My Emergency Information Decision Center PA MEDIC

EMS Communication Tool

Purpose

- Hospitals need a venue to communicate their status with EMS providers
- EMS providers need a tool to determine closest appropriate facilities and facility capabilities

Current System

- Hospitals communicate their status/capacities differently
  - Most alert the county PSAP with their diversion status
- PSAPs communicate a hospital status/capacities differently
  - Some do not acknowledge a divert status
  - Some communicate via voice transmission over the radio
  - Some update their alert banner in CAD
  - Some send alerts to pagers
- Problem Identified:
  - When EMS agencies cross county borders, the EMS agency often does not know hospital status outside of their "home" response county.
    - This occurs because hospitals alert the PSAP in their county, which may communicate the status when dispatching units in their county.
    - When a unit is dispatched in a county different from the hospital, the EMS agency is not given hospital status.

PA MEDIC Project Timeline

Q4 2019	Q1-Q2 2020	Q3-Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
•Discussion during EHSF MAC to reactivate the former hospital divert website	•COVID pandemic begins to impact region	•Further discussions requesting the hospital divert website	•Developed RFP for app/website vendors	•Released RFP to vendors	•Selected vendor •Approved prototype •Assisted with development •Held meetings with hospital partners starting in August •Feedback on website needs/functionality •Provided demos of nearly finished website	•Held final demo in November •Provided interested hospitals log in credentials •Interested hospitals are verifying hospital information and capabilities •Interested hospitals are trialing functionality and educating staff	•Site live for EMS providers to monitor hospital status

EHSF Region Divert Position

Many times the influx or surge of patients pushes our system (emergency departments and EMS) beyond immediate capacity. The benefit of working as a system is we can leverage or compensate each other as needed. However, in those times we need to be as efficient as possible. As such, the EHSF developed a tool to assist with the communication of situation awareness as to the current capacity of emergency departments. The tool is a mobile platform allowing EMS providers, emergency department staff, and 9-1-1 communication centers to see the current capacity within a specific geographic area.

Diversion is a term used over the years for times when emergency departments become overcrowded or experience a mechanical failure impacting the efficiency of processing patients. The term is used to inform EMS of the need to consider transport to another emergency department by educating their patient as to what they will experience should they desire transport to the impacted emergency department.

The emergency departments collectively agree when EMS has a critical patient in need of immediate transport, stabilization, or life-saving interventions, the patient should be transported to the closest and most appropriate emergency department regardless of diversion status.

PA MEDIC Functionality: Basic User

www.pamedic.org

Homepage

- Hospitals are listed in order by distance based on the device location
- The dot beside the hospital name determines operating status
  - Gray = unknown / not active
  - Green = operating normal
  - Yellow = consider diversion
  - Red = closed
- Hospital name textbox allow to filter hospitals by a portion of their name
- Toggle button on the left side allow to sort the list by operating status and/or capabilities
  - i.e. EMS providers can display only hospitals operating on a normal status
  - i.e. EMS providers can display only comprehensive stroke centers

Homepage

- Hospital Information Displayed
  - Operating Status
    - Colored dot will associate to status
    - A banner will display below the hospital to provide additional status information is on consideration diversion or closed
  - Address
  - Capabilities
  - Distance to facility by miles
  - Estimated real-time travel to facility (with traffic included)
  - Green box with arrow takes EMS provider to mapping app for directions
  - Blue box with phone provides a one-click to call to the main emergency department number

Search by Hospital Name

- EMS providers can search for a specific hospital by starting to type a hospital name

