

Medical Team Support Guide

2020

**WELCOME AND INTRODUCTION**

Aloha,

Welcome to the 2020 Hawai‘i Pacific Health (HPH) Great Aloha Run (GAR), celebrating its 36th year. This is HPH’s third year as title sponsor of this great event. We are proud and excited to partner with GAR in helping to create healthier Hawai‘i with Aloha.

Ke kukini me ke aloha pau’ole (the race with compassionate love) expresses the essence of the HPH GAR. This event touches so many lives in the community, with more than 16,000 registrants, in excess of 4,000 volunteers, and many charitable organizations that benefit from the proceeds of the event. HPH will provide medical support for the Great Aloha Keiki Run on Saturday, February 8th, the Great Aloha Sports, Health and Fitness Expo taking place Saturday, February 15th through Sunday, February 16th, and throughout the Great Aloha Run from Aloha Tower to Aloha Stadium on Monday, February 17th.

Within this document, you will find information about the provision of medical care and support for the participants of the 2020 Hawai‘i Pacific Health Great Aloha Run.

Mahalo!

Douglas Kwock, MD (Hawai‘i Pacific Health Great Aloha Run Medical Director)

Nathan Angle, MD (Hawai‘i Pacific Health Great Aloha Run Stadium Medical Director)

Andy Summersgill, MD (Hawai‘i Pacific Health Great Aloha Run Course Medical Director)

Matt Wells, RN (Hawai‘i Pacific Health Great Aloha Run Medical Locker Room Medical Director)

Courtney Wagner (Hawai‘i Pacific Health Great Aloha Run Medical Support Project Manager)

Mission and Rules of Conduct

Mission Statement

To provide medical support, in partnership with Great Aloha Run leadership, AMR, city, state, and other appropriate agencies, to all participants of the 2020 Hawai‘i Pacific Health Great Aloha Exposition, Keiki Run, and Run in support of fun and safe events.

Rules of Conduct

Thank you for following these simple rules:

1. Medical team members act as representatives of Hawai‘i Pacific Health and shall behave responsibly and respectfully at all time, treating participants, staff, and other volunteers with courtesy; not engaging in profane, harassing, or offensive speech or behavior; will not consume alcoholic beverages, smoke, or use other drugs (unless medically indicated).
2. Medical team members should recognize their medical capabilities and yield to medical personnel with more suitable medical care training and expertise when appropriate.
3. Medical team members will show up on time for their volunteer shift and remain at their assigned station or zone, unless excused for authorized breaks or released by their team leads.
4. Medical team members will wear their official medical team apparel on race day, along with athletic, closed-toe shoes (no sandals or slippers).
5. Medical team members will not use cell phones or other electronic devices other than for the purposes of GAR-related medical support team communication.
6. Medical team members will follow instructions of their team leads, training materials, and the contents of this guide, and will check with their team leads for any questions.
7. Absolutely no medical team member may speak to the press about any aspect of the Hawai‘i Pacific Health Great Aloha Health and Fitness Expo, Keiki Run, and Run medical treatment, or any specific individual’s treatment. If you receive a press inquiry, please say, “I am not authorized to speak to the press.”
   1. If asked for a contact, the following contacts can be provided:
      1. Caroline Witherspoon 533-4165 (office) or 497-4895 (cell)
      2. Kristen Bonilla 535-7982 (office) or 341-4789 (cell)
8. All Hawai‘i Pacific Health medical support services and treatments administered at the Hawai‘i Pacific Health Great Aloha Exposition, Keiki Run, and Run are complimentary. No charging or tipping is allowed.

Great Aloha Run Overview

More than 15,000 people register for the Hawai‘i Pacific Health Great Aloha Run. In addition, approximately 2,000 military personnel participate in the event. In general, it is estimated that 1% - 3% of those that participate on race day will require some form of medical assistance, ranging from minor to life threatening conditions.

There will be 4 First Aid Stations spaced approximately 2 miles apart on the course. These First Aid Stations will be staffed by HPH Medical Team volunteers and located in close proximity to the water stations staffed by GAR volunteers. There will be spotters throughout the course and throughout key areas of the Aloha Stadium. There will be a medical treatment area in the Makai locker room, South end zone, at the stadium.

The first finishers will arrive approximately 38 minutes after the start of the run. More than 15,000 participants will finish every 15 minutes from approximately 8:00 am until 11 am. Finishers usually taper off after the first 3 hours. In 2019, 14,493 civilian participants and more than 3,000 military runners crossed the finish line.

