New York State
e FINDS
Evacuation of Facilities in Disasters System

Finger Lakes Region Training

Agenda

- e-FINDS INTRODUCTION
- HANDS-ON EXERCISES
  - Administrative
    A-1: Download Patient/Resident Tracking Sheet (PDF barcode sheet/paper log)
    A-2: Create an Operation for a training, exercise, event
    A-3: Create a Temporary (TMP) Location for a training, exercise, event
    A-4: Dashboard (reports)
  - Evacuate
    E-1: Evacuate a single patient or resident
    E-2: Register multiple patients or residents through the web page (admins only)
    E-3a-c: Create a fillable spreadsheet (admins only), fill it in and upload
    E-4: Update/Release a batch of patients or residents from the evac. Facility
  - Receive
    R-1: Receive a single patient or resident
    R-2: Check in (Receive) a batch of patients or residents at the receiving facility
    R-3a-b: Update/Release/Receive patients or residents to TMP
  - Search/Reports
    S-1: eFINDS patients by original location
    S-2: eFINDS patients at current location
    S-3: Identified incoming eFINDS patients
    S-4: Patient Location/Quick Search Functions
    TEST/SCENARIOS (Optional)

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

BRIEF Overview of eFINDS (more indepth review was covered during the NYSDOH Webinar roll-out) followed by several hands-on training exercises

Hands-on Exercises are divided into 4 sections – Admin, Evacuate, Receive, Search. This will allow sites the ability to focus on a particular aspect of eFINDS when doing training (perhaps JIT) at their facility.

The "OPTIONAL" component is a True/False test to help summarize important aspects covered in the training.

WNY workgroup developed some scenarios to help EP committees discuss various ways they might consider implementing eFINDS in their facility based on an emergent, urgent or planned evacuation.
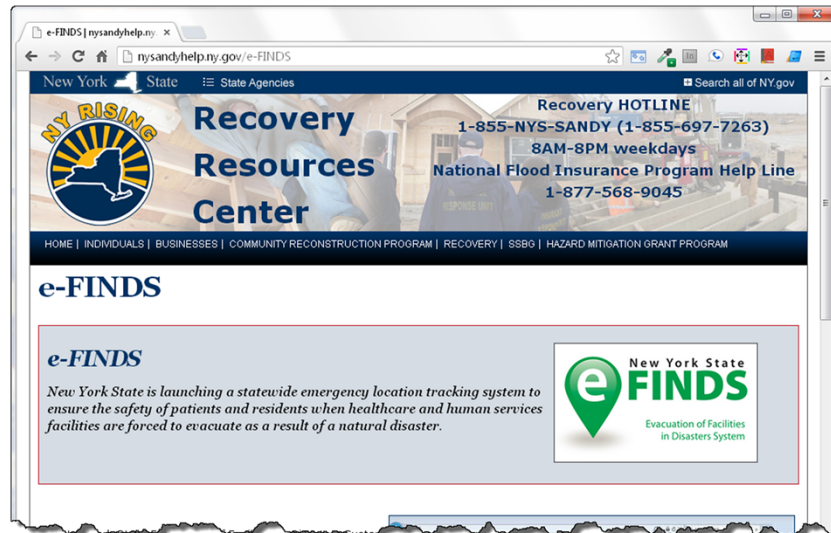
What is e-FINDS? **E**vacuation of **F**acilities **IN D**isasters **S**ystem
NYSDOH mechanism for Patient Tracking, Repatriation, Reunification during an Hospital, LHD, ACF evacuation.

Secure, real time & easy to use common platform for sharing patient and resident location information - Used for incidents, events or practice exercises when facilities need to relocate their patients or residents

The system captures minimal amounts of data, can accommodate multiple updates and allow facilities to track their patient's and resident's movement to other facilities, including temporary shelters. More importantly, where ever the patient/resident resides, the system has hard coded the original location, that is, the location they will return to.

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

e-FINDS continues to be enhanced and with new features. Currently on eFINDS 2.7

(released 11/30/14)

Other/Existing Patient Tracking Forms? (Internal, MAP)

*eFINDS **does not replace** other tracking forms and procedures for tracking within the facility*

- Patient/ Resident wristband used for identification
- Patient/ Resident "Evacuation Tag"
- "Go Pouch"
- Internal tracking (Unit to staging area to portal?)
  - HICS Tracking Log

eFINDS merely tracks patients and in no way is meant to be an electronic medical record.

eFINDs should be used in conjunction with internal methods to track and document the patient and associated equipment, such as the Patient Evacuation Tag, and hospital identification wrist band.The patient's wrist identification band verifies initial identity.

A GO Pouch with chart and clinical information may be used/ affixed to the patient. Basic clinical information such as medications and treatments may also be entered into the eFINDS patient record.

Because e-FINDS is a role based application, once you are added to an e-FINDS role, the application will appear in your My Applications list in the left side panel.

e-FINDS can also be access from the main list of applications.

