New York State eFINDS

Evacuation of Facilities in Disasters System

Train the Trainer 3.0

University of ROCHESTER MEDICAL CENTER
Finger Lakes Regional Training Center

NEW YORK STATE OF OPPORTUNITY. | Department of Health

Updates to eFINDS

Key items:

- Enable additional "statuses" and full cycle of person movement

- Streamlining menus and vocabulary, standardization of naming conventions

- Revision of behind the scenes data model

- Create useful and printable reports

- Printable labels.

NEW YORK STATE OF OPPORTUNITY. | Department of Health

AGENDA

- eFINDS INTRODUCTION
- Planning Considerations & Implementation
- Tailor Your Facility Training Session
- HANDS-ON EXERCISES
  - Administrative
  - Evacuating/Sending Facility: Register, Evacuate, SIP, Repatriate
  - Receiving Facility: Receive, Initiate Repatriation, Will Not Repatriate
  - Search/Reports
- Frequently Asked Questions
- Teach Back (TtT ONLY)

Introduction to eFINDS

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

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

Patient Tracking Imperative

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

eFINDS is …

… a statewide, person tracking system,

… mandated by Governor Andrew Cuomo following Hurricane Sandy, for use by healthcare and human services facilities,

… 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.

System Requirements

- **Key <u>Data</u> Requirements – System must:**
  - ✓ Track current location of all evacuees
  - ✓ Track non-traditional/temp locations like hotels/shelters
  - ✓ Provide summary stats/status of all individuals evacuated
  - ✓ Enable quick recognition of missing individuals
  - ✓ Minimize data collected to only essential fields
  - ✓ Enable capture of basic medical and additional care requirements

- **Key <u>Functional</u> 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 response systems (HEC)

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.

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

Your participation in this eFINDS training may help your facility demonstrate its compliance with aspects of the rule related to tracking the movement and location of your facility's patients, residents and staff during an emergency.

Accordingly, at the conclusion of the training, you will receive a certificate documenting your attendance and participation in the training.

NYS Regulations & HIPAA

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

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

Current eFINDS Deployment *(cont'd)*

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

Planning Considerations

Why Plan?? Lessons Learned from 28 Actual Events

Flooding, winter storms, facility relocation -- Issues seen in practice:

- Didn't know how to use system; no protocol in place
- Didn't know where supplies are stored or lost them
- Too few people in eFINDS roles; none onsite at time of emergency
- Removed wristbands from evacuee; couldn't register
- Misused "real" versus "training" applications and/or wristbands
- Didn't understand concept of "operation," i.e. where to record data for event
- Confusion when the receiving facility must also register the person
- Didn't realize need to repatriate returning persons by the sending facility
- Didn't understand concept of "shelter in place"
- Didn't know how to find/track their persons in the system

Planning Considerations - Activating eFINDS
Large-scale event that affects multiple facilities

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, your facility's business hours and emergency/after hours contact information in the HCS Communications Directory *must be up to <u>date</u> !!!*

New York State Department of Health

Informational Message

January 26, 2015

Healthcare Facility Winter Storm "Juno" Guidance: Patient tracking in the event that evacuations become necessary.

Given the expected severity of Winter Storm Juno, it is possible that some healthcare facilities may need to evacuate some, or all of their patient/resident populations due to the impact of the storm on their facility. In the event that evacuation of hospitals, nursing homes or adult care facilities becomes necessary, the New York State Department of Health (NYSDOH) is reminding facilities that the eFINDS system, available on the Health Commerce System (HCS) (https://commerce.health.state.ny.us), will be used to track the movement of all patients and residents between sending (evacuating) and receiving facilities. All facilities should ensure that they know where their eFINDS supplies, i.e., barcode scanner, wrist bands, and paper tracking logs are stored, and that staff who have been trained on the use of the system are available to perform this function.

The NYSDOH has set up an "operation" related to this storm in the eFINDS system in case evacuations, and the use of the system, are needed. The name of the operation is: *"January 2015 Blizzard/Storm"*. Any facilities that become involved in an evacuation due to the storm should scan/record their patient/resident data under this operation. The operation is now active and ready in eFINDS if needed.

