



# eFINDS

**Evacuation of Facilities in Disaster Systems**

TRAINER MANUAL

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# Acknowledgements

This material was developed by the Commerce Training Institute in collaboration with the Office of Health Emergency Preparedness at the New York State Department of Health.



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# Note to Trainers

Thank you for your interest and support of this statewide training initiative for New York State Department of Health, Office of Health Emergency Preparedness personnel and affiliates. eFINDS Train the Trainer (TtT) and eFINDS Facility-Based Training were developed by the Commerce Training Institute for use throughout New York State. All previous versions are obsolete.

**Train-the-Trainer portions of this training manual, that are only applicable for teaching the TtT course will appear bold in a purple box as shown here.**

Facility-Based Training content that is only applicable for the Facility-based training will appear in a gray box as shown here.

## Who Should Take This Training?

### **Train the Trainer**

**This course is not an introduction to eFINDS, rather a course to prepare facility staff to train other staff and practice eFINDS. The facility trainer needs to be comfortable presenting in-person trainings to large groups, be familiar with evacuation plans and be comfortable with emergency preparedness planning. The trainee should also have an intermediate computer proficiency level.**

### **Facility-Based Training**

This course may be the participant's introduction to eFINDS. The participants with no access to eFINDS can participate in Module 1: Practical Exercise but will be observers for Module 2: Hands-On Exercises. Those with no access are attending for awareness purposes. Those with eFINDS access (user in eFINDS Reporting Administrator or eFINDS Data Reporter role) are offered practical skills practice with the use of the eFINDS system.

## Trainer Preparation

The eFINDS TtT curriculum prepares individuals to deliver eFINDS Facility-Based Training to colleagues and staff at facilities across New York State. To help trainers deliver this training, all the resources needed to present a quality training are provided. This Trainer Manual includes the slides to be used in providing training along with slide notes that will allow you to focus not only on the eFINDS features but on how to most effectively teach the material. Content that is only applicable for TtT courses will appear in a purple box. Trainers are encouraged to take notes in this manual during the TtT session.

The training manual contains important details about eFINDS on each slide. Trainers are encouraged to draw from their own experience when delivering eFINDS TtT or eFINDS Facility-Based Training. When

feasible, training participants at facilities should receive a printed copy of the training slides for their own use and reference. Keep in mind that participants may not be able to read along throughout the presentation, so highlight points to remember when presenting this training. Also try to provide discussion points and detailed guidance while walking through the training scenarios.

If no additional notes accompany a slide, all of the information to be addressed is contained in the slide content. It is important to give the participants time to absorb the information, so they build their eFINDS skills throughout the training, before presenting the material to others.

This manual provides all the resources needed to deliver a quality eFINDS training program, therefore it is **essential that trainers carefully read the entire manual, review the slides and scenarios in advance, and rehearse what you will say about each slide**. The material included in this manual is not terribly complex, but the hands-on exercise does require careful planning to be sure it goes smoothly. Above all, as in leading any training, sound mastery of the material is essential for providing a good experience to the participants.

For the most current presentation and support materials, please check the Health Commerce System’s eFINDS document folder for new or updated resources, application release notes or revised quick reference cards.

## Adult Learning Principles

Remember that the audience of any eFINDS training will consist of working adults with varying professional backgrounds and educational levels. Some may be excited to learn these skills while some may be there because their supervisor told them to attend. Either way, it is important to attend to basic learning principles that will make the session engaging for your group.

The following are some of these principles, referred to as Knowles’ Four Assumptions:

- Adults tend to prefer self-direction.
- Adults’ experiences are rich resources for learning.
- Adults are aware of specific learning needs generated by real-life events.
- Adults want to learn a skill or acquire knowledge that they can apply to their immediate circumstances.

TRADITIONAL	ADULT LEARNING
<ul style="list-style-type: none"> <li>• Students rely solely on others to decide what is important to be learned.</li> <li>• Students accept the information being presented at face value.</li> <li>• Students expect what they are learning to be useful only in their long-term future – no immediate applicability.</li> </ul>	<ul style="list-style-type: none"> <li>• Participants decide for themselves what is important to be learned.</li> <li>• Participants need to validate information based on their beliefs and values.</li> <li>• Participants expect what they are learning to be immediately useful.</li> </ul>

<ul style="list-style-type: none"> <li>• Students have little or no experience upon which to draw; they are relatively “blank slates.”</li> <li>• Students have little ability to serve as knowledgeable resources to the teacher or fellow classmates.</li> </ul>	<ul style="list-style-type: none"> <li>• Participants have substantial experience upon which to draw; they may have fixed viewpoints.</li> <li>• Participants have significant ability to serve as knowledgeable resources to the trainer and fellow learners.</li> </ul>

Please bear these principles in mind when preparing for and leading eFINDS Training. Trainers are strongly encouraged to **incorporate examples from their own exercise or response experiences**, experiences offered by participants, or those that have been passed on by colleagues as these will add a lot of richness to the participants learning experience. Allowing the participants to share their own experiences keep the participants engaged also, though it is important to be sure no one dominates the discussion or derails your timing.

## eFINDS Training Recommended Timing

The Train-the-Trainer course will take approximately eight hours depending on how many learners you have. The Facility-Based training will take six hours. Both sessions should be scheduled and advertised using these recommended durations. If you end early no one will complain.

The suggested timings in this document are for reference only and specified for instructors very familiar with the eFINDS application. Inexperienced instructors may need more time to complete the course. It is recommended that inexperienced instructors schedule more time for each training module.

1 hour PRIOR to session start	Participants Sign-in, gather course materials, and be sure they can login to HCS
5 minutes	Introductions and Program Overview
10 minutes	Warm Up – Start Thinking about a Real Evacuation
20 minutes	eFINDS Intro Slides
1 hour, 30 minutes	Module 1: Practical Exercise
15 minutes	Break
1 hour	Module 2: Facilitated Hands-on Exercises (working independently)
45 minutes	Lunch Break
1 hour, 15 minutes	Module 2: Facilitated Hands-on Exercises continued
<b>15 minutes</b>	<b>Break</b>

<b>2 hours</b>	<b>Module 3: Teach Back</b>
15 minutes	Questions and Answers

Trainers should be careful to monitor the pace throughout the training to be sure that they do not run out of time. Whenever possible, allow a few minutes for discussion and to answer questions at the end of the module or as they arise. Be sure not to let the discussion go so long that you are not able to complete the entire curriculum.

## Considerations for Facility-Based Trainers

Facility-Based Trainers may need to tailor this training to fit their facility’s eFINDS procedures and evacuation plans. The implementation of eFINDS may warrant excluding certain training exercises or eFINDS features. To determine which exercises and eFINDS features make sense for your facility, the facility trainer may want to have a discussion with management. Having a dialogue with the planners prior to the training will provide the facility trainer with much needed insight and allow them to properly guide their trainees to follow the predefined evacuation plans. If management is not available, then the facility trainer should review the facility evacuation plan prior to the training and discern which scenarios should be included.

When teaching Module 2: Hands-on Exercise portion of the training, the trainer should try to make the exercises relevant to the participants. Emphasize the purpose of knowing what to do and when to do it. Identify where the evacuation stations may be set up at the facility or where transportation may arrive. Change the training scenarios to make them more relevant to the staff being trained. This will help participants stay engaged. Eye contact, as well as calling participants by name, keep them focused on the training.

Each facility should have a set of real wristbands, and a set of training barcodes or training wristbands. Show the participants the difference. Real wristband quantities are based on the facility’s licensed beds. Training bands are clearly marked as “training” and the barcode number ends in a D for demo. Additional training barcodes can be generated at any time. Make the participants aware that all staff should know the location of the “real” eFINDS supplies.

Knowing what makes up a barcode number is also helpful. A wristband contains the facility name, and a unique barcode. Wristbands that begin with HO are for hospitals, wristbands that begin with NH are for nursing homes, and wristbands that begin with AC are for adult care facilities. The next four numbers represent the hospital or nursing home PFI (permanent facility identifier). When the barcode begins with an AC a series of three numbers, hyphen, letter, hyphen, three more numbers (e.g., 240-F-878) is the facility license number. This naming convention allows for each facility to be unique. The remaining five numbers are the patient ID, beginning with 00001-99999. If the barcode ends in a D the wristband is for training and cannot be found in the real eFINDS Evacuation site. Alternatively, a wristband not ending in a D cannot be found in eFINDS Practice/Demo.

Remember the goal of the facility training is to ensure staff understand their facility’s Evacuation Plan and implementation of eFINDS. Facility-Based Trainers may want to consider incorporating eFINDS into your regularly scheduled fire drills. This will increase awareness of eFINDS facility-wide.

## Summary

This training is intended to provide a thorough understanding of the eFINDS application. With this knowledge, and the tools in the Trainer Manual, trainers will have the skills and the confidence to train other facility staff.

# eFINDS Trainer Manual

## Program Description

The content in this manual should be used as a guide to facilitate both the Train-the-Trainer and the Facility-Based Training courses. The curriculum should be distributed to course instructors, their assistants and all course participants.

This curriculum includes the following pieces:

1. Trainer Manual (for instructors only)
2. Slide Presentation (for all participants)
3. Quick Reference Guides (for all participants)
4. **Secure Collaboration Quick Reference Guide (for Master Trainers only)**

Questions regarding the use of this curriculum should be sent to the Health Commerce System Trainers at [informatics@health.ny.gov](mailto:informatics@health.ny.gov).

eFINDS TtT and eFINDS Facility-Based Training are both designed to be delivered in-person. Only the facility trainers are invited to modify or personalize the materials to complement their personal training style, but the core content of the training are to be left intact. The slide presentation notes section is the instructor's script. The instructor is advised to fully understand the curriculum, rehearse it, and nail down the timing. Instructors are not expected to read the script word-for-word during training sessions.

## Self-Assessment for Facility-Based Trainers

eFINDS TtT participants will be asked to complete a self-assessment in the Learning Management System (LMS [www.nylearnsph.com](http://www.nylearnsph.com)) to help reflect on their readiness to fill the Facility Trainer role. The pre-course assessment will not be graded or retained by NYSDOH, as it is for you to determine where your abilities lie.

### Questions:

Did the CTI-502 eFINDS on-line training give you a sufficient introduction to the eFINDS application? Yes or No

Does your facility currently train and practice eFINDS? Yes or No

**Please rate on a scale of 1 – 5 (1 Being Least Comfortable and 5 Being Most Comfortable)**

How would you rate your comfort level with the eFINDS application and equipment?

Rate your comfort level presenting in-person trainings to groups of 20 to 30 participants?

Please rate your familiarity with healthcare facility evacuation plans?

Please rate your familiarity and comfort with emergency preparedness planning?

As of today, how would you rate your anticipated availability to teach eFINDS Facility-Based (hands-on skills) to staff at your facility?

How do you rate your technical proficiency (set up projectors, troubleshoot internet connectivity issues, etc.)?

How would you rate your familiarity with additional resources to assist eFINDS users?

# Train-the-Trainer and Facility-Based Course Set-Up

## Choosing the Venue

- Does the location pose any security issues for participants?
- Is it easily accessible? Handicap accessible?
- Is the physical space appropriate for a participatory training process (e.g., can tables and chairs be moved around to accommodate breakout groups)?
- Complete IT Site Checklist via a site visit if possible.
- Collect IT Contact Info (name, email, phone and alternate phone).
- Collect Building Access Contact (name, email, phone and alternate phone).

## Participants should have

- **Health Commerce System (HCS) account and eFINDS Reporting Administrator role to participate in the Train the Trainer sessions.**

- For Facility-Based Trainings, we recommend participants have either an eFINDS Reporting Administrator or eFINDS Data Reporter role. Those without a role are considered observers, as they cannot do the hands-on exercises in Module 2.

- Knowledge of current facility evacuation plans.
- Responsibility of people during a full or partial evacuation.

- **Completion certificate for CTI-502 eFINDS or Course Completion email is required for the Train-the-Trainer sessions.**

## Instructor should bring/do

- eFINDS Training Wristbands or Scannable PDF Log – Be sure supplies are marked “Training” and if wristbands are clip-style vs adhesive, then do not forget the clips
- Scanner
- eFINDS Quick Reference Cards (color copies) for each registered participant
- Sign-in Sheet

- Mobile Device
- MiFi or Hotspot
- Laptop with up-to-date browser
- Slide presentation (with copies for each participant when feasible)

- **Verify facility eFINDS Reporting Admin role assignment prior to training**

- Business cards

## Course Size Recommendations

1 Instructor      up to 12 participants

2 Instructors    up to 30 participants

## Objectives

### **eFINDS TtT**

The objective of this training is to develop competent trainers that are comfortable delivering facility-based training on the set-up and use of the eFINDS system.

At the end of the training session, the trainee will be proficient in the delivery of the New York State curriculum on the eFINDS application.

This training will provide participants with the necessary tools to train other facility staff and support their colleagues during a real or practice evacuation as applicable.

Upon completion of this course, we do expect a higher level of expertise. Support can be provided without having eFINDS permissions to another facility. For example, any eFINDS Reporting Admin can create an operation or TMP location, give guidance on a basic transaction or instructions on how to print a scannable log.

### **eFINDS Facility-Based Training**

The objective of the eFINDS Facility-Based training is to educate facility staff in the use of eFINDS to support the facility evacuation plan.

## Target Audience

The target audience for both the Train-the-Trainer and Facility-Based curriculum is any facility staff member overseen by various state agencies <sup>1</sup> responsible for evacuee tracking, or temporary shelter

<sup>1</sup> Hospitals, nursing homes and adult care facilities overseen by the NYS Department of Health; state developmental centers and certified residential homes overseen by the NYS Office for People With Developmental Disabilities; residential treatment programs overseen by the NYS Office of Alcoholism and Substance Abuse Services; state psychiatric facilities and licensed residential programs overseen by the NYS Office of Mental Health; supportive housing overseen by the NYS Office of Temporary and Disability Assistance, and juvenile justice facilities operated by the NYS Office of Children and Family Services.

staff who will be responsible for entering and maintaining patient/resident/client tracking information in eFINDS during declared operational periods.

#### eFINDS TtT

In addition to the general target audience, participants of the TtT curriculum is a facility staff member that may be responsible for conducting facility-level eFINDS training for individual facility staff.

## Agenda

For the Train-the-Trainer course contains a warm up, three modules and a brief question and answer section:

1. Warm Up/Introduction to eFINDS – Start Thinking Evacuations
2. Module 1: Overview and Course Set-up
3. Module 2: Hands-on Exercises (working independently to explore more eFINDS features)

#### 4. Module 3: Teach Back

5. Questions and Answers and FAQ handout that includes “Tailor Your Facility Training.”

The Facility-based training SKIPS Module 3: Teach-back.

## Class Preparation

Both the eFINDS Train-the-Trainer and the eFINDS Facility-Based Training, unless otherwise noted, use the same set-up described in this Training Manual.

### Supply/Equipment List:

- Two laptops/work stations
- Two projectors
- Two eFINDS scanners (optional)
- Two computer mice (optional)
- Tables for the laptops & projectors
- 34 Chairs – 30 for all participants plus two chairs at Sending Station and two chairs at Receiving Station
- Training Wristbands, or paper log cut into strips
- Tape for wristbands if using paper strips
- Evacuation and Training Supplies envelopes
- Barcode log for your evacuating facility
- Access to test facility or a Temporary [TMP] Location
- Slide presentation
- Signs directing participants to training

For presenting the mobile app, you will need an HMDI compatible projector, HDMI cable, and an appropriate adapter for your mobile device. **Note:** *eFINDS Mobile is a supplement to the Web application, because it does not have all the features that the Web application has.*

For the computer lab alternate, paper patients and time to deal with HCS login and role assignment issues should be allowed for.