To verify your role assignment, go to the My Account link and click See what roles I hold. If you are not in an e-FINDS and would like to be, then click on the Look up my coordinators. They are the ones who will add 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 and updated. To do so, click on the Update or verify my contact information.

e-FINDS Roles

Data Reporter (@user)	Reporting Administrator (@admin)
Register patient/resident	Same as data reporter
Update patient/resident Information	Generate the paper log file
Upload patient/resident file	Generate patient/resident barcodes spreadsheet
	Register multiple patients/residents without pre-printed barcode wristbands via the website
	Create an Operation
	Create Temporary Locations

eFINDS is a commerce based-application and relies on Communications Directory role assignments to access the system. There are two roles for healthcare facility employees that provide access (facility permission assignments)

1. The e-FINDS Data Reporter can register patients/residents in the system with or without a scanner, one at a time or multiples by using the e-FINDS spreadsheet provided by the e-FINDS Admin. They can also update with or without a scanner, one at a time or more than one.

2. The e-FINDS Reporting Administrator role can accomplish more tasks such as: generate a PDF of used and unused barcodes, generate a spreadsheet that can be populated with patient/resident information and uploaded by the e-FINDS Data Reporter. The Admin also has the ability to register multiple patient/residents, at a time, without scanning the barcodes.

**Because the Admin can do everything that a data reporter can, <u>you only need to be added to the admin role</u>; both roles are not needed. Also, a facility can have more than one person assigned to either role.

e-FINDS Supplies and Equipment (supplied by NYSDOH)
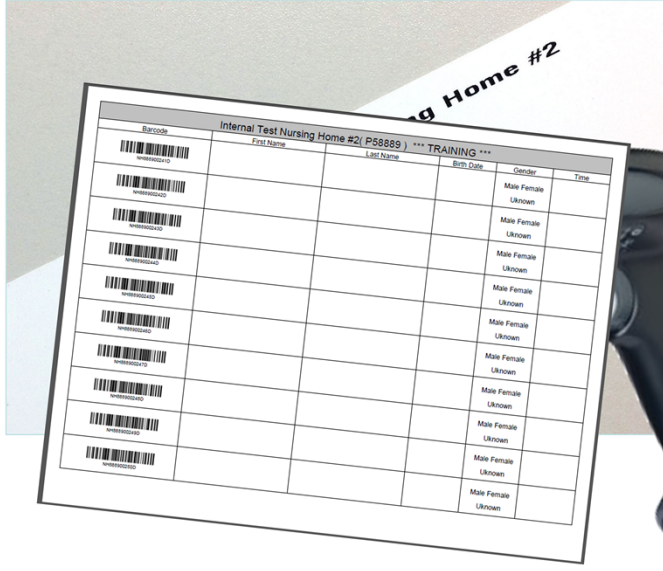
Each facility received a number of wristbands, based on the licensed bed, and the corresponding log sheets.

The barcodes provided will have a special sequence number used solely for your facility to allow for better patient and resident relocation management. Each wristband will contain the facility name, a scannable barcode, and the barcode number. If needed, you can even write on them. **The barcodes on the wristband have a prefix that corresponds to the type of facility (HO, NH, ACF) followed by your agency's unique identifier code, followed by a changing number sequence**

Facilities also received a small set of training bands (16). You will clearly know that they are for training, because they are marked for training in two places, and the barcode number ends in a D for demo. Training wristbands can only be used in the e-FINDS Demo application and the production bands are only recognized in the production e-FINDS. The bands cannot be used in the wrong application by mistake.
NOTE: barcodes are one time use. If a facility has used demo barcodes in a training (demo) it may be necessary to request additional barcodes be added to the facility e-cache. NYSDOH will not issue additional barcode wristbands unless a specific request is made.

Each facility also received one bar code scanner select to work with the e-FINDS application. The budget only provides for one scanner per facility.
Other hospital scanners do work with the eFINDS program but because they are not "programmed" use of non-DOH scanners may require a manual "enter" with the keyboard

Finally, each facility received a copy of their facility paper log **(PDF)** – which contains 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 not internet.

e-FINDS Supplies and Equipment (supplied by facility)

- – Additional Handheld Scanner(s)
- – Computer (laptop, WOW) with internet/ Health Commerce System access
- – eFINDS Quick Reference Card
- – Evacuation Annex (eFINDS Policy and Procedures)

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

Facilitator/ trainer should review the procedures and locations where the equipment can be accessed. Is it a 24/7 process, or differences day and off shifts.

eFINDS Planning/Resource Documents

WRHEPC.URMC.EDU
preparedness and response tools/resources
eFINDS

Documents that can be used to incorporate eFINDS into your Evacuation and/ or Disaster Plan can be found:

