

# 82<sup>nd</sup> Annual TPHA Conference

## Lessons Learned

*Foreign Country Donations of Food & Drugs*

*Hurricanes Katrina & Rita*

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## ORA's Transformation

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## And Then The Storm Came...

- Hurricanes Katrina and Rita - 'Caused A Whole Lot of Harm; And, For Many Months, Nothing Was Easy.'

Highway 90 - Mississippi Gulf Coast - Post Katrina

# Lessons Learned



- When Disasters Strike
  - Chain of Command for Response
  - Priorities Change
  - Resources Shift
  - Communication Technology
- Procedures & Policies - Donated Goods And Government-to-Government Shipments
  - The Act (It's The Law)
- Transformation
  - Revisit
  - Revise
  - Renew

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# When Disasters Strike



- Chain of Command for Response
- Priorities Change
- Resources Shift
- Communication Technology

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## When Disasters Strike (cont)

- Priorities
  - Employee Safety
  - Consumer Safety
  - Refocusing Investigations In The Disaster Areas
- Resources
  - Deployments
  - Travel Dollars



Cameron, LA Aerial View

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## When Disasters Strike (cont)

- Resources
  - Deployments
  - Travel Dollars
- What did we learn:
  - That communication is key in deployments
  - The heart of the employee to extend themselves to make things work is what often times makes us successful



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## When Disasters Strike (cont)

- Tent City - Housing/Sleeping Quarters
- We Learned/Reinforced What We Knew:
  - We Have A Great Dedicated Staff, Willing To Live & Work Under Adverse Conditions To Get The Job Done!
  - It's Not Always Easy!!



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## When Disasters Strike (cont)

- Staff Shortages Created in Critical Areas Due to Deployments
  - Lesson Learned: Have A Plan In Place To Stagger Deployment of Personnel

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## When Disasters Strike (cont)

- Communication Technology
  - Communication between Agency Organizational Components Was Highly Effective
  - Data Was Shared Routinely & Quickly
  - Needed Guidance from Headquarters To Field Was Received
- Recommended Improvements
  - Alternate Forms of Communication Equipment

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## When Disasters Strike (cont)

- Interaction with Other Agencies
  - We Performed Well with HHS Agencies
    - Probably Due to Common Aspects of Agency Missions
  - Communications on Deployment Was Somewhat Lacking
- Recommendations:
  - Up-to-Date Database Lists of Volunteers And Their Skill Sets
  - Inoculation Policy
  - Training for Disasters

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## Procedures & Policies



- Procedures & Policies - Donated Goods And Government-to-Government Shipments
  - The Act (It's The Law)
    - 801(a) Entry Data
    - 801(m) Prior Notice Information

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## Procedures & Policies (cont)

- Government-to-Government Shipments
  - FEMA/DOS/USAID Taskforce Is Addressing This Issue
  - Even In A Disaster, We Must Continue To Protect The Consumer Through Well Designed Procedures That Emphasize Safety As Well As Compassion & Humanitarian Relief
  - Have FDA At The Table Prior to Any Temporary Wavier of Filing of Import Entry Documents

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# Transformation



- Transformation
  - Revisit
  - Revise
  - Renew
- As The World In Which We Live And Work Changes, We Must Change

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# Transformation (cont)



- Imports
  - Consider How Best To Implement FDA's Import Strategy, Including Aligning ORA's Organizational Structure And Funding Priorities with This Strategy
    - Risk Based Targeting – Life Cycle of The Product
    - Identify Structure And Function To Achieve Goals of the Import Strategy

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## Transformation (cont)

- Import Strategy – Five Workgroups
  - Foreign Operations
  - Border Operations and Entry Admissibility
  - Imported Goods In Domestic Commerce
  - Information Technology
  - Applied Science and Technology



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## To Summarize...

- We Have Learned To:
  - Seize The Moment and Act
  - Review What We Did
  - How We Did It
  - Acknowledge Our Successes
  - Recommend Needed Changes
  - Implement Needed Changes
  - Prepare and Plan for the Next Big One!



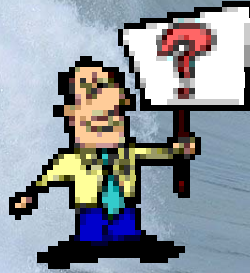
AND

**Never Forget It Takes A Team To Sustain Us, and Make Us Successful In Our Mission!**

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# Questions

- Q & A



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