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In 2012 - Hurricane Sandy forced the following number of Healthcare Facility Evacuations

- ✓ 56 Facilities evacuated in NYC, Nassau, Westchester and Suffolk Counties
- ✓ 7,820 HCF Patients/Residents evacuated from NYC, LI and Lower Hudson Valley






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Evacuated Patients/Residents

Providers:


- ✓ Often didn't know their location, condition;
- ✓ Unable to provide ongoing guidance to receiving facility – many sent without basic health records; medication information
- ✓ Had difficulty in repatriating all their people or discharging to other facilities
- ✓ Families did not know where loved ones were located; some still searching weeks after the storm




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Patient Tracking Imperative

NO formal mechanism for tracking evacuees statewide was available at that time



eFINDS is ...

... a statewide, person tracking system, housed on the New York State Department of Health, Health Commerce System (HCS)

... mandated by **Governor Andrew Cuomo** following Hurricane Sandy, for use by healthcare and human services facilities (HCFs),


... helps ensure the safety of persons (patients, residents and staff) during a forced evacuation of their location, due to emergency conditions that jeopardizes their life-safety.

eFINDS:

... provides ongoing awareness of the **current location** of each evacuated person, across all movement,


... captures essential care needs information for the person, and

... captures key contact information for their loved ones and care givers.



Governor's System Requirements

- **Key Data Requirements – System must:**
 - ✓ Track current location of all evacuated persons
 - ✓ Track non-traditional/temp locations like hotels/shelters
 - ✓ Provide summary stats/status of all evacuated persons
 - ✓ Enable quick recognition of missing persons
 - ✓ Minimize data collected to only essential fields
 - ✓ Enable capture of basic person medical and additional care requirements
- **Key Functional Requirements**
 - ✓ Must be quick, easy to use; user friendly
 - ✓ Must protect sensitive data from those not authorized
 - ✓ Enable data tracking even if HCFs have lost power
 - ✓ Exchange data with other emergency response systems



Current eFINDS Deployment

- **“O” Agencies and their facilities**
 - ✓ OASAS – Clinics
 - ✓ OMH – Psychiatric Centers and Licensed Housing
 - ✓ OPWDD – Residential Homes & Developmental Centers
 - ✓ OCFS – Juvenile Facilities
 - ✓ OTDA – Supportive Housing






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Current eFINDS Deployment (cont'd)

- DOH Facilities**
 - ✓ Hospitals, nursing homes, adult care facilities
 - ✓ NYCDOHMH and upstate Local Health Departments
 - ✓ NYSDOH Regional Offices






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The Regulations

eFINDS use by all NYS Hospitals, Nursing Homes and Adult Care Facilities (ACF) is Required for all Evacuations

- Health facility electronic data exchange with NYSDOH Health Commerce System (HCS):
Title 10: Section 400.10.9 – Nursing Homes and Hospitals
Title 18: Section 487.12/488.12 – ACFs
- Active HCS Accounts: Up to date, HCS Communications Directory role assignment and business AND emergency contact information

HIPAA Privacy/disclosure of data during emergencies:
Providers/health plans covered by the HIPAA Privacy Rule may share patient information if to provide treatment, inform families, and if in imminent danger situations






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CMS Final Emergency Preparedness Rule

During 2016, the Centers for Medicare and Medicaid Services (CMS) approved a final rule describing emergency preparedness requirements for 17 different types of health care providers.

Our facility's planning efforts to use eFINDS and training of staff will help demonstrate our compliance with aspects of the CMS Rule related to tracking the movement and location of facility patients, residents and staff during an emergency.


The Rule's key provisions will be enforceable as of November 2017.






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Planning Information: eFINDS Operations






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Activating eFINDS

Large-scale event affecting multiple health care facilities (HCFs)



NYSDOH will create the operation and notify HCFs that they must use eFINDS

The HCS, Integrated Health Alerting and Notification System (IHANS) is used to send the notification.

Therefore, business hours and emergency/after hours contact information for our facility emergency response and administrative staff, **must be up to date** in the HCS Communications Directory

New York State Department of Health

Informational Message

January 26, 2016


Healthcare Facility Winter Storm "Sandy" Bulletin - Patient tracking is the most that can be done to ensure necessary

Given the expected severity of Winter Storm Sandy, it is possible that some healthcare facilities may need to evacuate, either in part or in full. In the event that evacuation of facilities, nursing homes or other long-term care facilities is necessary, the New York State Department of Health (NYSDOH) is sending facilities that this eFINDS system is available on the Health Communications System (HCS) to ensure that facilities can quickly and easily use the system to track the movement of all patients and residents between receiving, transferring, and discharging facilities. All facilities should ensure that they have their eFINDS capabilities, i.e., hardware, software, user training, and proper training logs are current, and that staff who have been trained on the use of the system are available to perform the function.