WRHEPC.URMC.edu

http://www.urmc.rochester.edu/emergency-preparedness/Preparedness-and-Response-Tools-Resources/eFINDS.aspx
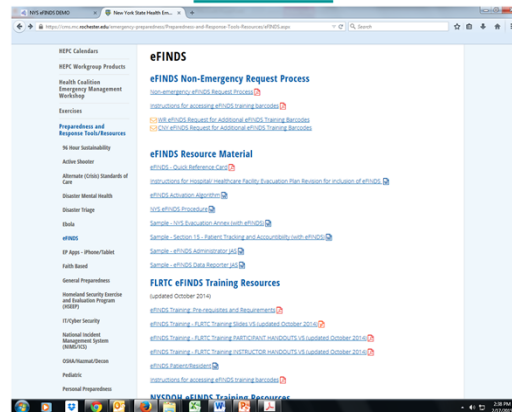
Considerations for Implementation

- Full Evacuation
- Partial Evacuation
- Emergent (immediate) Evacuation
- Urgent Evacuation
- Planned Evacuation

as designated by the Evacuation Plan and the Incident Commander at the time of the incident

REMEMBER
At the very minimum, the evacuating facility will only need to place the barcoded wristbands on their patient/residents and send them to a safe location

Emergent Evacuation: Imminent circumstances making **immediate** evacuation essential (e.g., an uncontrolled fire, physical plant, security, or environmental emergency). Any delay in evacuation is potentially life-threatening.

Urgent Evacuation: Impending circumstances that potentially render the environment of care unsafe or inhospitable, or that may adversely impact the provision of patient care or ancillary services, where evacuation must commence **within four hours** in order to maintain a suitable environment to allow a unit/department to fulfill its mission (e.g., a physical plant, environmental, or mission-critical system problem that is not correctable within a short time frame).

Planned Evacuation Circumstances are anticipated that require relocation of patient care or ancillary service activities within **no less than 48 hours**, or where ample time exists to inform patients and staff, plan activities, mobilize resources, and control the relocation without extraordinary measures (e.g., a planned alteration in physical plant, environmental, or staffing conditions). This type of evacuation normally will be anticipated several hours to days in advance. **eFINDS allows a facility to enter patient data and select SIP (shelter in place) until an evacuation (intended destination) is decided.**

Keep in mind, eFINDS:
> Allows communication on patient locations between facilities.
> Patient/ resident data can be entered, and their location updated and tracked using and-held scanners, mobile applications, or paper tracking.

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

***Scenarios at the END of training further explore these considerations

Non-emergency eFINDS Requests

- training
- additional barcodes for training
- exercise support
- additional barcode creation for exercise
- non-training wristbands (if change in certified bed count)

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

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

eFINDS Questions

TECHNICAL

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

- I cannot find or open eFINDS.
- I do not see my facility listed in eFINDS.
Contact the Health Commerce System Trainers
Usually available Monday—Friday 8:30 a.m. to 4:30 p.m.
518-473-1809 option 2
hcsoutreach@health.state.ny.us

NON-TECHNICAL

- Implementation Questions
- Regulatory or policy issues/concerns

Contact:
Office of Primary Care & Health Systems Management, Director of Preparedness
efinds@health.state.ny.us

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.

Contact hinweb@health.state.ny.us if you are experiencing technical problems with the site.

For non-technical issues that lean more towards implementation, operations and regulatory concerns, please address those to the Office of Primary Care&Health a Systems Management, Director of Preparedness

As of 3/3/14 – NYSDOH implementation guide has not been released

TRAINING EXERCISES

Log into HCS
Open Evacuation of Facilities in Disasters System Demo
Select your current location from drop down list
click SUBMIT

pair up with another facility

You will be evacuating and receiving
_7_ patients/residents

Let's go out to eFINDS **DEMO** application on the Health Commerce System, and walk through some practice scenarios. For demonstration purposes, we will act as both an evacuating and receiving facility.

If you have more than one eFINDS role assigned (data reporter and reporting administrator) select **@admin** (not @user) from the drop-down when you select your current location.

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

ADMINISTRATIVE EXERCISES

Training Exercise (A-1)

Generate a Paper Log PDF
e-FINDS Administrator Role Only

1. Click **Manage Barcodes > Generate Barcodes Spreadsheet**.
2. Select or verify the current location.
3. Enter Start and End barcode numbers, e.g., 4—13 for ten patient/residents to be relocated OR leave blank for all assigned barcodes
4. Select the PDF for the scannable barcode log
5. Click **Generate**.
6. Print the PDF.

eFINDS also allows you to download and print a paper log that can be used to track patients if you don't have power or internet. You get one copy of the paper log with your kit from NYSDOH, which can be useful just to see what your barcode numbers are. If lost or misplaced you can create additional copies of the paper log.

Follow Steps 1-6

Please note the differences between the PDF and Excel options:

PDF FILES:

- cannot be electronically updated or uploaded, but could be data can be hand written and sent with transport

- contains a scannable barcode.

