

# ***Leading The Charge In Serving Humanity Through Logistics***

Kathy Fulton / Tuesday, April 9, 2024



**Health & Personal Care  
Logistics Conference**

**AMERICAN  
LOGISTICS AID NETWORK**  
DELIVERING HOPE, REDUCING WASTE, REBUILDING LIVES

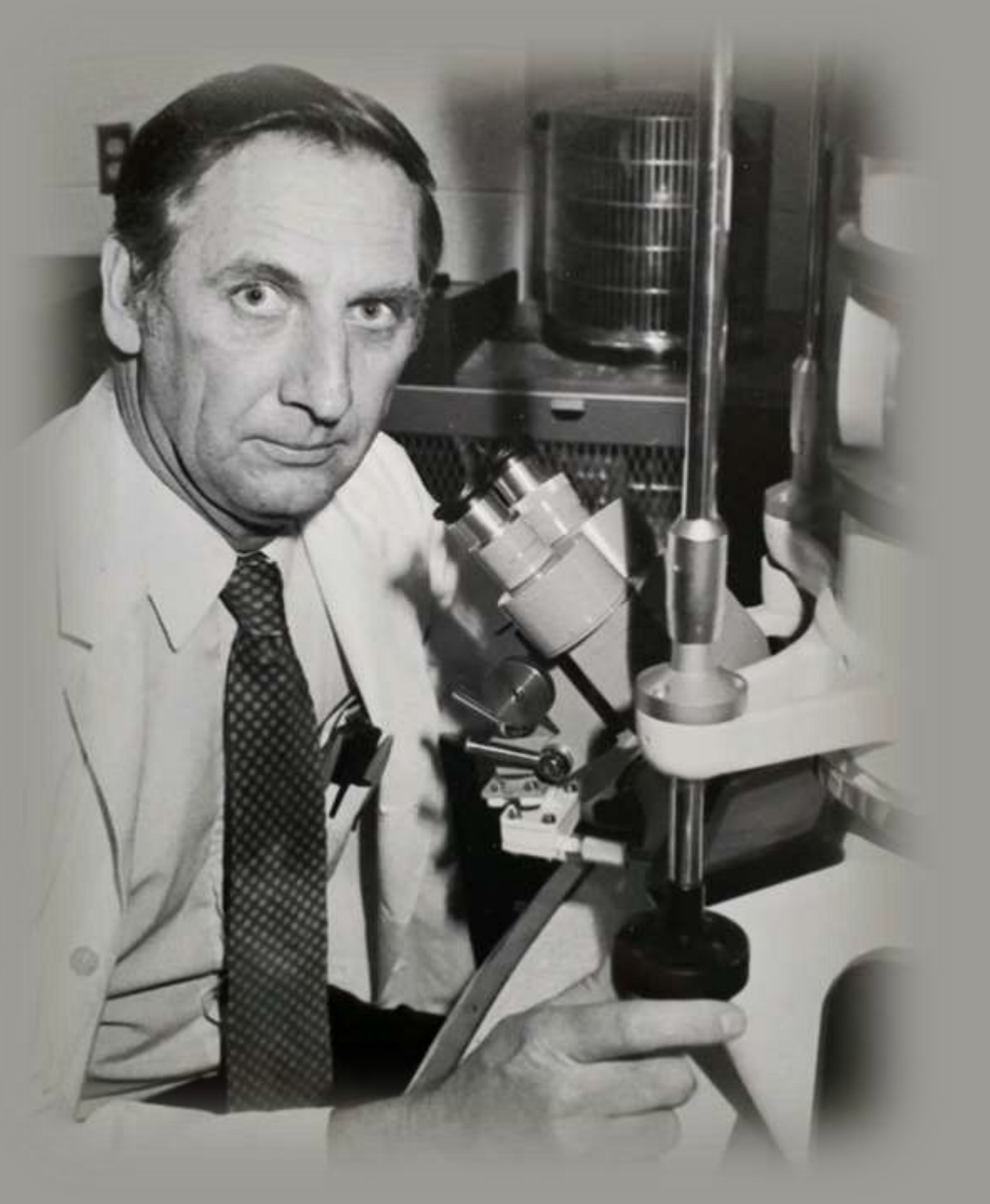
[www.alanaid.org](http://www.alanaid.org)



