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TRACIE

HEALTHCARE EMERGENCY PREPAREDNESS  
INFORMATION GATEWAY

## Response to the 9/20/2019 Bryce Canyon Tour Bus Mass Casualty Incident

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**ASPR**  
ADMINISTRATION FOR STRATEGIC  
PREPAREDNESS AND RESPONSE

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# Photos of Response on Friday, September 20, 2019 SR12, MP10, Garfield County, Utah

# Garfield County 911 and EMS Audio Call















Kane County  
Hospital



AMBULANCE

911  
Emergency



















# What Happened?

A bus driver and 30 Chinese nationals were headed to Bryce Canyon National Park late Friday morning when the bus rolled off the road on State Route 12, MP10 and crashed into a guardrail, according to the Garfield County Sheriff's Office.



# What Happened Next?

Susan Harris, Garfield Memorial Hospital ED manager, heard the page to EMS and began to notify the caregivers at GMH that a tour bus had crashed, and patients were on the way. Hospital caregivers began preparations to receive a surge of trauma patients from the crash.



# Panguitch City, Utah

From St. George, UT:

- 118 miles – 1 hr. 50 min drive

From Salt Lake City, UT:

- 245 miles – 3 hrs. 40 min drive

Bryce Canyon National Park:

- 23 miles – 30-minute drive

Population: 1785 (2022)

Elevation: 6624 feet



# Garfield Memorial Hospital

Hospital Type: General Medical/Surgical

Hospital Trauma Level: 4

Hospital Size: Rural

CMS Designation: Critical Access Hospital

(15 M/S beds; closest hospital > 65 miles away)

# Garfield Memorial Clinic

CMS Facility Type: Rural Health Clinic

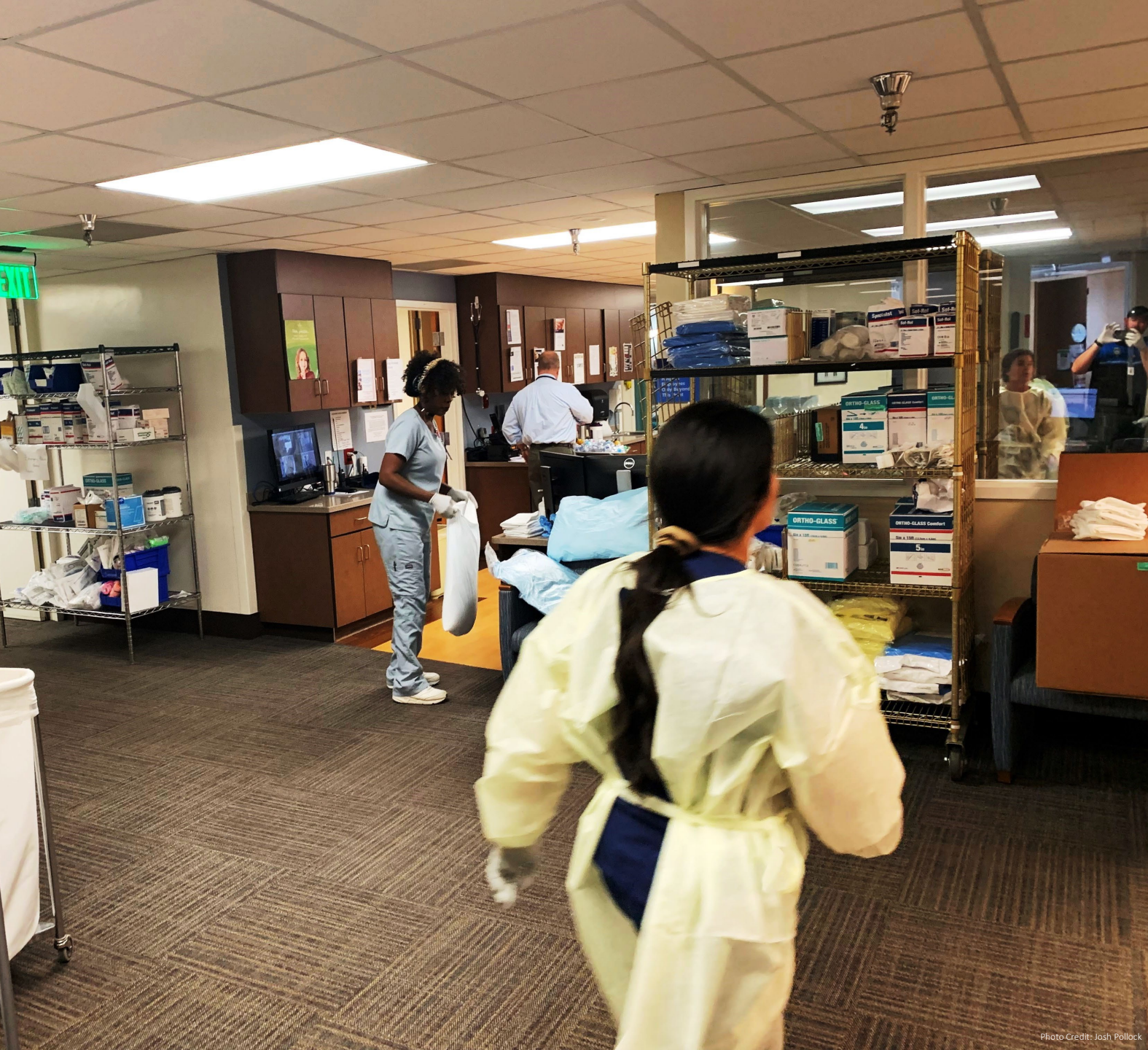


# The Injured: 19 Patients

- EMS triaged and transported to GMH:
  - 3 Red, 11 yellow, and 5 green
- Upon arrival to GMH a secondary triage was conducted, 3 patients were upgraded to red for a revised triage of 6 Red, 8 yellow, and 5 green
  - Admitted 1 for overnight observation
  - Discharged 7
  - Transferred 11 patients to SGRH Level 2



TECHNICAL  
RESOURCES



# Sustainment

## Managing Resources & Assets

- Exceptional work by medical staff
- Garfield Clinic closed for appointments
- Other “stuff” still happens
- Supplies closer where needed
- Patient flow

## Safety and Security

- Public access control
- Securing the facility

# Opportunities for Improvement

- **Communications**
  - Patient Tracking/Charting
  - Hospital Command Center (HCC)
  - Transfer Center Utilization
- **Managing Resources and Assets**
  - Trauma Supplies Available
  - Imaging Results Delays
  - Interpretation services
  - Social Work and Case Management





# Number of Patients Flown:

- Classic Air: 7 = RW (6) and FW (1)
- Life Flight: 4 = RW (3) and FW (1)\*

\*A second Life Flight FW flew a full cardiac arrest to Utah Valley Hospital from GMH during the MCI response.



Photo Credit: Tammy Barton



Photo Credit: Tammy Barton

# Updates Since the Bus Crash

- Recent Trauma 4 certification
- Patient tracking process improvements



# Moderator Roundtable

# Contact ASPR TRACIE



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