- provides a list of ALL barcodes allotted to your facility but notes which barcodes have been used. (without inputting patient data)

EXCEL FILES:

- Can be electronically updated and uploaded to eFINDS system

- Does not contain scannable barcodes

- Defaults to the first available/unused barcode in your sequence

Training Exercise (A-2)

Create an Operation
e-FINDS Administrator Role Only

1. Click **Admin > Manage Operations**.
2. Enter Operation Name, Description, Dates
3. Click **Add Operation**.

**Please Note: Operation names must be unique
Check list of existing operations first**

An operation is the reason for the evacuation. It simply refers to the event, incident or drill. Please keep in mind that multiple operations can happen concurrently or simultaneously, so be sure to make the correct operation selection. The determined eFINDS operation can be added to the application by an eFINDS Reporting Administrator OR your state or state agency eFINDS administrator.

Reporting Administrators have the ability to create an operation for a training, exercise or event.

Follow Steps 1-3

Please Note: Operation names must be unique. Check list of existing operations first.

YOU MAY CONSIDER CREATING AN OPERATION FOR YOUR TRAINING SESSION (if you haven't in advance)

Training Exercise (A-3)

Create a Temporary Location
e-FINDS Administrator Role Only

1. Click **Admin > Manage Locations**.
2. Enter Location Name, Description, Address
3. Click **Add Location**.

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

New to e-FINDS 2.7 (released 11/30/14)
A temporary location **(ie: stopover point used before a patient/resident can arrive at final destination) can be added to the eFINDS application by an eFINDS Reporting Administrator OR your state or state agency eFINDS administrator.**

NOTE: If your evacuation plan includes the use of a stop-over point, these TMP locations can be pre-identified/created in the eFINDS application so they are available to you before an event/exercise/etc.

Reporting Administrators have the ability to create an operation for a training, exercise or event.

Follow Steps 1-3

Please Note: Operation names must be unique. Check list of existing operations first.

YOU MAY CONSIDER CREATING AN OPERATION FOR YOUR TRAINING SESSION (if you haven't in advance)

EVACUATION EXERCISES

Training Exercise (E-1)

Evacuating Facility - Register Single Patient/Resident

1. Scan a barcode OR click **Register Patient/Resident** > **With Scanner**
     OR type the barcode number into the field
2. Confirm message: Barcode is located. You can register a new Patient/Resident with it.
3. **If time allows**, enter first name, last name, date of birth (mm/dd/yyyy), gender, etc.
4. Verify the Evacuation Operation **(required field input)**
5. Verify the patient/resident current location is correct.
6. Select the Intended Destination Organization type (Home, TMP, HO, NH, ACF)
7. Select the Intended Destination **(this is your partner's organization).**
8. Enter the Bulk Group; such as bus no. or transportation description.
9. Click **Register**. If the required fields are not complete, you will receive an error message.
     Click **Override** to bypass the error.
10. Confirm message: Patient/Resident info is updated.

REGISTER 2 PATIENTS/RESIDENTS USING THIS PROCESS

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

Our first evacuation exercise is to register a single patient into eFINDS. In this case, we will assume that we have sufficient lead time to place wristbands on the patients and scan them into eFINDS for registration. Again if you do not have wrist bands with your today, work from your paper log.

Steps 1-10

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

However, if the evacuation facility is able to scan a patient, **the minimum field input** must be the **EVACUATION OPERATION** (select the operation you created for the training session)

You can OVER-RIDE name, birthdate, gender, etc….but can not override evacuation operation.

Note: when sending patients home or to a shelter there is no way to verify "arrival" through eFINDS. One best practice suggestion is to develop ground rules or policy that once the patient/resident physically leaves the facility a note is added to the "bulk group" section of the patient/resident file. The change will be reflected in the updated time stamp of the patient/resident file

Training Exercise (E-2)

Evacuating Facility: Register Multiple

e-FINDS Administrator Role Only

1. Click **Register Patient/Resident** > **Multi Patient/Resident Input.**
2. Verify/Change Evacuation Operation and Current Location.
3. Select Intended Destination.
4. Enter the number of barcodes to be assigned.
5. Click **Generate Fillable Spreadsheet.**
6. Enter known information, such as first name, last name, date of birth (mm/dd/yyyy), and gender.
7. Click **Save all Patient/Resident.**
8. Verify message: Successfully saved {correct # being evacuated} Patient/Resident and click **barcode** to view or update the patient or resident information.

REGISTER 3 PATIENTS/RESIDENTS USING THIS PROCESS

If you are running short on time you have the option to register multiple patients. This is especially useful for a group of patients going to the SAME destination and perhaps on the SAME transportation vehicle. The eFINDS administrator has the option of registering patients en masse through the web interface.

