



**SOUTHERN CALIFORNIA
WILDFIRES**

**KAISER PERMANENTE'S
RESPONSE
& COMMUNITY SUPPORT**

Presenters



Dr. Jeremy Maggin

Regional Physician Director of
Emergency Preparedness and
Physician Lead for Medical
Transportation Services



Francesca Tanglao

Emergency Management Program
Leader for Kaiser Permanente
Southern California and Hawaii



Mitch Saruwatari

Director, National Emergency
Management

Major California Wildfires (1990-2021)

Tunnel-Oakland Hills Fire

2,900 Structures
Alameda County
Oct 1991

1991

2003

Cedar Fire

273,246 Acres
9,820 Structures
15 Deaths
San Diego County
Oct 2003

Tubbs Fire

5,630 Structures
22 Deaths
Sonoma County
Oct 2017

2017

2018

Camp Fire

18,804 Structures
85 Deaths
Sonoma County
Oct 2017

Mendocino Complex Fire

459,123 Acres
280 Structures
1 Death
Colusa County
July 2018

August Complex Fire

1,032,648 Acres
935 Structures
1 Death
Mendocino County
Aug 2020

SCU Lightning Complex Fire

396,625 Acres
225 Structures
0 Deaths
Stanislaus County
Aug 2020

2020

2021

Dixie Fire

963,309 Acres
1,311 Structures
1 Death
Butte County
July 2021

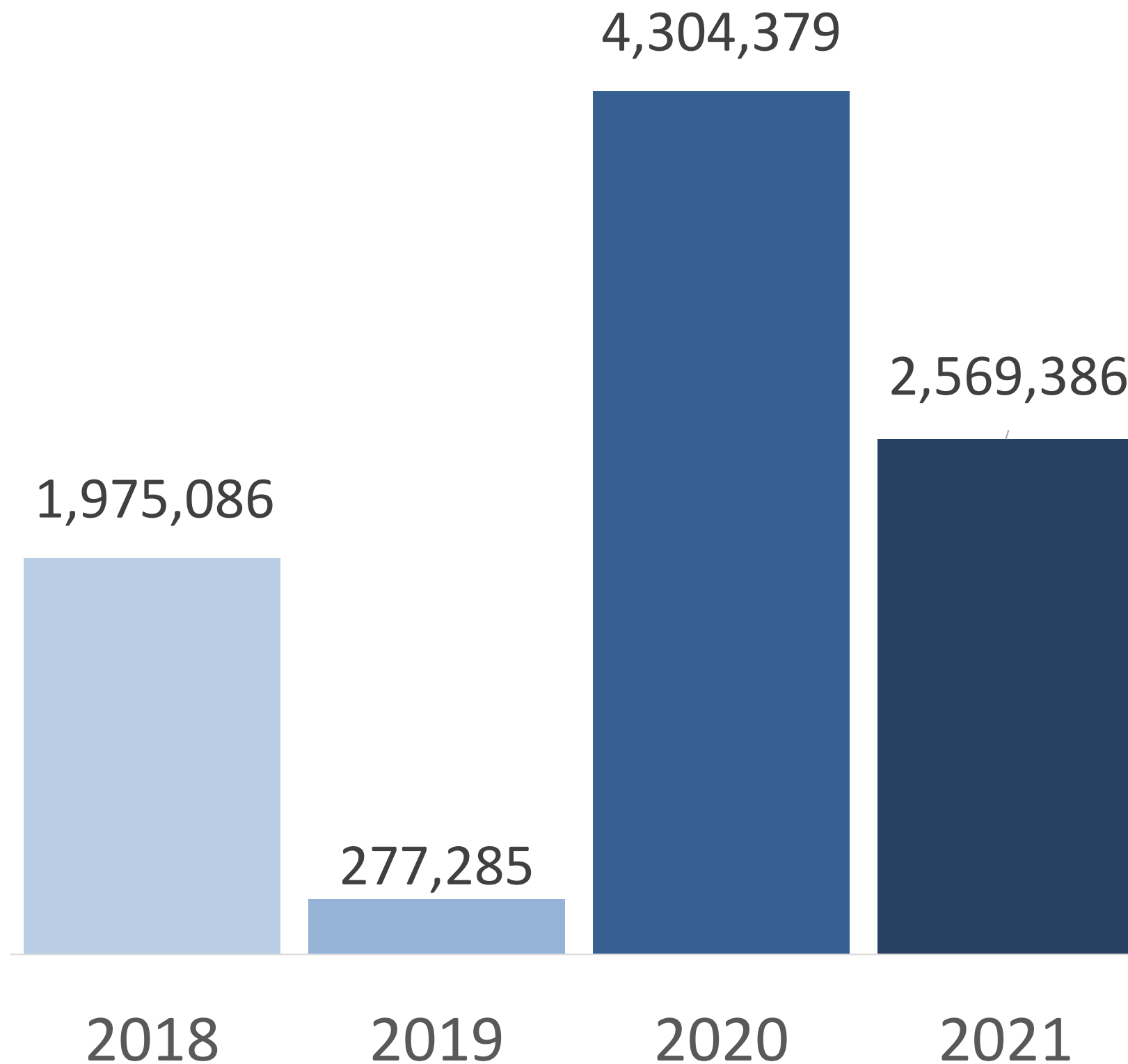
Caldor Fire

Acres
1,005 Structures
Death
Multiple Counties
August 2021

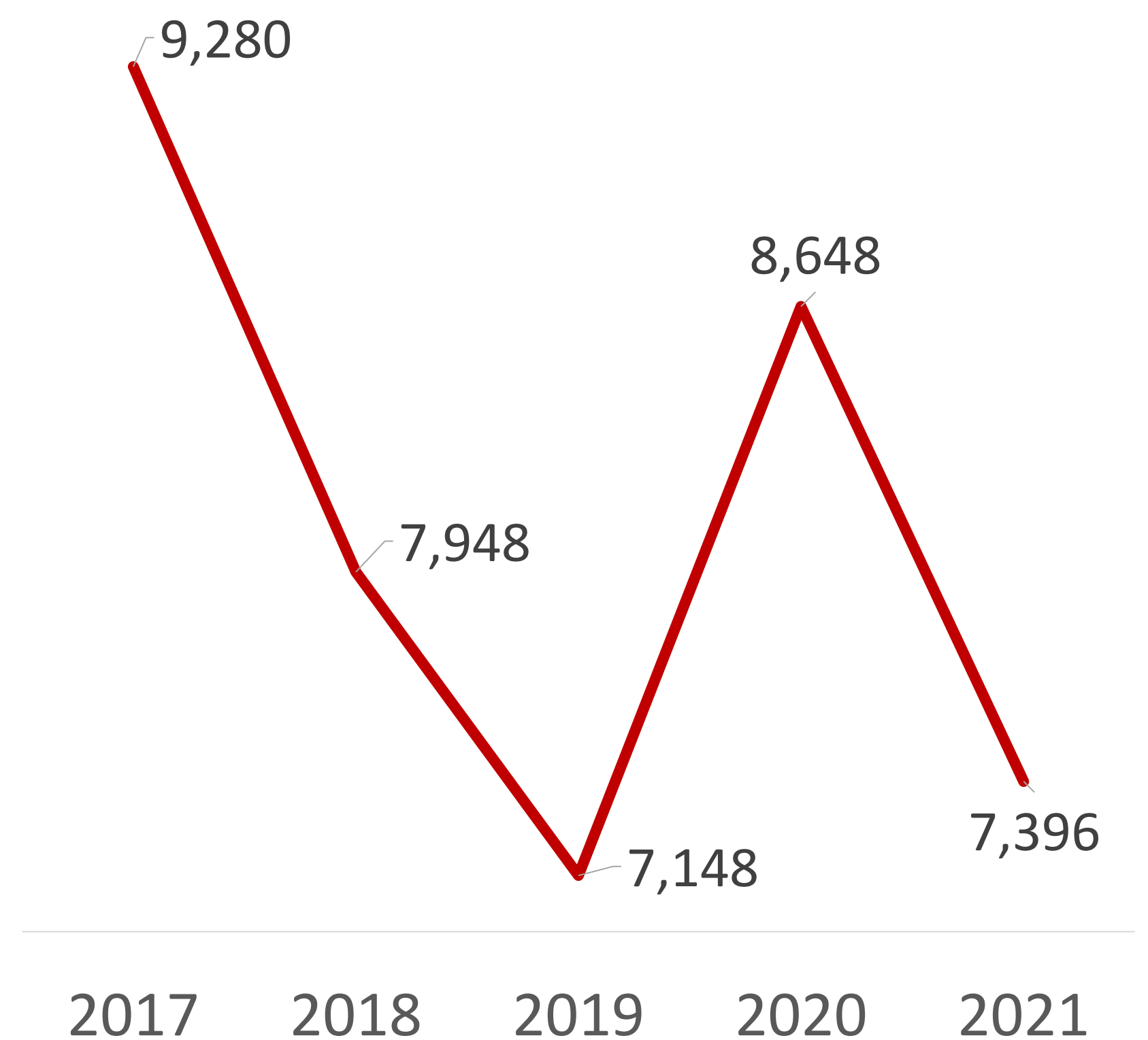


California Wildfires 2017-2021

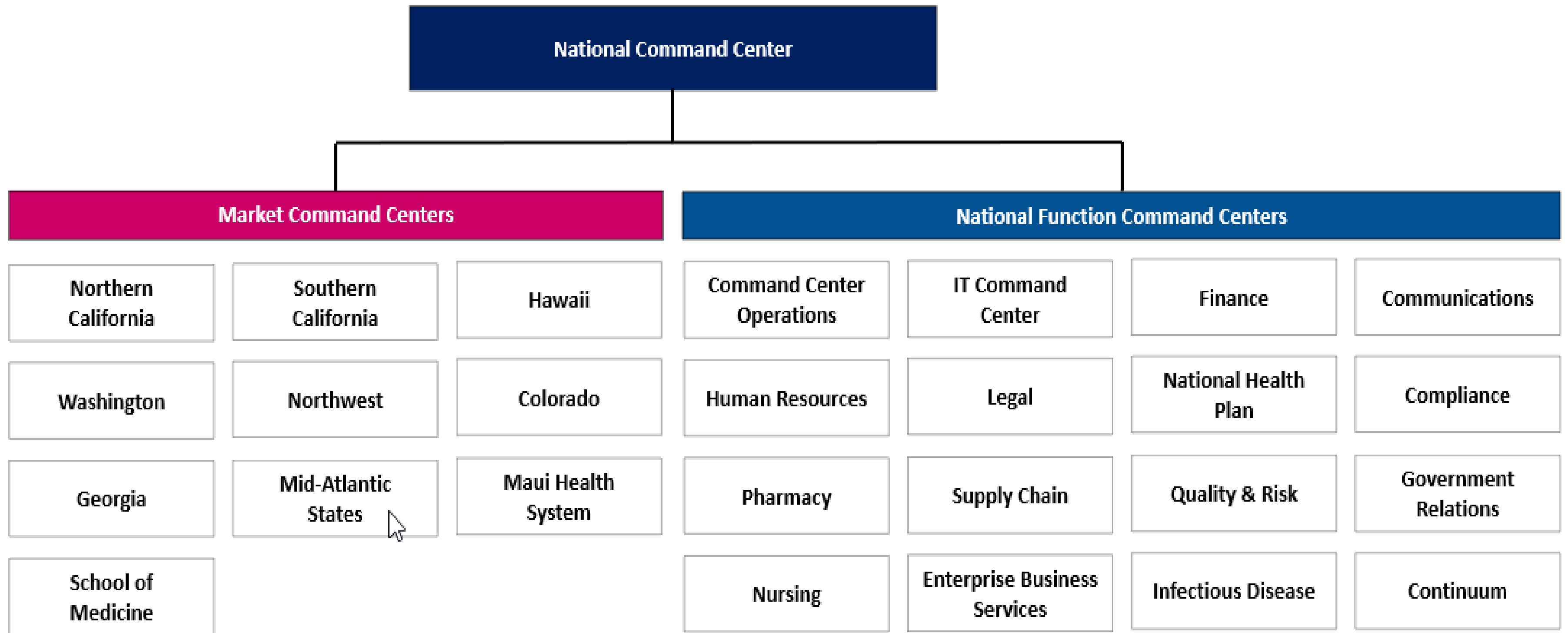
Total Acres Burned



Total Fires Recorded



Incident Management Command Center Model



2017 Tubbs Fire



KP Santa Rosa Medical Center

- First KP hospital to completely evacuate during a disaster
- Almost all KP Santa Rosa satellite facilities in mandatory evacuation zone
- Over 230 KP Santa Rosa staff & providers lost homes
- Kaiser San Rafael doubled normal census to accommodate transfers



KP Santa Rosa Recovery: Staff Support



- Immediate financial support made available
- Employee Assistance Program & Mental Health provided multiple resources
- Housing Unit activated to provide housing for displaced staff & out of area responders
- On-site childcare opened
- Daily bridge line managers meetings
- Daily communications to staff
- Long-term recovery and resiliency programs initiated