Search by Status and/or Capabilities

- EMS providers can use toggle buttons to display facilities based on operating status and/or capabilities when making transport destinations
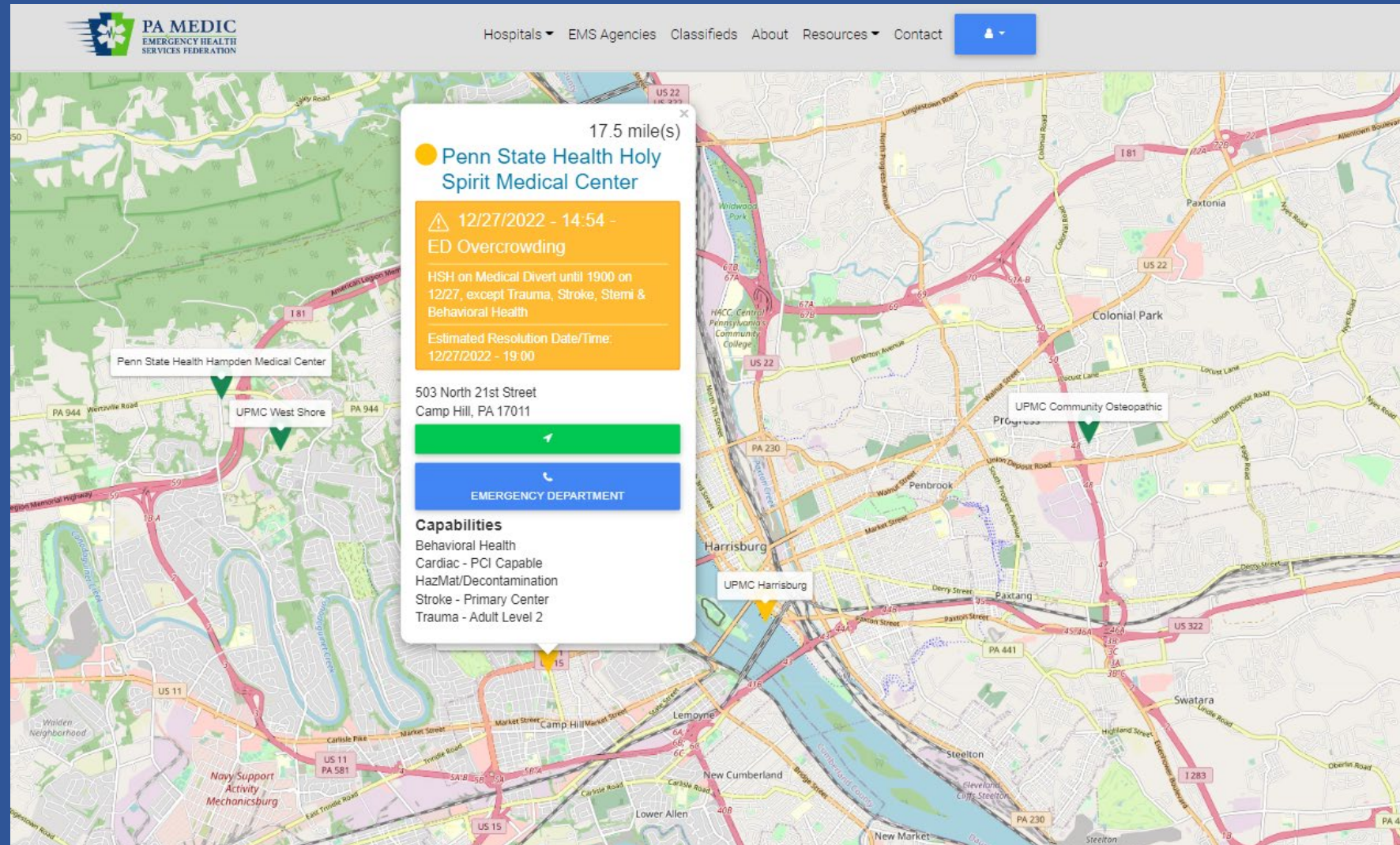
Map Display

- Hospitals can be displayed on a map
- EMS providers will see operating status
- EMS providers can click on the location pin to learn about operating status
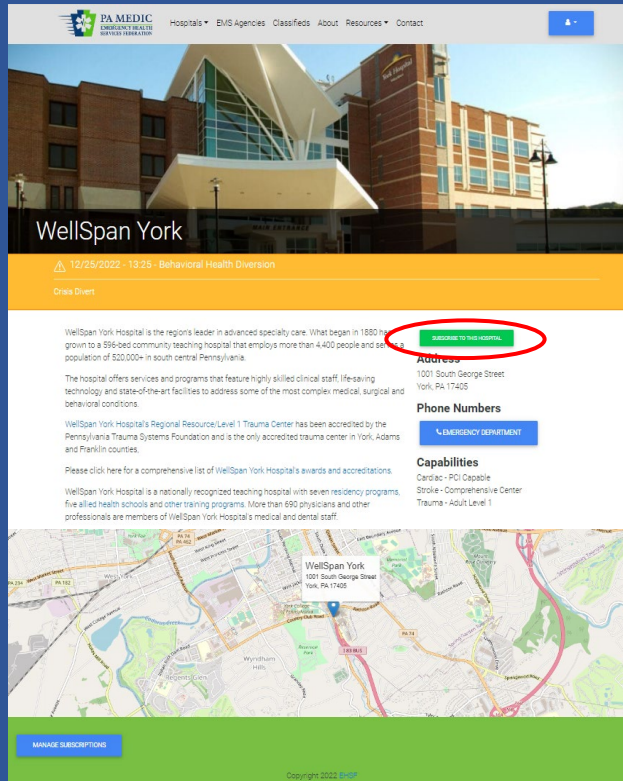
Hospital Landing Page

