



LIBERTY HOSPITAL CYBER EVENT DECEMBER 2023-JANUARY 2024

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TRAUMA/EMERGENCY PREPAREDNESS MANAGER

LIBERTY HOSPITAL

DECEMBER 19, 2023

- 0700 – IT discovered an outside disruption to computer operations
- 0705 – IT pulled the plug and shut down ALL operations
 - This included not just the hospital, but all the clinics and Urgent Care
- 0720 – Incident Command was initiated, downtime procedures announced
- 0735 – All Leadership notified to meet for briefing
- 0745 – Leadership briefed
- 0800 – Liberty Hospital went Out of Service via EMResource

IMMEDIATE OBJECTIVES

1

Ensure safe
patient care

2

Establish
department
communications

3

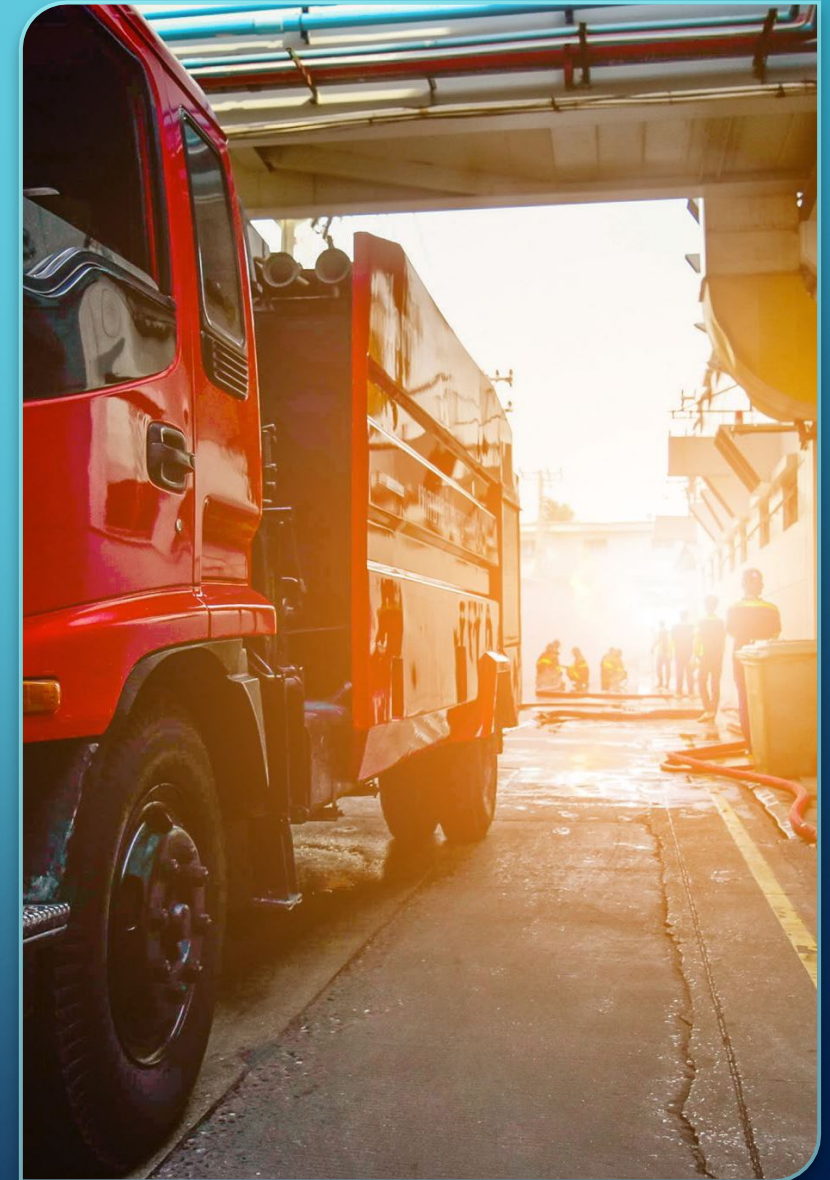
Triage all
patients for
possible
transfer

4

Go Out of
Service for all
ambulances

LOCAL AND REGIONAL HELP

- RHSCC Health Care Coalition (HCC) Duty Officer reached out and a Threat Assessment Call initiated
- Steve Hoeger (HCC Chair) from University Health came to Liberty Hospital to provide Incident Management support in Incident Command
- Hospital Bed Poll done
- EMS notified of the need to transfer patients
 - Liberty Fire dispatched 2 assistant chiefs (Chris Young, Pete VanNess)
 - Dan Manley activated the Region A Mutual Aid system, 2 strike teams sent (10 ambulances)





STATE AND FEDERAL HELP

Missouri Hospital Association (MHA) – Offered support and expertise if needed

Department of Health and Senior Services (DHSS) – Offered support and acknowledgement of Out of Service/Diversion

Federal Bureau of Investigation (FBI) – Two agents from Cyber Unit came on site to provide expertise and forensics investigation

TRANSFER OF PATIENTS

Physicians made rounds in house and decided who needed transfer

Patients were triaged as emergency, urgent, or non-urgent

A total of 48 patients were transferred

There were 8 different EMS agencies and 8 different hospitals from both KS and MO

INCIDENT COMMAND (IC)



- Core group of leaders staffed IC 24/7 for the first 2 weeks
 - IT staffed a representative in IC to triage IT issues
- Daily briefings were held for leadership (sometimes twice a day)
- Primary IC was for operational issues – remained a physical location until 1/15/24
- Secondary IC was in IT, prioritizing systems restoration
- Incident Command formally demobilized 1/25/24

LESSONS LEARNED

Accept help
when offered

Be transparent
with leadership
and staff

The Kansas City
Healthcare
Coalition is an
invaluable asset

Onsite printing
was a
tremendous help

Keep a back-up
for policies/
procedures/
order sets

Make frequent
rounds to bolster
morale and
reassure patients

Communicate,
Communicate,
Communicate!



THANK YOU TO ALL OUR
REGIONAL PARTNERS!

WE COULDN'T HAVE DONE IT WITHOUT YOU!