At least six weeks prior to training session

**For Master Trainers ONLY to promote the Train-the-Trainer sessions**

- Post training on the LMS.
  - Share dates on the HCS's Secure Collaboration site <https://commerce.health.state.ny.us/atrium/>
  - Instruct attendees to bring facility training wristbands – these wristbands are white, marked with \*\*\*Training\*\*\* and all barcode numbers end in "D."
  - Instruct attendees to bring a facility scanner.
- Visit training location to review IT Site Evaluation Checklist (see Appendix A).
  - Reserve training room.
  - Distribute training announcement or invite participants.
  - Instruct registered attendees that they must have an active HCS account and be able to login with their user ID and password to participate. Participants in the TtT sessions must also have the eFINDS Reporting Administrator role assignment.

For Facility-Based Trainers: Participants can have either the eFINDS Reporting Administrator or the eFINDS Data Reporter role. Do not feel that you need to turn anyone away because training is helpful for awareness.

- If registered attendees are not in this role, then instruct them to contact the facility's HCS (HPN) Coordinator to request eFINDS Reporting Administrator role.
- If registered attendee is unsure if they have the proper role assignment, then have them click **My Content > See What roles I hold**.
- Begin gathering attendee HCS User IDs of participants to avoid starting course late and wasting other participants' valuable time.
  - Look up role of attendees to ensure they are in an eFINDS Reporting Administrator role (see Appendix C Role Look Up Tool). **Note:** The Role Look Up Tool now includes the HCS User ID when you click to view the business contact info.

At least one week prior to the training session

- Verify venue is still available and ask if they need a list of visitors.
- Download all updated training materials from the Health Commerce System (Go to My Content>Documents by Group>Hospitals>Preparedness folder>eFINDS>eFINDS Train the Trainer). *Note – this path is a file name and the training materials will be applicable to both eFINDS TtT and eFINDS Facility-Based Training.*
- Review folder for new application releases, aka Release Notes.
- Email current Quick Reference Cards (QRCs): Add Operation, Add Temporary Location, eFINDS, eFINDS Mobile and Supply Request Process to participants.
- Send venue directions to participants, including street address, location of training room and contact phone number if additional assistance is needed the day of training.

- Verify participants have an HCS account and are in the eFINDS Reporting Admin. role.
- Remind participants they need training barcodes and scanner for the training.
- Suggest that they leave “real” evacuation supplies at the facility.
- Recommend they store a set of QRCs with “real” supplies also.

At least 24 hours prior to the session

- Review participant list and email materials not previously sent.
- Contact training site to remind them of your arrival.
- Provide visitor list to venue, if needed.
- Print extra course materials for unprepared participants.

- Remind participants to bring their training barcodes and scanner to the training.
- Suggest they leave “real” evacuation supplies at the facility.

**Important:** Ensure that all materials are up-to-date and that you are using the latest revision of the documents.

Day of Class

- Place signage around venue so participants know where training is held.
- Make sure you have the latest revision of slide presentation.
- Arrive to venue at least 60 minutes early.
- Connect projector(s).
- Plug in mouse, scanner and projector remote, if possible.
- Load slide presentation.
- Open the Health Commerce System to check internet connection.

Class Follow-up

- Share your contact information and recommend students to contact you or [informatics@health.ny.gov](mailto:informatics@health.ny.gov) if they have questions.

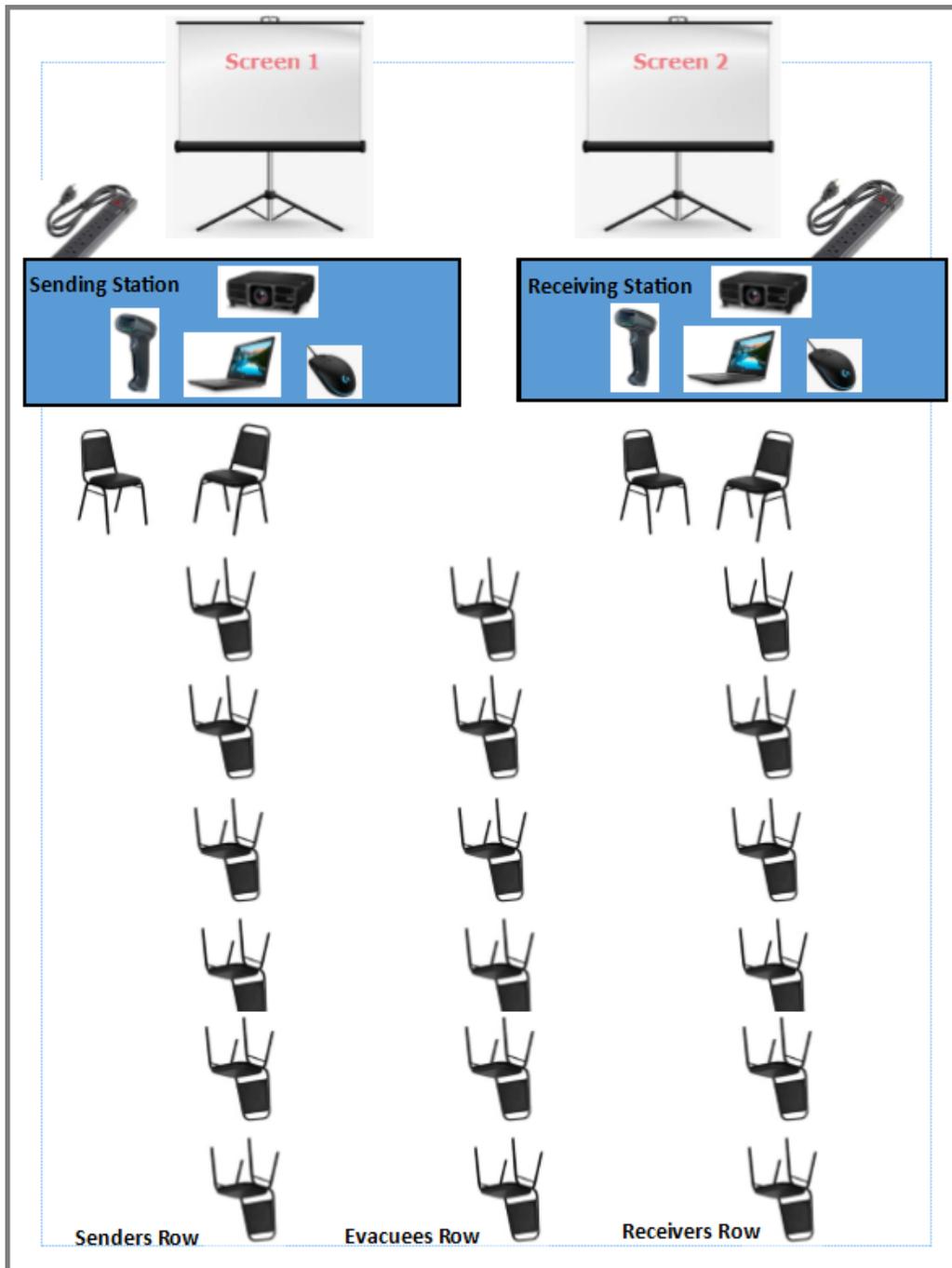
- If any technical issue arose during your presentation, please enter details about the application in Secure Collaboration.
- Email participants thanking them for attending and, encourage them to complete the course evaluation on the LMS.

## Room Layouts for Warm Up, Introduction and Module 1: Practical Exercise

There are two room configuration options: Set Up Option 1 is pictured below, and the Computer Lab Alternate.

For Set Up Options 1, in addition to your own eFINDS supplies (scanner and barcodes), it is helpful to have two tables with some open space, two laptops, two projectors and two screens or large sections of wall to project on. One table will represent the evacuating facility (sending station), and the second table will represent the receiving facility (receiving station). Power strips and lead cords are helpful to provide electric to each table, but should not be a trip hazard, as people will be moving about the space. Chairs are optional but can be set up in three “swim lanes”, three rows or three columns. Participants will move through these lanes as you proceed with the training.

**Set Up Option 1:**



## Practical Exercise Set Up

Prior to starting the practical portion of this exercise, please sign in to both the sending and receiving computer stations and demonstrate adding an operation to use for your exercise.

Use either training wristbands or training barcodes cut from the PDF Scannable Log. Having real wristbands provides additional practice with the “real” wristbands. If participants have the adhesive type, locate the pull-tab before training. If participants have the clip-style, then you need to have enough clips for wristbands and know how to secure the clip. **Note for the clip-style:** The holes are not centered, so the clip needs to be positioned on the short side of the wristband. If wristbands are not available, then print the scannable log for your sending facility and cut the log into strips to make wristbands.

### Computer Lab Alternate for Train-the-Trainer Sessions

If you have a computer lab, and not an open floor plan space, you can still conduct a similar exercise using the “paper patient.” See appendix F. In this scenario, everyone will still play both the sender and receiver, with the paper patient playing the role of evacuee.

This alternate set up can vastly reduce the time needed for the Module 1 as all participants act simultaneously. It does however require all participants have an HCS account and a role assignment. Each participant will need to be logged into the HCS and have practice barcode numbers from their facility. **Note:** People from the same facility cannot be seated next to each other.

Begin by conducting the exercise the same way, except after the introduction, pass out the paper patient and ask the participants to give the patient a name, DOB and barcode number. Have them ask the person to their right for the name of their facility (this will be the intended destination). If necessary, temporary locations can be created, but that can get very confusing.

Demonstrate registering a patient into eFINDS, then have participants register their paper patients.

Paper patients will be “evacuated” to the right and repatriated to the left. Have the participants register their patient and using the facility name of the person to their right for intended destination, evacuate the patient. Have all participants “evacuate” the patients by passing them right.

Demonstrate how to receive a person in eFINDS, then have all participants receive the paper patient they just got from the person on their left.

Demonstrate repatriation by reversing this process and passing the papers left.

While the computer lab version takes less time for the actual eFINDS tasks, there is much more overhead in making sure people are signed into the HCS, have eFINDS access and available barcodes to use.

# Course Flow/Agenda

1. Warm Up & Introduction to eFINDS – Start Thinking Evacuations
2. Module 1: Practical Exercise
3. Module 2: Hands-on Exercises (working independently to explore more eFINDS features)

4. Module 3: Teach Back
5. Questions and Answers and FAQ handout that includes “Tailor Your Facility Training.”

Project slide 1 as participants enter the classroom so they know they are in the correct training.



OR



The course Warm Up and Introduction is less than 30 minutes. The purpose is to get participants thinking about evacuations from the evacuating facility’s perspective or the receiving facility’s perspective.

During the **Practical** Exercise each participant will act as the Sending/Evacuating Facility, the evacuee and the Receiving Facility. This exercise demonstrates the basic eFINDS transaction, and participants should begin to get a feel for the movement of the evacuees as they are transported from the evacuating facility to the receiving facility and back. In this section, the participants can think about how eFINDS integrates with their facility’s evacuation plans and procedures. Questions asked during this module are likely to be answered in module 2, so try to capture the questions and reiterate the answers during the proper training scenario.

The **Hands-on Exercises** explores other features of eFINDS beyond the basic transaction.

The **Teach Back** allows the course participants to present elements of the training back to the class, and to evaluate other course participants on their teaching skills, knowledge of eFINDS and help them prepare for their own teaching modalities.

## Warm Up and Introduction

As participants arrive, welcome them into the course (slide one displays the course name and your name). Encourage them to arrange themselves evenly into the rows or groups of chairs. Remind them that it does not matter where they sit now, as they will be getting up and moving around the room. Encourage them to leave their cumbersome personal items in an area you safely provide out of the way.

The **Warm Up** gets a conversation about eFINDS started, and participants begin thinking about their own evacuation plans, and how elements of their plan may need to be revised or more precise instructions added on how to implement eFINDS at their facility.

Begin by introducing yourself and ask others to introduce themselves. In the TtT sessions, it is helpful to know what facilities participants are from. In the Facility-Based training ask them what role they might play during an evacuation.

Warm them up by asking the group questions, such as:

Have you ever been involved in an evacuation? If yes, was it a full or partial evacuation?

When you evacuated, did you use eFINDS wristbands?

Where did the evacuees assemble or where should evacuees assemble?

How did evacuation go? What were the lesson learned?

Have you ever received evacuees at your facility?

Did you know that eFINDS was used six times in 2018 due to heating problems, a move, power outages, a fire, and two water main breaks?

**The Introduction** presents slides 1- 18. This includes the objectives, agenda, and ground rules. Emphasize that their participation is required and the need for ALL participants to stay together. No one should fall behind, and if they are lost then they need to notify the trainer or the trainer's assistant immediately. The slide presentation should not take more than 20 minutes.

**For the Train-the-Trainer course**, it is review of the CTI-502 course they viewed on-line. The webinar was their introduction to eFINDS; this course is not. It is an expansion of what they already know about eFINDS. The webinar is a pre-requisite for eFINDS TtT and should be highly encouraged prior to eFINDS Facility-Based Training.

# Slide Presentation for Course Introduction

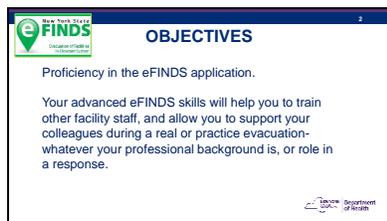
Slide 1



Updated October 2019 – Have slide 1 displaying as participants arrive to course.

Introduce yourself <insert your biography here>, share contact info, and your experiences with eFINDS. Make yourself available for questions during and after the session.

Slide 2



Upon completion of this training, we do expect a higher level of expertise in eFINDS. You <the participant> will be prepared to train other facility staff in the use of eFINDS and should also be able to support your colleagues in eFINDS during a real or practice evacuation.

Remember, just because you know a system does not mean that you can teach it.

Slide 3



This is what we plan to accomplish during today's session:

\*The TtT course is NOT to introduce you to eFINDS. We are presenting this in-person session for you to take back what you have learned about eFINDS and be able to train other staff. This session may also give you ideas on how to update your facility's evacuation plan.

When you complete this course, you are expected to go back to your facility and train other staff on eFINDS.\*

We will begin with a BRIEF Overview of eFINDS (this will be a review of what you learned by completing the CTI-502 course on-line).

Then we will move to the practical exercise where every participant will register an evacuee and receive an evacuee at a pre-determined location. This portion of the training is for participants to get a feel for the movement of evacuees during an evacuation and get their hands on the basic eFINDS transaction.

Next, we will move to the Hands-on Exercises where I will walk you through the scenarios, and you will follow along on your computer. During these facilitated exercises, we expect you (the participant) to ask questions, and if you fall behind then you must let the trainer know immediately!!

Finally, because we expect you to go back to your facility and train your staff, participants will be given a training scenario (or two) and is expected to present the training back to your fellow trainees for their critique. This portion of the class is called the Teach Back.

Slide 4



We appreciate the time you are taking to be in this training today. You are here to learn more about eFINDS, and then take what you learned back to your facility and deliver a training to other facility staff.

I know it will take tremendous effort to stay focused on just this training for the whole day, but we ask for your **undivided attention** during the entire program. If you get lost, please let me (the instructor) or my assistant know immediately.

Slide 5



**TtT ONLY:** Who has a census of less than 100? 100 - 200? 200 – 300? 300 – 400? Over 400?

Have you thought what you would need to do if a full facility evacuation was warranted?

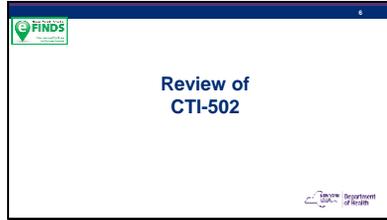
<Go to the HCS and open eFINDS Evacuation site and show list of “Real” Evacuations.

View active and inactive Operations by clicking box to Exclude Inactive Operations to see just current ones.>

eFINDS was used six times in 2018 due to heating problems, a move, power outages, a fire, and two water main breaks?

See Appendix J for Planning Considerations Checklist.