- Clicking on the hospital name on the homepage will open a new page with basic information about the hospital
  - Photo and description of facility
  - Address
  - Phone numbers
    - Can have multiple
  - Capabilities
  - Map
  - Subscribe to this Hospital
    - EMS providers can select hospitals and choose to receive alerts when operating status is updated
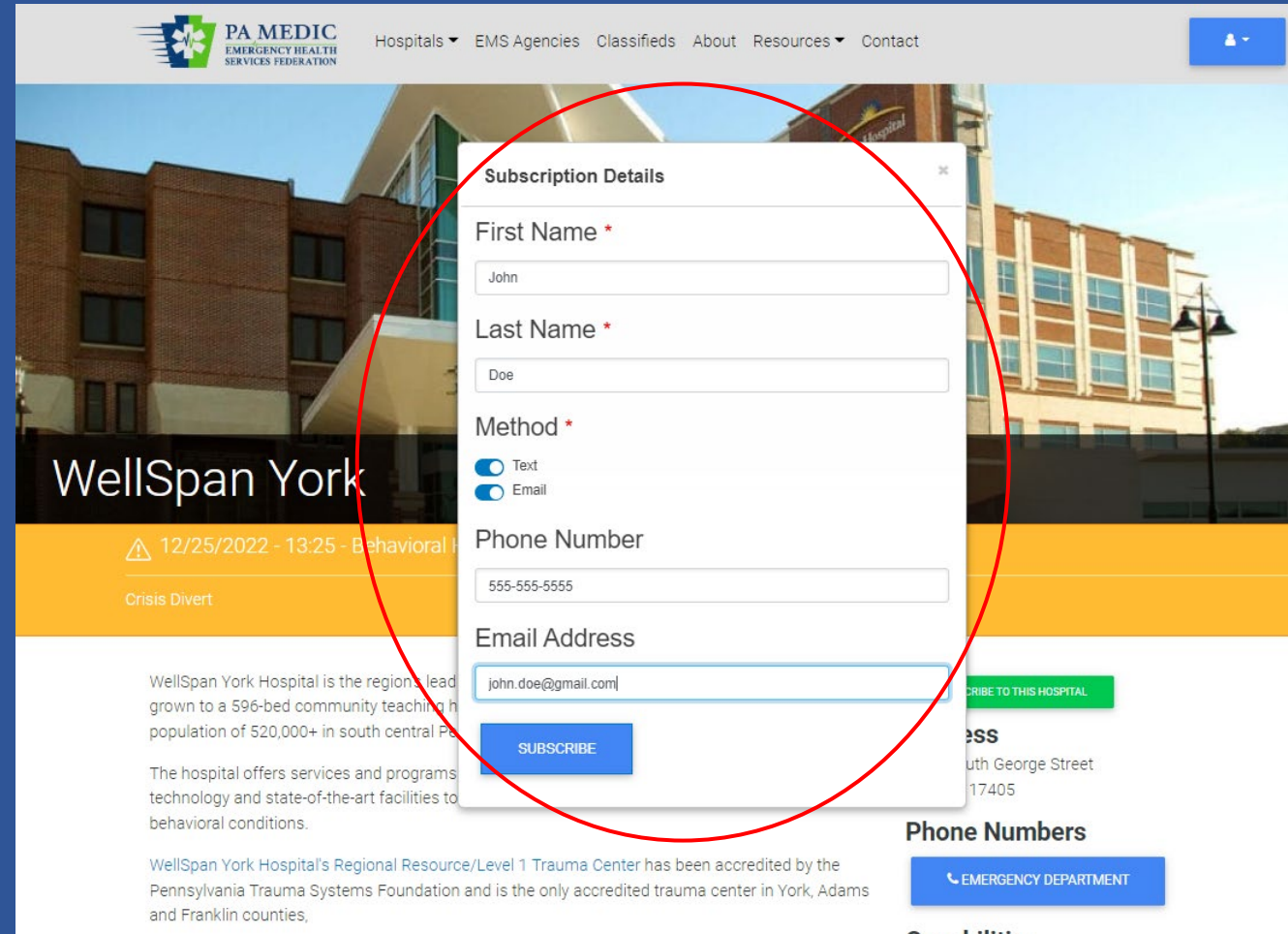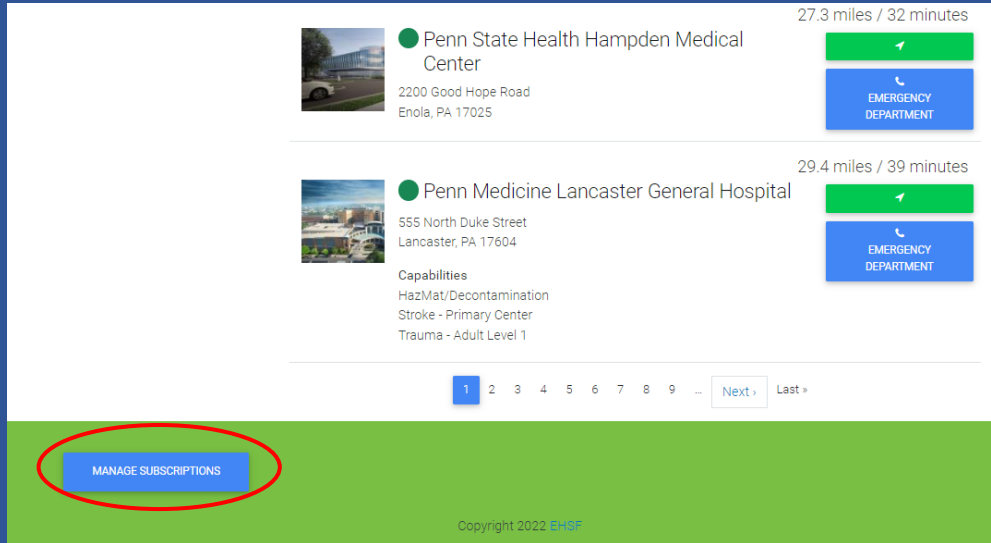
Subscribing to Hospitals for Notifications