KP Santa Rosa Recovery: Patient Care & Community Support

- Appointment & surgery triage, esp. oncology
- L&D opened hotline
- KP SRO staff/providers assisted at other hospitals & pharmacies
- Medical teams, supplies, and meds sent to local evacuation centers for 2+ weeks
- Clinics reopened October 16th
- Hospital reopened October 25th

Kaiser Permanente in Santa Rosa reopens hospital, 17 days after fires forced closure



(1 of 3) Crista Gatti and Israel Vigil embrace in an emergency room filled with Kaiser Medical Center nurses as the hospital opens Wednesday Oct. 25, 2017, since the Tubbs fire ravaged Santa Rosa and Kaiser was forced to evacuate. Gatti lost her home in Coffey Park, and Denise Parsons, bottom, lost her rental house in the same area. (Kent Porter / Press Democrat) 2017

MARTIN ESPINOZA
THE PRESS DEMOCRAT | October 25, 2017, 5:15PM



2023 Lahaina Wildfire



Kaiser Permanente Lahaina Clinic



Shelters – War Memorial Gymnasium



Early Response – West Maui Sites



Modular Clinic



2025 Southern California Wildfires

KP Southern California & Hawaii By The Numbers

KP has been serving Southern California for 80 years, with nearly 4.8 million members, and today stands as both the largest health plan and care provider in the region, delivering market-leading results. In Hawaii, KP has provided care for 67 years to over 270,000 members, continuing to offer integrated, high-quality services across the islands.

Delivery System & People



- 16: SCAL Hospitals
- 1: HI Hospital



- 122: SCAL Medical Offices
- 19: HI Medical Offices



- 8,844: SCAL Physicians
- 508: HI Physicians

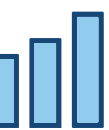


- 89,402: SCAL Employees
- 4,569: HI Employees

Membership & Financials



- 4,795,470: SCAL Members
- 0.9% SCAL Membership Growth 5-year CAGR (2019- 2024)
- 271,066: HI Members
- 1.0% HI Membership Growth 5-year CAGR (2019- 2024)



- 34%: SCAL Commercial Share
- 21% SCAL Enrollment Share
- 23.9%: HI Commercial Share
- 20.5% HI Enrollment Share



- \$40.2 Billion: SCAL Revenue
- 1.8% SCAL Operating Margin
- \$1.4 Billion: SCAL Capital Expenditures Annually
- \$2.3 Billion: HI Revenue
- 0.7% HI Operating Margin
- \$98 Million: HI Capital Expenditures Annually

Quality & Experience

SCAL



Highest-performing NCQA Medicare & Commercial health plans in Southern California



Top performer on 66 HEDIS quality measures, more than any other health plan in the country



4.5 Stars for Medicare health plan in California



9 Magnet designated hospitals



Outperforms national average survival rates for 42 cancer types



High-Reliability Journey to ensure KP is the safest place to give and receive care in Southern California

HAWAII



2025 Women's Choice Award® as one of America's best hospitals for Cancer Care, Obstetrics, and Stroke Care



297 doctors that have been recognized as Castle Connolly Top Doctors in 2025
A 300% increase in the last 5 years



The American Heart Association/ American Stroke Association recognized the Moanalua Medical Center with the Gold Plus Quality Award for Stroke and Type 2 Diabetes Care



4.5 Stars for Medicare health plan in Hawaii



High-Reliability Journey to ensure KP is the safest place to give and receive care in Hawaii

Incident Overview

In January 2025, the Palisades and Eaton wildfires swept through Los Angeles County, burning nearly 38,000 acres combined. The fires led to the evacuation of over 186,000 residents and caused widespread destruction—more than 16,000 structures were damaged or destroyed. Kaiser Permanente responded swiftly, deploying mobile health units, opening community support centers, and standing up a temporary field clinic within the Pasadena Convention Evacuation Shelter. The coordinated response underscored the critical role of healthcare systems in disaster resilience and recovery.