Slide 6

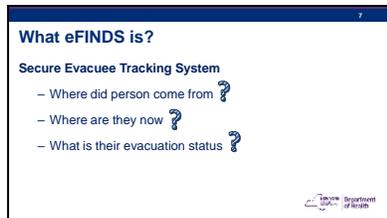


**For TtT session Only:**

We will now review what you may have learned during the one-hour instructor-led Webinar: CTI-502.

This webinar was the prerequisite for this in-person training. It was only a demonstration, went very fast, and unless you completed the review questions or the hand-on exercises on your own, there were no hands-on.

Slide 7



eFINDS does not make decisions, it tracks decisions. Person to person dialogue is still necessary.

Slide 8



Your facility evacuation plans should include where you anticipate sending your people if a full or partial evacuation was needed.

This could be another facility that provides similar care, or a temporary location, such as a school or church down the street.

When you are making plans with another facility, you are discussing and agreeing to how you will share the medical information about an evacuee. Will it be a face sheet or an electronic health record? Agree to sending additional staff or supplies with your evacuees. Review your send/receive arrangements in the Facility Evacuation Planning Application (FEPA).

In regard to tracking employees, there are other methods to do this. Staff do not have wristbands, but they may accompany one or more evacuees to the receiving location. Because they leave the facility when their shift is over, the statuses do not apply.

Slide 9



All NYSDOH managed facilities, that is all hospitals, nursing homes and adult care facilities use eFINDS.

Programs overseen by other NYS agencies, also use eFINDS. They include:

- OASAS – Clinics
- OMH – Psychiatric Centers and Licensed Housing
- OPWDD – Residential Homes & Developmental Centers
- OCFS – Juvenile Facilities
- OTDA – Supportive Housing

Slide 10



These are the supplies you need. Don't get hung up by the *electronic* process!! If all else fails....

Just wristband your evacuees and get them to a safe location.

See Appendix K for instructions on how to order evacuation supplies. Also included in Appendix L are scanner specs and Appendix E is Scanner Set Up.

Remember that if you only have time to get a wristband on the person, and get

them to a safe location, then registration can occur later. With a wristband, you can always determine the facility that a person originated from. This could be very important especially during large-scale events with people ending up in temporary shelters or not where they were intended to go.

Each facility received a specified number of wristbands, based on their licensed beds, and corresponding scannable barcode log sheets.

The barcodes/wristbands provided will have a special sequence number used solely for your facility. Each wristband will contain the facility name, a scannable barcode, and the barcode number. If needed, you can write on them.

The barcodes on the wristbands have a prefix that corresponds to the type of facility (HO, NH, ACF) followed by your agency's unique identifier code (pfi or license #), followed by a changing sequential number or evacuee number.

Facilities also received a small set of training bands (15). You will clearly know that they are for training, because "Training" can be found in three places, and the barcode number ends in a D for demo.

Training wristbands can only be used in the eFINDS Demo/Practice application. Production or "Real" barcode numbers are only recognized in the "Real" or Evacuate side of eFINDS. Barcodes cannot be used in the wrong application by mistake. Usually when a barcode number is not recognized, it is a training barcode being scanned in the "real" or Evacuate side of eFINDS.

NOTE: Barcodes are one-time use. If a facility has used all their training barcodes it may be necessary to generate additional

barcodes. NYSDOH will not issue additional training wristbands unless a specific request is made, such as a drill with multiple facilities involved.

Each facility also received one bar code scanner programmed to work with the eFINDS application. The budget only allowed one scanner per facility. Information regarding the purchase of replacement scanners can be found in Appendix L Scanner Specifications.

Your other facility scanners may also work with the eFINDS program but may require a manual “enter” with the keyboard or extra characters to be removed from the scan.

Facilities also received a copy of their facility’s scannable barcode log (PDF) – which contains your facility name, a space for a patient/resident’s first name, last name, date of birth and gender. These logs can be used if a facility has no power or no internet or just to document who received which wristband.

Slide 11



If you check your eFINDS supplies and determined you are in a deficit, then submit a Supplies Request.

You can only request “real” evacuation supplies.

When your request is updated with a question or your supplies are shipping, then you will receive an email with the status.

Check your supplies request at any time for updates.

Generally speaking, eFINDS Training wristbands are not printed or shipped, as the facility can utilize the PDF logs for training and exercises.

We will explore this in the Hands-on modules.

Slide 12



**In a cluttered room or Administrator's Office?**  
**In a locked cabinet or**  
**Someplace where EVERY Staff member has access.**

**KNOW where eFINDS supplies are kept!!!!**  
That is NOT in a locked storage closet, but in a safe place where your staff can access them whenever needed. Try labeling supplies as EVACUATION SUPPLIES, and not eFINDS. Who knows what eFINDS means?

Slide 13

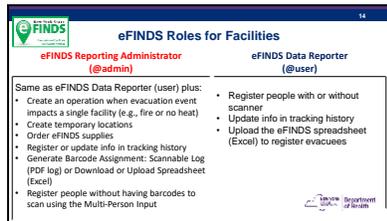


eFINDS is a role-based application - once you are added to an eFINDS role, the application will appear in your My Applications list on the HCS Home page. If you confirmed that you are assigned an eFINDS role and do not see eFINDS in your My Apps list, then click Refresh My Applications located at the bottom of the list if necessary.

To verify your role assignments, go to My Content > click [See what roles I hold](#). If you are not in an eFINDS role, then click [Look up my coordinators](#). They are the ones who will assign you to the role.

**FRIENDLY REMINDER:** To ensure that you receive timely communications from your county health department and/or the state, please make sure your business and emergency contact information is correct; Click My Content > Change my contact information.

Slide 14



There are two roles for facility employees:

The (1) **eFINDS Data Reporter** can do everything needed to register and update evacuee information. They can do this with or without a scanner; one at a time or multiples.

If they need to register multiple evacuees at one time, then they can upload an eFINDS spreadsheet generated by the eFINDS Reporting Admin.

The (2) **eFINDS Reporting Administrator** can do everything the eFINDS Data Reporter can do, PLUS generate a PDF scannable log or an eFINDS spreadsheet. They can also register multiple evacuees at one time without having the barcodes to scan. They can add operations and

temporary locations, request supplies and generate more training barcodes.

The eFINDS Reporting Admin does NOT need to be management. Administrator is a technical reference for having higher permissions but does not need to be the facility administrator.

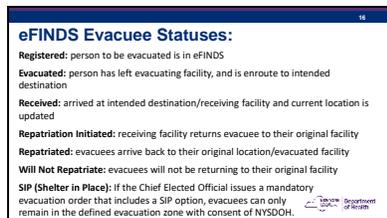
Slide 15



Click on the eFINDS application profile (blue circle with an I inside) to go to the folder with the most up-to-date quick cards and other materials. Please keep the Scannable log and quick cards with your eFINDS Supplies.

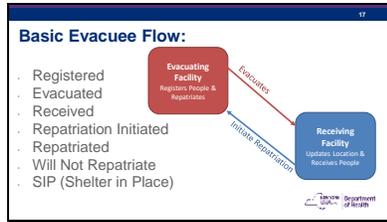
Keep training supplies separate from the real supplies. An un-trained person may not know the difference.

Slide 16



Know what these statuses mean? These statuses tell you where an evacuee is or isn't during an event.

Slide 17

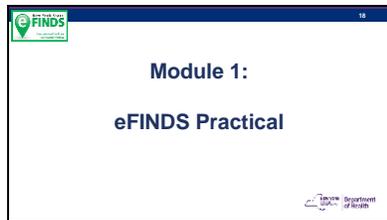


These statuses define the state of the person during an event and when the event is over.

The slide describes the path of an evacuee in eFINDS and how it translates into the evacuee's status.

It also describes the responsibilities of the evacuating facility vs the receiving facility.

Slide 18



# Module 1: Practical Exercise

## Conducting the Practical Exercise

Demonstrate the need to keep “TRAINING” supplies separate from real “EVACUATION” supplies, as an untrained person may not know the difference between the wristbands or scannable log. Two brown envelopes appropriately marked for training or real evacuation can be used.

**FOR MASTER Trainers:** All work can be done under your login on the HCS, because you will have permissions to your own facility and a test facility.

**FOR Facility Trainers:** All work can be done under your login on the HCS, but you will need to receive at a temporary [TMP] location unless you have permissions at a second facility.

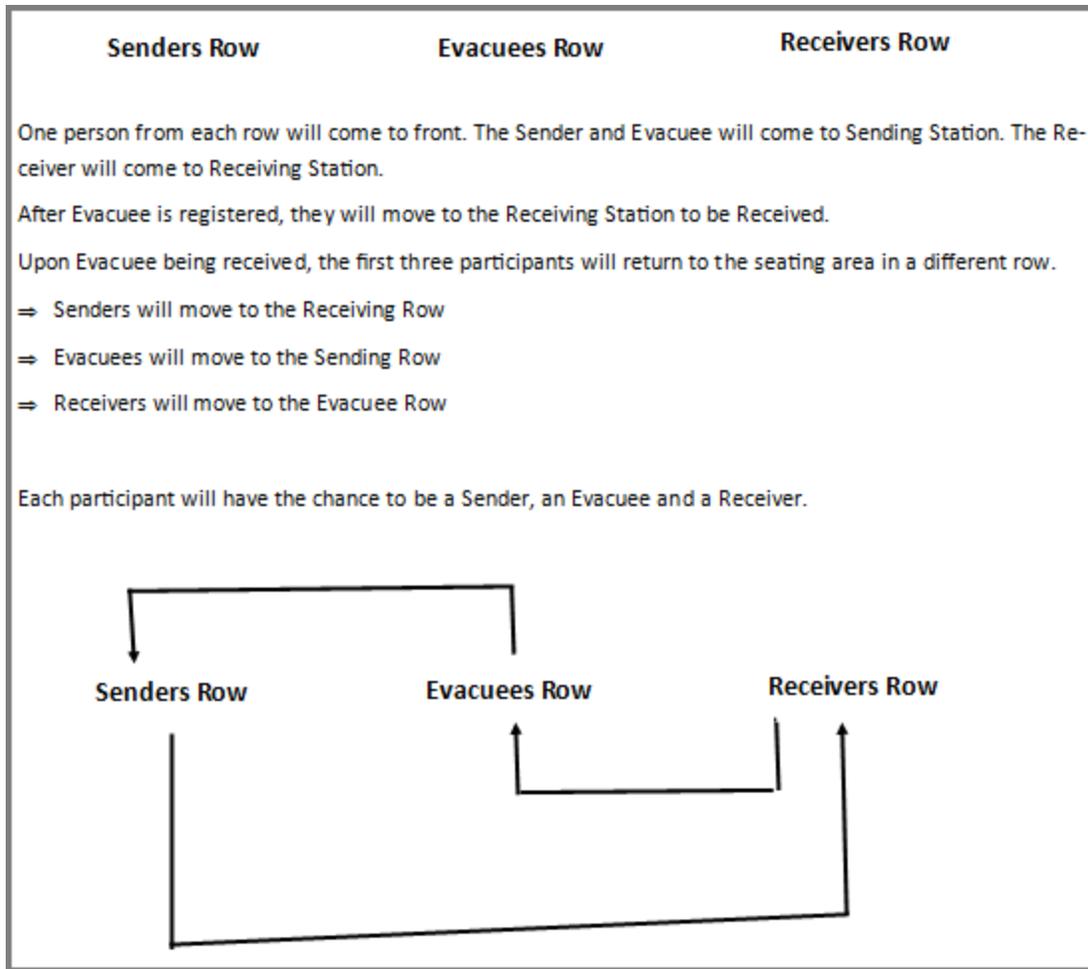
When ready to begin walking participants through the practical exercise, have the first three volunteers come to the tables. One reason why chair-rows (swim lanes) work better than groups, is that you can simply take the first three at the head of the row rather than waiting for three participants to volunteer. Ask two people to sit at the sending station, and one at the receiving station. Assist the first sender with placing a wristband on the first evacuee and registering them in eFINDS. Name and DOB may be made up. Describe all pieces of the registration process, from DOB format to MR/Emp # to Intended Location. Highlight the need for an Operation. All “required” info can be bypassed with a check mark, except for the Operation. Also emphasize that when Intended Destination is populated, then you can select either Register or Evacuate. Point out the “Tracking History” at the bottom of the page, and the confirmation message at the top.

Evacuate the first volunteer by walking them over to the receiving station. Assist the first receiving volunteer with receiving the evacuee at the Intended Destination. Thank your first set of volunteers.

The next step is the hardest part of the whole program, get all participants to move to the next positions. The rotation is tricky the first time, but the ultimate outcome is for everyone to play a sender, an evacuee and a receiver. See image below labeled Rotation Plan.

Entertain questions from the group and watch for places where participants get stuck or seem to have questions to explore eFINDS more in-depth. Expect to have questions about the eFINDS spreadsheet.

### Rotation Plan



During either method of the practical training, interject common scenarios or issues that may arise during evacuation, such as no scanner, wrong intended destination was selected, registration was not completed, or person's status was not changed to Evacuated.

Scenario	Action	Result
No scanner	Sending Facility will type in barcode number from wristband and register evacuee.	Evacuee's status is Registered or Evacuated same as if barcode was scanned.
Incorrect or No Intended Destination was saved during registration, but evacuee was transported to a receiving location.	Receiving Facility will update evacuee's current location and change status to Received.	Evacuee's tracking history will display current location and status as Received. Tracking history will also display an Evacuated status for same time as Received.

Scenario	Action	Result
		<p>If evacuee cannot be accommodated at current location, then new intended destination is entered and saved. Evacuee's status will be changed again to Evacuated when transportation becomes available. The first Receiving Facility will be considered a stop-over location.</p>
<p>Registration is not complete/Barcode status still available.</p> <p>Scenario: No time to register evacuees, but wristbands are distributed.</p>	<p>Receiving Facility will Register and Receive evacuee by entering the evacuee's demographics, current location and update status to Received.</p>	<p>Evacuee's tracking history will display same date and time for statuses Registered, Evacuated and Received.</p>
<p>Evacuation status not saved.</p>	<p>Receiving Facility will update evacuee's current location and change status to Received.</p>	<p>Evacuee's tracking history will display current location and status as Received. It will also display an Evacuated status for same time as Received.</p>
<p>System reports "Barcode Not Found" when trying to scan or type barcode.</p>	<p>Check to ensure you are using Training barcodes in the Practice/Demo application or "real barcodes" in the Evacuate application.</p>	<p>Training barcodes can only be used in Practice eFINDS. This prevents real evacuees from being registered in Practice or Training barcodes being registered in the Evacuate eFINDS.</p>
<p>The Adult Care or Nursing Home resident's family wants to take resident home rather than send to another facility.</p>	<p>Select [HOME} Person's Own Home for Intended Destination Org. Type and Person's Own Home [HOME] – HOME in Intended</p>	<p>An evacuee that goes Home cannot be Received and therefore, their status cannot be changed to Repatriated when they return to the</p>

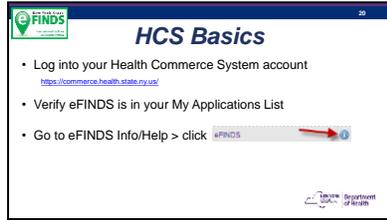
Scenario	Action	Result
<p>Note: If this was a hospital patient, then the patient would be discharged and not evacuated.</p>	<p>Destination. Include date and time in the Note section to indicate who picked up resident and when and change status to Evacuated.</p>	<p>facility. The only option is to Cancel Evacuate which will return the evacuee's status to Registered.</p>
<p>An evacuee arrives at the Receiving facility without a wristband.</p>	<p>Search for the evacuee by name in Quick Search OR Go to the Reports and select "I am a receiving facility." Select your location's Org. Type and Location. Select Operation and click Generate Report.</p>	<p>An evacuee does not need to have a wristband to be received. If evacuees are listed in the facility report, it is because the Receiving facility was selected as the Intended Destination. You should be able to determine from the list of evacuees if the person was registered. If the person was registered, then you can receive them. If not, then you should contact the evacuating facility.</p>
<p>An eFINDS user is trying to register residents into eFINDS in preparation for an evacuation. The only action button available is Receive. They just want to register the person and not evacuate them.</p>	<p>Check the location set by the user. The location set is not the evacuating facility. Select Admin and change my location.</p>	<p>A Receiving facility can register and receive evacuees upon their arrival. The evacuees do not need to be registered first.</p>

**Note:** If you have an idea for another interjected scenario, then please share with the group via Secure Collaboration.