- Clicking on Subscribe to this Hospital gives options to the EMS provider to receive operating status alerts by text, e-mail, or both

Managing Subscriptions for Notifications

- Providers can change subscriptions any time
- Scroll to the bottom of the homepage, click on Manage Subscriptions
- Enter either an e-mail or telephone number used to initially subscribe
- Click on Check Subscriptions
- A list of hospitals to receive notifications will appear
- Click on the toggle buttons and then Unsubscribe

Managing Schedule of Notifications/Alerts

- Providers can create a schedule to identify days of the week and time of the day they wish to receive alerts from hospital subscription notifications

- Log-in to account
- Go to settings
- Scroll down to notification schedule
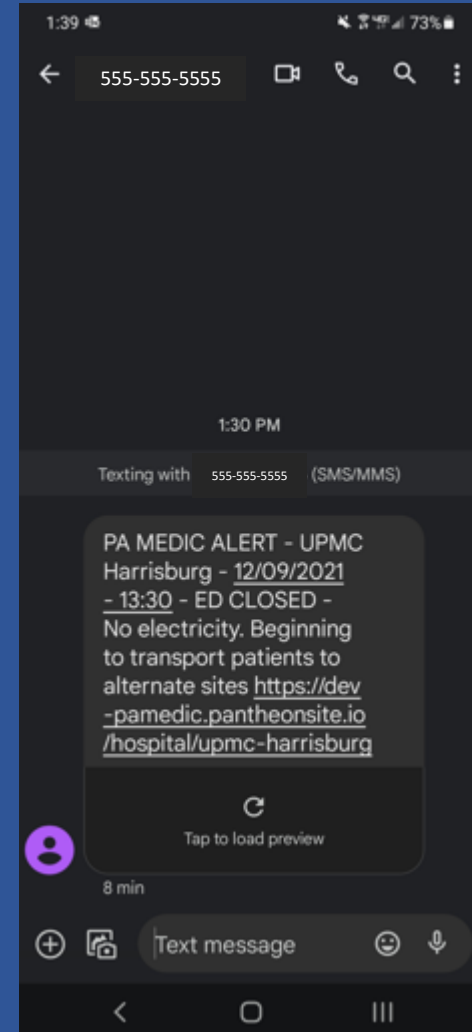- Select times for each day of the week to receive subscribed notifications

Hospital Operating Status Notifications

- When a new status is entered, EMS providers who subscribed to a hospital will receive an e-mail and/or text based on their preference

Helpful Tools / Resources

- PA Medic Training Guide
  - PDF of PowerPoint
- PA Medic User Manual
  - Detailed user manual for EMS providers and hospital personnel

PA MEDIC Functionality: Hospital User

www.pamedic.org

Hospital Functionality

- Only hospital approved managers and employees can report operating status
  - Managers can edit the hospital information and add/remove users
    - (i.e. capabilities, address, phone numbers)
  - Employees can only report operating status