The eFINDS system is an operational system to the extent that the eFINDS system is operational, and the use of the system is needed. The name of the operation is "Winter Storm Sandy" and the facilities that receive the eFINDS system are the facilities that should be prepared to receive the eFINDS system. The operation is operational and ready to use eFINDS if needed.


As always, should you have any facility needs to receive a part or all of your administrative services, please contact your eFINDS regional office to obtain more and also contact your eFINDS representative at your local Office of Emergency Management to obtain more staff and report any required assistance.

If facilities have questions or need assistance with eFINDS use, please email efinds@nysdoh.state.ny.us or call 800-NYS-DOH and request.



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Activating eFINDS Individual Facility Event




- We must have trained eFINDS users available among the staff that regularly cover each shift
- Our facility staff, assigned to the eFINDS Administrator Role, can create an **Operation (emergency event)** in eFINDS themselves if the application is needed for an emergency;
 - Staff should be sure to inform any receiving facilities of the name of the Operation to use in eFINDS for recording receipt of any evacuees at their location
- Our facility staff should also always contact our NYSDOH Regional Office Program Representatives to inform them of the emergency and gain assistance as needed

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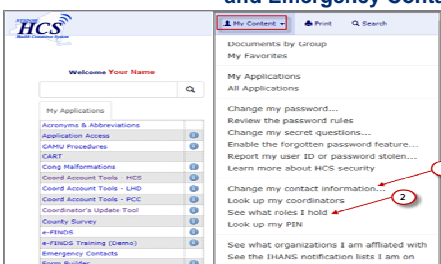
PLANNING CONSIDERATIONS

Ensure that information and guidance for families and caregivers of persons (patients/residents) regarding the evacuation process is outlined and ready including:

- Importance of the wristband;
- Reassurance of how the wristband will help keep them safe;
- How each person and their belongings will easily be tracked wherever they move; and
- Emphasis on the security of the eFINDS system regarding their personal information.



Planning Considerations - Access to eFINDS and Emergency Contacts




1. Verify your business and emergency contact info is correct

2. Confirm you have been assigned to the proper Evacuation of Facilities in Disaster Systems (eFINDS) role in order to access the eFINDS and eFINDS Demo

Planning Considerations eFINDS Roles

eFINDS Data Reporter (@user)	eFINDS Reporting Administrator (@admin)
<p>Register a person</p> <ul style="list-style-type: none"> • with or without a scanner • one person at a time, or upload a spreadsheet of person/barcode assignments provided by eFINDS Reporting Admin <p>Receive an evacuated person with or without a scanner</p> <ul style="list-style-type: none"> • one person at a time or multiple persons at once 	<p>Same access as data reporter (user) role plus:</p> <ul style="list-style-type: none"> • Able to generate person barcode PDF log or spreadsheet • Able to register multiple persons without pre-printed barcode wristbands to scan • Create, activate and inactivate an evacuation <i>Operation</i> • Create, activate and inactivate Temporary Locations



eFINDS Supplies/Equipment –

Users on every shift must know where supplies are stored and have access to them...

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Manual barcode assignment log

Scanners: white for use at facilities where more stringent disinfectants are used

Originally distributed, currently used, sticker-type wristbands

Newer style, clip wristbands, expected to be used going forward

eFINDS Quick Reference Cards

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eFINDS is Flexible!

Don't get hung up by the *electronic* process!!

If all else fails....

- We can just wristband our evacuees and get them out the door...!
- Hand write first/last name and the barcode number on a sticker and apply to person's medical record/clothing

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Repatriation

- Don't put the scanner away!
- We must also repatriate our evacuated persons when they return to our facility by updating their final destination as our facility

OR

- If persons cannot return to our facility we must ensure the new permanent location for all our evacuees is updated in their final eFINDS record for a given event (will discuss how to do this later in the training session)





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(Facility's Plan Template Slide #1)

Our Facility's Plan:






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(Facility's Plan Template Slide #2)

Our Facility's Plan:

- Our Facility's Evacuation Plan: patients are brought to the following [*list staging area*] for evacuation transport
- During a planned evacuation we will incorporate eFINDS [*identify point*] in the process
- During an emergency evacuation we will incorporate eFINDS at [*identify point*] in the process
- As a receiving facility we will incorporate the eFINDS process [*identify point*] in our reception plan and at this [*identify location*] and
- The pre-populated patient spreadsheet (if being used) is maintained by [*name of person*] who will also ensure enough copies are made to share with receiving facilities and throughout our facility.