As always, should you feel that your facility needs to evacuate a part, or all of your patient/resident population, please contact your NYSDOH regional office to inform them and also contact your ESF 8 (health/medical) desk at your local Office of Emergency Management to inform those staff and request any required assistance.

If facilities have questions or need assistance with eFINDS use, please send email to: efinds@health.state.ny.us and staff from NYSDOH will respond.

Planning Considerations - Activating eFINDS
Individual Facility Event

- Facility staff assigned to the eFINDS Administrator Role, can create an Operation themselves if they need to use eFINDS;
  - inform any receiving facilities of the <u>Operation Name</u> to use in eFINDS when receiving evacuees at their location

- Facility staff should also always contact their NYSDOH Regional Office Program Representatives to inform them of the emergency and gain assistance as needed

PLANNING CONSIDERATIONS

Each facility needs an eFINDS policy/procedure that
- Addresses different circumstances/scenarios
- Is incorporated into evacuation protocols
- is customized to their facility

Ensure patient/resident/family education/guidance on the evacuation process is outlined/ready:
- Importance of wristband; reassurance of how it will help to keep them safe; how they, and their belongings will easily be tracked wherever they move; Emphasize security of the system regarding their personal information

Drill Various scenarios and test policy/protocols
- Include in annual evacuation drill
- Work with neighbor/sister facilities
- Act in both sending and receiving roles

PLANNING CONSIDERATIONS

❖ Are you going to enter any key medical information into the notes fields in eFINDS?

❖ Are you going to scan your facility wristband into the notes field to capture your facility's barcode ID# in the eFINDS application?
- May or may not be your MR# - now is the time to find out

❖ Have you prepared stickers using eFINDS label printing function or handwrite unique barcodes on a sticker to apply to the person's charts/other personal items?

❖ Have you identified staff in charge of monitoring movement of patient's/resident's through receipt by receiving facility using eFINDS tracking search and dashboard functions?

PLANNING CONSIDERATIONS

Have you considered the flow of persons through your facility in your eFINDS implementation plan? Do you have intermediate evacuation points? Where/will you set up eFINDS stations?

- Depends on size of building; egress and staging points; amount of pre-evacuation movement?
- Are you going to scan/update in eFINDS again as they leave your building (for a final time/date stamp)?

What equipment/documents are you sending with your patient/resident?

- Medical records (which parts)? Information sheet/transfer packet, Medical evaluation, medications/medications list
- Personal medical equipment
  - Have you tagged these items with the same unique eFINDS identifiers (barcode #s)?

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

If all else fails….

- ❖ Just wristband your evacuees and get them out the door…
- ❖ Hand write first name and the barcode number on a sticker and apply to person's medical record

PLANNING CONSIDERATIONS

Repatriation

- **Don't put the scanner away!**

- **Don't forget to repatriate your patients/residents when they return to your facility by updating their final destination back to their home facility OR**

- **If patients/residents cannot return to original facility its management should ensure the new permanent location for all their evacuees is updated by their new facility in the final eFINDS record for that event**

Planning Considerations
DRILLS and EXERCISEs - *validating your plan!*

Incorporate eFINDS into your CMS required drills to create a functional or full scale exercise.

- Just in Time or pre-exercise training with staff
- Movement of mannequins, actors, "paper persons"
- Quick reference card at each drill station
- Benchmark to strive for: ~30 seconds to register each person
- practice using paper logs as primary or backup registration/validation

- Unannounced eFINDS drills: shown to increase user proficiency; almost no coaching to users needed

NEW YORK STATE OF OPPORTUNITY. | Department of Health

Planning Considerations

1. Verify your business and emergency contact info is

2. Confirm you have been assigned the proper eFINDS role

Planning Considerations
eFINDS Roles

eFINDS Data Reporter (@user)	eFINDS Reporting Administrator (@admin)
Register patient/resident • with or without a scanner • one patient/resident at a time, or upload spreadsheet provided by eFINDS Reporting Admin Update patient/resident Information • with or without a scanner • one patient/resident at a time or multiples	Same as data reporter (user) plus: • Generate patient/resident barcode PDF log or spreadsheet • Register multiple patients/residents without pre-printed barcode wristbands to scan • Create, activate and inactivate an Evacuation Operation • Create, activate and inactivate Temporary Locations