**Break** *Start clock to count down for 15 minutes* (<https://timer.onlineclock.net/>)

# Module 2: Facilitated Hands-on Exercises

Slide 20



Let's all sign into our Health Commerce System (HCS) accounts. HCS User IDs and Password are for individuals, not facilities, and passwords should never be shared.

If you forgot your User ID or Password, then use the Forgot your password? Or Forgot your User ID? links on the HCS Sign In page (bottom left).

Is everyone logged in?

Do you see eFINDS in your My Apps List? If not, then click Refresh My Applications.

Everyone should open the eFINDS Info/help link to see where the resource materials are.

Please update or verify your business and emergency contact info.

< Please make sure everyone completes these three steps before moving on >

Slide 21



Any HCS user can verify/confirm they are properly assigned an eFINDS role. If a user is not assigned a role, then Coordinator will need to be contacted.

All course participants needed the eFINDS Reporting Admin role prior to registering for this course.

HCS Account Questions can be answered later by calling 866-529-1890. Ask for App Support if needed.

Slide 22

**Open eFINDS Practice**

1. Sign In to Health Commerce System (HCS) <https://commerce.health.state.ny.us>.
2. Click eFINDS from My Applications List.
3. Click **eFINDS**.
4. Verify or Select your facility name.
5. Click **Set Location**.

For help with eFINDS click the Info Button.

Slide 23

**Your eFINDS Location**

Upon opening eFINDS, you need to tell the system where you are.

This is the facility you can evacuate from, or receive evacuees at

**e-FINDS DEMO**

Your Name (HCS User ID) | Your Org Type  
Agency/Your Primary Org  
Org Type (pf) | Facility Name (Type) | pf @  
permission level example:  
Nursing Home (uff)-Internal Fast Nursing Home #31[NH] - 8887@user

If you affiliated via an eFINDS role with more than one facility, then you need to tell the system where you are evacuating from or receiving evacuees at. If you are receiving evacuees at a Temporary Location, then your Set Location does not matter.

For hands-on module, this portion of the training will be instructor-led with demonstration. Students will follow along with scenarios from their computers.

It is important that all participants stay together as we move through the scenarios. If you feel that you are falling behind, please let the instructor know immediately!

We will evacuate from your facility. Remember you can see what eFINDS roles you have by going to My Content > See what roles I have.

If you only have eFINDS roles for one facility, you still need to Set Your Location.

See your facility name and identifier/license number. @user means you are an eFINDS Data Reporter / @admin is eFINDS Reporting Administrator.

**\*\*\*Demonstration Begins - Please refer to participant handouts if dual presentation (slides and web demo) is not available\*\*\***

Slide 24

**Evacuee Names**

You will be working through 39 Training Scenarios.

It is crucial that you **stay with the group!** If you get lost, please let the instructor know immediately.

- During the Hands-On portion of this training you will be evacuating a total of seven (7) people.
- Write down seven fictitious names on scrap paper or your Scannable Log.
- Keep in mind that one evacuee will expire after being evacuated.
- Go to [BehindTheName.com/random](http://BehindTheName.com/random) for help coming up with names.

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Let's prepare to work through the scenarios together.

On your note pad or Scannable PDF Log, write down seven fake names. These people will be your evacuees. You can give them a made-up DOB when entering the patient info. It just needs to be a real date from the past.

If you need help thinking of names, use actor names or the Behind the Name website for assistance.

Slide 25

**SCENARIO 1**

Download and Print the Barcode Assignment: Scannable Log (PDF)

- Having one or more copies of the Scannable PDF log will be extremely helpful if there is no power or an internet outage.
- Keep copies with your eFINDS Supplies.
- If an urgent evacuation is needed, there may be no time for electronic registration of people, you can document the barcode/wristband that an evacuee received on this Log.

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Scannable Logs should be stored with your eFINDS supplies. These logs can be used when there is no internet or no power – just document the wristband number/barcode that an evacuee received by writing the person's name, DOB and gender on the log. No other info is needed.

Options for Use:

The Scannable Log can be filled-in as wristbands are being distributed. Any staff member can document who received a wristband. They do not need an HCS account.

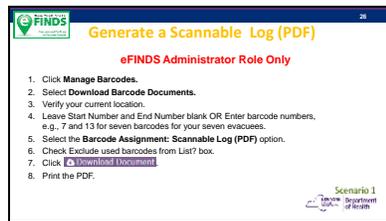
The eFINDS Data Reporter can register evacuees in eFINDS by scanning the

barcode on the PDF log and entering the evacuee info.

**Copies of the log can be sent to the receiving facility and the receiving facility can register and receive the evacuees at the same time, if needed.**

\*If instructor did not go over this scenario in the practical, then instructor should demonstrate by scanning any facility's barcode and receive them. Show Tracking History displays: Registered, Evacuated and Received at one time. \*

Slide 26



**IMPORTANT:** If a facility has more than one training participant, then each participant should print and use different sets of barcode numbers. Barcode are unique to each facility and evacuee. **Talk to your co-worker(s) to determine which barcodes are available to use.**

When downloading the PDF log, you can exclude used barcodes. The “Confidential (exclude facility name)” option is not for DOH managed facilities.

“Confidential (exclude facility name)” feature was developed with OASAS Programs (drug treatment) and OHM clinics in mind specifically. This feature is also available for the Avery Label Document (Product No. 5262) PDF.

Follow Steps 1-7 on the slide.

Please note the differences between the PDF and Excel options:

PDF LOGS:

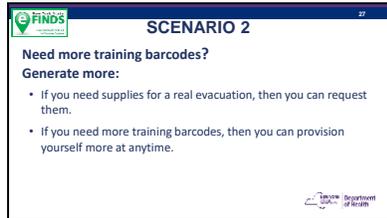
cannot be electronically updated or uploaded, but evacuee info can be hand written and log sent with transportation. contains a scannable barcode that matches the wristband.

provides a PDF for ALL barcodes allotted to your facility. Note which barcodes have already been used.

**EXCEL FILES:**

Can be electronically updated and uploaded to eFINDS system.  
Does not contain scannable barcodes.  
Defaults to the first available/unused barcode numbers in your sequence.

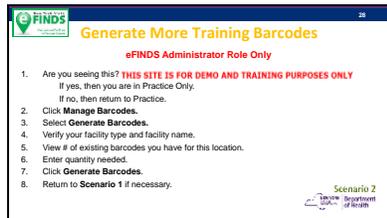
Slide 27



Generally speaking, eFINDS Training wristbands are not printed or shipped, as the facility can utilize the PDF logs for training and exercises.

**< Instructor Action >** Go around room and ask each person how many training barcodes they have. If necessary, more training barcodes should be generated and printed.

Slide 28



**IMPORTANT** You cannot generate REAL Evacuation wristbands/barcodes for your facility. For Evacuation Supplies, please complete a Supply Request in eFINDS Evacuate.

Once you successfully generated more training barcodes, return to Manage Barcodes > Download Barcode Documents and select Barcode Assignment: Scannable Log (pdf) as you did in the previous scenario (#1).

**Note:** Training Barcodes cannot be reused. Once you register a person to a barcode, they cannot be removed.

Slide 29

**SCENARIO 3**

**Add an Operation (reason for evacuation)**

- Your facility has a power outage, and there is not enough generator fuel to support the residents for more than two days.
- A full facility evacuation is warranted.
- This event only affected your facility.
- An evacuation operation needs to be added.

The power outage only affected your facility, therefore the facility's eFINDS Reporting Admin. will need to add the operation – also known as the reason for the evacuation.

Large scale events, such as Hurricanes, affect multiple facilities and facility types. When this type of event is predicted, the State adds the operation and all facilities will use the operation the State created.

**IMPORTANT:** If there is more than one training participant from a facility, then each participant needs to add a *unique operation*. Do so by adding your HCS User ID or initials to the Operation Location. **Talk to your co-worker(s) in the training to be certain the operation names are unique.**



See  
eFINDS\_QuickReferenceCard\_Operation\_  
3.0

**An operation is the reason for the evacuation.** It simply refers to an event, incident or drill. Please keep in mind that multiple operations can happen concurrently, so be sure to select the right operation when registering your evacuees.

**Note: In Manage Operations the sort order default is by date – the newest are at the top (year, month, day).**

Operations created in eFINDS Practice/Training Demo do NOT appear in the eFINDS “real” evacuation list or vice versa.

You will receive an email in two days asking you to review an operation that remains active. You can either make it inactive or check the box to Extend it. This is why we will inactive the operations at the end of the training.

eFINDS Practice sends email notice after 2 days and another reminder every 2 days until extension is saved or operation is inactive.

eFINDS Real Evacuation sends notice to creator after first 90 days and then reminders every 30 days.

Slide 31



If you would prefer to use a church or other location as your TMP location, you can. It just needs to be unique.

Hotels, churches, schools, are not managed by NYSDOH, so they are examples of Temporary Locations [TMP].

All 550+ Adult Care Facilities in NYS are list in eFINDS, 600 Nursing Homes and 238 Hospitals.

Hospitals outside of NYS are considered Temporary Locations [TMP], because they are not overseen by NYS and are not available from the dropdown list.

< Instructor Action > Show Intended Destination Type Drop Down.

When updating an evacuee in eFINDS, the reason you need to select the facility type first (Intended Destination Org. Type) is because some nursing homes have the same name as a hospital, but the level of care is different. By breaking them out, the drop-down lists are shorter, and you have a lesser chance of selecting the wrong facility.

Slide 32



**A temporary [TMP] location can also be a stopover point used before evacuees arrive at their final receiving destination. A TMP Location can only be added by an eFINDS Reporting Administrator**

**NOTE:** If your evacuation plan includes the use of a stop-over point, these TMP locations can be pre-identified/added to the eFINDS “Evacuation” application so they are available to you when you need to evacuate and register your evacuees.

**Please Note: Check list of existing TMP locations first. Adding your user ID or**

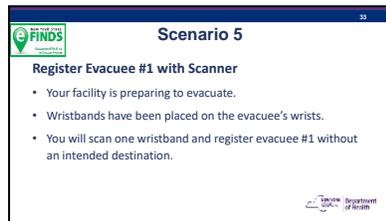
**initial can make location unique if necessary.**

To search list of locations prior to entering a new one sort column heading by name, address, description, etc. Be sure to view all pages.

Check the Exclude Inactive Locations, because they will not appear in the drop down lists anyway.

See  
eFINDS\_QuickReferenceCard\_TempLocati  
on\_3.0

Slide 33

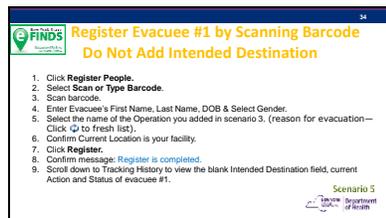


Two Basic Methods for registering a person: With scanner and without a scanner (i.e., Scan or Type Barcode).

For the first evacuee, we will register without an Intended Destination.

**Note** that without an Intended Destination, there is no Evacuate button.

Slide 34



You will use the Operation you just created BUT leave Intended Destination Blank.

At this point in the scenario there is enough lead time to place wristbands on the evacuees and register them in eFINDS.

Again, if you do not have wristbands with you today, work from your Scannable PDF log.

Slide 35

**Scenario 6**

**Register Evacuee #2 without Scanner**

- Register the second evacuee by typing in the barcode from the wristband.
- Skip over the Date of Birth field.
- Enter Intended Destination Org. Type [TMP] and Intended Destination as the unique temporary location you just added.

Department of Health

If you don't have a scanner, you can always type in the barcode and bring up a record.

Upon scanning a barcode be sure the status is available. This means you are not overwriting anyone else's info.

Slide 36

**Scenario 6**

**Register Evacuee #2 by Typing in Barcode, Skipping DOB, and Selecting Intended Destination**

1. Click **Register People**.
2. Select **Scan or Type Barcode**.
3. Type in barcode.
4. Enter Evacuee's First Name, Last Name & Select Gender: **Skip DOB**.
5. Verify correct Operation is selected.
6. Select **Intended Destination Org. Type [TMP]**.
7. Select **Intended Destination** the TMP Location you created in scenario 4.
8. Click **Register**.
9. View Error Message: **DOB is Required**.
10. Check **Confirm Submission Without Required Fields** box.
11. Click **Register** again.
12. Confirm message: **Register is completed**.
13. Scroll down to Tracking History to view the blank DOB field, Intended Destination, current Action and Status of evacuee #2.

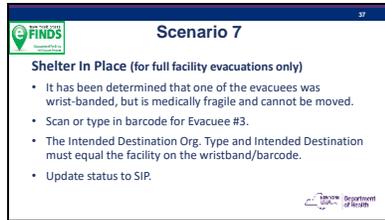
Department of Health

**Remember:** If time does not allow evacuees to be registered, then the Evacuating facilities only need to place the wristbands on their evacuees and send them to a safe location.

The receiving location can scan the wristbands, update the current location, and change status to received when the evacuee arrives.

**By design EVACUATION OPERATION is truly the only required field to register an evacuee.** You can OVER-RIDE lack of name, birthdate, etc...but you cannot override evacuation operation.

**Note:** When sending patients home there is no way to verify "arrival" through eFINDS. One best practice suggestion is to enter Home Address Info into the eFINDS records and include date and time of departure in the notes field. For Intended Destination Org. Type select [Home] Person's Own Home and for Intended Destination select Person's Own Home [Home] again.



The slide is titled "Scenario 7" and features a "FINDS" logo in the top left corner. The main heading is "Shelter In Place (for full facility evacuations only)". Below this heading is a bulleted list of four items: 1. "It has been determined that one of the evacuees was wrist-banded, but is medically fragile and cannot be moved." 2. "Scan or type in barcode for Evacuee #3." 3. "The Intended Destination Org. Type and Intended Destination must equal the facility on the wristband/barcode." 4. "Update status to SIP." In the bottom right corner, there is a logo for the "New York State Department of Health".

**<Guidelines for SIP are below – we teach technical content and not policy. Have participants read below>**

**Shelter-In-Place Consideration**

For the purpose of NYSDOH evacuation planning and incident management, SIP policy and process (2016) the potential to SIP is defined as: The ability of a NYSDOH regulated health care facilities (HCF)(hospitals, nursing homes, ACF, etc.) to retain for at least 96 hours a small number of residents that are too critical to be moved or where moving them may have a negative health outcome, while the remainder of the facility is evacuated, in accordance with a mandatory evacuation order by a local chief elected official that includes an option to SIP.

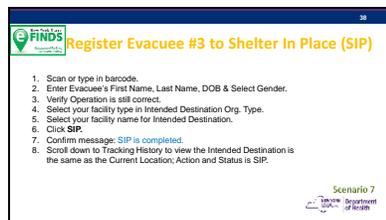
HCFs and agencies should appreciate that as defined, SIP represents an unusual incident related action which permits the HCF to remain in an active hazard zone. This action can place the facility’s patients/residents and staff at considerable risk. As such SIP does not represent business as usual and should be differentiated from defending in place or “hunkering down” during a storm. SIP must also be differentiated from staying put simply because an HCF ran out of time to conduct necessary evacuation procedures during the appropriate pre-storm period.