**ALAN harnesses the power of commercial logistics expertise to provide aid to communities affected by crisis.**



**Dr. Jerry L. Allen**  
**1936 - 2021**

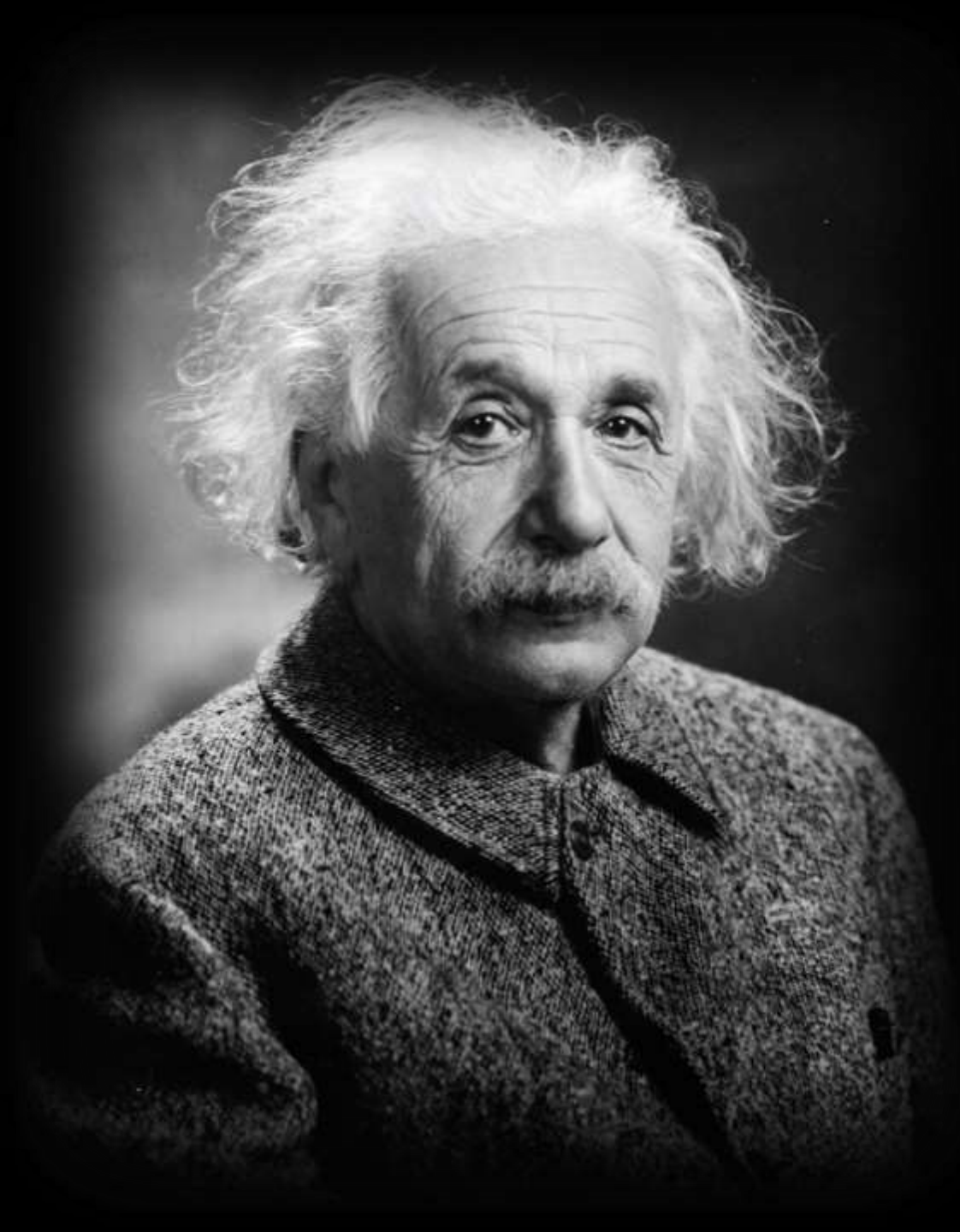


**Resilience**

A landscape photograph showing a path leading through a field of dry, yellow grass towards a line of green trees. In the foreground, a dead, gnarled tree trunk forms a natural archway. The sky is blue with scattered white clouds.

**Service**

A close-up photograph of two hands reaching towards each other against a vibrant sunset background. The hands are silhouetted against the bright orange and yellow light of the setting sun. The background shows a dark, rocky surface in the lower right corner.



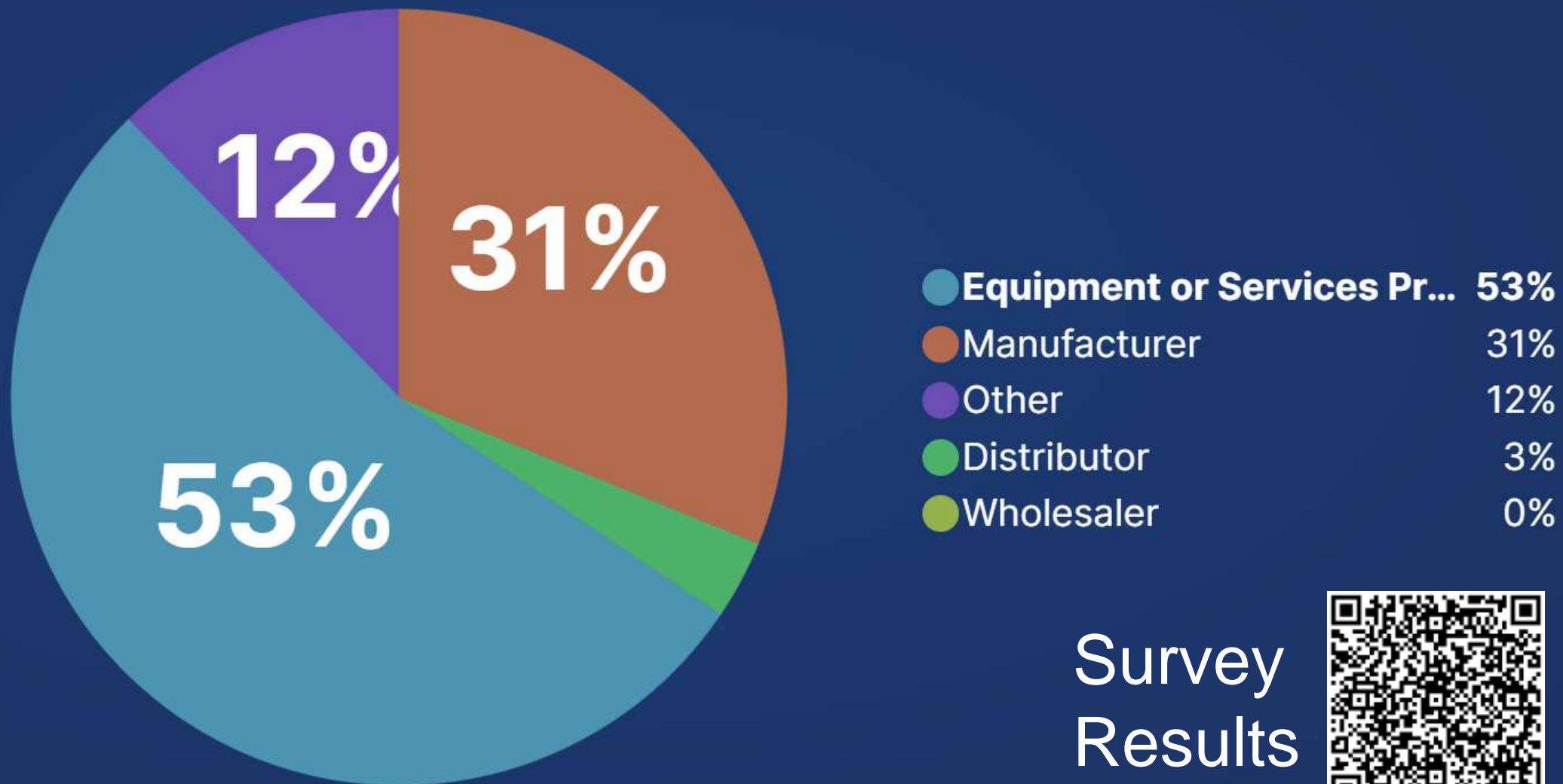
**Nothing happens  
until something  
moves.**