**New York State
eFINDS**
Emergency Findings and Notification System


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(Facility's Plan Template Slide #3)

Our Facility's Plan (cont'd):

- Describe other aspects of the Plan:
 - The following individuals will manage eFINDS coordination during the evacuation: *[name of individuals]*
 - The following individuals will be responsible for and have access to these supplies when needed: *[name of individuals]*
 - We will announce activation of eFINDS protocol to eFINDS team members in the following way: *[identify mechanism for notification]*
 - We will evacuate by: patient? by unit? By floor? *[identify how you will evacuate]*
 - Explain where eFINDS equipment and supplies will be found at time of emergency: *(For example: each patient care unit will have a set of enough wrist bands to cover its number of beds, stored at nurses stations)* *[identify location]*
 - Describe how decisions of where each patient is to be sent will be communicated to people registering patients in eFINDS: *[describe how decisions will be communicated]*






**New York State
eFINDS**
Emergency Findings and Notification System


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(Facility's Plan Template Slide #4)

Our Facility Plan (cont'd)

- eFINDS data will be recorded for patients at the *[identify locations]* within the facility
- Explain what elements of data will be entered in eFINDS: *[explain elements]*
- Bracelets/barcode numbers will be assigned to patient care units in the *[identify following way]*
- Barcode bracelets will be distributed to patients in the *[identify following way]*
- We will use the following devices *[identify devices]* for scanning barcodes
- Scanning devices will be distributed in the *[identify how devices will be distributed]*
- We will use barcode logs in the *[identify following way]* *(e.g., copies will be distributed to each receiving facility for the patients they will receive)*






**New York State
eFINDS**
Emergency Findings and Notification System


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(Facility's Plan Template Slide #5)

Our Facility Plan


- We will record the patient's eFINDS barcode number on the following *[identify types]* of patient documents and personal belongings
- *[Describe eFINDS patient/resident and family education]* and *[identify when/how]* education will be delivered
- Describe how the facility will drill and practice use of eFINDS:
(List only the eFINDS functions your facility will use on the Hands-On Training Modules agenda and use only the corresponding slides)




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Hands-On Exercises





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eFINDS Person Statuses:


- Registered
- Evacuated
- Received
- Repatriation Initiated
- Repatriated
- Will Not Repatriate
- SIP (Shelter in Place)




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eFINDS Actions/Buttons


Register	Initiate Repatriation
Evacuate	Cancel Initiate Repatriation
Cancel Evacuation	Will Not Repatriate
Receive	Cancel Will Not Repatriate
Cancel Receive	SIP (Shelter in Place)
Repatriate	Cancel SIP
Cancel Repatriate	Save Edits



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Hands-On Training Modules

- Administrative**
 - A-1: Install eFINDS Mobile Application (optional)
 - A-2: Download Barcode Assignment: Scannable Log (PDF log)
 - A-3: Create an Operation for a training, exercise, event
 - A-4: Create a Temporary (TMP) Location for a training, exercise, event
 - A-5: Housekeeping (FINAL STEP in Training/Exercise)
- Register People**
 - R-1: Register a single person with Scanner
 - R-2: Register a single person without Scanner
 - R-3: Download Barcode Document: Uploadable Spreadsheet (Admins Only) & then upload file
 - R-4: Register multiple people using Multi Person Input (admins only)
 - R-5: Register a person using List Available Barcodes
- Update Status, Person Record or Intended Location**
 - U-1: Change Status to Evacuated
 - U-2: Change Status to SIP
 - U-3: Indicate Person is Deceased
 - U-4: Change Status to Received
 - U-5: Change Status to Initiated Repatriation
 - U-6: Change Status to Repatriated
 - U-7: Change Intended Location
- Search/Reports**
 - S-1: View Reports > Facility Report
 - S-2: List People
 - S-3: Quick Search
 - S-4: Locate People






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Exercise 1: A-1: Mobile Application (Optional)

- Log on to the HCS from your **MOBILE** device (<https://commerce.health.state.ny.us>)
- Tap **+Show My Applications** > Click **e-FINDS**
- Tab either **Evacuate** or **Practice Only**
- Select your location **Note:** All of the locations you currently have access to will also be available on Mobile
- Tap **Submit**
- Click **Mobile Download** from the menu bar
- Select **Android** or **iOS**
- Confirm **Install**
- Wait for application to install on mobile device; progress is displayed on the main screen.