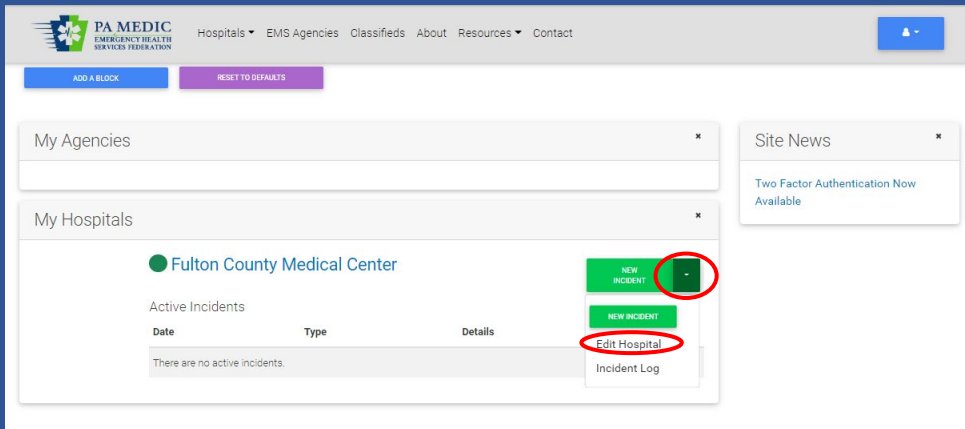# Edit Hospital: Contact Information
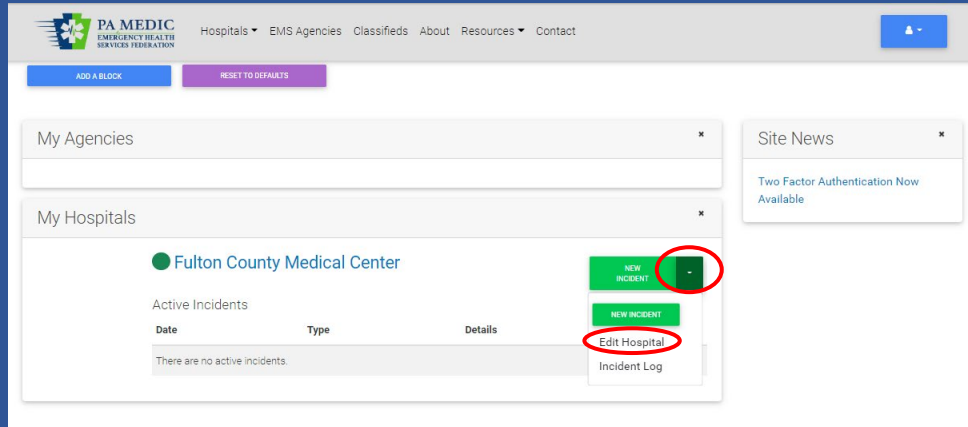
- Can only be completed by those with manager access
- Managers can edit the hospital information
  - Name
  - Display Name
  - Address
  - Phone numbers