NEW YORK STATE OF OPPORTUNITY. | Department of Health

eFINDS Supplies/Equipment –
Users on every shift must know where supplies are stored and have access to them…

Manual barcode assignment log

Originally distributed, currently used, sticker-type wristbands

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

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

eFINDS Quick Reference Cards

New York State eFINDS — Evacuation of Facilities in Disasters System

Coordinator's Update Tool
e-FINDS
Electronic Prescribing Waivers
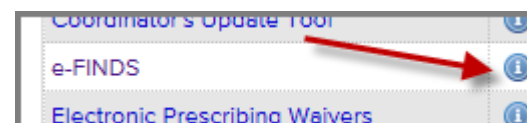
eFINDS Evacuation of Facilities In Disaster Systems 3.0

Getting Started

The eFINDS Data Reporter OR eFINDS Reporting Administrator roles have access to the application. From the My Content on the purple menu bar of the Health Commerce System (HCS), verify that you are in one of the eFINDS roles by clicking on See what roles I hold. Click Update or verify my contact information to access your business and emergency contact information and update, if necessary. If you are not in an eFINDS role, please contact your facility Coordinator.

Open eFINDS

1. Log on to the HCS (https://commerce.health.state.ny.us) If you cannot remember your user id or password, please call Commerce Accounts Management Unit (CAMU) at 1-866-529-1890
2. Click e-FINDS from My Applications in left side panel
3. Select Evacuate when facility has a real evacuation OR Practice Only when in training or just practicing
4. Select your facility > Click Set Location

Always VERIFY your location, if affiliated with more than one

eFINDS DEMO   Contact Us
Your name [user ID] | Primary Organization
Agency: NYSDOH, OASAS, OPWDD, OCFS, OMH or OTDA
Your Agency facility/program name [Abbrev] Facility ID@ role

Quick Search

1. Click Quick Search from eFINDS menu bar
2. Enter search criteria in the Quick Search box, e.g., partial first, last name, barcode 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
7. View record or Add/change the necessary information
8. Click appropriate action button.

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

eFINDS Actions/Buttons
- Register
- Evacuate
- Cancel Evacuation
- Receive
- Cancel Receive
- Repatriate
- Cancel Repatriate
- Initiate Repatriation
- Cancel Initiate Repatriation
- Will Not Repatriate
- Cancel Will Not Repatriate
- SIP (Shelter in Place)
- Cancel SIP
- Save Edits

Sending Facility: Register People with Barcode

1. Click Register People > Scan or Type Barcode
2. Confirm: Status: Available This means barcode is located and no person is assigned.
3. Enter *First Name, *Last Name, *DOB (mm/dd/yyyy) & Select Gender
4. Select or Verify Evacuation Operation (reason for evacuation)
5. Verify person's current location is correct
6. Select the Intended Destination from dropdown list, i.e. Org. Type & Facility Name
7. Enter Bulk Group; such as Bus # or transportation description
8. Click the Register or Evacuate

   Required fields are marked with * Check the Confirm Submission Without Required Fields box, if necessary then click Register or Evacuate
9. Confirm message: Register or Evacuate is completed.

Receiving Facility: Receive Person with Barcode

1. Click Manage People > Person Lookup
2. Scan or Type Barcode > Click Search
3. Change Current Location Org. Type & Current Location (your facility)
4. Click Receive
5. Confirm message: Receive is completed & Status: Received

Sending Facility: View Status and Location of All People

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

For technical assistance please contact the Commerce Trainers via email at hcsoutreach@health.ny.gov

Sending Facility: Registers Person without Scanner

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. Select or Verify Evacuation Operation (reason for evacuation)
7. Select the Intended Destination from dropdown list if known
8. Click Register or Evacuate > Confirm Status: is correct

Sending Facility: Generates Scannable Log (pdf) OR Uploadable Spreadsheet (excel)
Administrator Role Only

1. Click Manage Barcodes > Download Barcode Documents
2. Select Organization Type and Location, if necessary
3. Enter Start & End Barcode Number (optional)
4. Select Scannable Log or Uploadable Spreadsheet
5. Check box to exclude used barcodes or to exclude facility name
6. Click Download Document
7. Save Excel spreadsheet without changing the name; Open and print or Save the scannable log as a pdf

Note: PDF files cannot be uploaded, but could be sent with transport or faxed to receiving facility. The Avery Label is for the person's belongings.