- Albert Einstein

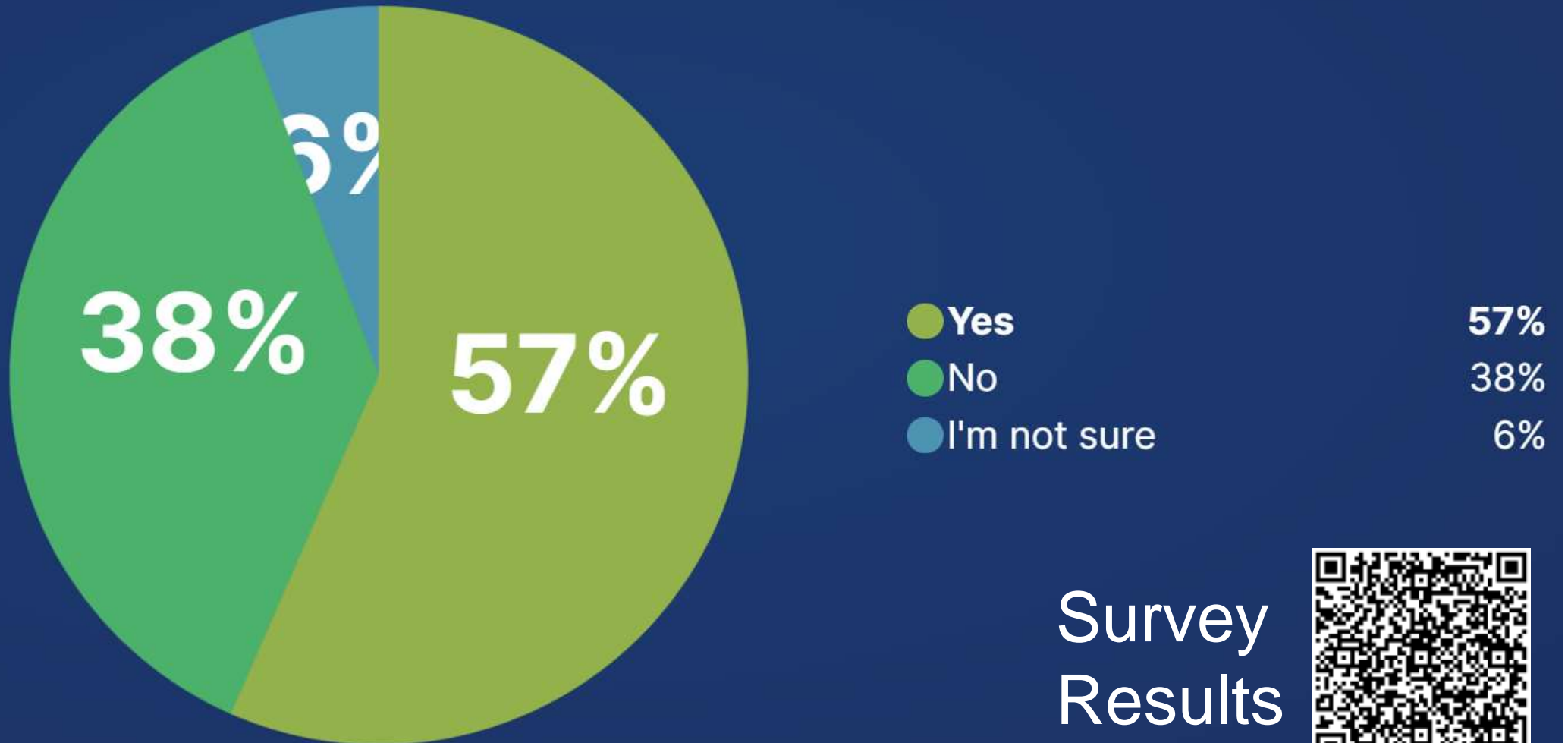


# Resilience

## My organization is best described as a



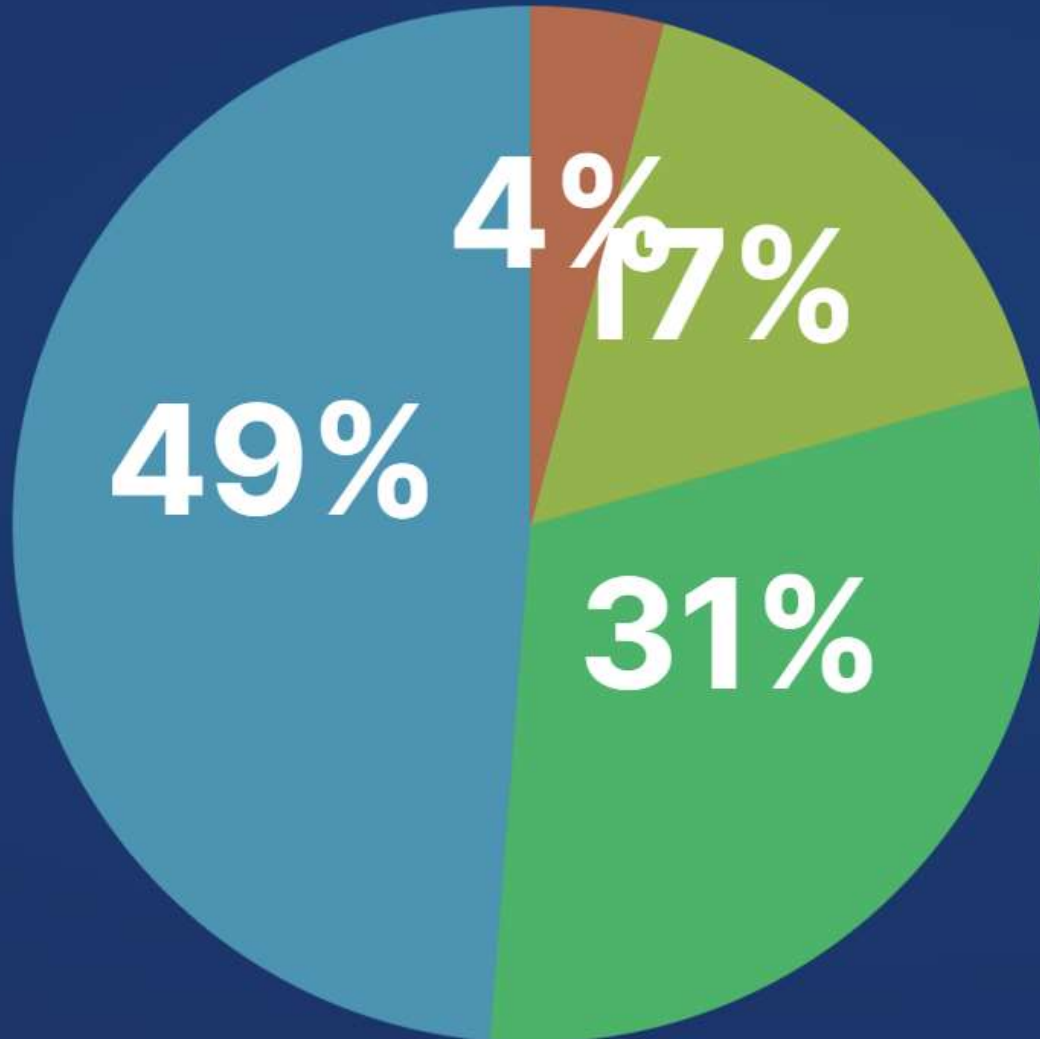
## In the past 24 months, I have participated in response to a crisis affecting my organization