NOTE: If you are not using the most current version, the app will reject the attempt to login, you will need to uninstall the old app and then download the new app.

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ADMINISTRATIVE EXERCISES


Log into HCS: <https://commerce.health.state.ny.us>

Open: **Evacuation of Facilities in Disasters System Demo** from your "My Applications" list on the HCS homepage

Select: the appropriate **Current location** (facility for which you are currently registering patients) and **Role** from drop down list if you are affiliated with more than one facility, or have more than one role at a given facility

Click **SUBMIT**





SCENARIO

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Exercise 2: Download the Barcode Assignment: Scannable Log (PDF) (A-2 Hands-On Exercises)

- Knowing where your eFINDS Supplies are is crucial.
- Having one or more copies of the Scannable PDF log will be extremely helpful if there is a power or internet outage or if an urgent evacuation is needed and there is no time for registration of people into eFINDS.
- You need to use of **eFINDS** to track your evacuees. Download and print the Scannable Log (PDF).






SCENARIO


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A-2: Generate a Scannable Log (PDF)

e-FINDS Administrator Role Only

- Click **Manage Barcodes > Download Barcode Documents**
- Verify your current location
- Enter Start and End barcode numbers, e.g., 4—13 for ten patient/residents to be relocated OR leave blank for all assigned barcodes
- Select the Barcode Assignment: Scannable Log (PDF) option
- Click **Download Document**
- Check Exclude used barcodes from List? If desired.
- Print the PDF.







SCENARIO

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Exercise 3: Add Operation (A-3)

- You are a 20 bed facility, and there is a planned power outage and the backup generator cannot support all of the equipment.
- Your facility is at maximum capacity; a full facility evacuation is needed.
- You have made sending arrangements with other facilities and these arrangements can accommodate but 90% of your people (18 people). The remaining 10% (two) people who cannot be transferred to the other facilities will be sent to a local high school until power is restored.
- An evacuation operation needs to be created.





A-3: Create Operation

e-FINDS Administrator Role Only


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1. Click **Admin** from the menu bar
2. Click **Manage Operations**
3. ALWAYS search Name list first to be sure you are not creating a duplicate operation
4. Select Begin Date > Event Type
If you select Blizzard, Hurricane, Ice Storm or Snow Storm, then enter the Storm Name.
If you select Other, then enter Other Description.
5. Enter location, e.g., your facility, town/city/village
6. Verify **Active** Status
7. Click **Add Operation**

Note: You may need to click Add Operation twice

8. Verify Operation YYYY-MM-DD EVENT TYPE LOCATION was created.

NOTE: Email confirmation is sent to all NYSDOH eFINDS Application Administrators: "eFINDS Operation has been added".







SCENARIO

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Exercise 4: Add Temporary Location (A-4)

- Due to the operation in scenario 1 (Facility Power Outage), you now need to create the Temporary Location for the High School <or other TMP Location> across the street.
- Eighteen (18) of the 20 people at your facility will be evacuated to NYS hospitals. These facilities are already in eFINDS and can be selected from the Intended Destination Org. Type (Hospital) and the Intended Destination dropdown list. The Temporary Location cannot be selected until it is created.






A-4: Create Temporary Location


e-FINDS Administrator Role Only

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1. Click **Admin > Manage Locations**
2. Enter Location Name (e.g. Public School# 304), Description (e.g. HS), town or city (e.g. Albany) **Note:** this will display in Operation drop down list when registering a person
3. Enter Description, Address, City, State, Zip, Phone and County
4. Click **Add Location**
5. Verify your temporary training location has been saved.

Please Note: New TMP location names must be unique
Check list of existing TMP locations first







Scenario

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Exercise 5: Register A Single Person With Scanner (R-1)

- Your facility is ready to send two people to the temporary location just created, along with two employees/staff members.
- Facility Staff at the Temporary Location have eFINDS Data Reporter roles to update the evacuees' status when they arrive.
- Wristbands have been placed on the patient's wrists, and they are currently waiting for transportation.
- Scan one wristband and then type in the second barcode number in eFINDS to register two people total.