Sending Facility: Registers Multiple People
Administrator Role Only

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

Sending Facility: Uploads NYS eFINDS Spreadsheet

1. Click Register People > File Upload
2. Select Evacuation Operation
3. Click Browse
4. Locate Excel file with saved person information (NYS_eFINDS file name with facility id, date and time) Click Open to add file
5. Click Upload
6. Verify Info is correct, and edit if necessary
7. Click Register
8. Verify message: Registered # people

Note: If Excel file has no person info, then the file cannot be uploaded.

Receive Multiple People without Scanner

1. Click Manage People > Multi Person Update
2. Select Operation
3. Select receiving location org.type and location
4. Select Action: Receive > Click List
5. Select people with click OR select all by checking box in column heading
6. Click Receive Selected
7. Verify Receive completed for # people

Receiving Facility Initiates Repatriation

1. Click Manage People > Multi Person Update
2. Select Operation, receiving location org. type and location
3. Select Action: Initiate Repatriation > Click List
4. Select people with click OR select all by checking box in column heading
5. Click Initiate Repatriation of Selected
6. Verify Initiate Repatriation completed for # people

Note: When people arrive back to the Original Location, the facility will follow same steps above, but Action is Repatriate. If people have reached a final destination other than the original location, then the action is Will Not Repatriate.

eFINDS® is a trademark of Health Research Inc.

For technical assistance please contact the Commerce Trainers via email at hcsoutreach@health.ny.gov

Facility Supplies/Procedures
(facility provided)

- ✓ Additional Handheld Scanner(s)
- ✓ Mobile Application (March 2017)
- ✓ Computer (laptop/WOWs) with internet Health Commerce System access
- ✓ Evacuation Annex (eFINDS Policy and Procedures)
- ✓ Enhanced Patient/ Resident wristband used for identification
- ✓ "Go Pouch"
- ✓ Internal tracking (Unit to staging area to portal?)
  - HICS Tracking Log
  - Patient/Resident "Evacuation Tag"

- *Where are supplies located in your facility?*
- *What is the access procedure? Who, when?*

Tailor Your Facility Training

Planning Considerations & Implementation

Tailor Your Facility Training

Tips for Facility Trainers:

- Review your facility's evacuation plan

- Work with your facility leadership to plan logistics of using eFINDS/which eFINDS functions are most congruent with the facility's plan

- Cover the points described on the *Facility eFINDS Planning Considerations Checklist* during your discussion with your facility's leadership.

Tailor Your Training:

Tips for Facility Trainers cont'd:

- Review the facility's general eFINDS evacuation plan/strategy/process with your trainees
- Add information to the *Facility Trainer template slides* that describes your facility's plan

Tailor Your Facility Training:

eFINDS provides several basic tracking functions:

- *Registering* a person for evacuation
- Actually *Evacuating* a person
- *Sheltering a person in place*, *if allowed for a given event*
- *Receiving* an evacuated person and updating their eFINDS record to reflect their new location
- *Initiating Repatriation* of a person to their home facility or to a new permanent location
- *Repatriating* a person back to your facility
- *Searching* for an individual person or groups of people based on specific characteristics of those individuals as search "filters"

Tailor Your Facility Training *(cont'd)*

eFINDS also has several options for how to perform each of the tracking functions (e.g., several ways to register a person for evacuation).