Survey  
Results



## During a crisis I feel



 <b>Calm</b>	<b>49%</b>
 Uncomfortable	31%
 Distressed	17%
 Panicked	4%

Survey  
Results





## What does Resilience mean to you?

Ability 18

Crisis 6

Challenge 5

Situation 5

Adversity 5

Event 4

Disruption 3

Supply 3

Solution 3

Obstacle 3

Agile 3

- Regroup, think through and move forward
- Reliable flexible agile proactive
- Being able to come out of the situation ok, better or learned something
- Stay strong and Get what is needed done to help others
- Being ready to deal with the worst outcome
- Pushing forward towards the goal no matter what obstacles stand in the way
- How quickly you can adapt in a stressful environment.
- Having pre-established supply of goods, services or resources available form alternate sources during disruptive events
- Ability to survive
- Ability to overcome hardship
- Surviving through improvement
- Never give up attitude,
- Never giving up and rising above the situation.
- Putting your training to work
- Maintaining focus during trying times, the ability to quickly reestablish the process in place before the negative impact.
- The capacity to overcome difficulty over and over again
- Be prepared as much as possible, having investigated options to solve prior to event.

- Preparedness
- Ability to circumvent or rise above obstacles that hinder you from achieving your goals. Bounce back
- Ability to absorb challenges and filter out failures
- Moving forward functionally
- Getting up after being knocked down. Repeatedly.
- Finding a solution no matter what and evolving for the better
- Having a team of qualified experienced individuals equipped to deal with unforeseen challenges with minimal to no disruption to customer or patient
- Developing a plan and seeing it through to the end.
- Keeping calm - rising through a crises as best we can
- Options to ensure successful outcomes
- Staying positive and working it out
- Coming back stronger
- Ability to absorb and withstand a shock adapt and ultimately thriveThe ability to weather difficult situations with strong mental focus and foresight to return to normalcy sooner
- Resilience is building a certified network of qualified business partners, and ensuring there are layers of said coverage. This allows us to respond immediately to client need and or crisis.



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Agile 3

- To have plans and backup solutions for the most common and relevant risks. Be agile and structured to manage crisis.
- Getting up after knocked down
- Managing challenging situations
- Attitude and culture
- Working through tough times
- The ability to harness and use existing data to make smarter decisions.
- Standardization and simplicity
- Agility, sustainability, perseverance.
- Continuing with your objective no matter the obstacle.
- The ability to sustain operability enduring a crisis and return to pre crisis conditions
- Accept things out of your comfort zone and find a way to come out of uncomfortable situations stronger and more mature
- The ability to strive through the unknown and move forward
- The ability to respond and continue to meet the demands of your clients, employees, etc despite facing adversity
- Remaining calm & focused when faced with challenging times.
- Able to bounce back after a deviation in process and / or issue and come Back stronger !
- Never give up
- Persistence in action after multiple failed attempts to solve an overall problem.
- Staying strong
- Adapt
- Resilience is the ability to ability to continue performing in the face of adversity.
- Overcoming!
- Able to persevere through pressure and adversity.
- Standing back up and keep moving forward
- Able to maintain continuity of supply
- Steadfast resolve despite the crisis you find yourself in
- Being able to recover from an offset effectively
- Preparedness for unexpected events
- Being able to withstand what is coming towards meFortitude. Working through, regardless of the challenge.
- Not taking no for an answer
- Ability to demonstrate control during a crisis
- A capability to manage a crisis. Snapping back to normal after unforeseen events.
- Being prepared and having a business continuity plan in place to deal with emergencies
- The ability to not wilt under pressure and come back stronger
- Being able to bend without breaking
- Weather any storm that you are facing



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Solution 3

Obstacle 3

Agile 3

- Being able to overcome challenges.
- Ability to minimize disruption Toughness and elasticity
- Keep moving forward
- Focus and commitment
- Flexibility to adapt to unforeseen events
- Comfortable with change
- Ability to withstand and endure
- The ability to over come.
- Stand back up when knocked down and strive to improve
- Maintaining supply to patients
- Restore to normal
- Ability to preserve in the face of adversity!
- Being able to get back up and move forward when you get knocked down.
- Thriving in chaos.
- Agility
- Stability
- Execution
- Flexing, but not breaking