## Duties and Responsibilities of HPH GAR Medical Support Volunteers

The medical staff selected to provide coverage of the HPH GAR will be the primary health care team. Each Medical Support Volunteer is ultimately responsible to the Medical Director, Dr. Douglas Kwock. Volunteers assigned to the Course or the First Aid Stations are directly responsible to their First Aid Station Lead, as well as to HPH Course Director, Dr. Andy Summersgill. Volunteers assigned to the Medical Locker room are responsible to the Medical Locker Room Medical Director, Matthew Wells, and to the Stadium Director, Dr. Nathan Angle. Volunteers assigned to the other Stadium Zones are responsible to their Zone Lead as well as to the Stadium Director, Dr. Nathan Angle. Our medical support team members will work within the supervision of the Medical Director and in cooperation with other members of the medical team. Responsibilities include, but are not limited to:

1. Assisting with the set up and breakdown of medical supplies and equipment at stadium and course medical locations, including creating ice packs.
2. Assisting with the inspection of event site for safety and medical service functions.
3. Following emergency and communications procedures for each site. In the event that local AMR needs to take control of a medical situation, they are to be provided full access to that athlete or situation.
4. In cases of injury, illness or other emergencies, following all established procedures and documentation for the evaluation and treatment of participants.
5. Ensuring that all treatments and evaluations stay within the guidelines of each Medical staff’s state licensure and professional practice acts.
6. Ensuring that injured/ill athletes/walker or event volunteers are a priority, and are accompanied at all times by a member of the Medical Support Team in the event of an injury or medical transports within the course or stadium.
7. Maintaining injury/illness records as outlined by this guide, including treatment forms. All records must be completed in full.
8. Maintaining communications with Medical Leads and the Command Post regarding arrival, venue set up, emergency situations and venue breakdown.
9. Informing Medical Lead if participants are receiving medical treatment by anyone other than medical staff.
10. Assisting with repacking and breakdown of medical equipment once the event is completed.

### Questions and Problem Resolution

Do not deviate or modify existing protocols unless cleared by the Medical Director.

Questions and problems should be addressed in this order:

Team Member 🡪 Medical Lead 🡪 Corresponding Director (Course or Stadium) 🡪 Medical Director 🡪 Race Director

On-Site

## What to Bring

**Medical Team Clinical Staff -** Please bring a watch that can measure seconds as well as your fully charged personal cell phone with head phones/ear buds and microphone\*.

**Medical Team Volunteers** – Please bring your fully charged personal cell phone with head phones/ear buds and microphone\*.

**HPH Employees** – Please bring your employee ID badge.

**Community Volunteers** – Will be provided a name badge for their shift.

\*Note: Ambient event noise may make it difficult to hear cell phone conversations without head phones/ear buds.

## What to Wear

Wear your designated HPH GAR Medical T-shirt as the outermost layer (unless you are wearing a vest) - to identify yourself as a member of the medical support team!

Medical Staff Shirts will be issued before the race, along with ID badges for non-HPH employees. Refer to the email messages from the Volunteer Coordinator for details on receiving your T-shirt and any other materials.

* Medical team volunteers will wear **white** Medical Staff Shirts with red crosses on the back.
* Medical team clinical staff will wear **fluorescent yellow/green** Medical Staff Shirts with red crosses on the back.
* **Vests**
  + Physician clinical volunteers will wear high-visibility yellow vests with a vertical orange reflective stripe.
  + First Aid Station teams including spotters on the course will wear reflective high-visibility yellow vests for safety on the course.
* All HPH employees should wear their HPH employee ID badge. Lanyards will be provided.

**Recommendation:** Dress comfortably. Athletic wear, khaki’s, shorts, scrubs are all OK. Bottoms should be a solid color – black, navy, dark blue, khaki or denim, and should be conservative (no short shorts). Bear in mind that you will be on your feet for many hours; wear comfortable athletic, closed-toe shoes (no sandals or slippers). Please be mindful of the weather conditions and protect yourself from exposure to the elements – consider hats, sunscreen, sunglasses, rain protection, etc.

Medical Team Responsibilities

## Emergencies/Suspicious Activity

If you see a seriously injured athlete, medical emergency, or suspicious activity, notify your Medical Lead immediately who will contact the Race Command Post. If you cannot reach your Medical Lead for a seriously injured athlete, medical emergency, or suspicious activity, call 911.

## Ambulances

If you are in need of an ambulance, please notify your Medical Lead immediately. Only the GAR Medical Directors, and First Aid and Zone Medical Leads can request an ambulance through the Race Command Post. If you cannot reach your Medical Lead, and a transport seems necessary, call 911.

American Medical Response (AMR) is assisting HPH and GAR with providing coverage for the event. Their coverage includes ambulance units that will be placed along the course, bike units placed between Valkenburgh, Halawa, and stadium, and medical carts in the stadium. The Race Command Post will dispatch AMR based on the location of the athlete in need. Each of these units are fully equipped, including oxygen, AED, cardiac meds and other supplies.