- The following exercises will help you understand how to use all of the options and determine which options best match your facility's evacuation plan, physical layout, and nature of your clients

- Each facility trainer can then streamline and simplify their training to focus on only those options

VAS2
VAS3

New York State
eFINDS
Evacuation of Facilities
in Disasters System

All eFINDS functions are usable by all facility types <u>under all circumstances</u>;

However, to assist you in designing your facility's eFINDS plan, refer to the *eFINDS Function Recommendations Tables* (distributed separately) for suggestions regarding the circumstances and facility characteristics for which each function is especially well suited

NEW YORK
STATE OF
OPPORTUNITY. | Department of Health

VAS2   Remove??
             Valerie A. Shuba, 12/8/2016

VAS3   OR Update
             Valerie A. Shuba, 12/8/2016

Hands-On Exercises

eFINDS Person Statuses:

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

eFINDS Actions/Buttons

Register

Evacuate

Cancel Evacuation

Receive

Cancel Receive

Repatriate

Cancel Repatriate

Initiate Repatriation

Cancel Initiate Repatriation

Will Not Repatriate

Cancel Will Not Repatriate

SIP (Shelter in Place)

Cancel SIP

Save Edits

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**

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

1. Log on to the HCS from your **MOBILE** device (**https://commerce.health.state.ny.us**)
2. Tap **+Show My Applications** > Click **e-FINDS**
3. Tab either **Evacuate** or **Practice Only**
4. Select your location **Note:** All of the locations you currently have access to will also be available on Mobile
5. Tap **Submit**
6. Click **Mobile Download** from the menu bar
7. Select **Android** or **iOS**
8. Confirm **Install**
9. 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.

ADMINISTRATIVE EXERCISES

Log into HCS: **https://commerce.health.state.ny.us**
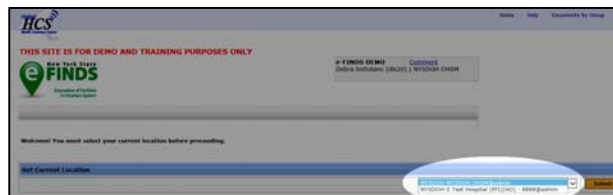
Open*:* **Evacuation of Facilities in Disasters System Demo from your "My Applications" list on the HCS homepage**

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

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).

A-2: Generate a Scannable Log (PDF)

e-FINDS Administrator Role Only

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

SCENARIO

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

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

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

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

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 place 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.

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

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 with Scanner

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

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

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

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.

New York State
eFINDS
Evacuation of Facilities
in Disasters System

R-1 Register Single P/R with Scanner
U-2: Change Status to SIP

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

NEW YORK STATE OF OPPORTUNITY. | **Department of Health**

Scenario

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

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

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.

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.

Scenario

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

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.

U-4: Change Status to Received

1. Click **Manage People** > Person Lookup

2. Scan Barcode > Click Search

3. Change Current Location Org. Type to (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.

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.

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.

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.

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.

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.**

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.

Scenario

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)

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

NEW YORK STATE OF OPPORTUNITY. | Department of Health

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

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

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.

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

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

Scenario

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

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

Scenario

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)

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 #.

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 <u>Barcode</u> link (optional)
7. View record

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.

VAS5   And this is where I left off

Valerie A. Shuba, 12/9/2016

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

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

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

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.

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.

U-7: Change Status to Received

1. Click **Manage People** > **Multi Person Update**

2. Select Operation, Current location org. type (TMP Location) and 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.

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.

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**

Frequently Asked Questions

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: Carefully wrap the wristband to a size that fits the pt/resident; 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 barcode itself must be covered, then assure barcode number is written in accompanying patient record. If an infant just include the barcode number and bracelet as part of the record accompanying the infant so that the receiving facility can enter the barcode and record the receipt of infant. Also can try putting bracelet on the infant's ankle.

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.

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.

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.
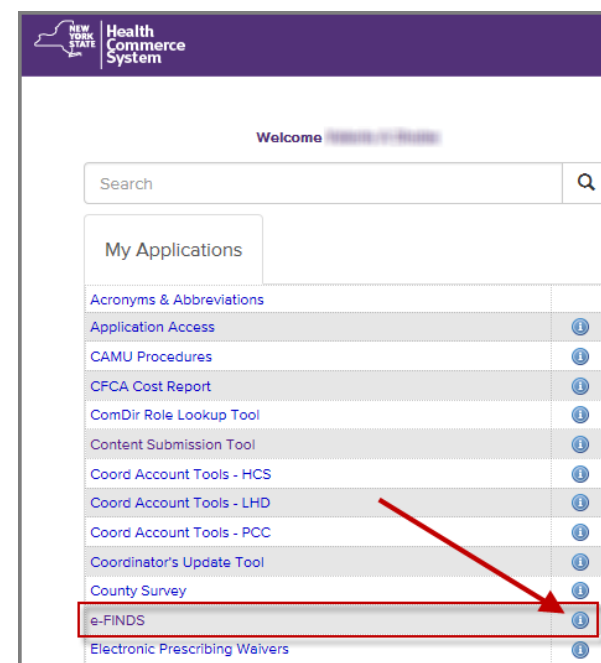
NYSDOH RESOURCES