Please use 3 of your paper patients and follow steps 1-8

NOTE: system defaults to the FIRST available unused barcode in your sequence. Before you enter patient information on the web-interface, verify that the barcode listed matches up with the barcode number on your patients/residents wristband. If you want a list of all available barcodes (if you do not see your barcode in the list) enter the total number of barcodes you have available in the "barcodes to be assigned" field (step 4) and search through the list.

Training Exercise (E-3a)

Evacuating Facility: Generate a Fillable Spreadsheet for Upload
e-FINDS Administrator Role Only

1. Click **Manage Barcodes** > **Generate Barcodes Spreadsheet.**
2. Select or verify the current location.
3. Enter Start and End barcode numbers, e.g., 4—13 for ten patient/residents
   to be relocated OR leave it blank for a list of all available barcodes
4. select **EXCEL** for the upload patient/resident option.
   (note: select the PDF if you want a scannable barcode log)
5. Click **Generate.**
6. Save the Excel spreadsheet to your computer (DON'T Change file name)

The Excel file can be updated with patient/resident information and uploaded to e-FINDS. See upload instructions on next slide.

Note: PDF files cannot be uploaded, but could be sent with transport.

For this exercise we will learn how to download, fill-in and upload the "Fillable Spreadsheet." Only the eFINDS administrator can generate (download) the spreadsheet. Anyone can fill-in the spreadsheet offline. You may consider using this if you have a stable/static population and want to maintain the spreadsheet off line to be ready if and when an evacuation is called for. This process also allows clerical, non-commerce users to enter the patient data electronically (offline) – for later upload into the eFINDS system.

The First step is for the eFINDS admin to generate the spreadsheet

Steps 1-6

NOTE: The spreadsheet can be opened in Microsoft Excel or Open Office and can be transmitted electronically around your facility. Do not change the file name however as the filename designates the spreadsheet as a valid, uploadable file. If you change the file name the file upload will fail.

Training Exercise (E-3b)

Evacuating Facility: Update the Fillable Spreadsheet for Upload

1. Open the spreadsheet from your desktop
2. Enable editing
3. **Register 2 patients by entering data onto spreadsheet.**
4. Click Save

Now you are the user who received the Excel file

Steps 1-4

NOTE: system defaults to the FIRST available unused barcode in your sequence. If you use this process you need to ensure that the wristbands placed on the patients match the barcode numbers on the spreadsheet!!

Training Exercise (E-3c)

Evacuating Facility: Upload the Fillable Spreadsheet

1. Select or verify location
2. Click **Register Patient/Resident** from the main menu bar
3. Select Patient/Resident File upload
4. Verify Evacuation Operation and current location
5. Click **Open File** button
6. Locate Excel file with saved patient/resident information (nys_eFINDS file name with facility id, date and time) Note: PDF files cannot be upload
7. Click **Open** to add file
8. Click **Upload** button
9. Verify Patient/Resident Info is updated below
10. Edit information if needed
11. Click **Save All Patients/Residents**

The next step is to upload the fillable spreadsheet to eFINDS. While it takes an administrator to create the file any eFINDS user – administrator or data reporter – can upload the file.

Return to eFINDS

Follow STEPS 1-11

**Make sure to click SAVE ALL PATIENTS/RESIDENTS!!

NOTE: If the Excel file has no patient or resident information, then the file cannot be uploaded

NOTE: This process does not allow you to select the intended destination – so you will need to use the multi-patient update to set the intended destination.

Training Exercise (E-4)

Evacuating Facility: Updates Multiple Patient/Resident
e-FINDS Administrator Role Only

1. Click **Update Patient/Resident > Multi Patient/Resident Update.**
2. Verify your location.
3. Select the Action Type: **Releasing Patient/Resident From this Location**
4. Select the Intended Destination.
5. Enter the Bulk Group, for example transport via bus.
6. Click **Load All Patient/Resident.**
7. Select All OR select Update for each patient/resident.
8. Click **Release Selected Patient/Residents.**
9. Verify Successfully updated {#} Patient/Resident.

UPDATE the 2 PATIENTS/RESIDENTS

In order to set the intended destination for the residents/patients that you uploaded, you will utilize the UPDATE function on eFINDS.

When you choose "release patient from this location" you can select the destination.

NOTE: the default MIGHT be "select all"….make sure to un-check that button.

Follow steps 1-9 to set the Intended destination

Prepare to Evacuate/Receive

Exchange **7** patients/residents with your partner facility

-Write the barcode on your paper patient OR staple/stick the wristband on the paper patient

RECEIVING EXERCISES

Training Exercise (R-1)

Receiving Facility: Update Single Patient/Resident

1. Click **Update Patient/Resident > With Scanner**
2. Scan barcode and click Submit, if necessary.
3. Enter or confirm information, including Evacuation Operation and the current patient/resident location.
4. Click Update or Override.
5. Confirm message: Patient/Resident info is updated

RECEIVE/UPDATE 2 PATIENTS/RESIDENTS USING THIS PROCESS

Switching gears - now you are the receiving facility. A patient has just arrived from an evacuating facility. All patients/residents have barcoded wristbands, and need to be checked in. remember if you have the scanner you can use it – it will be faster, but you can always type the numbers in as well.