Consecutive Red Flag Warnings: January 7- 16

25 tracked wildfires in Southern CA Counties

Palisades Fire: 23,448 acres burned

Eaton Fire: 14,021 acres burned



Assessing the Impact

	Damaged Structures	Destroyed Structures	Fatalities	Injuries	Evacuated
Palisades	973	6,833	12	4	83,622
Eaton	1,074	9,413	19	9	102,821
Total	2,047	16,246	31	13	186,443

KAISERPERMANENTIMPACTEDAREAS

- ✔ 3 Medical Centers Threatened: Los Angeles, Woodland Hills, Panorama City
- ✔ 7 Medical Office Buildings & Regional Offices Closed Due to Power Outages
- ✔ 597 Employees Evacuated
- ✔ 90 Employees Suffered Loss of their Home





Lidia Fire
(395 acres)

Hurst wildfire
(799 acres)

Eaton wildfire
(14,117 acres)

Kenneth fire
(1,052 acres)

Palisades wildfire
(21,596 acres)

THOUSAND OAKS

GLENDALE PASADENA

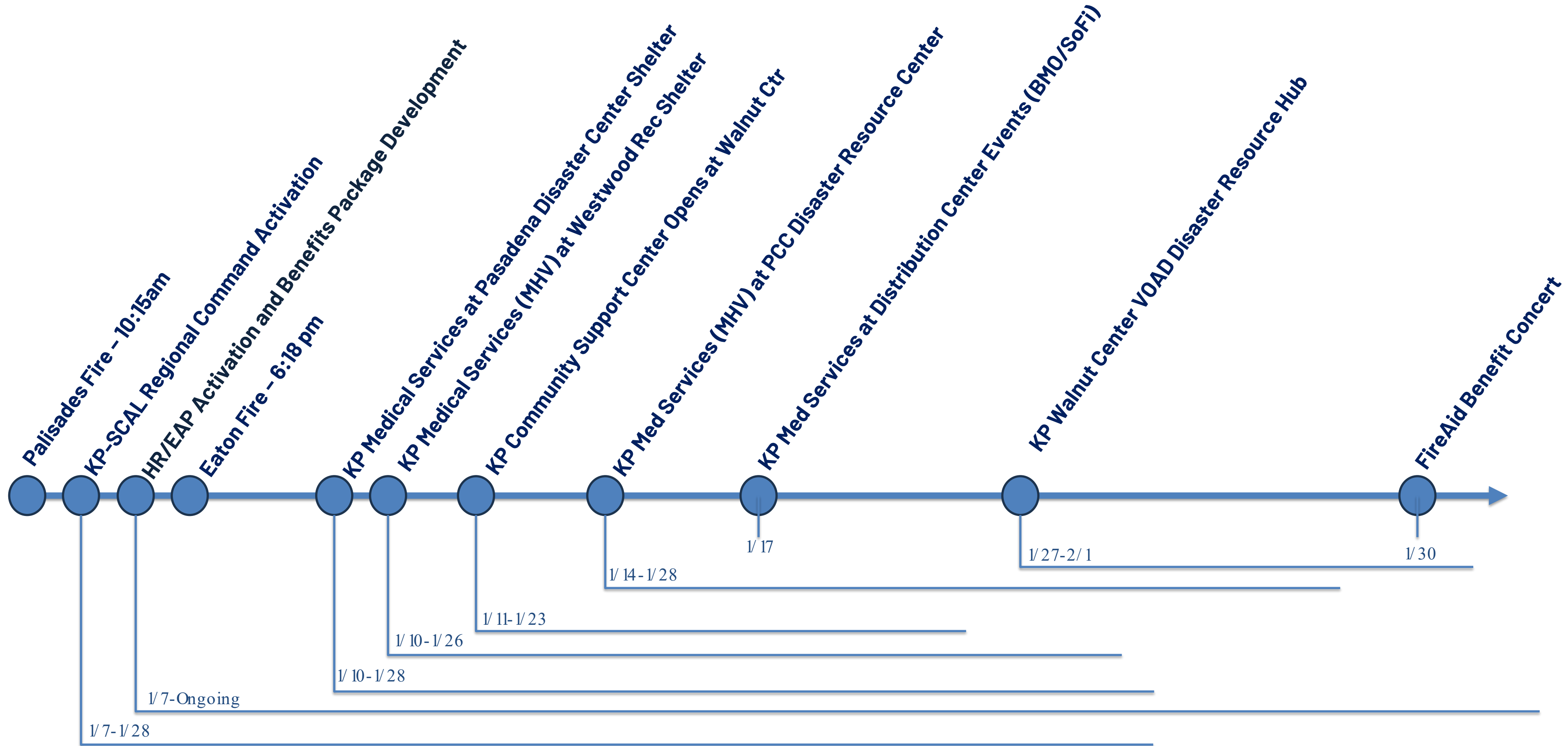
LOS ANGELES

California

5 miles

© OpenStreetMap contributors

Regional Command Center Timeline



Regional Command Center: Daily Situational Report Agenda

Conditions & Impacts	Community Resources & Support	Operational Functions
• Wildfire Update • School Closure Update • Weather and Wind Pattern Update	• Mobile Health Vehicle • Pasadena Convention Center Disaster Shelter • KP Community Support Center • VOAD Disaster Resource Center • Employee Assistance Program	• Human Resource • Communications • Community Health and Government Relations • Accreditation, Regulatory, and Licensing • Finance • Clinical Operations • Infection Prevention • Facilities and Security • Supply Chain • Pharmacy • Medical Center Report Out • KP School of Medicine