NYSDOH reviews all materials in the Facility Evacuation Planning Application (FEPA), and any other information deemed appropriate, and may conduct outreach to health care as part of the review to determine a facility’s pre-storm season potential eligibility to SIP during the current Atlantic Hurricane Season. If authorized, the SIP option would be in place for those patients/residents, as described above and in FEPA, that facility leadership judge to be at greater risk if

transferred/transported then if they SIP. Phase specific details are outlined below.

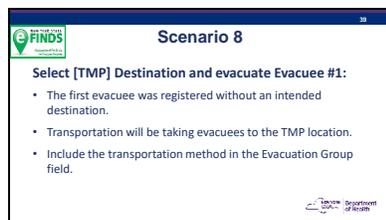
If you have questions about SIP, send email to [efinds@health.ny.gov](mailto:efinds@health.ny.gov).

Slide 38



The SIP action button only displays if Intended Destination equals facility on the wristband. In other words, if the Original Location (Evacuating Facility) is the same as the Intended Destination, then the evacuee is not intending to go anywhere—they will SiP.

Slide 39



Hover over the question mark icon to the right of the Evacuation Group field. This is the definition of the field.

“If the multiple people are being evacuated together, this may be considered the group. For example, a group of patients or resident being evacuated from a specific unit at your facility or a group of evacuees being transported in the same ambulette, bus or other means of transportation.”

Think about Evacuation Group based on your evacuation plans, and how will you evacuate? By floor, by unit, condition, wing, or transportation method etc.

Most facilities do not evacuate in alphabetical order.

Slide 40

**Evacuate Person #1 by Selecting Intended Destination and Entering Evacuation Group.**

1. Scan or type in barcode.
2. Select Intended Destination Org. Type [TMP].
3. Select TMP Location for Intended Destination.
4. Enter type of transportation in Evacuation Group Description.
5. Click **Evacuate**.
6. Confirm message: **Evacuate is completed.**
7. Scroll down to Tracking History to view the Intended Destination is the TMP location you created, Action and Status is Evacuated.

Scenario B  
Texas Department of State Health Services

Slide 41

**Scenario 9**

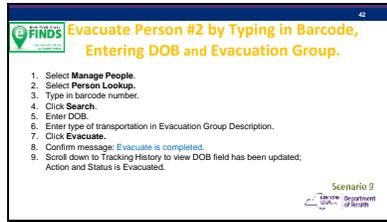
**Enter DOB for Evacuee #2:**

- The second evacuee was registered without DOB.
- Transportation will be taking this evacuee to the TMP location.
- Update DOB and include the transportation method in the Evacuation Group field.

Scenario 9  
Texas Department of State Health Services

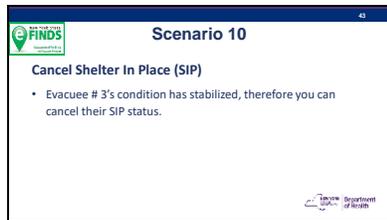
An evacuee record can be updated at any time. In this scenario, we will update the record for Evacuee #2 by adding the DOB, Evacuation Method, add a medication to the Medical Info or Notes field and change status to Evacuated

Slide 42



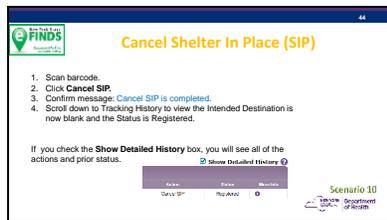
The first step is to select Manage People because you are updating a record. If you selected Register People, you would be brought to the same screen. If you just scan a barcode (when in the eFINDS app with location set) you do not have to select a menu item. eFINDS will bring up the record.

Slide 43



All actions can be cancelled, and status will revert to previous.

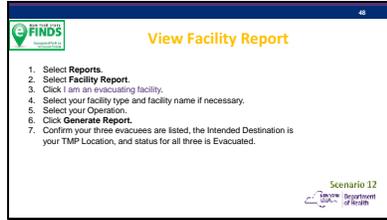
Slide 44



Every action is tracked in the evacuees Tracking History – even cancelled actions.



Slide 48

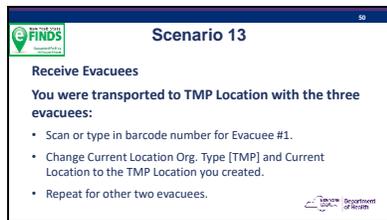


Slide 49



Start countdown clock

Slide 50



When transportation took the three evacuees to the TMP location, you went with them and brought your laptop.

Now you need to update the current location and mark the evacuees as received.

Slide 51

**Receive Evacuees to TMP Location by Scanning or Typing barcode**

1. Scan barcode OR Select **Manage People > Person Lookup**.
2. Change Current Location Orig. Type to [TMP] Temporary.
3. Select the TMP location you created from the dropdown list.
4. Click **Receive**.
5. Confirm **Evacuee is Complete**.
6. Repeat Steps 1 – 5 for other two evacuees.

Scenario 13  
Tennessee Department of Health

By changing the Current Location and the status to received you know where the evacuee is.

Slide 52

**Scenario 14**

**View Facility Report**

- Current location for the three evacuees should be TMP Location and their status is received.

Tennessee Department of Health

Let's check the report to verify that the three evacuees have the correct TMP location and their status is received.

Slide 53

**View Facility Report**

1. Select **Reports**.
2. Select **Facility Report**.
3. Click I am an evacuating facility.
4. Select your facility type and facility name if necessary.
5. Select your Operation.
6. Click **Generate Report**.
7. Confirm your three evacuees are listed, the Current Location is your TMP Location, and status for all three is Received.

If any evacuee's current location is NOT your TMP Location or status is not Received, you will need to return to scenario 13 and make edits.

Scenario 14  
Tennessee Department of Health

If any evacuee's current location is NOT your TMP Location or status is not Received, you will need to return to scenario 13 and make edits.

Slide 54

**Scenario 15**

**Initiate Repatriation**

Power has been restored and transportation is ready to take the three evacuees back to your facility.

- Use Multi Person Update to Initiate Repatriation for the three evacuees.

Event is over, and time for the three evacuees to be sent back to your facility. We could do this by scanning the wristbands and doing one at a time, but why not try a Multi Person Update. You will see that the end results will be the same.

Slide 55

**Initiate Repatriation using the Multi Person Update**

1. Select **Manage People**.
2. Select **Multi Person Update**.
3. Select **Operation**.
4. Change Location Org. Type to [TMP] Temporary.
5. Select your TMP Location from the dropdown list.
6. Select the **Initiate Repatriation** Action.
7. Click **List**.
8. Check the **All** box (top left) OR the box corresponding to the evacuee #1 - 3.
9. Click **Initiate Repatriation of Selected**.
10. Confirm **Initiate Repatriation** complete for 3 persons.

**Note:** You can only use the Multi Person Update to Initiate Repatriation, if the evacuees have already been received.

Slide 56

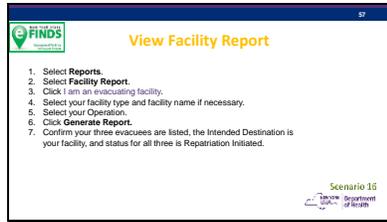
**Scenario 16**

**View Facility Report**

- Status of three evacuees should be Repatriation Initiated and Intended Destination as your facility.

Let see if we are still on the right path. The statuses of the three evacuees should be Repatriation Initiated.

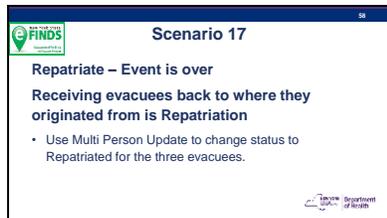
Slide 57



Confirm your three evacuees are listed, the Intended Destination is your facility, and status for all three is Repatriation Initiated.

If your report is not correct, please let me know and we will make necessary edits to get it right.

Slide 58

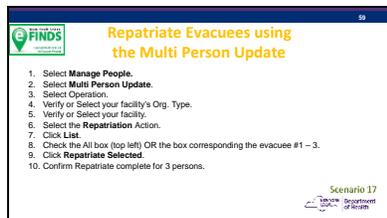


The evacuation cycle is complete and eFINDS needs to indicate that.

Only when evacuees return to their original location can they be repatriated.

Refer to the status definition if necessary.

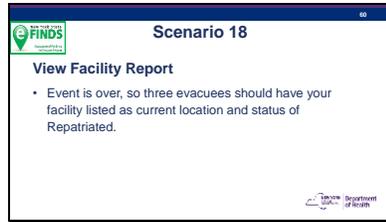
Slide 59



Note: You can only use the Multi Person Update to Repatriate, if Repatriation has been Initiated.

The alternative it to scan or type in the barcode and update them individually.

Slide 60



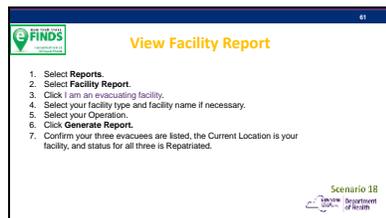
During a real event, more time will pass, and it is important to know where all your evacuees are and what their statuses are.

\*If you send an evacuee home, you select [Home] Person's Own Home from Intended Destination Org Type, Person's Own Home [HOME] for Intended Destination and Evacuate them when they leave. Put a note in the record of when they left and who transported them.

In the facility reports you will see Home as intended destination and status of Evacuated. The status indicates that they left your facility.

When they return to the Sending/Evacuated Facility the only option is to cancel their evacuation status, and they will be Registered –Not Repatriated. \*

Slide 61



Are all your evacuees back with a Repatriated Status??

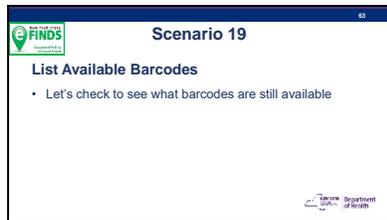
This indicates that the event is over and all evacuees that were supposed to come back have.

Slide 62



Start countdown clock

Slide 63



This feature can be used to register evacuees if you do not have the wristbands to scan.  
For our purposes, we just want to see what barcodes are available still.

Slide 64

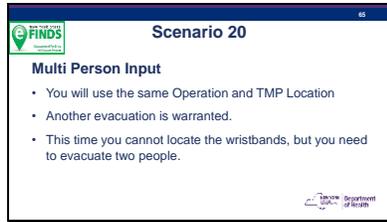


This is an easy way to see how many barcodes you have and what numbers are available.

It is also another method for registering evacuees if you do not have the wristbands to scan.

For our purposes today, we will not be registering anyone this way.

Slide 65

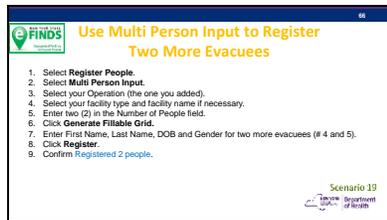


This is another method of registering evacuees.

This was really used by a facility that had a fire. The eFINDS Administrator was told by the fire department that she could not return to the building to get her wristbands.

She needed to evacuate and did not have the wristbands to scan. Luckily, she had the info needed to register all her people.

Slide 66



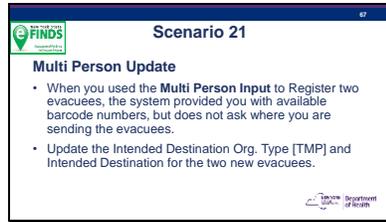
Register evacuees # 4 and 5 that you created names for in the beginning of the training session.

Coordinate with your facility colleagues participating in this training.

When you get to step 5, and you both need to enter 2 evacuees, and you could potentially get the same barcode numbers. In a real event, this is not likely to happen. Please be sure to use different barcode numbers to register your evacuees.

To help training participants from the same facility, please request four or six barcode numbers from the Multi Person Input screen, and then communicate which barcodes you will use (first set of two, second set of two, and so on).

Slide 67



**Scenario 21**

**Multi Person Update**

- When you used the **Multi Person Input** to Register two evacuees, the system provided you with available barcode numbers, but does not ask where you are sending the evacuees.
- Update the Intended Destination Org. Type [TMP] and Intended Destination for the two new evacuees.

Scenario 21  
Department of Health

You registered two people in the last scenario but did not tell eFINDS where they were Intended to go.

Slide 68



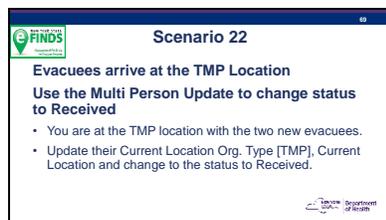
**Update Intended Destination to the TMP Location and Evacuate Using Multi Person Update**

1. Select **Manage People > Multi Person Update**.
2. Select your **Operation** (the one you added).
3. Select your facility type and facility name if necessary.
4. Select the **Evacuate Action**.
5. Select [TMP] Temporary Intended Destination Org. Type.
6. Select your TMP Location for Intended Destination.
7. Click **List**.
8. Select **Only Evacuee # 4 and 5**. Their status is Registered.
9. Click **Evacuate Selected**.
10. Confirm **Evacuate complete for 2 people**.

Scenario 20  
Department of Health

Again, if more than one training participant is in the same session, then each needs to select their own operation to update their own people.

Slide 69



**Scenario 22**

**Evacuees arrive at the TMP Location Use the Multi Person Update to change status to Received**

- You are at the TMP location with the two new evacuees.
- Update their Current Location Org. Type [TMP], Current Location and change to the status to Received.

Department of Health

We have used this Multi Person Update feature to Evacuate people, and in previous scenarios to Initiate Repatriation and Repatriate them.

Slide 70

**Receive Two Evacuees at the TMP Location Using Multi Person Update**

1. Select **Manage People > Multi Person Update**.
2. Select your **Operation** (the one you added).
3. Select (TMP) **Temporary Intended Destination Org. Type**.
4. Select your **TMP Location** for Intended Destination.
5. Select the **Receive Action**.
6. Click **List**.
7. Select the two evacuees you just evacuated.
8. Click **Receive Selected**.
9. Confirm **Receive** completed for 2 people.

Scenario 21  
Tasmanian Department of Health

The reason you only have two evacuees in your list this time is because only two evacuees had the TMP location in Intended Destination field, and their status was either Registered with Intended TMP Location or Evacuated.

Slide 71

**Scenario 23**

**View Facility Report**

- Current location for the two new evacuees should be the TMP Location and their status is Received.

Scenario 23  
Tasmanian Department of Health

Let's see what the facility report says now.

If your reports do not reflect what they should, then an action was missed.

Slide 72

**View Facility Report**

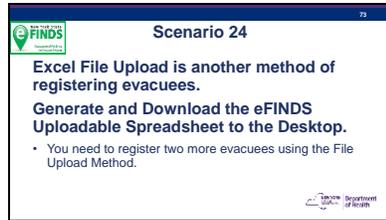
1. Select **Reports**.
2. Select **Facility Report**.
3. Click **I am an evacuating facility**.
4. Select your facility type and facility name if necessary.
5. Select your **Operation**.
6. Click **Generate Report**.
7. Confirm your two newest evacuees are listed, the **Current Location** is your **TMP Location**, and status for all three is **Received**.

You should also see your first three evacuees with a status of **Repatriated**.

Scenario 22  
Tasmanian Department of Health

You should see five evacuees listed, because they are under the same operation. Are three showing as Repatriated, and two Received?

Slide 73



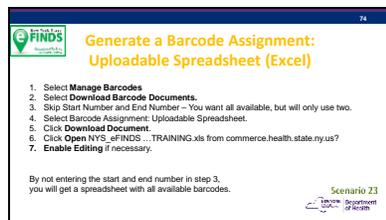
The screenshot shows a slide titled "Scenario 24" with the eFINDS logo in the top left. The main text reads: "Excel File Upload is another method of registering evacuees. Generate and Download the eFINDS Uploadable Spreadsheet to the Desktop." Below this is a bullet point: "• You need to register two more evacuees using the File Upload Method." The slide also features the New York State Department of Health logo in the bottom right corner.