Steps 1-5

And that's it/ Receiving a patient in eFINDS is nothing more than updating the current location to your facility.

Training Exercise (R-2)

Receiving Facility: Receive a Group of Patients
e-FINDS Administrator Role Only

1. Click **Update Patient/Resident > Multi Patient/Resident Update**.
2. Verify your location.
3. Select Checking in Patients/Residents into this location.
4. Verify the patient or resident is correct.
5. Click **Select All OR Update for each patient or resident being received**.
6. Click **Check in Selected Patient/Resident**.
7. Confirm Message: Successfully updated {correct #} of Patient/Resident.

RECEIVE/CHECK-IN 5 PATIENTS/RESIDENTS USING THIS PROCESS

Switch gears – you are not the receiving facility again and you need to receive the group of patients that just arrived from your partner facility.

Follow steps 1-7

NOTE: This procedure can be used to view any/all "registered patients" **intended** to come to your facility. Make sure you only "check in" patients that have actually arrived.

Training Exercise (R-3a)

Update File OR Redirect to Another Facility/Home/TMP

1. Click **Update Patient/Resident > With Scanner**
2. Scan a barcode and click Submit, if necessary.
3. Change the patient or resident's intended destination to **TMP Location**
4. Click **Register, Update, or Override**.
5. Confirm message: Patient/Resident info is updated.

OR

1. Click **Update Patient/Resident > Multi Patient/Resident Update.**
2. Verify your location.
3. Select the Action Type: **Releasing Patient/Resident From this Location**
4. Select the Intended Destination – **TMP Location**
5. Enter the Bulk Group, for example transport via bus.
6. Click **Load All Patient/Resident.**
7. Select All OR select Update for each patient/resident. **(SELECT 2 PATIENTS/RESIDENTS)**
8. Click **Release Selected Patient/Residents.**
9. Verify Successfully updated {#} Patient/Resident.

Patient records may be updated as many times as needed.

For this exercise we are going to update 2 patients that you received to your facility and redirect them to a temporary location – using the temporary location we created during the Administrative Exercise.

example, an intended destination needs to be changed for a patient/resident already registered in the system.

Note: when sending patients home or to a shelter there is no way to verify "arrival" through eFINDS. One best practice suggestion is to develop ground rules or policy that once the patient/resident physically leaves the facility a note is added to the "bulk group" section of the patient/resident file. The change will be reflected in the updated time stamp of the patient/resident file

Follow steps 1-5 to update a patient from the previous exercise

Training Exercise (R-3b)

Receive a Group of Patients at TMP
e-FINDS Administrator Role Only

1. Click **Update Patient/Resident > Multi Patient/Resident Update**.
2. Select Location Type: [TMP] – Temporary
3. Select the [TMP] from drop down list
4. Update: Select **Checking in Patients/Residents** into this location.
5. Click **Select All OR Update for each patient or resident being received**.
6. Click **Check in Selected Patient/Resident**.
7. Confirm Message: Successfully updated {correct #} of Patient/Resident.

RECEIVE/CHECK-IN 2 PATIENTS/RESIDENTS USING THIS PROCESS

SEARCH/REPORTS

Training Exercise (S-1)

<u>View All Patients by Original Location</u>

1. Click **Update Patient/Resident > Without Scanner**
2. Verify Correct Location
3. Click **Search barcode by Original Location**

list contains all "ORIGINAL" patients from any evacuation operation your facility was involved in and their current location

To generate a list of all patients/residents from ORIGINAL Location and see their current location

Follow Steps 1-3

NOTE: Currently unable to filter list by evacuation operation.

Training Exercise (S-2)

View All Patients at YOUR Location

1. Click **Multi Patient/Resident Updates**
2. Verify Correct Location
3. Select Releasing Patient/Resident from this location
4. Click **Load All Patients/Residents**

Provides a list of all eFINDS registered patients/residents currently within your facility – either registered by your facility for evacuation (not yet received by the intended destination) or accepted into your facility from an evacuating facility

NOTE: This process can also be used to view patients/residents at TMP locations

For a "list" of eFINDS registered patients/residents currently within your facility (Provides a list of all eFINDS registered patients/residents currently within your facility – either registered by your facility for evacuation (not yet received by the intended destination) or accepted into your facility from an evacuating facility)

NOTE: the patients will still remain on this list even if you clicked "release from this location". They come off the list once the patient has been received by an accepting facility.

Training Exercise (S-3)

__View Incoming Patients__

1. Click **Update Patient/Resident > Multi Patient/Resident Update**.
2. Verify your location.
3. Select Checking in Patients/Residents into this location.
4. Click **Load All Patients/Residents**

Do not check-in patients/residents until they actually arrive to your facility!