Scenario

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R-1: Register Single Person with Scanner

1. Click **Register People** > Scan a barcode from the Scannable Log or wristband
2. Confirm: **Status Available** This means barcode is located and no person is registered to it.
3. Enter *First Name, *Last Name, *DOB (mm/dd/yyyy) & Select Gender
4. Select Employee ID (Emp #) from MR/Emp # Type drop down list
5. Enter an employees name
6. Select or Verify **Evacuation Operation** (reason for evacuation in exercise 2)
7. Verify person's current location is correct
8. Select the Intended Destination from dropdown list, i.e. Temp Location from exercise 3
9. Enter Evacuee Group Description; such as Bus #, transportation description or facility unit (optional)
10. Click the **Register**
11. Confirm message: Register is completed and Status: Registered

At the very minimum, the evacuating facilities will only need to place the barcoded wristbands on their patient/residents and send them to a safe location. The receiving locations can scan wristbands, and update the location information when they arrive.

Register 1 person using this process







Scenario

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Exercise 6: Register A Single Person Without Scanner (R-2)

- You now need to register a person but do not have a barcode scanner available. You also do not have date of birth or gender information for this person.







R-2: Register Single Person without Scanner

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1. Click **Register People** > and type a barcode from the Scannable Log (pdf)
2. Confirm: **Status Available**
3. Enter *First Name and *Last Name only
4. Select or Verify Evacuation Operation (reason for evacuation in exercise 2)
5. Verify person's current location is correct
6. Select the Intended Destination from dropdown list, i.e. Temp Location from exercise 3
7. Click the **Register** and view message in red flashing text
8. Check box: Required fields are marked with * Check the Confirm Submission Without Required Fields
9. Click **Register**
10. Confirm message: Register is completed







Scenario

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Exercise 7: Updating Single Person with Barcode

- Some time has passed since you registered the person in the last exercise. In that time, you have obtained the person's date of birth and gender. You need to re-open the person's eFINDS™ record and insert this information.







Edit Record

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1. Click **Manage People > Person Lookup**
2. Scan or Type Barcode, and click **Search**
3. Select record with missing DOB & Gender
4. Enter the DOB and gender.
5. Click **Save Edits**.
6. Confirm message: **Edit is complete**







Scenario

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Exercise 8: Shelter in Place (SIP) (R-1, U-2)

- You now have a third person to register into eFINDS™. This person is on a ventilator powered by a generator. It is determined that this individual cannot be moved. An eFINDS™ wristband is on the person's wrist but you are unsure if the person has been registered. In this exercise, you will register this person into eFINDS™ and set the person's status to Shelter in Place.






Scenario


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R-1 Register Single P/R with Scanner

U-2: Change Status to SIP

- Click **Register People** > Scan or Type a barcode
- Confirm: **Status Available**
- Enter *First Name, *Last Name, *DOB (mm/dd/yyyy) & Select Gender
- Enter reason for SIP in the Note section
- Select or Verify **Evacuation Operation** (reason for evacuation in scenario 2)
- Verify person's current location is correct
- Select the Intended Destination from dropdown list, i.e. same as current location
- Click **SIP**
- Confirm message: **SIP** is completed.







Scenario

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Exercise 9: Deceased Person (U-3, S1)

- The person on the ventilator expired, and had a status of Sheltered In Place.
- You need to mark the person's record to indicate they are deceased.







U-3: Indicate Person is Deceased

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1. Click **Manage People > Person Lookup**
2. Scan or Type Barcode of person from scenario 5 (SIP) above
3. Click **Search**
4. Verify the correct person displays
5. Click **Cancel SIP**
6. Verify **Status Registered** and Cancel SIP is completed
7. Check the Deceased box and Enter the date and time of death in Note field
8. Click **Save Edits** and verify Edit is completed
9. View More Info from Tracking History to see the notes.







S-1: View Reports > Facility Report

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1. Click **Reports > Facility Report**
2. Verify Location and Operation
3. Click **Generate Report**
4. View report and Deceased field = true.







Scenario

Exercise 10: Change Status to Evacuated (U-1)

It is time for the people registered in exercises 5 and 6 to be moved from your facility to the temporary location. In this exercise, you will re-open their records and set their status to evacuated.

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U-1: Change Status to Evacuated

1. Click **Manage People** > Person Lookup
2. Scan Barcode > Click Search
3. Verify person is correct
4. Click **Evacuated**
5. Confirm message: Receive is completed & Status: **Evacuated**
6. Repeat steps 1 – 5 for second person, but in Step 2 Type in barcode number.

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Scenario

Exercise 11: Change Status to Received (U-4)

The people registered in exercises 5 and 6 have arrived to the temporary location. In this exercise, you will re-open their records, set their location to the temporary and set their status to **Received**.

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U-4: Change Status to Received

1. Click **Manage People** > Person Lookup
2. Scan Barcode > Click Search
3. Change Current Location Org. Type (TMP) & Current Location to the Temporary Location
4. Click **Received**
5. Confirm message: Receive is completed & Status: **Received**
6. Repeat steps 1 – 5 for second person, but in Step 2 Type in barcode number.