HPH will have at its disposal several golf carts that will be strategically placed in the stadium. Two carts will be placed on the field, two on the concourse and one outside of the stadium in Zone A. Golf cart drivers will be clinical volunteers determined by the HPH Medical Directors. A gurney will also be available at the Medical Locker Room to transport patients from the field.

When AMR is on the scene of a medical event, the HPH medical team will transfer command of the medical event to the AMR team. The HPH medical team will stay on scene to assist once AMR arrives. Spotters and other HPH clinicians in the vicinity should participate in crowd control around the scene of a medical event.

If an athlete treated by the HPH medical team and/or AMR is being transported to a hospital, the HPH physician and/or AMR involved in the treatment should contact the hospital ED physician receiving the athlete.

Sweep Vans   
If an athlete drops out of the race along the course, but does not require an ambulance, sweep vans will come by at the end of the race to each HPH First Aid Station to pick up participants that need transportation to the stadium. Those in this situation should be encouraged to stay at the First Aid Station until transport arrives. The sweep van will drop athletes off at the top of the North Tunnel (the entrance to the finish line). \*\*Please note, First Aid Stations may be broken down by the time the sweep vehicle passes.

# Athlete Logging and Emergency Plans

#### Athlete Logging

The bib numbers of all athletes seeking assistance from the medical support team should be tracked as they enter and exit the care area. The Medical Log for minor conditions, or the Treatment Summary for everything else should be completed in as much detail as possible. Forms will be available in each First Aid Tent, in each first aid pack and in the Stadium Aid Station.

**\*\*Note: Under no circumstances shall an athlete’s identification, location, condition, disposition or any other details be released to the public.**

#### Sweep Buses

Great Aloha Run organizers have arranged for sweep buses (or vans) to pick up athletes who have dropped out of the race. These buses will be sweeping behind the last athlete – at the end of the race. They will pick athletes up at First Aid Stations and deliver them to the Stadium near Zone A – at the top of the North Tunnel.

#### Communication Plan in a Critical Emergency

In the unfortunate event that a cardiac arrest occurs during the run, the following procedure will be strictly adhered to:

* No one other than Caroline Witherspoon, Kristen Bonilla or the designated GAR Media Coordinator will make any public statements regarding any athlete’s condition or circumstances surrounding a medical event.
* All cardiac arrests must be immediately reported to the Race Command Post.

## IF A CATASTROPHIC INCIDENT OCCURS:

Do not panic. Follow the directions from your Medical Lead, the Medical Directors, and/or the Race Command Post.

Do not rush to the scene of the incident to help. Go where instructed, as your assistance may be more important elsewhere and the scene of the incident may not be safe.

**IMMEDIATE ACTION PLAN** - **General Guidelines**

* Get all pertinent facts regarding the incident accurately and expeditiously.
* Accurately document all events
  + Time of events and interventions
  + List of participants and witnesses
* Secure any or all available materials/equipment involved
* Respect the dignity and privacy of the individuals involved
* No one other than Caroline Witherspoon, Kristen Bonilla or the designated GAR Media Coordinator will make any public statements regarding any athlete’s condition or circumstances surrounding a medical event.

## Incident Management Guidelines

In the event of an incident the following guidelines must be followed:

Notification of incident to the Command Post using radio or cell phones if no one with a radio is proximate. Those on the course should contact their assigned First Aid Station Medical Lead who will call it into the Race Command Post, if no one with a radio is nearby.

The following protocol should be followed when reporting anything on the radio – keep the message simple.

1. The radios are digitized, press the button and wait for the chirp before talking.
2. Identify yourself and wait for acknowledgement
3. Location
   * Mile markers, business names, cross streets or other landmarks help to identify location along the course
   * Zone designation; yard line, stadium section, parking section, gate number can help identify location at the stadium
   * Orient yourself to these landmarks and identifiers while you are positioning yourself before athletes come by to prepare yourself to report location should the need arise
4. Athlete bib number (no athlete names should be given on the radio)

* Please also note whether the athlete in question is a Sounds Of Freedom athlete
  + Sounds of Freedom Athletes are military athlete running in formation
  + Their bib is blue, and their number sequence is different than other athletes. (Elite athletes have yellow bibs and all others are white.)
  + If Sounds of Freedom athletes are transported, it will be to Tripler, so this information is important

1. Gender of the participant
2. Description of the situation – keep the message simple
3. Await response and instructions - The Command Post will alert the HPH Medical Directors, HPD and AMR as needed, not necessarily in that order.

* Follow the given instructions
* You may be asked to switch radio channels or to go to cell phone.
  + Use headphone and a mic if moved to cell phone.

8. Update the Command Post with the disposition of the athlete – picked up by sweep van; transported by ambulance; returned to race; etc.

If ambulance transport is needed, the Race Command Post will dispatch.

* HPH volunteers should not dispatch ambulances directly.
* In the case of overflow (if all assigned AMR rigs are on runs), AMR and HPD in the Command Post will contact 911 for assistance.