**Agility**



**Flexibility**

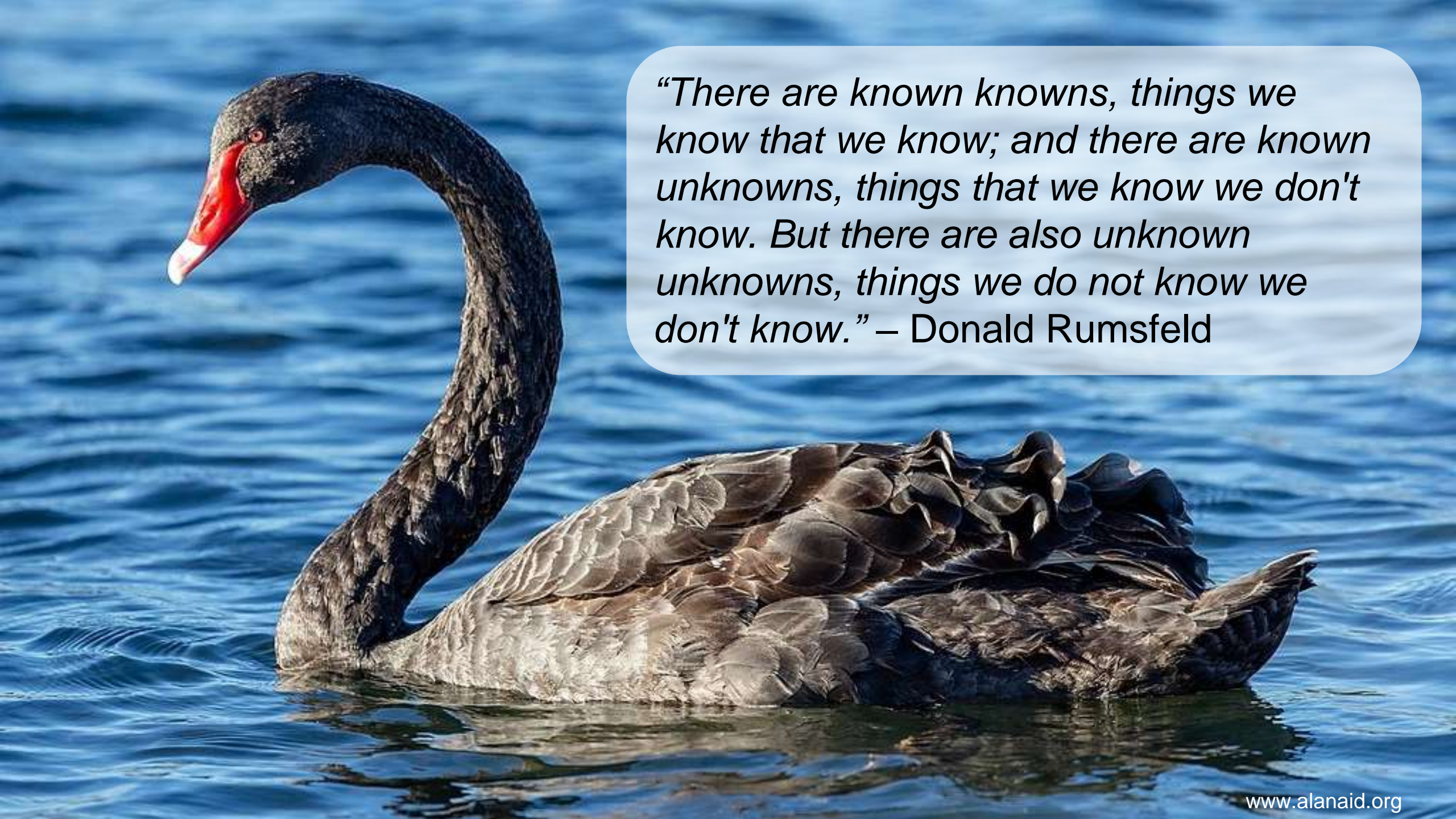


**Adaptability**



*“In employment interviews I often ask: if you can only have one, which would you choose: control or understanding? Control is almost always the choice. I have to hire people predisposed to control or I won't have enough people. **BUT** if the candidate answers too quickly without conversation and then digs in, they don't get the job.”*

– Anonymous Supply Chain Leader



*“There are known knowns, things we know that we know; and there are known unknowns, things that we know we don't know. But there are also unknown unknowns, things we do not know we don't know.” – Donald Rumsfeld*

# 2023 NATIONAL STRATEGIC SUPPLY CHAIN RISK ANALYSIS

May 2023



September 1, 2023



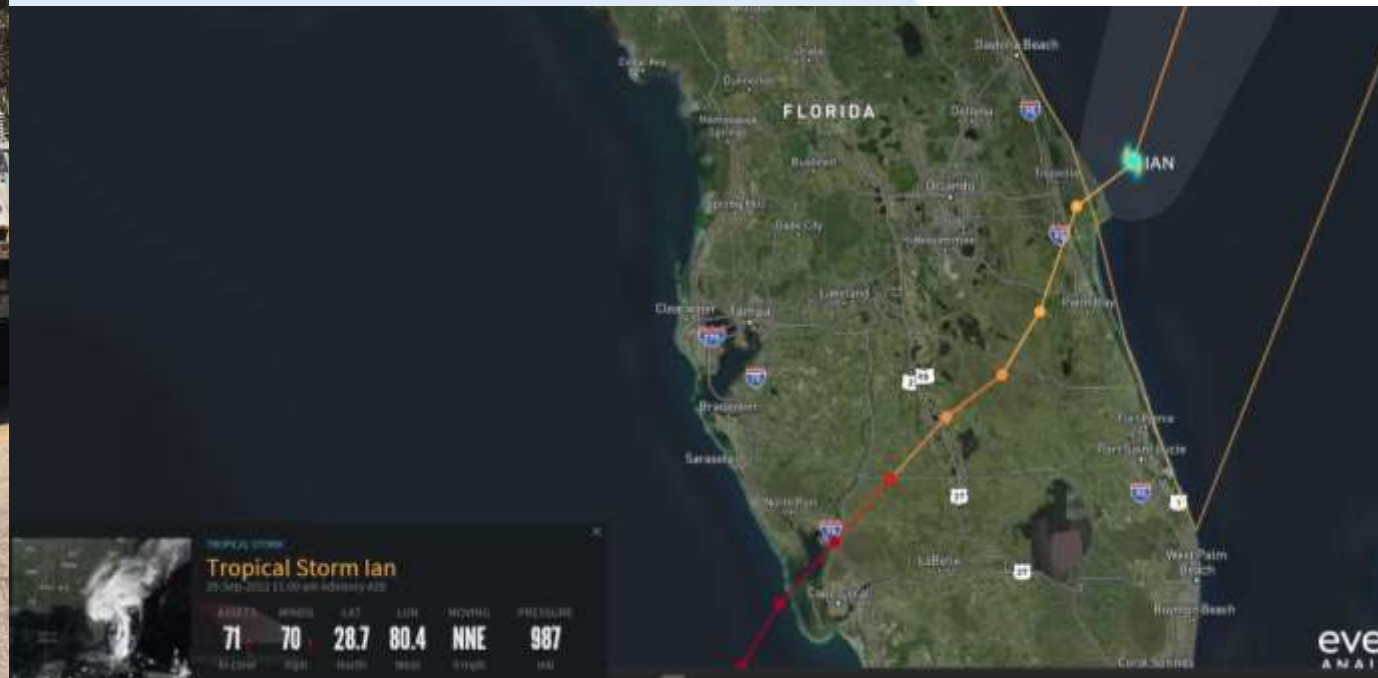
# FEMA

## SCAN Critical Commodity Lifelines Assessment: Hurricane Idalia

### Food, Water, Fuel, Highway Transportation, Electric Power



Hurricane Idalia as of 11:00 PM EDT August 30, 2023 (Image credit: NOAA/RAMMB/Colorado State University)