❖ **Self-Guided Walkthrough:**
https://apps.health.ny.gov/pub/ctrldocs/e-finds.html

❖ **Support Documents on HCS**
https://commerce.health.state.ny.us
- **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

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

send an e-mail to efinds@health.state.ny.us and copy the appropriate NYSDOH RO Representative

Refer to NYSDOH Non-Emergency eFINDS Request Process for further details/instructions

NYSDOH RESOURCES

TECHNICAL

Example Issues:
- I cannot find or open eFINDS.
- I do not see my facility listed in eFINDS.

Valerie Shuba
DOH ITS
518-473-1809
valerie.shuba@health.ny.gov

Gregory Sweet
DOH ITS
518-473-1809
Gregory.sweet@health.ny.gov

- I cannot log into the HCS.
Contact CAMU help desk: 1-866-529-1890

PROGRAMMATIC

Example Issues:
- Implementation Questions
- Regulatory or policy issues/concerns

Debra Sottolano
Office of Primary Care & Health Systems Management,
518.485.9914
debra.sottolano@health.ny.gov

Shannon Ethier
Office of Health Emergency Preparedness
518.474.2893
Shannon.ethier@health.ny.gov

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
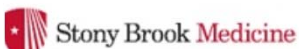
RTC RESOURCES
WRHEPC.URMC.EDU
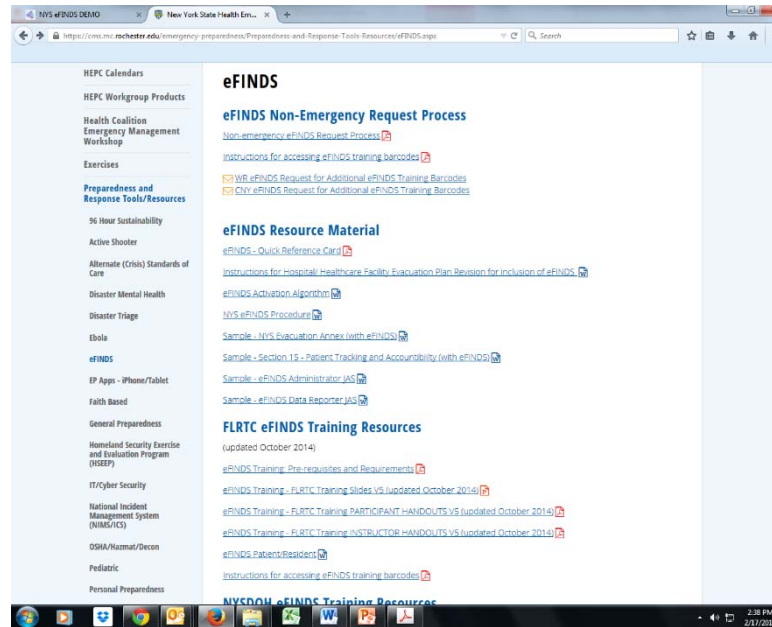### preparedness and response tools/resources
eFINDS

Finger Lakes Regional Training Center
Anne D'Angelo
Phone: (585) 758-7640
anne_dangelo@urmc.rochester.edu

AMC Regional Training Center
Chris Smith
Phone: (518) 262-1070
SmithC12@mail.amc.edu

MARO Regional Training Center
Connie Kraft
Phone: (631) 444-9074
Connie.Cincotta-Kraft@stonybrookmedicine.edu

Teach Back

QUESTIONS

TEACH BACK

FEEDBACK

EXPECTATIONS

NEXT STEPS

EVALUATION

CERTIFICATE