



Carl A. Flores, NRP

Executive Director of Emergency Preparedness, Louisiana Department of Health

Carl A. Flores brings over 30 years of experience in Emergency Medical Services (EMS) to his current role as the Executive Director of Emergency Preparedness for the Louisiana Department of Health (LDH). A respected leader in emergency response and disaster management, Flores has a long track record of innovation, resilience, and service to both local and national communities.

He served as Chief of EMS for the City of New Orleans, where he played a pivotal role in rebuilding and modernizing the department following Hurricane Katrina. Under his leadership, New Orleans EMS earned national recognition for excellence in care delivery and operational best practices.

In 2020, Chief Flores joined University Medical Center New Orleans (UMCNO)—formerly Charity Hospital—as Burn Outreach Coordinator. When the COVID-19 pandemic emerged, he swiftly adapted, contributing to the hospital’s response by helping implement mask reprocessing protocols and launching a Powered Air-Purifying Respirator (PAPR) exchange program.

That same year, amid the busiest hurricane season in Louisiana history, he was appointed Director of Emergency Management at UMCNO. Tasked with ensuring hospital continuity during disasters, he successfully led planning and operations until 2021 before returning to his Burn Outreach role.

Upon returning to his role as Burn Outreach Coordinator, Chief Flores was named the Southern Region Burn Disaster Coordinator for the American Burn Association (ABA). During his tenure he expanded burn education and training throughout Louisiana and the Gulf Coast, reaching thousands of healthcare professionals. His collaborative work with LDH, the Louisiana Emergency Response Network (LERN), and the Hospital Preparedness Program (HPP) led to the development of Burn Push Packs, a burn bed board, and an alert system for burn disaster response. These tools have supported LERN’s initiative to serve as the Southern Regional Burn Call Center for the American Burn Association (ABA).

His impact extended nationally when he was named the Chair of the ABA Disaster Committee. In this role, Chief Flores spearheaded the creation of a standardized national disaster response plan, convened the first in-person regional coordinator summit, and led a burn tabletop exercise to identify system gaps. His efforts culminated in the creation of a standardized burn bed definition and the integration of all ABA Disaster Regions into the Nevada Watch board for real-time situational awareness.

This enhanced coordination proved vital during major incidents, including the Honolulu fireworks explosion, California wildfires, and a plane crash in Philadelphia—demonstrating the value of real-time burn bed availability in improving patient outcomes.

Today, Carl A. Flores continues to lead with dedication and vision as the Executive Director of Emergency Preparedness at LDH, where he focuses on strengthening Louisiana’s resilience, response, and recovery capabilities in the face of emergencies and disasters.