# HEALTHCARE READY

**RESEARCH**



**POLICY  
ANALYSIS**



**CRISIS  
RESPONSE**



**THREAT  
ASSESSMENT**



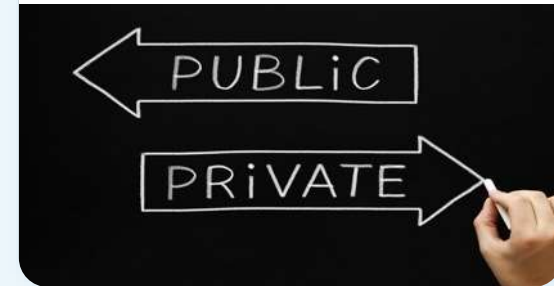
**TRAININGS AND  
EXERCISES**



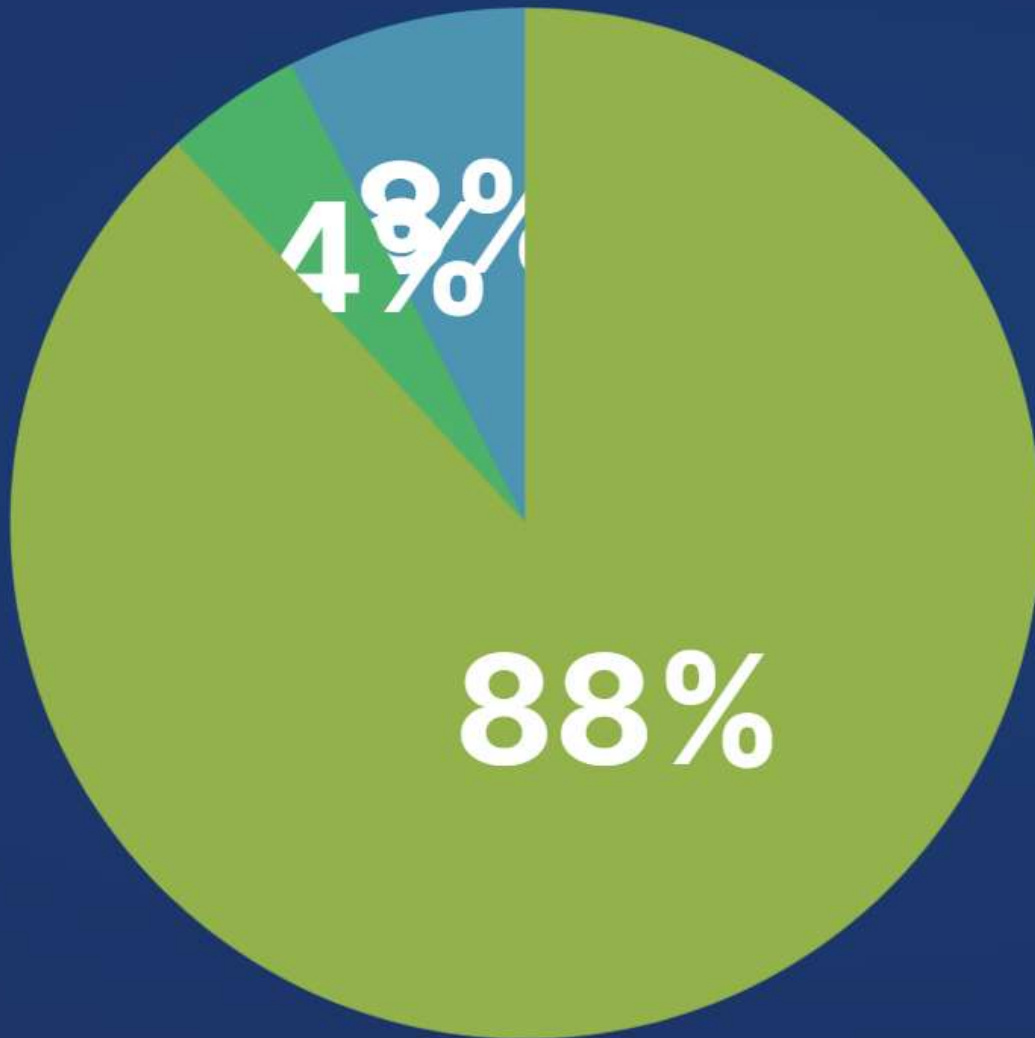
**DATA TOOL  
CREATION / MAPPING**



**PARTNERSHIP  
BUILDING**



## Is your organization more resilient than it was 4 years ago?



- Yes 88%
- I'm not sure 8%
- No 4%

Survey Results