Contains a list of any eFINDS registered patients __intended__ to come to your facility. In other words, an evacuating facility selected your facility as the intended destination.

Training Exercise (S-4)

Quick Search

1. Click **Home** on the e-FINDS menu bar.
2. Scan a barcode, enter a barcode number, OR enter first or last name in Quick Search (located top right).
    If necessary click **Quick Search**.
3. Locate the correct patient/resident record.
4. If you search by name, Click the Barcode (Serial ID) link.
5. Verify: Patient/Resident is found. You can update the information.
6. View, Add, or change the necessary information.
7. Click **Update Patient/Resident.**

**If a person has never been to your facility,
you will NOT be able to search for them.**

You can use the Quick Search find and Update information. You can search by LAST name or by barcode. You would search by name if you were looking for the current location of a patient or resident you evacuated or if your receive someone and the person is not wearing a wristband, or otherwise has a visible barcode.

Note that there is some privacy built in and if a person was never at your facility, or intended to come to your facility, you will not be able to find them in eFINDS.

Updating a record would be used to add more information or change info. such as correct spelling, DOB, location, notes, etc.

Lets find the person who needs to be updated.

Steps 1-7

Note: the Patient/Resident Tracking History has been updated

Dashboard

1. Click **Dashboard** on the e-FINDS menu bar.
2. Select Evacuation Operation.
4. Select report type (Group By).
5. Click **Display Report.**

New to e-FINDS 2.7 (released 11/30/14)

Three dashboard reports to support any Evacuation Operation:

1. Evacuees by County

2. Evacuees by Gender and

3. Evacuees by Age.

The data for these reports are grouped by number of Patients/Residents that have been: Evacuated, Received, Shelter-in-Place and Repatriated for any Region, County, and Organization Type.

· By default, the reports are set to display the data as a Bar Chart.

Users can change the report setting to show the aggregated count for the number of Patients/Residents that have been: Evacuated, Received, Shelter-in-Place and Repatriated as a table.

User can filter the data to meet their local need.

Depending on the role assigned, you may not need to select a Region or a County. The system will do that for you. However, if you are in a Regional Role, you may want to select one or all the counties.

· If you are a facility user, the system will display the message "Option Not available" for the Region and County.

RESOURCE REMINDERS…

eFINDS Planning/Resource Documents

WRHEPC.URMC.EDU
preparedness and response tools/resources
eFINDS

Documents that can be used to incorporate eFINDS into your Evacuation and/ or Disaster Plan can be found:

WRHEPC.URMC.edu

http://www.urmc.rochester.edu/emergency-preparedness/Preparedness-and-Response-Tools-Resources/eFINDS.aspx

Non-emergency eFINDS Requests

- training
- additional barcodes for training
- exercise support
- additional barcode creation for exercise
- non-training wristbands (if change in certified bed count)

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

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

eFINDS Questions

TECHNICAL

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

- I cannot find or open eFINDS.
- I do not see my facility listed in eFINDS.
Contact the Health Commerce System Trainers
Usually available Monday—Friday 8:30 a.m. to 4:30 p.m.
518-473-1809 option 2
hcsoutreach@health.state.ny.us

NON-TECHNICAL

- Implementation Questions
- Regulatory or policy issues/concerns

Contact:
Office of Primary Care & Health Systems Management, Director of Preparedness
efinds@health.state.ny.us

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.

Contact hinweb@health.state.ny.us if you are experiencing technical problems with the site.

For non-technical issues that lean more towards implementation, operations and regulatory concerns, please address those to the Office of Primary Care&Health a Systems Management, Director of Preparedness

As of 3/3/14 – NYSDOH implementation guide has not been released

THE TEST

REVIEW – True or False

If I have technical questions about eFINDS I will contact The Health Commerce System Trainers.

True

eFINDS includes a complete medical history for each person tracked in the system.

False

Extended lead times are required for eFINDS because it significantly increases the amount of time required for an evacuation.

False

I can verify my role assignments and contact information using the HCS My Account features.

True

eFINDS Data Reporter and eFINDS Reporting Administrator are the only two healthcare facility roles that can access eFINDS.

True

REVIEW – True or False

The eFINDS Reporting Administrator can assign others to the eFINDS Data Reporter role.

False

HCS Coordinators have access to eFINDS.

False

Each eFINDS users at my facility will receive a barcode scanner form NYSDOH.

False

The number of wristbands I receive will be equal to the number of beds my facility is licensed to operate.

True

Training wristbands are distinctive in that the word training is printed on the band, and the barcode number ends with the letter 'D'.

True

REVIEW – True or False

An official NYSDOH barcode scanner is required to use eFINDS.
False

Official NYSDOH pre-printed wristbands are required to use eFINDS.
False

The eFINDS Data Reporter can register multiple patient/resident without barcoded wristbands or a barcode sheet.
False

The operation is the official name given to the reason to evacuate.
True

The operation is the minimum amount of data required to register a patient or resident.
True

REVIEW – True or False

Quick Search allows me to find anyone who has been registered into eFINDS.