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Scenario

Exercise 12: Change Status to Initiated Repatriation Using the Multi Person Update (U-5)

1. Power has been restored to your facility. People can be returned.
2. The two evacuees are being sent back to the original facility.

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U-5: Change Status to Initiated Repatriation

1. Click **Manage People > Multi Person Update**
2. Select Operation, [TMP] Temporary location org. type and location
3. Select Action: **Initiate Repatriation**
4. Click **List**
5. Select people with check/click OR select all by checking box in column heading
6. Click **Initiate Repatriation of Selected**
7. Verify Initiate Repatriation completed for two people.

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Scenario

Exercise 13: Change Status to Repatriation Using the Multi Person Update (U-6)

- The people you registered in exercises 5 and 6 have returned to their original facility. You will need to indicated that they have arrived by changing their status to Repatriated.

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U-6: Change Status to Repatriated

1. Click **Manage People** > Multi Person Update
2. Select Operation, Original location org. type and location
3. Select Action **Repatriate**
4. Click **List**
5. Select people with check/click OR select all by checking box in column heading
6. Click **Repatriation of Selected**
7. Verify Repatriation completed for two people.

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Scenario

Exercise 14: Review Facility Report (S1)

- People have been repatriated, and you would like to confirm that all statuses and current locations are up to date and correct.

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S-1: View Reports > Facility Report

1. Click **Reports** > **Facility Report**
2. Verify Location and Operation
3. Click **Generate Report**
4. Verify two people have been **Repatriated** and current location is original location.

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Scenario

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Exercise 15: Evacuating Facility Prepares For an Evacuation by Downloading the Barcode Assignment: Uploadable Spreadsheet (R-3a, R-3b)

- A Hurricane is making its way east, therefore your facility is preparing to have a full facility evacuation. The exact path of the hurricane is still not determined as it is still a five days out.
- If full facility is evacuation is warranted, the facility would like to utilize the eFINDS Spreadsheet. For demonstration purposes, we will only input info for two people using this method.
- The Operation had been created by NYS call <current date> HURRICANE TEST NYS







R-3a Download Barcode Document: Uploadable Spreadsheet (eFINDS Reporting Admins Only)

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1. Click **Manage Barcodes > Download Barcode Documents**
2. Enter Start & End Barcode Number (optional)
3. Select Barcode Assignment: Uploadable Spreadsheet (excel)
4. Click **Download Document**
5. Click Save and Open NYS_eFINDS_<facility ID Date Time>_Training
6. Populate First Name, Last Name, DOB and Gender
7. Save file
8. Print file (optional, but recommended).

Register [2](#) patient/resident using this process







R-3b Upload the updated eFINDS Spreadsheet (Excel file)

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1. Click **Register People > File Upload**
2. Select **Operation** <current date> HURRICANE TEST NYS
3. Click recycle icon, if operation does not display
4. Locate Excel file with saved person information (NYS_eFINDS file name with facility id, date and time or other file name)
5. Click **Open** to add file
6. Click **Upload**
7. Verify Info is correct, and edit if necessary
8. Click **Register**
9. Verify message: Registered 2 people.







Scenario

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Exercise 16: Evacuating Facility Updates Intended Destination Using Multi Person Update and Evacuates the People (U-1, U-7)

- The file uploaded in exercise 16 will assign the people to the selected operation, and update the status to Registered, but they will still need to be assigned to an Intended Destination and be evacuated.
- For practice purposes, please send your people to the Temp. Location created in scenario 3.
- Two people are ready to be evacuated.







Scenario

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U-7: Change Status to Evacuated U-7: Change Intended Location

- Click **Manage People > Multi Person Update**
- Select Operation, Original location org. type and location
- Select Action: **Evacuate**
- Click **List**
- Select people with check/click OR select all by checking box in column heading
- Select Intended Destination Org Type & Intended Destination
- Click **Evacuate Selected**
- Verify Evacuation completed for two people.







Scenario

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Exercise 17: Review List People Report (S-2)

- Upon evacuation of multiple people, you want to view all of the people in eFINDS, their status, and current location.







S-2: List People

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1. Click **Manage People** > **List People**
2. Select facility, if necessary
3. Click **List**







Scenario

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Exercise 18: Register A Person Using List Available Barcodes (R-5)

- Transportation is ready to leave.
- Another person arrives to the Evacuation Station without a wristband.
- This person is going to the TMP Location, and will need insulin at a specific time.