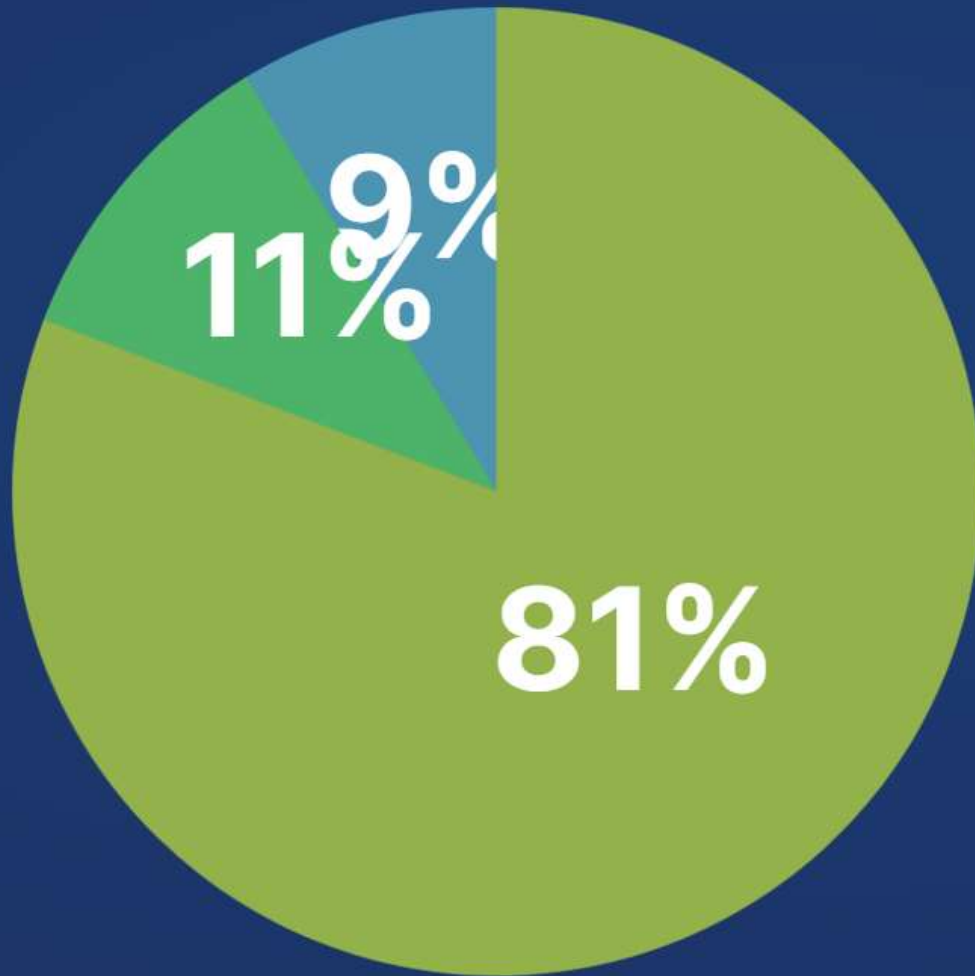


Resist  
Recover  
Reimagine

# Service



## During the past 2 years, we have donated products or services to support disaster / humanitarian relief efforts

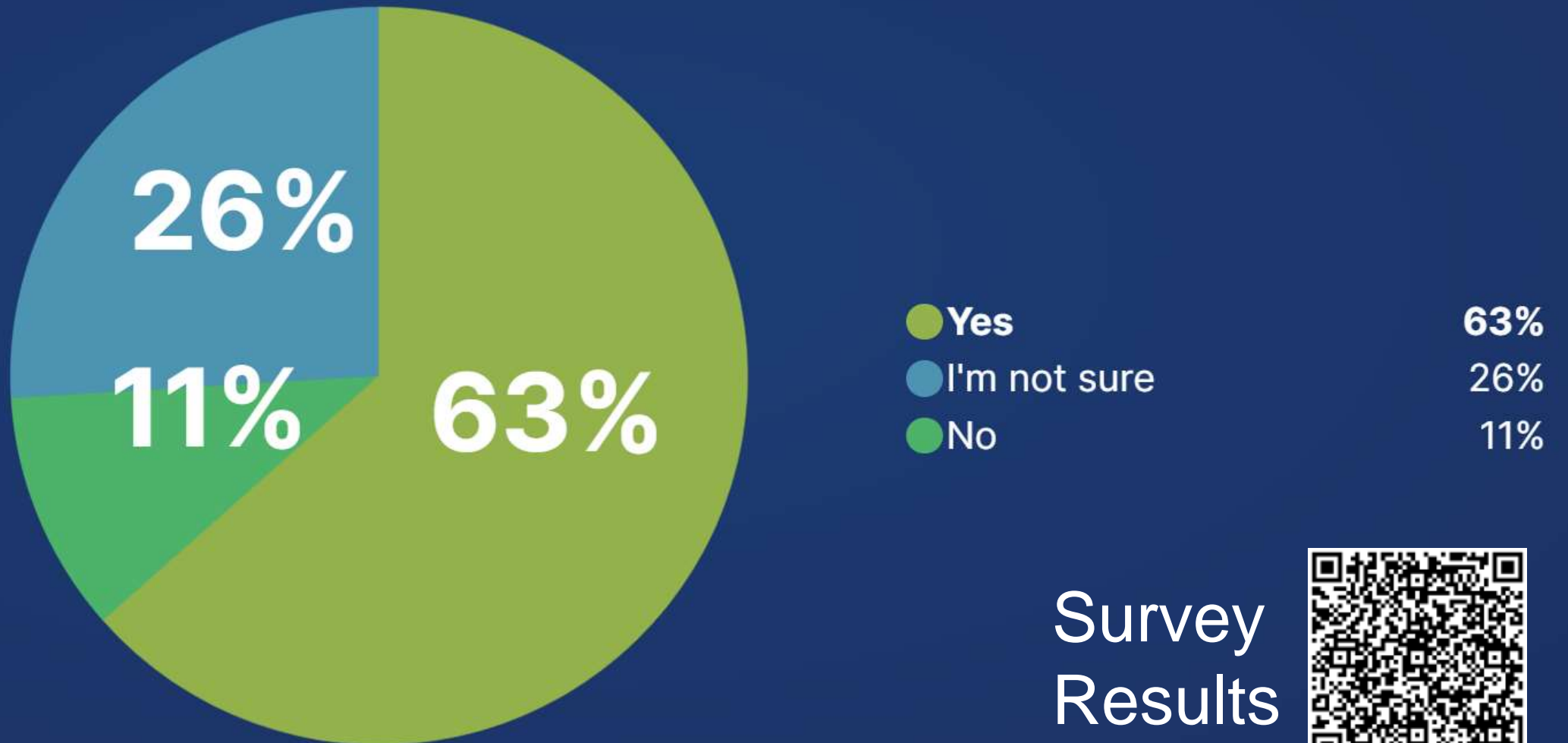


● Yes	81%
● No	11%
● I'm not sure	9%

Survey  
Results



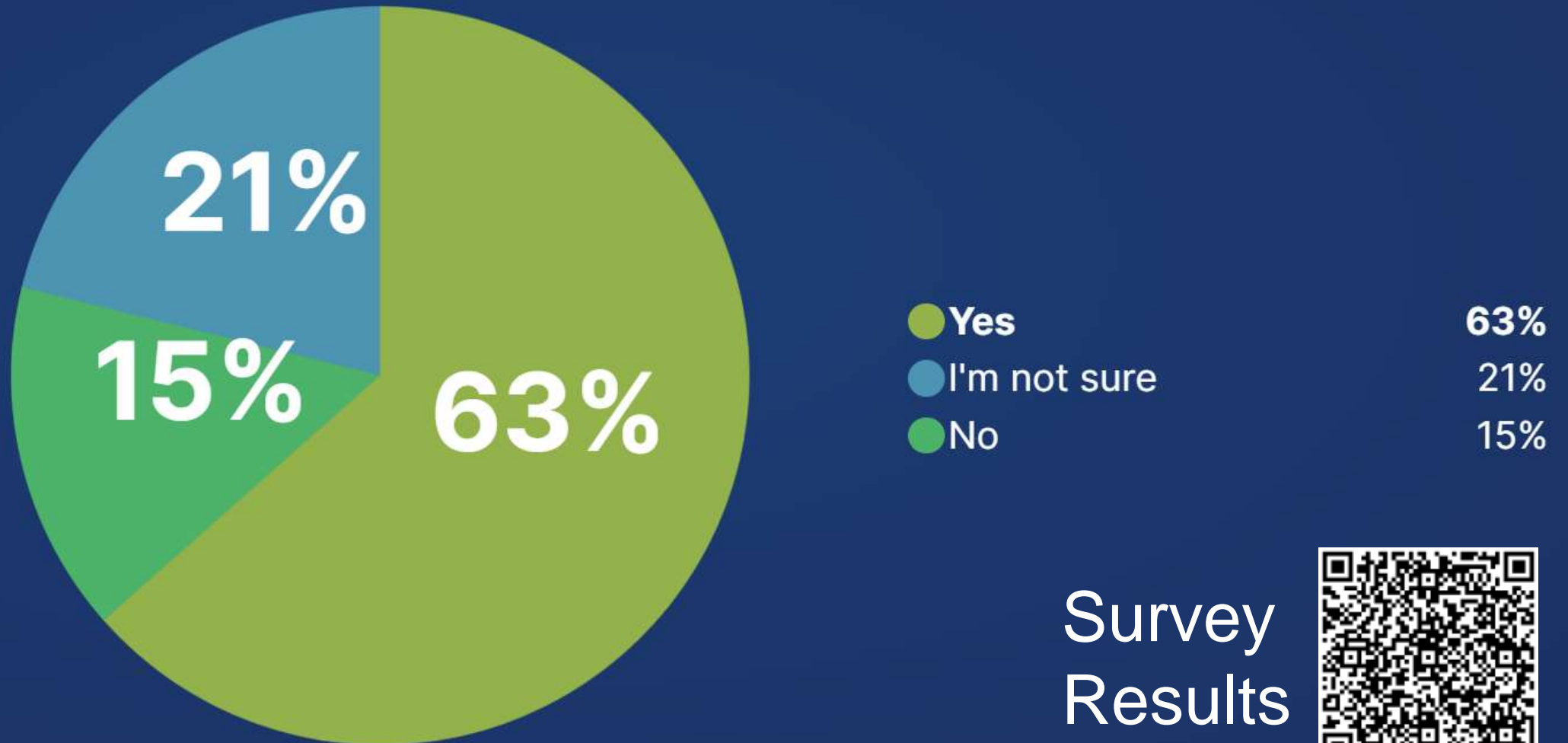
## During the past 2 years, we have donated money to support disaster / humanitarian relief efforts



