</td>
<td>Plane crash; head</td>
<td>Facesheet</td>
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Asiana Airlines Flight 214
Patient Movement – Identification (cont’d)

- Air Carrier – Manifest Team “scrubbing” Passenger Manifest for NTSB and CBP

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>M</th>
<th>Record Locator Number</th>
<th>Status</th>
<th>Payment</th>
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<tr>
<td>Doe</td>
<td>Jane</td>
<td>T.</td>
<td>A034566</td>
<td>1K</td>
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<td>7A</td>
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<tr>
<td>Doe</td>
<td>John</td>
<td>D.</td>
<td>A034585</td>
<td></td>
<td>Non-revenue</td>
<td>41B</td>
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<tr>
<td>Doe</td>
<td>Jane</td>
<td>R.</td>
<td>A055433</td>
<td></td>
<td>Positive Snare</td>
<td>77A</td>
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Asiana Airlines Flight 214
Patient Movement – Reunification

• Customs and Border Protection (CBP)
  – Processed Entry into U.S.

• Air Carrier/Red Cross/NTSB
  – Family Reunification

• Hospitals
  – Discharge
Hospital Incident Command System (HICS)

• HICS 2014 – Under Operations Section
  • Patient Family Assistance Branch Director
    – Family Reunification Unit Leader
    – Social Services Unit Leader
Asiana Airlines Flight 214
Patient Movement Re-cap

• Triage
• Treatment
• Tracking
• Transportation
• Identification
• Reunification
Legalities of (Aviation) Disasters

- Aviation Disaster Family Assistance of 1996
- Title 45 Code of Federal Regulation Section 164.510 (a) and (b)
- CA Civil Code 56.10 (c)(14) and (15)
- Federal Register, Vol. 64, No. 212, pg. 59918 and 59956, November 3, 1999
THANK YOU

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