R-4: Register A Person Using The List Available Barcodes (R-5)

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1. Click **Register People** > **List Available Barcodes**
2. Select facility, if necessary
3. Click **List**
4. Click Barcode link
5. Enter *First Name, *Last Name, *DOB (mm/dd/yyyy) & Gender
6. Add in the **Note section** that the person needs insulin at a specific time
7. Select or Verify Evacuation Operation
8. Select the Temp Location as Intended Destination
9. Click **Evacuate**
10. Verify Status: Evacuated.







Scenario

Exercise 19: Quick Search (S-3)

- Some time has passed, and you are concerned about the evacuated person who needed insulin at a specific time.
- You want to know if they have been received in at the TMP Location.
- You have forgotten the person's name and barcode #.

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S-2: Quick Search

1. Click **Quick Search** from eFINDS menu bar
2. Enter search criteria in the Quick Search box, e.g., insulin other or contents of Note field
3. Click **Search**
4. Verify: Found # person for the keyword(s): 'search criteria' Please select one to view details
5. Locate the record to be viewed or updated
6. Click the Barcode link (optional)
7. View record

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Scenario

Exercise 20: Register A Person Using The Multi Person Input (R-4)

- The Director of Nursing hands you a medical record, and asks you to register this person into eFINDS.
- Currently, the Intended Location has not been determined.
- There are no wristbands to scan.

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Slide 72

VAS5

And this is where I left off


Valerie A. Shuba, 12/9/2016




R-4: Register A Person Using The Multi Person Input

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1. Click on **Register People > Multi Person Input**
2. Select Evacuation Operation > Sending Location Org. Type > Location
3. Enter number of People/Barcodes needed
4. Click **Generate Fillable Grid**
5. Enter known information, such as name, DOB and gender
6. Click **Register**
7. Verify message: Registered # people and note barcode #s assigned
8. Note barcode # assigned to person.







Scenario

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Exercise 21: As A Receiving Facility, Determine How Many People Are Intended To Come To Your Facility (S-4)

- You are located at the Temporary Location.
- You are waiting for people to arrive and would like to see how many people have been registered and have your Temp. Location in their Intended Location field. In other words, you want to know how many people to expect.







S-4: Locate People

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1. Click **Locate People** from eFINDS menu bar
2. Enter the Intended Destination Org. Type as TMP Temporary > and select Temp. Location from scenario 3
3. Select Operation "HURRICANE TEST NYS"
4. Click **Search**
5. View search results, including current location, intended location and status.




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Scenario

Exercise 22: Update Current Location And Status To Received (U-4)

- Transportation has just arrived and evacuees are coming in.
- You are handed a PDF Scannable Log, but you do not have a scanner.
- The log include names, DOB and gender.
- The staff person who traveled with the evacuees has arrived also.
- You count the people and it matches the number on the log.




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U-7: Change Status to Received

1. Click **Manage People > Multi Person Update**
2. Select Operation, Current location org. type (TMP Location) and TMP location
3. Select Action **Receive**
4. Click **List**
5. Select people with check/click OR select all by checking box in column heading
6. Click **Receive Selected**
7. Verify Receive completed for # people.




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Scenario

Exercise 23: Inactive Operation And Temporary Location (A-5)

- Power was restored, and all of the evacuees have been repatriated.
- You need to inactive both the operation and temporary location.





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A-5: HOUSEKEEPING Inactivate TMP & Training Operation


OPERATIONS

1. Click **Admin > Manage Operations**
2. Locate/Select Operation
3. Change Status to **Inactive**
4. Click **Save Operation**

TMP LOCATIONS


1. Click **Admin > Manage Locations**
2. Locate/Select TMP Locations
3. Change Status to **Inactive**
4. Click **Save Location**






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Frequently Asked Questions





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FREQUENTLY ASKED QUESTIONS

Q: What if a patient/resident refuses to wear a wristband?

NYSDOH A: Create a person record in eFINDS with associated barcode number. Make sure that a barcode number is written on that persons paper record that is transported with them. Send bracelet along with person paper record.

Q: What if one of my patients/residents is pediatric or just too slim for the bracelet?


NYSDOH A: if you are using the original eFINDS tape style barcodes: Carefully wrap the wristband to a size that fits the person to be evacuated; allow the excess to hang off, but be careful not to cover the barcode number underneath the barcode; if the number is readable, it can be manually entered; if the barcode number must be covered, then assure barcode number is written in accompanying patient record.