This method is like the Multi Person Input as it only captures first name, last name, DOB and Gender. No Intended Destination.

An eFINDS Spreadsheet can be maintained on our network or local drive and would not be uploaded until an evacuation is warranted and evacuees have an operation to be registered under.

As a matter of fact, you cannot upload an eFINDS spreadsheet without selecting an operation, and you want to be sure that you have added an operation for your facility, or you are using the one the state added for a large-scale event.

Slide 74



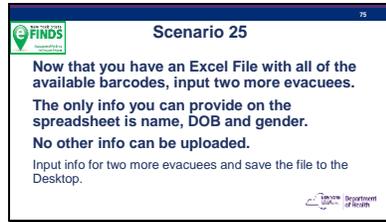
The screenshot shows a slide titled "Scenario 23" with the eFINDS logo in the top left. The main text reads: "Generate a Barcode Assignment: Uploadable Spreadsheet (Excel)". Below this is a numbered list of seven steps: 1. Select Manage Barcodes, 2. Select Download Barcode Documents, 3. Skip Start Number and End Number - You want all available, but will only use two, 4. Select Barcode Assignment: Uploadable Spreadsheet, 5. Click Download Document, 6. Click Open NYS\_eFINDS...TRAINING.xls from commerce.health.state.ny.us?, 7. Enable Editing if necessary. A note at the bottom states: "By not entering the start and end number in step 3, you will get a spreadsheet with all available barcodes." The slide also features the New York State Department of Health logo in the bottom right corner.

**AGAIN, please coordinate with your other facility colleagues (in the training) which barcodes you will be using.**

Only the eFINDS Reporting Administrator can generate (download) the eFINDS spreadsheet. Anyone with access to Microsoft Excel or Google docs can populate it and maintain it.

You may consider using this option if you have a stable/static population. When an evacuation is warranted, then the user in an eFINDS role can upload the file. Either the eFINDS Data Reporters or eFINDS Reporting Admins can upload the file.

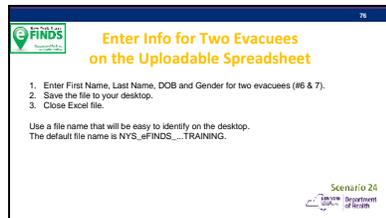
Slide 75



When an Excel file is generated, all available barcodes are provided.

Coordinate with your fellow facility trainees which barcodes will be used. If you happen to assign an evacuee to the same barcode and both spreadsheets get uploaded and error will occur, and only one evacuee will be registered.

Slide 76

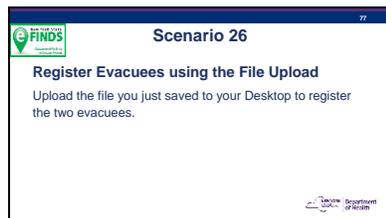


Enter info for evacuees # 6 and 7 that you created in the beginning of the training session.

Enter first name and last name. Use proper cell format for DOD and select Gender from dropdown list. If any other cells contain data, an error will occur.

You can only assign evacuees to the barcodes provided. The file will not upload if more info is added to the spreadsheet.

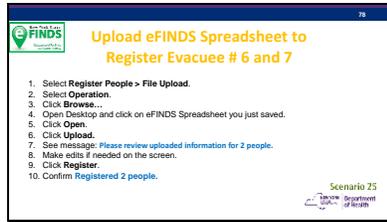
Slide 77



If only two barcodes contained info, then only two evacuees will be registered, and the remaining barcode will stay available.

If you want a “real” Evacuation spreadsheet then the barcodes do not end in a D and will need to be downloaded from the Evacuate side of eFINDS.

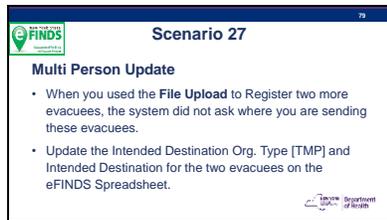
Slide 78



If you filled in evacuee info on the spreadsheet incorrectly, you can make edits before clicking Register > See step 7.

Note: This method only allows you to register evacuees without an intended destination. You cannot upload this file without selecting an operation, so select the operation you created today.

Slide 79



We registered two more evacuees without an intended destination. In this scenario, we will input the intended destination and mark the two people as evacuated.

Slide 80



You followed these steps before in scenario 20 when you evacuated the two people you registered using the Multi Person Input. See how the Multi Person Input and the File Upload features are similar.

Slide 81

**Scenario 28**

**View Facility Report**

- See the statuses for all seven (7) evacuees, because they were all under the same Operation.

Scenario 28  
Department of Health

We always like to be sure we are doing things correctly, and all participants in this training are on the same scenario. Let's check our work.

Slide 82

**Scenario 27**

**View Facility Report**

1. Select Reports.
2. Select Facility Report.
3. Click I am an evacuating facility.
4. Select your facility type and facility name if necessary.
5. Select your Operation.
6. Click Generate Report.
7. Confirm your two newest evacuees are listed, the Current Location is your TMP Location, and status for all three is Received.

You should also see all seven evacuees. Confirm the status of evacuee # 6 and 7 is Evacuated.

Scenario 27  
Department of Health

You should see all seven evacuees listed, because they are under the same operation.  
Are three evacuees Repatriated?  
Are the last two that you uploaded Evacuated?  
What status are your evacuees # 4 and 5?  
Their status should be??? [Received]

Slide 83

**Scenario 29**

**Quick Search Name**

- Use Quick Search to find one of your seven evacuees (pick one).
- Enter first name only.
- View results.
- Click on barcode link to view Tracking History.

Scenario 29  
Department of Health

Quick Search allows you to find people using only two characters, just a first name or just a last name, medical record (MR), employee, or by any detail in the Note, Medical Info or Contact Info field. You can also search by barcode #.

Slide 84

**Quick Search Evacuee by Name**

1. Select **Quick Search**.
2. Select **Enter the first name** of one of your evacuees.
3. Find evacuee in results table.
4. Verify **Name, Operation and Status** is correct.
5. Click on **barcode** link.
6. Scroll down to view tracking history for this evacuee.

Scenario 28  
Tasmanian Department of Health

Pick an evacuee from #1 – 7.

What is their status?

What does their tracking history tell you?

Slide 85

**Quick Search Barcode**

- Use **Quick Search** to find one of your seven evacuees (pick one).
- Enter the evacuees barcode number.
- View results.
- Click on **barcode** link to view Tracking History.

Tasmanian Department of Health

Pick another evacuee from # 1 – 7.

Now let's search by their barcode #.

Slide 86

**Quick Search Evacuee by Barcode**

1. Select **Quick Search**.
2. Select **Scan or Type the barcode** of one of your evacuees.
3. Find evacuee in results table.
4. Verify **Name, Operation and Status** is correct.
5. Click on **barcode** link.
6. Scroll down to view tracking history for this evacuee.

Scenario 29  
Tasmanian Department of Health

What is their status? Where are they located now? Is what you are seeing correct?

Slide 87

**Scenario 31**

**Update Notes Field for Evacuee**

- For the barcode you just searched, click on the barcode link to open evacuee record.
- Enter a medicine or medical condition about this evacuee.
- Save edits without changing the status.

Scenario 31  
Department of Health

While you have an evacuee record open, let's add details about this evacuee, like medicine needed or medical condition, such as insulin, dialysis, dementia, etc.

Slide 88

**Scenario 30**

**Update Medical Info or Notes Field**

1. Select **Quick Search**.
2. Select **Scan** or **Type the barcode** of one of your evacuees.
3. Find evacuee in results table.
4. Verify Last Name, Operation and Status is correct.
5. Click on **barcode** link.
6. Scroll down to Medical Info or Note field.
7. Enter medical details about this evacuee.
8. Click **Save Edits**.
9. Confirm edit is complete.

Scenario 30  
Department of Health

This is just another method of finding all the evacuees that you have access to. In other words, you will only see info about an evacuee that you registered or was intended to come to you. This protects evacuee info from being disclosed to just anyone.

Slide 89

**Scenario 32**

**Quick Search for Medical Info or Note Field**

- Return to Quick Search.
- Enter text from the Notes Field you just edited to find the evacuee's record.

Scenario 32  
Department of Health

Let's try another way to search.

Slide 90

The slide is titled "Quick Search Medical Info or Note Field" and contains a numbered list of six steps. The steps are: 1. Select Quick Search. 2. Select text you just entered for one of your evacuees in the Medical Info or Note field. 3. Find evacuee in results table. 4. Verify Name, Operation and Status is correct. 5. Click on barcode link. 6. Scroll down to view tracking history for this evacuee. The slide also features the "Scenario 31" logo and the "Texas Department of Health" logo in the bottom right corner.

This search only brings up results for your evacuees or evacuees that were intended to come to you. You would not need to receive them prior to finding them using this search.

Slide 91

The slide is titled "Scenario 33" and contains the text "Last Two Evacuees arrive at the TMP Location Use the Multi Person Update to change status to Received". Below this text is a bulleted list: "You are at the TMP location with the last two evacuees." and "Update their Current Location Org. Type [TMP], Current Location and change to the status to Received." The slide also features the "Scenario 33" logo and the "Texas Department of Health" logo in the bottom right corner.

Now let's receive our last two evacuees.

Slide 92

The slide is titled "Receive Two Evacuees at the TMP Location Using Multi Person Update" and contains a numbered list of nine steps. The steps are: 1. Select Manage People > Multi Person Update. 2. Select your Operation (the one you added). 3. Select [TMP] Temporary Intended Destination Org. Type. 4. Select your TMP Location for Intended Destination. 5. Select the Receive Action. 6. Click List. 7. Select the two evacuees you just evacuated. 8. Click Receive Selected. 9. Confirm Receive completed for 2 people. The slide also features the "Scenario 21" logo and the "Texas Department of Health" logo in the bottom right corner.

This method should be familiar to you. We have done this before in scenario 21.

Slide 93

The slide is titled "Scenario 34" and "Evacuate to Another Location". It contains the following text:

One of the evacuees that you just Received will not be staying at the TMP Location:

- Open a record for either one of the evacuees you just Received.
- Update their Intended Destination Org. Type and Intended Destination to the **Instructor's Location** and change their status to Evacuated.

The slide also features the eFINDS logo in the top left and the Department of Health logo in the bottom right.

Now for something new. If you are a receiver and an evacuee needs to go to another location, then you will need to update the intended destination and evacuate them. This indicates the person is on their way to someplace else.

**Note** that unless the instructor receives them, their status will remain as Evacuated.

If this were a real event, then you would need to contact the facility and have the evacuee received. You want your reports to be accurate.

Also note, that if you do not have an eFINDS role at the receiving facility, then you cannot Receive them. This is why, for training purposes you created a TMP location- everyone has access to the TMP locations.

Look at the evacuees record and see that you cannot select the Instructor's Current Location. That is, of course, if you do not have a role there.

Slide 94

The slide is titled "Scenario 33" and "Evacuate to Another Location". It contains the following numbered list:

1. Use Quick Search to find evacuee just received at TMP Location – search by name or barcode.
2. Find evacuee in results table.
3. Verify Name, Operation and Current [TMP] Location is correct.
4. Click on **barcode** link.
5. Change Intended Destination Org. Type to [HCO] Hospital.
6. Change Intended Destination to Instructor's facility.
7. Click **Evacuate**.

The slide also features the eFINDS logo in the top left and the Department of Health logo in the bottom right.

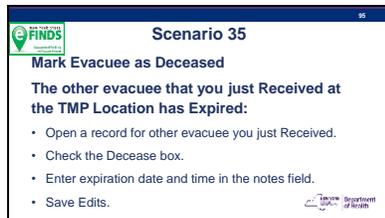
We are moving this evacuee to another location, but not the original facility they evacuated from.

If you did change intended destination to the original facility, you would see an Initiate Repatriation button instead of an Evacuate button.

<Instructor Action: Give the participants your Intended Destination Org. Type and facility.>

<As the instructor you do not need to receive them.>

Slide 95

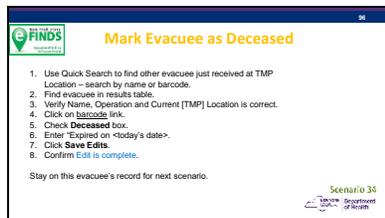


The screenshot shows a slide titled "Scenario 35" with the sub-heading "Mark Evacuee as Deceased". The main text reads: "The other evacuee that you just Received at the TMP Location has Expired:". Below this, there is a bulleted list of instructions: "Open a record for other evacuee you just Received.", "Check the Deceased box.", "Enter expiration date and time in the notes field.", and "Save Edits.". The slide includes the eFINDS logo in the top left and the "Texas Department of Insurance" logo in the bottom right.

If an evacuee dies, their eFINDS record can be updated to indicate the person is deceased.

You may want to communicate this info to the evacuating facility somehow (phone call or email), but you can also mark their record.

Slide 96



The screenshot shows a slide titled "Scenario 36" with the sub-heading "Mark Evacuee as Deceased". It contains an 8-step numbered list: "1. Use Quick Search to find other evacuee just received at TMP Location - search by name or barcode.", "2. Find evacuee in results table.", "3. Verify Name, Operation and Current [TMP] Location is correct.", "4. Click on barcode link.", "5. Check Deceased box.", "6. Enter 'Expired on <today's date>'.", "7. Click Save Edits.", "8. Confirm Edit is complete.". Below the list, it says "Stay on this evacuee's record for next scenario.". The slide includes the eFINDS logo in the top left and the "Texas Department of Insurance" logo in the bottom right.

Marking a person deceased is just a check box, but entering info in the notes fields is also helpful such as date and time of expiration.

Stay on this record for next scenario.

Slide 97

**Scenario 36**

**Will Not Repatriate Status**

Deceased person will not be returning to your facility. When an evacuee expires, is discharge or will not be leaving the current location, then their status is Will Not Repatriate.

- Open the record for the deceased person.
- Remove the Intended Destination Org. Type by clicking Select One.
- Update status to Will Not Repatriate.

We have seen the following statuses: Available (no one registered to this barcode), Registered, Evacuated, Received, Repatriation Initiated, and Repatriated.

When a person will not be returning to their original location, their status is Will Not Repatriate.

Sometimes an evacuee gets discharged, or they want to stay at the facility they are currently at.

OR, in this case, an evacuee expires (dies) after they are received at a destination.

A deceased person is not returned to the sending/evacuating facility. In the eFINDS System, we know the person is deceased, and will be taken to the funeral home or morgue, and their status is updated to Will Not Repatriate.

Slide 98

**Update Status of Deceased Person to Will Not Repatriate**

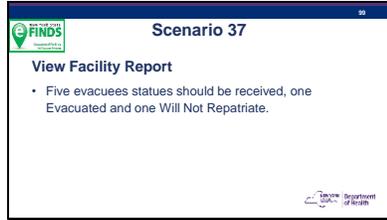
1. If you stayed on this evacuee's record, you will have two statuses: Evacuate and Cancel Receive.
2. Verify Name, Operation and Current [TMP] Location is correct.
3. Change Intended Destination Org. Type to "Select One."
4. Click **Will Not Repatriate**.
5. Confirm Will not Repatriate is completed.

When an evacuee expires, the only way to get the Will not Repatriate button to appear is to blank out the Intended Destination.

The current location will not change.

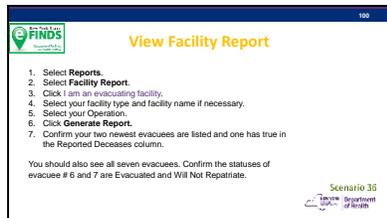
From the History, you will know where the person originated from, when they expired, and where they were last.

Slide 99



Let's check the report again.