Edit Hospital: Profile Information

- Can only be completed by those with manager access
- Managers can edit the hospital profile
  - Image
  - Capabilities
  - Facility description
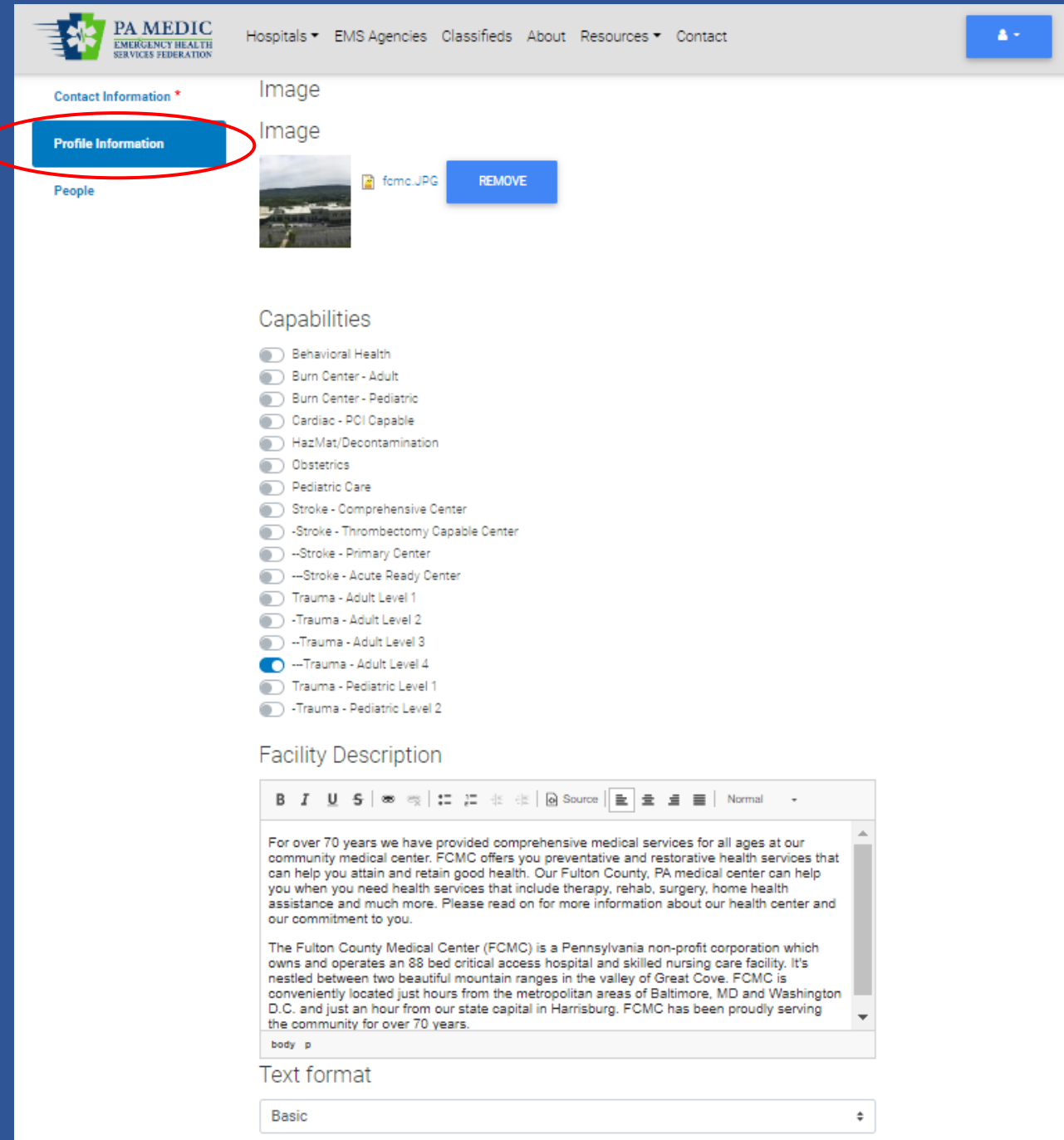
Edit Hospital: Add/Remove Users

