

# BUILDING RESILIENCE FROM LIVED EXPERIENCE



## NAME

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## SUMMARY

In this [brief written narrative](#), Louisiana Title V leaders discuss how Hurricane Ida (2021) impacted the state's newborn screening program – including efforts to implement their continuity of operations plan with limited communication capacity and how they made modifications to address new challenges as they arose.

## KEY WORDS

Systemic leadership and communication  
Newborn screening  
Continuity of operations  
Staff support  
Infrastructure and interoperability

## SYSTEMIC FACTORS ADDRESSED

Poverty  
Communication access  
Health care access  
Population mobility



## LOCATION

Louisiana

## EMERGENCY TYPE(S)



Natural Disaster or  
Severe Weather

## MAJOR TAKEAWAYS



### FOR INDIVIDUALS AND FAMILIES

Even during an emergency, you should still get the time-critical services and resources you need. There are people responsible for ensuring you have access even though it may not be from the provider or place you normally receive those services.



### FOR HEALTH AND RELATED SYSTEMS

Every emergency situation is different but having a standard plan and revisiting it at strategic times with staff and community partners (e.g., labs, birthing hospitals) make it easier to modify practices and fulfill the most urgent responsibilities.



### FOR COMMUNITIES

Investment in systems (e.g., web-based platforms for data management case surveillance) can help ensure that those displaced by severe weather can still receive screening and receive needed follow-up care, resources, etc.

The story summarized above was collected as part of a project supported by the Centers for Disease Control and Prevention (CDC) of the U.S. Department of Health and Human Services (HHS) under grant number 5 NU38OT000296-05-00, a cooperative agreement between AMCHP and the Center for State, Tribal, Local, and Territorial Supports (CSTLTS). The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by CDC/HHS, or the U.S. Government.