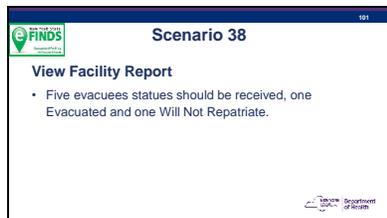
Slide 100



You should see all seven evacuees listed, because they are under the same operation.

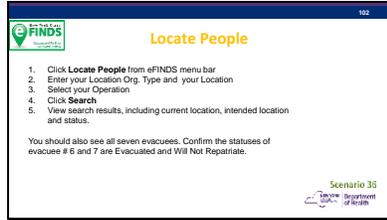
Are your statuses for evacuee 6 and 7 correct? What about their current locations?

Slide 101



Let's check the report again.

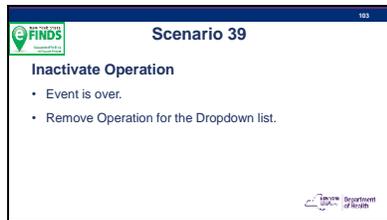
Slide 102



This is just another method of searching for evacuees, but allows you to perform a more advance search, such a DOB or All Males/Females.

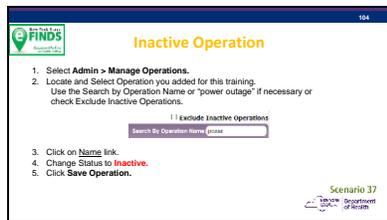
Here you should see the same seven evacuees listed as you did in the Facility Report, because they are under the same operation.

Slide 103



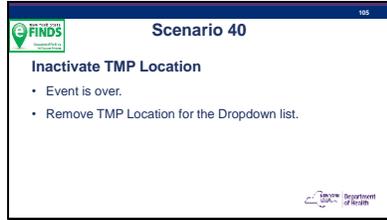
Generally speaking, you would inactive an operation if all statuses were either Registered, Repatriated or Will Not Repatriate.

Slide 104



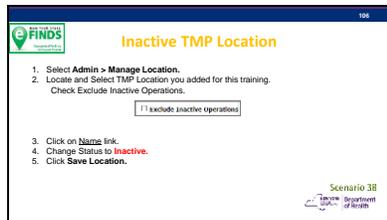
Search by Operation Name if needed.

Slide 105



You can always re-activate if needed.

Slide 106



Search by TMP location name if needed.

Slide 107



More detailed instructions on how to use the eFINDS Mobile are in the Web version of eFINDS. Select Mobile Download from the eFINDS menu.

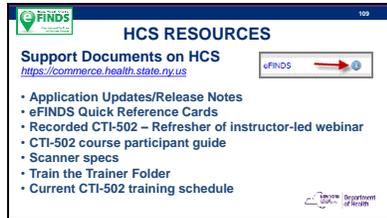
See eFINDS Mobile Quick Reference card.

Slide 108



Start countdown clock

Slide 109

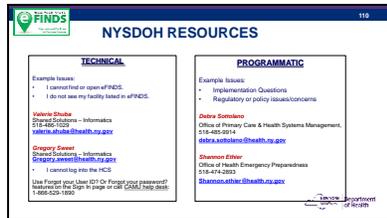


Don't forget to check for updated training materials and eFINDS Release Notes.

Scroll down to Application Assistance after you click the blue info icon and click the eFINDS document folder.

When a document is updated, the Date Posted will be updated also, so you will know if something has changed since your last training or download

Slide 110



The Health Commerce System trainers are the team responsible for providing technical assistance with eFINDS, so if you find that you are having a technical issue with eFINDS or the Health Commerce System in general you should contact the Health Commerce System Trainers at the number or email listed on the screen.

Contact the CAMU help desk for password and account questions, if results from the sign in page's Forgot your password or Forgot your User ID are not successful.

For non-technical issues that lean more towards implementation, operations and regulatory concerns, please address those

to the Office of Primary a Systems  
Management, Director of Preparedness  
Care & Health

Slide 111



Slide 112



# Module 3: Teach Back

*Facility Trainers Will Skip This Module when presenting to their staff.*

Your participants need to be engaged to learn. People learn by actively participating in observing, speaking, writing, listening, thinking and doing. Learning is enhanced when participants have an opportunity to practice what they have learned.

This module helps to ensure that the participants understood the training as it was delivered. Its effectiveness is important, as these learners become the facility trainer. It allows the learners to explain eFINDS scenarios in their own words, and in a manner their co-workers will understand. This is not a quiz! It is an opportunity to check the level of understanding and re-explain content as needed. As the trainer you may discover a better way of explaining a specific eFINDS function also.

This module is expected to take two hours, based on 20 participants. This gives each person only six minutes to present their selected scenario. The goal of this teach back is to allow participants the opportunity to practice teaching to ensure competency.

## Teach Back Exercise

Distribute to each participant, either on an index card or a sheet of paper, a scenario or set of “hands on” exercises from Module 2 and ask them to teach back to the class. Give them a few minutes to gather notes about their teach back from the presentation materials.

Distribute copies of the Framework for Evaluation to participants and ask them to complete the “Teach Back Evaluation Comments” of a trainer’s skill for each of the five performance criteria on the matrix. The completed comment forms should be provided to the person at the end of the teach back. This Framework is intended to provide constructive feedback to each facility trainer.

## Sample Teach Back Scenarios

These scenarios work best if demonstrated in teacher order, and with the instructor's test facility already set at a location. This eliminates the time for teachers to login to their individual accounts.

**TIP:** Use the same Operation and TMP location for each Teach Back scenario.

### Teacher 1

1. Demonstrate how to search Active Operations.
2. Create a Training Operation.
3. Inactivate the Operation.
4. Re-active the Operation.

### Teacher 2

1. Demonstrate how to generate five more training barcodes.
2. Download and print scannable log.
3. View eFINDS Supplies Request status.

### Teacher 3

1. Using Teacher 1's Operation, register one evacuee by typing in barcode from Teacher 2's PDF.
2. Evacuate this person to the predetermined TMP Location.
3. View Facility Report.

### Teacher 4

1. Using Teacher 1's Operation, register another evacuee by scanning in barcode from Teacher 2's PDF.
2. Enter a note about this evacuee, e.g., medical condition, medication or special needs.
3. Use Quick Search to view the evacuee's current status (Registered) by entering the info you just added into the notes field.

### Teacher 5

1. Using Teacher 1's Operation, register two evacuees using Multi Person Input.
2. Evacuate them to a TMP Location.
3. View Facility Report for the Operation.
4. Describe when this feature of eFINDS might be used.

### Teacher 6

1. Generate an eFINDS Spreadsheet.
2. Register one evacuee using the File Upload with Teacher 1's Operation.
3. View Facility Report for the Operation.

**Teacher 7**

1. Use Quick Search to locate evacuee from Teacher 6's upload.
2. Evacuate to a TMP Location.
3. View Facility Report for the Operation.

**Teacher 8**

1. Use Quick Search to locate evacuee from Teacher 6's upload.
2. Evacuate to a TMP Location.
3. View Facility Report for the Operation.

**Teacher 9**

1. Receive all five evacuees to TMP location using Multi Person Update.
2. View Facility Report for the Operation.

**Teacher 10**

1. Describe what eFINDS is, when it is used and what supplies you need.

**Teacher 11**

1. List and describe what the eFINDS status are and what they mean.

**Teacher 12**

1. Describe what a TMP Location is.
2. Add a TMP Location.
3. Make TMP Location in-active.

**Teacher 13**

1. Demonstrate how to update contact info, look up your coordinators and see what roles are linked to your HCS User ID.
2. Describe the difference between the eFINDS Data Reporter and eFINDS Reporting Administrator.

**Teacher 14**

1. Describe what it means to Initiate Repatriation.
2. Describe what Will Not Repatriate means, and when it is used.
3. Update the four of the five evacuees to Repatriation Initiated, and one to Will Not Repatriate.
4. View Facility Report for the Operation.

**Teacher 15**

1. Describe what it means to Repatriation is.
2. Update the four evacuees to Repatriated.
3. View Facility Report for the Operation and point out the evacuee that will not be returning.
4. Demonstrate how to export this report to Excel or PDF.

**Teacher 16**

1. Describe what it means to Initiate Repatriation.
2. Describe what Will Not Repatriate means, and when it is used.
3. Update the four of the five evacuees to Repatriation Initiated, and one to Will Not Repatriate.
4. View Facility Report for the Operation.

*Repeat some Teach Back Scenarios so that each participant has an opportunity to present their scenario back to their fellow learner.*

**Instructor Resources and Training Materials**

Framework for Evaluation of Teach Back (Appendix H)

# Appendices

## A. IT Site Evaluation Checklist

This document is a checklist of the key features and capabilities one should expect a site to have when managing an **Information Technology supported** event.

**NOTE:** Getting information sufficient to check a box “Yes” or “No” on this list will not by itself ensure the site you choose is optimal for an **Information Technology supported event**. This sheet is an initial checklist of the features and capabilities you should find for a site. You may need to investigate further to ensure the site provides those features and capabilities which are of critical importance to you to meet your requirements.

*If you have any “No” answers to the questions below you may need to investigate further to correct these deficiencies to ensure the site provides the features and capabilities which are of critical importance to meet your requirements.*

Pre-Evaluation Requirements	Comments	Yes	No
1. How many computer devices do you need for the site to run at full capacity?			
2. Do you have enough computer devices, including spares?		<input type="checkbox"/>	<input type="checkbox"/>
3. Does the site have electrical power?		<input type="checkbox"/>	<input type="checkbox"/>
4. Does the site have Internet access available for your use?		<input type="checkbox"/>	<input type="checkbox"/>
5. Does the site have Wireless (i.e. Wi-Fi) access to the Internet?		<input type="checkbox"/>	<input type="checkbox"/>
6. Do you have the available resources or equipment to correct any of the “No Question” statements above?	N/A <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Corrections Needed:</b>			
General Requirements – On Site	Comments	Yes	No
7. Are there enough power outlets to support your computer devices and other needs? <b>Observe the locations and the # of outlets:</b>		<input type="checkbox"/>	<input type="checkbox"/>
8. Will the electrical breaker of the power outlets support the number of computer devices you need for the site? <b>In most cases this should not be an issue unless the building is a very old one.</b>		<input type="checkbox"/>	<input type="checkbox"/>
9. Do you have extension cords / power strips needed for your computer devices to get power from the power outlets? If so, how many are needed? <b>Power strips: Power cord &amp; lengths:</b>		<input type="checkbox"/>	<input type="checkbox"/>
10. Can you safely secure the extension cords to avoid any hazards? (i.e. tripping)		<input type="checkbox"/>	<input type="checkbox"/>

11. Can you secure the extension cords on the floor? (i.e. via duct tape or painter’s tape) <b>Note:</b> Some locations will not allow you to secure tape items to the floor due to the finish of the floor.		<input type="checkbox"/>	<input type="checkbox"/>
12. Do you have the available resources or equipment to correct any of the “No Question” statements above?	N/A <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Corrections Needed:</b>			
<b>Internet Requirements - On Site</b>	<b>Comments</b>	<b>Yes</b>	<b>No</b>
13. Is the Internet access Wired or Wireless? <b>Recommendation:</b> If the Internet access is wired please seek out Information Technology assistance.			
14. Do you know the Username and Password to access the Internet for the Site?		<input type="checkbox"/>	<input type="checkbox"/>
15. Does the Internet connection have the <b>Bandwidth</b> to support the number of computer devices you need for the site?		<input type="checkbox"/>	<input type="checkbox"/>
16. Have you tested the Internet connection prior to the exercise?		<input type="checkbox"/>	<input type="checkbox"/>
17. Do you have a backup plan should the Internet <b>fail</b> or become unavailable?		<input type="checkbox"/>	<input type="checkbox"/>
18. Do you have the available resources or equipment to correct any of the “No Question” statements above?	N/A <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Corrections Needed:</b>			
<b>Wireless Network Requirements – On Site</b>	<b>Comments</b>	<b>Yes</b>	<b>No</b>
19. Is the Wireless Network IP Address <b>DHCP</b> or <b>Static</b> ? <b>Recommendation:</b> If the IP address is static please seek out Information Technology assistance.			
20. If needed, do you know the following: <b>SSID, Security Type, Encryption type, Security Key</b> and/or <b>other variables needed</b> to access the wireless connection for the site location?		<input type="checkbox"/>	<input type="checkbox"/>
21. Is there a strong Wireless Signal and does it cover the entire area needed?		<input type="checkbox"/>	<input type="checkbox"/>
22. Will your computer devices automatically connection to the Wireless Network? If no, will configuration or documented steps be needed to connect?		<input type="checkbox"/>	<input type="checkbox"/>
23. Have you tested the wireless equipment/connection?		<input type="checkbox"/>	<input type="checkbox"/>
24. Do you have a backup plan should the wireless <b>fails</b> or become unavailable?		<input type="checkbox"/>	<input type="checkbox"/>
25. Do you have the available resources or equipment to correct any of the “No Question” statements above?	N/A <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Corrections Needed:</b>			

IT Support Evaluation Requirements – On Site	Comments	Yes	No
26. Does the site have an IT support / contact?		<input type="checkbox"/>	<input type="checkbox"/>
27. Do you have the contact information for the site’s IT Support / Contact?		<input type="checkbox"/>	<input type="checkbox"/>
28. Will the IT contact be available for support on the day(s) of your event(s)?		<input type="checkbox"/>	<input type="checkbox"/>
29. Do you have the available resources or equipment to correct any of the “No Question” statements above?	N/A <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Corrections Needed:</b>			

## B. eFINDS Role Descriptions

Access to eFINDS application is role based. HCS users need one of the following roles to access this application:

**eFINDS Data Reporter**—this is a facility role that can:

- Register people with or without scanner.
- Update info in tracking history.
- Upload the eFINDS spreadsheet (Excel) to register evacuees.

**eFINDS Reporting Administrator**—this is a facility role with the highest permissions. This role can:

- Create an operation when evacuation event impacts a single facility (e.g., fire, power outage).
- Create temporary locations.
- Order eFINDS supplies.
- Register or update info in tracking history.
- Generate Barcode Assignment: Scannable Log (PDF log) or Download or Upload Spreadsheet (Excel).
- Register people without having barcodes to scan using the Multi-Person Input.

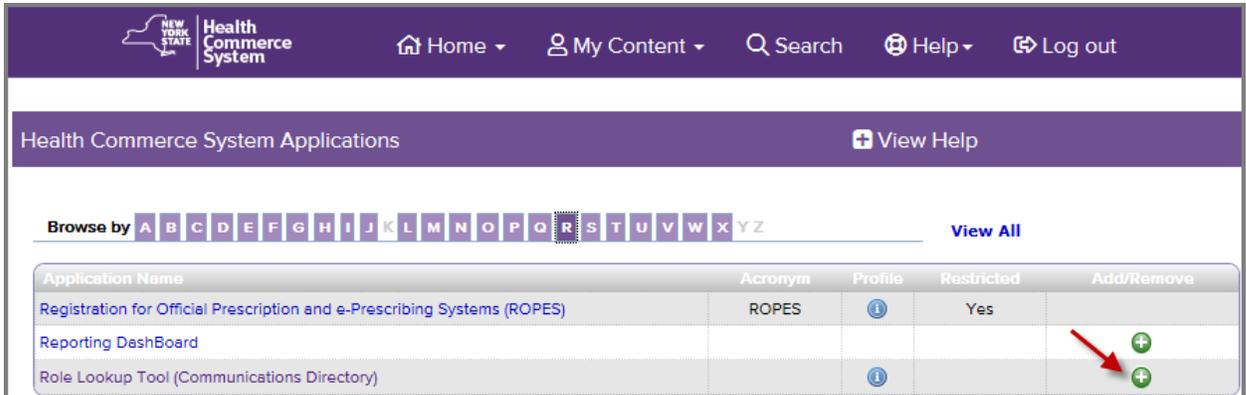
## C. Role Look Up Tool

This HCS Tool is open to all HCS users and is used to look up contact information by:

- organization type - produces an alphabetical list of all organizations of that type, or you can select lists of that org type sorted by region or county.
- a person's last name - produces a list of persons in roles with a similar last name.
- a person's userID - produces a list of roles for just that userID.