Pasadena Disaster Center Shelter



- Clinic Operation Period: January 10-28
- Coverage Schedule:
 - 24/7 coverage from January 10-24
 - 12/7 coverage from January 24-28
 - Over 400 KP volunteers
 - 4,200 volunteer hours



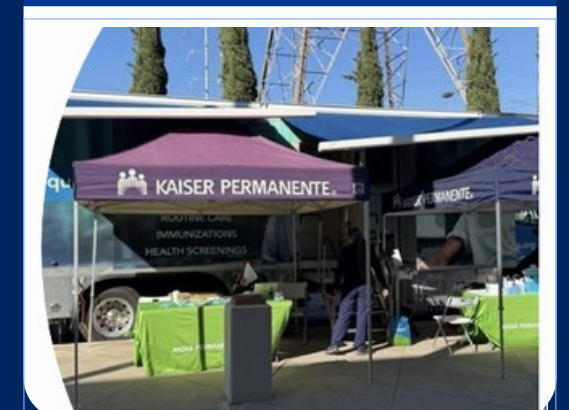
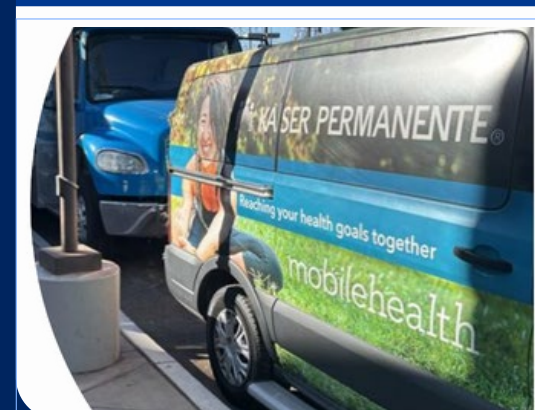
- Staffing:
- Registration
 - Physicians
 - Nursing
 - Pharmacy
 - Mental Health
 - Chaplain
 - Medical Transportation



- 1,419 patient encounters
 - 50 BLS Ambulance Transports
 - 56 pieces of DME Equipment Supplied
- Pharmacy Services:
 - Assisted 96 patients
 - Provided over 300 over the counter medications

Mobile Health Vehicles

- 3 Mobile Health Vehicles
- 8-12 hours per day
- Staffing:
 - Physicians
 - Nursing
 - Mental Health
- Locations:
 - Westwood Recreation Center Shelter
 - Pasadena City College Disaster Recovery Center
 - Distribution Centers (SoFi Stadium, BMO Stadium)
 - VOAD Disaster Resource Hub at KP Walnut Center
- Over 400 Patient Encounters



KP Community Support Center

- Kaiser Permanente rapidly transformed Walnut Center into a community hub for wildfire-affected residents
- Conference rooms converted for children's play, warm meals, rest areas and mental health support
- Second floor room dedicated to first responders for rest, meals and respite
- Operational period: January 1223
- Total served: 278 people



VOAD Disaster Resource Hub



- Disaster Resource Hub Partners:
 - FEMA
 - LAC Office of Emergency Management
 - Emergency Network Los Angeles
 - California Voluntary Organizations Active in Disaster (CA VOAD)
 - Engaged over 40 non-profit organizations



- Hub operated from January 27 to February 1
- Delivered \$8.4 million in financial assistance to 2,472 households
- Provided 9,035 meals
- KP Mobile Health Vehicle recorded over 70 patient visits



- Distributed over 10,000 goods valued at more than \$3 million, including:
 - Household items
 - PPE
 - Food
 - Clothing
 - Air purifiers
 - 228 pairs of eyeglasses

Lessons Learned

**Role of
Leadership ,
Situational
Agility &
Optimizing
Resources**

**Importance
of Cross
Functional
Coordination
& Community
Partnerships**

**Mental Health
and Wellness
Support for
Staff and
Community**

**THANK YOU
FOR YOUR ATTENTION
AND PARTICIPATION**