Survey  
Results



## During the past 2 years, we have volunteered to support disaster / humanitarian relief efforts



Survey  
Results



# Survey Results



## What were the most important factors in making your donation / volunteer efforts successful?

Impact 4

Culture 4

People 3

- Service
- The human element... compassion
- Employee motivation
- Culture
- Direct payments and supplies to people affected rather than large govt organizations
- We are in the people people industry
- Our ability to influence an outcome
- Helping people in need to overcome the disaster
- Reliable and consistent
- Understanding it's getting to those that need it.
- The responsibility to serve is our business model
- Unknown
- Having an emergency response committee
- To see where the money is being spent and how it's positively impacting those that need it.
- Intention, Impact and Commitment
- Part of company culture.....go teach, go build, go fund.
- Not sure honestly
- Organized impact
- Community, engagement, leadership willing to support us
- Immediate action
- Csr initiatives
- Will it go directly to the needy
- Unclear
- Where we can help the most given our resources
- Impact
- Mission to serve patients in need
- Global footprint allows us to work in hard to access areas
- Building a culture that caters to service to others
- Effectiveness
- Unmet need
- Desire to serve a greater good
- Impact and having good non-profit partners.
- Being prepared with material in-hand already and acting quickly.
- Culture

# *“A Little Logistics... A Lot Of Good”*





*"Amateurs talk tactics, but  
leaders study logistics."*

- Gen. Robert H. Barrow, USMC

“The line between disorder and order lies in logistics...” -Sun Tzu



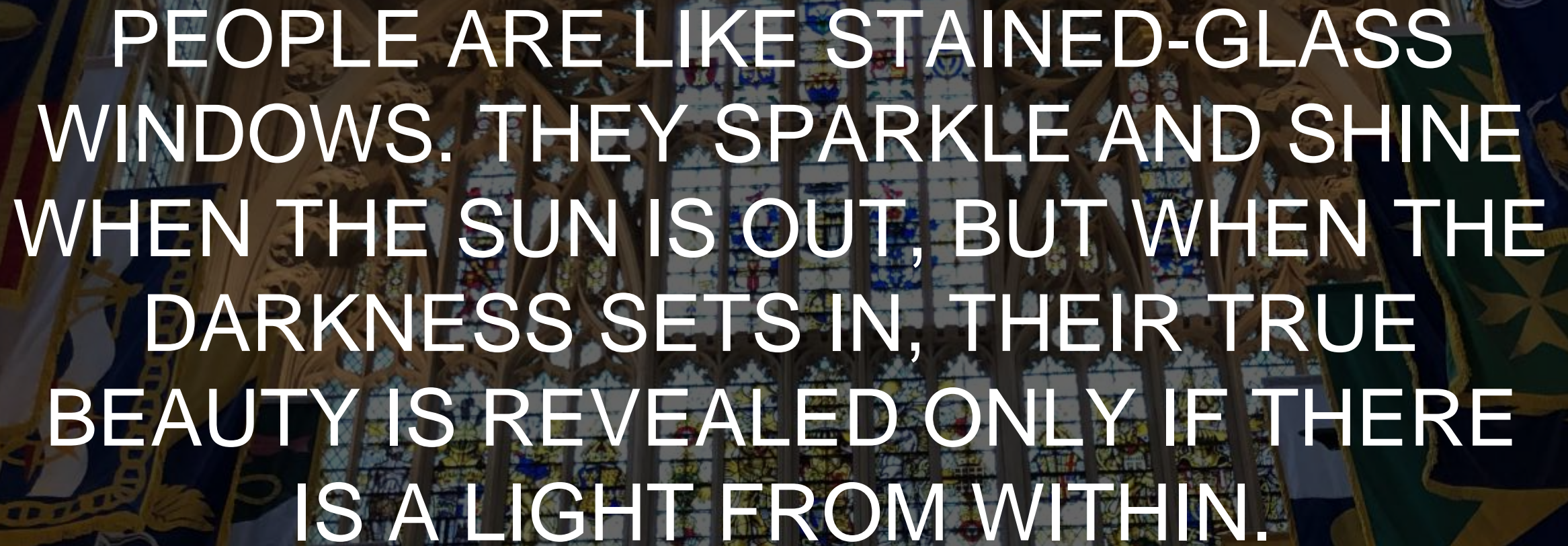
*“We don’t wake up wondering how logistics might make a difference for the next disaster – but it can. Together, we can use our connections, capacity and business knowhow to help rebuild people’s lives, businesses and communities after a disaster.” – Jock Menzies*



## GET INVOLVED

- Donate Services
- Make a Financial Gift
- Lend Your Expertise





PEOPLE ARE LIKE STAINED-GLASS  
WINDOWS. THEY SPARKLE AND SHINE  
WHEN THE SUN IS OUT, BUT WHEN THE  
DARKNESS SETS IN, THEIR TRUE  
BEAUTY IS REVEALED ONLY IF THERE  
IS A LIGHT FROM WITHIN.

-ELISABETH KUBLER-ROSS