False

You must manually enter the Intended Destination on line after uploading a fillable spreadsheet.

True

I can change the name of the fillable spreadsheet to meet my needs.

False

Only the eFINDS Reporting Administrator can create the fillable spreadsheet.

True

Any eFINDS user can upload the fillable spreadsheet.

True

SCENARIOS

Scenario #1
Emergent (Immediate) Evacuation

- *Scenario:* A helicopter has crashed at your campus near an area adjacent to gas and medical lines

- Facilities staff, engineering, and the Fire Department feel there is a threat of significant explosion warranting an immediate whole-building evacuation from an exit point at the furthest point from the crash.

[These scenarios can be adapted to your facility type and specific hazards. This should represent a scenario where the hospital must immediately vacate all or part of the building due to a life-threatening issue.]

Scenario #1
Emergent (Immediate) Evacuation

Emergent Patient Tracking Procedure

- Incident Command & the Disaster Plan is activated, and the Evacuation Code is announced.

- IC determines that patients will immediately be evacuated to a stop-over point at ___, where further notifications and tracking procedures will be initiated.

Discuss what paper forms are used to document/ track patients.

Scenario #1
Emergent (Immediate) Evacuation

- *Discussion:*
  - *What forms of patient identification will be used?*
  - *Will patients be logged out as they leave?*
  - *What is your stopover point, and how would eFINDs be implemented there?*

Scenario #2
Urgent/ Planned Evacuation

- *Scenario:* The facility's basement where key departments are located is experiencing substantial flooding and sewer system back-up due to a heavy rain volume and a water main break which has also disrupted the water supply.

- Facilities in consult with the FD, locality, and OEM feel that the extent of damage and time required to repair the water outage would justify a full-building patient evacuation over the next 4 hours. Grid power is intact, but may be shut down at some point.

Personalize to your agency's vulnerabilities and likelihoods

Scenario #2
Urgent/ Planned Evacuation

- Incident Command determines/ announces Full Building Evacuation, activates a Patient Tracking Unit Leader (PTUL).
- Notifies County EM, NYSDOH (and all)
- IC decides eFINDs online HCS application will be used, and communicates to the PTUL to activate eFINDs roles and equipment:
  - Creates Operation
  - eFINDS patient wristbands, barcode list.
  - Scanner
  - Computer for HCS/ eFINDS access & patient data entry

Scenario #2
Urgent/ Planned Evacuation

- PTU-L decides where/ how eFINDS will be implemented
    - *Wristbands applied on Units or at staging areas?*
    - *Patient scanning and data entry location?*
        - *Patient data entry in real time at Unit/ Staging/Evacuation Portal, or*
        - *Entered to a spreadsheet by a Data Enterer and uploaded?*
    - *Patient destination entered at Evacuation Portal?*

- PTU-L notifies eFINDs Administrator and Data Reporter roles to access equipment, and bring to designated locations.

- PTU-L notifies Units about the procedures.

Scenario #2
Urgent/ Planned Evacuation

- Distributes (or ensures are distributed) barcoded wristbands

- Ensures staff apply the wristbands.

- With no power or no internet access: Enters Resident information on the Paper Bar Codes Log corresponding to their wristband barcode number

- With power & internet access: Enters Resident information into the electronic system
  - With or without a scanner
  - One patient/resident at a time, or multiples

Scenario #2
Urgent/ Planned Evacuation

Patient Data Entry Process #1

- Wristbands applied to all patients on the Unit

- Units have entered each patient's information on the Log next to their wristband ID number

- Logs are sent to eFINDS Administrator and Data Reporter roles who enter patient data into eFINDs on Commerce

- Patients are sent down to Evacuation Portals

- eFINDs roles check each patient's wristband and e-FINDS info, & update destination

Patient Data Entry Process #2

- Incident Command decides to enter patients into eFINDS on the Nursing Units.
- Unit staff apply a wristband to each patient on the Unit *[even those to be discharged]*.
- An eFINDS Data Reporter/Administrator brings the scanner and computer-on-wheels with HCS access to the Unit.
- One staff scans the wristband barcode while the Data Enterer enters patient's data to the eFINDS screen
- The patient's destination is checked and updated as needed by an eFINDS role when they get to the Evacuation Portals.

Scenario #2
Urgent/ Planned Evacuation

Patient Data Entry Process #3

- Incident Commander decides to enter patients to eFINDS at the Evacuation Portal
- A wristband is applied to the patient on the Unit or when they arrive at the evacuation portal
- The scanner and computer-on-wheels with HCS access is positioned in the portal area
- One staff scans the barcode while an eFINDS role enters patient data (as time allows) to the eFINDS screen.