Click **My Content > All Applications > Letter R > Role Lookup Tool (Communications Directory)**

If you would like to add a short cut on the home page to your My Applications list, click the green add icon:



## D. HCS Coordinator links user ID to an eFINDS role

1. Click **Coordinator's Update Tool**
2. Select the appropriate organization
3. Click **Manage Role Assignments** (blue tab)
4. Click the **Modify** link located to right of the role name
5. Under section 2 (if no one is currently in role) or section 3 (if role has been assigned), check the box to the right of the person with an ID you wish to add to the role

**TIP:** Avoid assigning the role if you see an “na” after a user’s name. This will not assign user any permissions.

- a. If you cannot locate the person in the list, then proceed to the last option, “Search for Person(s) by Name.” Enter the person's last name in the Search for Person(s) by name.
  - b. Click **Submit**
  - c. Select the person in the list with a valid user ID
6. Click **Add Role Assignments**.

## Set up and configure your scanner

The New York State Department of Health has provided your agency with one Honeywell Xenon 1900 hand-held area image scanner in either white or black finish, for use with the e-FINDS system. Before you begin using the scanner with e-FINDS you must set up and configure the scanner.



Step 1. Take the scanner out of any packaging. Your box should contain one (1) Xenon 1900 hand-held scanner (white or black finish; black finish pictured) and one (1) USB to 10-pin modular connector scanner interface cable.

Step 2. Plug the 10-pin modular connector into the base of the handheld scanner. Insert the connector into the opening a press firmly. The connector is keyed to go in only one way, and will click into place.



Step 3. Plug the USB end of the interface cable into an open USB port on your computer. The scanner should beep. If the scanner does not beep USB ports may be disabled on your computer. You will need to work with your internal desktop computer support personnel to enable your USB ports before continuing with this procedure.

Step 4. Scan this barcode, and then proceed to testing your scanner.



## Test your scanner



Step 1. Log into the Health Commerce System (HCS) <https://commerce.health.state.nv.us>

Step 2. Click eFINDS under My Applications.

If you do not see eFINDS listed under My Applications, you have not yet been assigned to an eFINDS role. Please see your Health Commerce System Coordinator (**My Content > Look up my coordinators...**) to be assigned to an eFINDS role.

Step 3. Select "Evacuate" if your barcode does not end in a D. Select "Practice" if does. Remember that training barcodes end with the letter "D" and are marked as Training.

Step 4. Using your Xenon 1900, scan a barcode.

Step 5. eFINDS should find the barcode and present you with a data entry form for the barcode.



If it cannot find the barcode be sure you are in the DEMO system and scanning a barcode that ends in "D". Also, do not scan the same barcode over and over. This can lead to a caching issue in your web browser, instead alternate scanning several different barcodes.

## F. Paper Patient

<p>Patient Name: _____</p> <p>Date of Birth: _____</p> <p>Barcode No.: _____</p>	
--	---

## G. eFINDS Readiness Checklist

The following document has been developed to be used by facilities using eFINDS for patient/resident tracking during a single facility or multi-facility evacuation event.

- Location and access to eFINDS supplies/equipment.**
  - o Make sure that you have at least one eFINDS Scanner
  - o Make sure that the number of wristbands that you have in storage match the number of beds certified

If you need more wristbands for a **“Real” Evacuation**, then user in the eFINDS Reporting Administrator role can request supplies by following these steps:

1. Open **eFINDS**
2. Click **Evacuation**
3. Select Location (if necessary)
4. Click **Supply Requests** on the main menu.
5. Choose **Create a New Supply Request \***
6. Fill in the form and click Submit New Supply Request.

You will receive email notifications regarding the status of your request.

- Locate the staff assigned to e-FINDS Reporting Administrator or eFINDS Data Reporter Role.**
  - o Talk to your HPN Coordinator and verify that your facility has staff assigned to the e-FINDS Roles
- HCS Coordinator links user ID to an eFINDS role:**
  1. Click **Coordinator's Update Tool** (left side panel under My Applications)
  2. Select your **facility (pfi)**
  3. Click **Manage Role Assignments** (blue tab)
  4. Click the Modify link to the right of the role, such as eFINDS Data Reporter OR eFINDS Reporting Admin.

**IMPORTANT: Admin role has higher permissions, so there is no reason to add a user to both roles. (Click role name for role description)**

5. Check the box next to the person you want to add to the role\*
6. Click the **Add to Role** button.

\* If you are trying to assign a person with an existing HCS account user, with another primary organization, proceed to the last option (3 or 4) on the role assignment page. Enter the last name of the person and click submit. When the results display, select the name of the person with the correct organization and user id. Note: Assigning a role to an “NA” account (John Doe No Account on File, Facility) does not grant permissions to eFINDS.

- If you need help regarding Commerce accounts, please contact CAMU at 866-529-1890

□ **eFINDS Quick Reference Cards**

If you are in the eFINDS application, you can click on the Help link to open the Emergency Response folder. All four quick cards are in this folder: Mobile, Add TMP Location, Add Operation and eFINDS basic steps for registering and receiving evacuees.

OR

1. Sign in to the HCS <https://commerce.health.state.ny.us>
2. Select eFINDS from “My Application list”
3. Click on the Blue Information icon
4. Scroll down page and Click on the eFINDS document folder



## Application Assistance

### Tutorial

- Go to the [e-FINDS document folder](#) (Documents > Hospital > Preparedness > E-FINDS) to find:
  - Training Schedule
  - Quick Reference Card
  - Recorded Training Session

## H. Framework for Evaluation of Teach Back

Please make a copy for each participant.

Use this framework to evaluate your colleagues on their teach back and to also help you prepare for your teach back.

Use the comments form that follows (I) to provide feedback to your colleagues.

<b>Skill level</b>  <b>Performance Criteria</b>	<b>Emerging</b>	<b>Developing</b>	<b>Advanced</b>
<b>1. Followed curriculum</b>	Deviated significantly from the prescribed curriculum. May have introduced fallacies or other inaccuracies to the material. Did not execute hands on exercises as designed.	Made minor changes to curriculum in an insignificant way. Executed hands on exercises as designed, did not introduce any inaccuracies to the material.	Adhered strictly to the curriculum or made changes that demonstrated a clear internalization of the material and did not significantly alter the material. Introduced no inaccuracies and executed hands on exercises explicitly as designed.
<b>2. Topic Knowledge</b>	Student does not have grasp of information; student cannot answer questions about the subject. Inaccurate, generalized, or inappropriate information provided.	Student has a partial grasp of the information. Student is at ease with expected answers to all questions but fails to elaborate. Over dependence on notes may be observed.	Student has a clear grasp of information. Student demonstrates full knowledge (more than required) by answering all class questions with explanations and elaboration. Speaking outlines are used for reference only.

<b>Skill level</b>  <b>Performance Criteria</b>	<b>Emerging</b>	<b>Developing</b>	<b>Advanced</b>
<b>3. Audience Adaptation</b>	<p>The presenter is not able to keep the audience engaged. The verbal or nonverbal feedback from the audience may suggest a lack of interest or confusion. Hands-on exercises are not well executed.</p>	<p>The presenter is able to keep the audience engaged most of the time. When feedback indicates a need for clarification, the speaker makes an attempt to clarify. Generally, the speaker demonstrates audience awareness through nonverbal and verbal behaviors. Hands-on exercises are handled with a minimum of difficulty.</p>	<p>The presenter is able to effectively keep the audience engaged. Material is modified or clarified as needed given audience verbal and nonverbal feedback. Nonverbal behaviors are used to keep the audience engaged. Delivery style is modified as needed. Hands-on exercises are handled with ease.</p>
<b>4. Language Use (Verbal Effectiveness)</b>	<p>Language choices may be limited, peppered with slang or jargon, too complex, or too dull. Language is questionable or inappropriate. Some biased or unclear language may be used.</p>	<p>Language used is mostly respectful or inoffensive. Language is appropriate, but word choices are not particularly vivid or precise.</p>	<p>Language is familiar to the audience, appropriate for the setting, and free of bias; the presenter may “code-switch” (use a different language form) when appropriate. Language choices are vivid and precise.</p>

Skill level  Performance Criteria	Emerging	Developing	Advanced
<b>5. Delivery (Nonverbal Effectiveness)</b>	The delivery detracts from the message; eye contact may be very limited; the presenter may tend to look at the floor, mumble, speak inaudibly, fidget, or read most of the speech; gestures and movements may be jerky or excessive. The delivery may appear inconsistent with the message. Nonfluencies (“ums”) are used excessively. Articulation and pronunciation tend to be sloppy. Poise of composure is lost during any distractions. Audience members have difficulty hearing the presentation.	The delivery generally seems effective – however, effective use of volume, eye contact, vocal control, etc. may not be consistent; some hesitancy may be observed. Vocal tone, facial expressions, and other nonverbal expressions do not detract significantly from the message. The delivery style, tone of voice does not seem out-of-place or disrespectful to the audience or occasion. Some uses of non-fluencies are observed. Generally, articulation and pronunciation are clear. Most audience members can hear the presentation.	The delivery is extemporaneous -- natural, confident, and enhances the message – posture, eye contact, smooth gestures, facial expressions, volume, pace, etc. indicate confidence, a commitment to the topic, and a willingness to communicate. Limited use of non-fluencies is observed. Articulation and pronunciation are clear. All audience members can hear the presentation.

# I. Teach Back Evaluation Comments

Please make enough copies so that each teach back can be evaluated by a least two participants.	
<b>Instructor:</b>	
<b>Followed Curriculum:</b>	
<b>Topic Knowledge:</b>	
<b>Audience Adaptation:</b>	
<b>Language Use (Verbal Effectiveness):</b>	
<b>Delivery (Nonverbal Effectiveness):</b>	

## J. Planning Considerations Checklist

### Facility eFINDS Planning Considerations Checklist:

The following checklist can be used to guide discussion and planning of an eFINDS process with Facility Administrators and subsequently organization discussion of the Facility's eFINDS process with Trainees.

#### **Ensure that you cover all relevant issues in your eFINDS implementation strategy:**

1. Does the facility have persons identified who know the location of the eFINDS wristbands and scanners;
  - a. If the supplies are in a locked space, do these people have the key?
  - b. Are these supplies checked on a regular basis (i.e. quarterly, annually, etc.)
  - c. Are there persons available 24/7 to manage these functions
  - d. Given your facility layout and number/location of stations at which you register your patients/residents, do you need additional scanners?
  - e. Do you have mobile devices that can be utilized as additional scanners?
2. Do you have cohorts of staff who are trained in the use of eFINDS and your facility's evacuation plan, including backup, to cover all your shifts?
  - a. Do you have evacuation coordinator(s) identified for all shifts who will oversee eFINDS implementation?
  - b. Have they attended the appropriate training?
  - c. Does your facility have a staff member who has attended the eFINDS Train-the-Trainer rollout?
3. Do these staff have NYSDOH Health Commerce System (HCS) accounts and have they been assigned to the appropriate eFINDS role in the Communications Directory?
  - a. Is 24/7 contact information (including after-hours contacts) for all of your eFINDS staffing cohort up to date on the HCS?
4. At what locations within the facility will you record the eFINDS data?

- a. Will patients/residents report to a specific location to be barcoded?
  - b. Will staff go to each patient/resident's room?
  - c. If you are a nursing home or adult care facility, will you barcode residents during mealtime when residents are gathered in one location?
  - d. If a hospital, will you assign specific barcodes to each Department to handle their patient registering and barcoding separately?
  - e. Will you record patient name and barcode assignment on the paper barcode log?
  - f. Do you need to scan the patient/resident's records at more than one checkpoint as they leave the facility to ensure that no one has wandered in the movement?
  - g. Have you printed a number of copies of the log to send to receiving facility with resident cohorts?
  - h. Have you defined processes for different types of evacuation scenarios, with/without power; emergency/planned evacuation; night/day; damage and blockage in the facility's physical space?
  - i. Have you developed plans for exercising/drilling these processes with all relevant staff on all shifts?
5. Are you going to enter any key medical information into the note's fields in eFINDS?
  6. Are you going to record your Medical Record # in eFINDS?
  7. Are you going to scan your facility wristband into the notes field to capture your facility's barcode ID# in the eFINDS application?
  8. Will you record the patient/residents barcode number on their personal and medical records that are sent with them to the receiving location? Will you write the barcode number on stickers and affix to personal belongings, Medical Equipment and go kits for your patients/residents?
  9. Have you participated in any evacuation related planning efforts or exercises with your local health department and/or local office of emergency management?

## K. How To Order Evacuation Supplies?

### ***NEED eFINDS Supplies?***

**For Training** the user in the eFINDS Reporting Administrator role can provision/generate additional barcodes for training.

To do so the eFINDS Admin. at your facility will follow these steps:

1. Open **eFINDS**
2. Click **Practice Only**
3. Select Location (if necessary)
4. Click **Manage Barcodes > Generate Barcodes**
5. Verify your facility type and facility name
6. View # of existing barcodes for this location
7. Enter quantity needed and click **Generate Barcodes.**

Generally speaking, eFINDS Training wristbands are not printed or shipped, as the facility can utilize the PDF logs for training and exercises.

**For “Real” Evacuation Supplies** the user in the eFINDS Reporting Administrator role can request supplies by following these steps:

1. Open **eFINDS**
2. Click **Evacuation**
3. Select Location (if necessary)
4. Click **Supply Requests** on the main menu.
5. Choose **Create a New Supply Request \***
6. Fill in the form and click Submit New Supply Request.

You will receive email notifications regarding the status of your request.

\*Each facility was provided with one scanner during the initial roll-out of eFINDS and facilities are responsible for purchasing additional or replacement scanners (see attached for information on recommended scanner models).

**TIP:** The eFINDS mobile app can also be downloaded to a smart phone or tablet to scan barcodes. eFINDS Mobile is available for Android and iOS devices on both Google Play and the App Store.

## L. Scanner Specifications

Honeywell scanners work best with the eFINDS application. However, any brand of USB barcode scanner will work. Both 1D and 2D scanners are compatible.

For optimized scanning in eFINDS, program your scanner using the *Scanner Test* instructions. These are available under the Admin menu item in the eFINDS application.

<b>Honeywell USB Barcode Scanners</b>	
<b>Healthcare Scanners*</b>	<b>Non-Healthcare Scanners</b>
<b>Honeywell Xenon</b> (1900HHD-5USB) <b>Honeywell Xenon 1902h High Density</b> (1902HHD-0USB-5F) <b>Honeywell Enhanced Xenon</b> (1902HHD-5USB-5COL)	<b>Honeywell Voyager</b> (1250g-2USB, 1450G1D-2USB, 1450G1d-2USB-1, 1450G2D-2USB-1) <b>Honeywell 1400g</b> (1400G2D-2USB-1) <b>Honeywell 3800r</b> (3800RSR050-0F00E, 3800RSR050-0A00E, 3800RSR150-0F00E) <b>Honeywell Xenon 1900 High Density</b> (1900GHD-2USB) <b>Honeywell Xenon 1900</b> (1900GSR-2USB, 1900GSR-2USB-EZ)

\*Many of the Honeywell Healthcare Scanners have at least one of these characteristics:

- Disinfectant-ready: The housings of disinfectant-ready products are designed to resist the harmful effects of harsh cleaning agents used commonly in healthcare environments.
- Anti-microbial Products with antimicrobial properties kill or inhibit the growth of potentially harmful microorganisms such as bacteria.