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)

e-FINDS

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

Your HCS Person Record
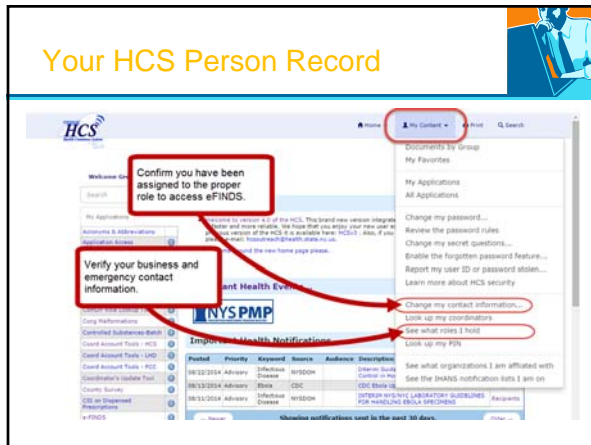
e-FINDS Roles

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

e-FINDS Supplies and Equipment (supplied by NYSDOH)

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?*

eFINDS Planning/Resource Documents

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

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

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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

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eFINDS Questions

TECHNICAL	NON-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	• Implementation Questions • Regulatory or policy issues/concerns Contact: Office of Primary Care & Health Systems Management, Director of Preparedness efinds@health.state.ny.us

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

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.

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**

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**

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.

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

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.

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

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**

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

Prepare to Evacuate/Receive

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

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

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

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.

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)

View All Patients by Original Location

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

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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

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!

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.**

Training Exercise (A-4)

Dashboard

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

RESOURCE REMINDERS…

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eFINDS Planning/Resource Documents

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

Non-emergency eFINDS Requests

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eFINDS Questions

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THE TEST

REVIEW – True or False

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

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

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

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

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

REVIEW – True or False

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

HCS Coordinators have access to eFINDS.

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

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

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

REVIEW – True or False

An official NYSDOH barcode scanner is required to use eFINDS.

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

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

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

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

REVIEW – True or False

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

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

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

Only the eFINDS Reporting Administrator can create the fillable spreadsheet.

Any eFINDS user can upload the fillable spreadsheet.

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.

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.

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.

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

Scenario #2
Urgent/ Planned Evacuation

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.