If an infant, and the barcode irritates the child, just include the barcode number and bracelet along with the record accompanying the infant so that the receiving facility can enter the barcode number into eFINDS and record the receipt of infant. Alternatively can try putting bracelet on the infant's ankle.

If you are using the new, eFINDS clip barcode bracelets once they are distributed, circumference of the bracelet can be made as small as 1/4", and should accommodate the smallest of wrists.

Q: What if some of my patients/residents are sheltering in place?

NYSDOH A: Apply one of your facility wrist bands to that resident as you would for those evacuating to another facility and do not remove for duration of the event. Enter individual's info in e-FINDS and click to check the "SIP" checkbox.



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FREQUENTLY ASKED QUESTIONS

Q: Can other locations be entered into the system?


NYSDOH A: Yes. Incident specific "Temporary Locations" (such as shelters or other locations) can be loaded into eFINDS by NYSDOH or by an eFINDS Reporting Administrator at the facility.

Q: What if I need to send an evacuee to a facility or location that is not available in the "dropdown" destination choices in e-FINDS?

NYSDOH A: Ensure that a "Temporary Location" has been created by your facility's eFINDS Reporting Administrator, as described above and select that location under the "TMP" location type.

Q: What if one of my residents is going to a family member's home for the duration of the evacuation?

NYSDOH A: Apply one of your facility wrist bands to that resident as you would for those evacuating to another facility and instruct the family to keep the wristband on until the resident returns to their original facility or is admitted to a new facility. Identify the resident as "Home" in the "Intended Destination" field.



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FREQUENTLY ASKED QUESTIONS

Q: If I receive a call from a family member searching for a loved one and I am not able to access e-FINDS to provide their location, who should family members contact to get the information?


NYSDOH A: The NYSDOH will provide the number for a call center as it had done following Super Storm Sandy that will assist with this type of phone call.

Q: Does a declaration of emergency need to be in effect for eFINDS to be utilized?

NYSDOH A: No, there does not need to be a declaration of emergency in order for eFINDS to be utilized. eFINDS can be and in the past has been used for very localized emergencies at a facility that did not involve a state declaration of emergency.

Q: If a facility is doing an internal evacuation (horizontal or vertical) but staying within the same facility building, do they need to use eFINDS? If yes, how would that work since they are not being accepted into a different facility?

NYSDOH A: No – eFINDS is not required for an internal facility evacuation (horizontal or vertical within the same building facility).



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NYSDOH RESOURCES

Support Documents on HCS
<https://commerce.health.state.ny.us>
 Use HCS Search term "eFINDS" and resource list will load on the screen ...

- Implementation Procedure and Job Action Sheet Templates
- Application Use Training Guides
- eFINDS process flow diagram
- Scanner specs and pricing
- Power point presentations
- eFINDS quick reference cards
- Current eFINDS training webinar schedules





NYSDOH RESOURCES

- For training help
- To request additional barcode numbers be provisioned to facilities conducting training and exercises
- For exercise support
- To request additional "real event" wristbands (if expended in real event or if there has been an increase in certified bed count, facility name change, etc.)

Send an e-mail to efinds@health.ny.gov copy the appropriate NYSDOH RO Representative

Refer to [NYSDOH Non-Emergency eFINDS Request Process](#) for further details/instructions



NYSDOH Contacts

TECHNICAL	PROGRAMMATIC
<p>Example Issues:</p> <ul style="list-style-type: none"> • I cannot find or open eFINDS. • I do not see my facility listed in eFINDS. <p>Valerie Shuba DOH ITS 518-473-1899 valerie.shuba@health.ny.gov</p> <p>Gregory Sweet DOH ITS 518-473-1899 Gregory.sweet@health.ny.gov</p> <p>Contact CAMU help desk: 1-866-529-1890 I cannot log into the HCS.</p>	<p>Example Issues:</p> <ul style="list-style-type: none"> • Implementation Questions • Regulatory or policy issues/concerns <p>Debra Sottolano Office of Primary Care & Health Systems Management, 518-485-9914 debra.sottolano@health.ny.gov</p> <p>Shannon Ethier Office of Health Emergency Preparedness 518-474-2893 shannon.ethier@health.ny.gov</p>





Vendor Resources

Contact for Purchase of Additional Scanners

To receive the discounted price at the time of purchase, indicate the scanner is being purchased for the "eFINDS Project"

Charlie Waldman | L-Tron Corporation
P (585) 383-0050 ext. 111 | F (585) 383-0701
596 Fishers Station Dr., Victor, NY 14564





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QUESTIONS

FEEDBACK
EXPECTATIONS
NEXT STEPS