The Command Post or HPH Medical Directors may determine whether the communication should be handled via cellphone instead of the radio. If that is the case, instructions will be provided.

The Command Post will attempt to contact the athlete’s emergency contact provided on the athlete’s registration information.

**Important Note**: Under **NO** circumstances should any volunteer or medical support staff comment on the incident to anyone, specifically the media. If you are directly involved with the incident, we recommend that you politely acknowledge that you have no information at this point in time. It would be appropriate to inform the press that a statement will be made by race officials when we have all the pertinent information.

The Command Post may also contact a First Aid Station or Stadium Zone to ask for advice or coordinate assistance (athlete down, wheelchair needed at the top of the North Tunnel, medical consult needed, etc.). The Race Command Post will also advise well in advance of the Sweep Van’s arrival to notify the Medical Locker Room of incoming participants and their condition so the medical team can be prepared. HPH volunteers assigned to radio duty should be monitoring the communications and listening for messages directed to their station/zone.

Communication Procedures

An incredible amount of information needs to be communicated around the course, both for logistics as well as for medical and other needs. Good communications are a critical element in the success of our event and for the safety of our participants and volunteers.

The Race Command Post is stationed in the Press Box at the Stadium. It will open by 4 am. GAR Officials, HAM Radio Operators, HPD and AMR will be positioned together at this post, and all communication is directed to and from the Race Command Post.

In addition to HAM Radio operators (who will be in bright orange vests), there will also be amateur radio operators as well as commercial radios issued to designated volunteers, including members of the HPH Medical Support Team. The commercial radios are not on open air frequencies, which allows for more privacy for medical situations.

Each Water station will have a GAR Volunteer radio operator. Their primary job is to be on the radio, available to the Race Command Postat all times. They will work with the volunteers at the water/aid station, medical personnel and race officials to make sure things go well and communicate for all. In addition, GAR volunteer radio operators will be on the course as spotters.

At least one HPH employee in each First Aid Station and in each Stadium Zone will be assigned a radio and will be responsible for receiving and relaying communications from/to their assigned area. This individual will be tasked with contacting the Race Command Post to report any incidents. Minor injuries such as blisters and minor scrapes need not be reported, but anything more significant – sprains, more serious abrasions and anything more significant medically must be reported. The radio operator will also be responsible for fielding incoming messages targeted for their assigned First Aid Station or Zone and ensure the communication continues with the appropriate parties (typically the Medical Lead). The HPH Radios should be set to the Medical channel initially.

**Medical Support Team members without radios**

There is a limited supply of radios. Those without radios should use cell phones to communicate.

**How to Communicate via Radio**

All communications are directed to and coordinated by the Race Command Post. Keep all messages short and to the point. Speak clearly and concisely. Please do not get upset if the Race Command Post seems to sound abrupt with you or asks you to repeat something. This likely indicates that they are really busy with several communications occurring concurrently. All communication flows through this command post and traffic can be hectic.

The main communication purposes are:

**Logistics** – check-in/roll call and reporting on set-up items, supply needs, tear down, etc.

**Medical** – emergency or non-emergency medical communication between the command post and the support stations/zones; athlete down, athlete in trouble

**Athlete status** – athlete drop out, sweep van need, etc.

Brevity of communication is critical. Before asking the radio operator to send a message, collect your thoughts and get the information ready to ensure the message is concise and effective. Key points are:

* to whom do we need to send a message
* nature of the message
* priority (routine, priority, emergency)

Please remember that dozens of people are listening to what you are saying. Follow HIPAA rules, don’t identify athletes by anything other than bib number and gender.

The protocol listed above should be followed when reporting anything on the radio

In addition, First Aid Stations and Stadium Zones should check in when they are set up and ready to go and must check in before closing down as well. The final communication should be the station is closed and leaving for the day.



## MEDIA & JOURNALISM INTERACTIONS

* No media will be permitted in the Stadium Medical Locker Room or the First Aid Stations.
* Approved media spokespersons will be identified in advance to respond to media questions and interview requests relating to medical volunteers and operations.
* All media inquiries and requests should be directed to the HPH Media Coordinator.
* No photography or videography allowed in any medical tent areas, including the First Aid Stations as well as the Medical Locker Room (with the exception of an HPH Media Coordinators and approved vendors).
* No photos or videos are allowed of any athletes in distress or undergoing care.
* Do not communicate any medical information or health status to anyone not involved in the treatment of the participant unless otherwise directed by the Course Director, Stadium Director or Medical Director.
* Follow HIPAA privacy regulations the same way you would in a health care facility. Protected health information (PHI) without an athlete’s consent may be used or disclosed for purposes of treatment, payment and health care operations only. Do not disclose a race participant’s PHI to the media.
* No personal medical information regarding an athlete, group of athletes, or other medical information should be communicated at any time to the media.