- Users can only be added or removed by those with manager access
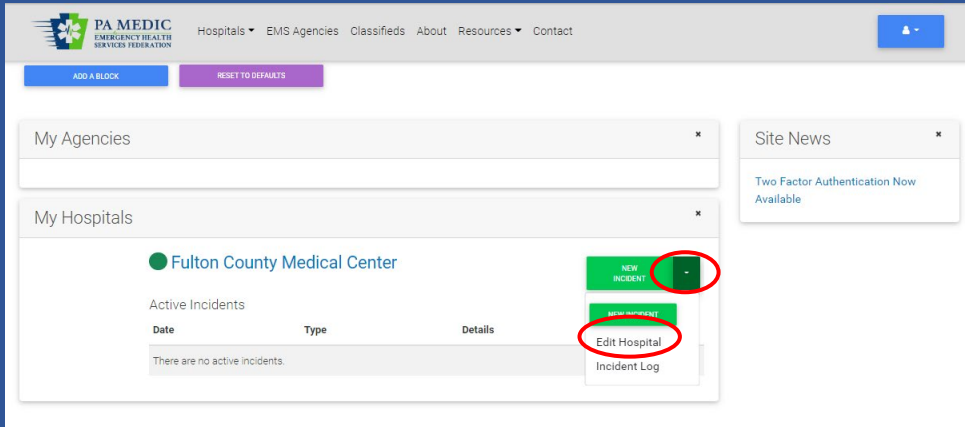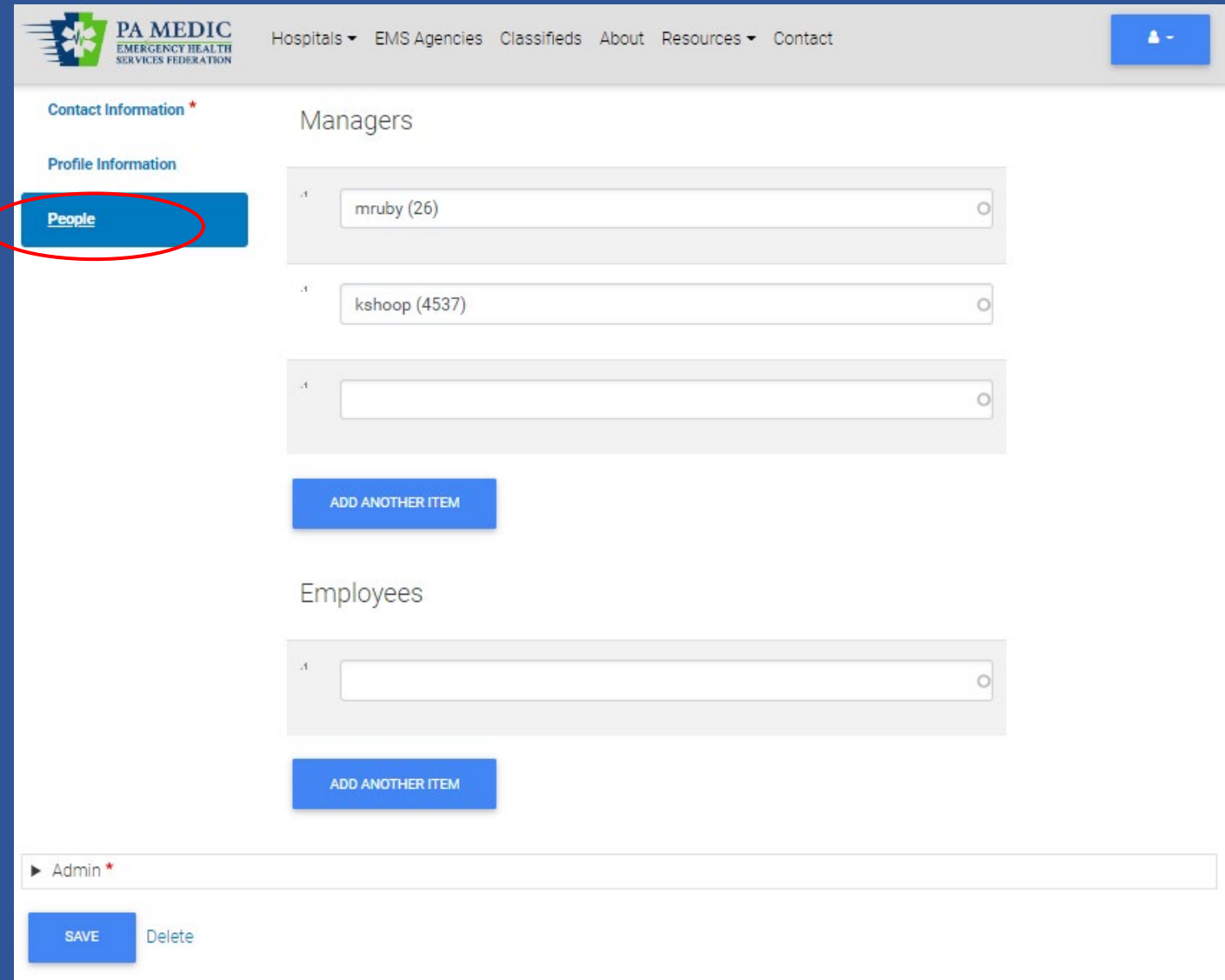
Hospital Operating Status

- Managers and employees can report operating status
  - Simply click on add new incident

Hospital Operating Status

- Facility name cannot be changed when reporting hospital status
- Incident date defaults to current time
- Estimated resolution defaults to 4 hours from reporting time
  - This can be changed if resolution time is known
- Incident type
  - This list can be expanded based on needs by the EHSF region
  - Hospitals can report multiple incidents at a time
    - (i.e. ED Overcrowding and Stroke Diversion)
  - Types
    - Informational = blue – announces important information to EMS (i.e. construction updates)
    - ED Overcrowding = yellow – consider diversion
    - Trauma Diversion = yellow – consider diversion
    - STEMI Diversion = yellow – consider diversion
    - Stroke Diversion = yellow – consider diversion
    - ED CLOSED = red – closed, do not come to the facility
- Information
  - Free text box to share additional details
    - i.e. ED closed active shooter

Hospital Operating Status

- When a new status is entered:
  - Color dot on listing and map updates
  - Banner appears on listing and map page
  - Banner is added to hospital page
  - EMS providers who subscribe for alerts receive an e-mail and/or text

Hospital Operating Status Resolved

- When a status is resolved before the 4-hour default time, the user can go into the incident and manually resolve it.

PA MEDIC Mobile

www.pamedic.org

Adding PA Medic to Home Page

iPad or iPhone
- Open web browser on phone (i.e. Safari or Chrome)
- Open the website: www.pamedic.org
- Tap on the up arrow
- In menu, tap on Add to Home Screen
- Tap on Add

Android
- Launch Chrome app
- Open the website: www.pamedic.org
- Tap on the menu icon
  - (3 dots in the upper-right hand corner)
- Tap Add to Home Screen

iPad or iPhone
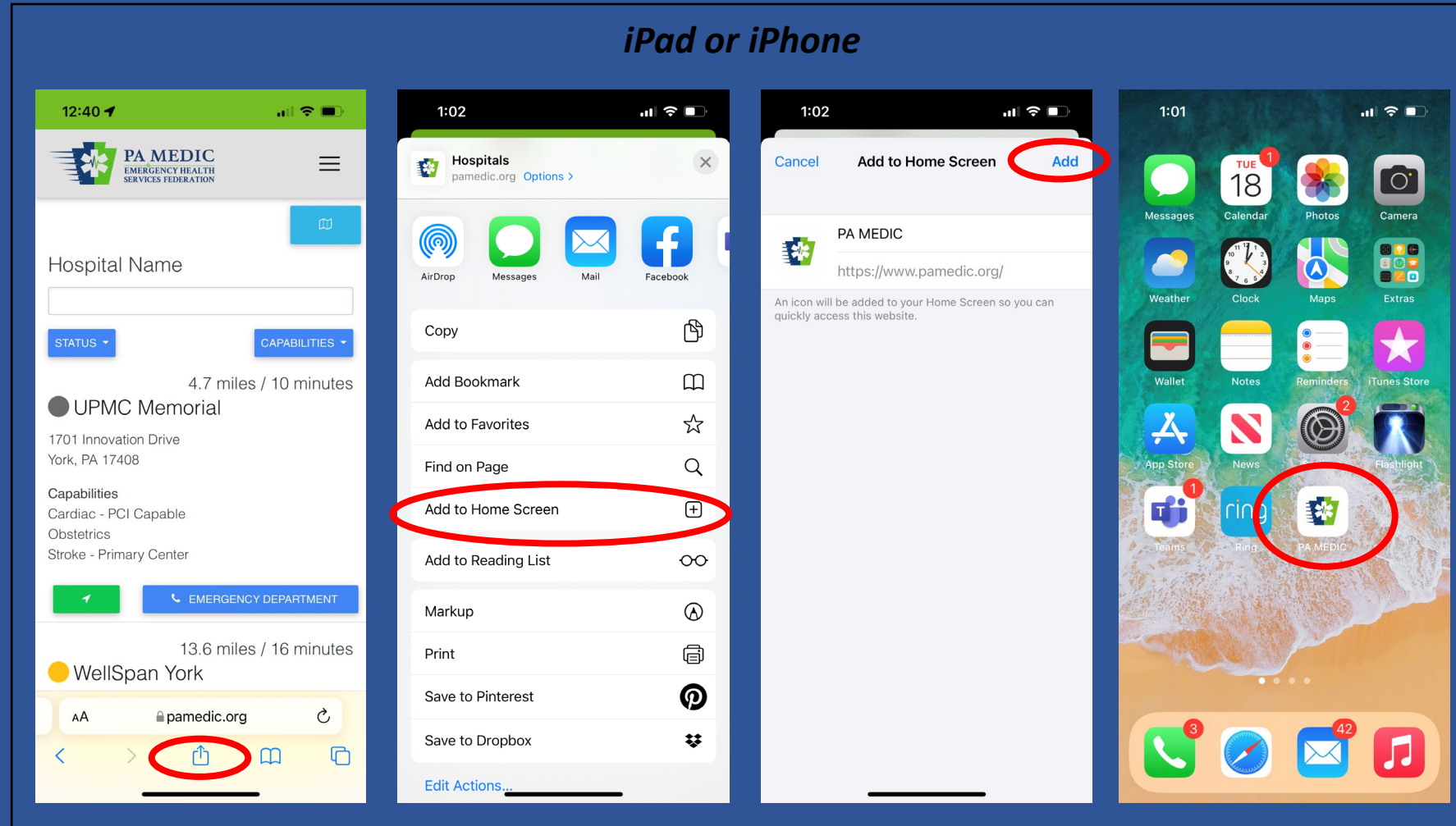
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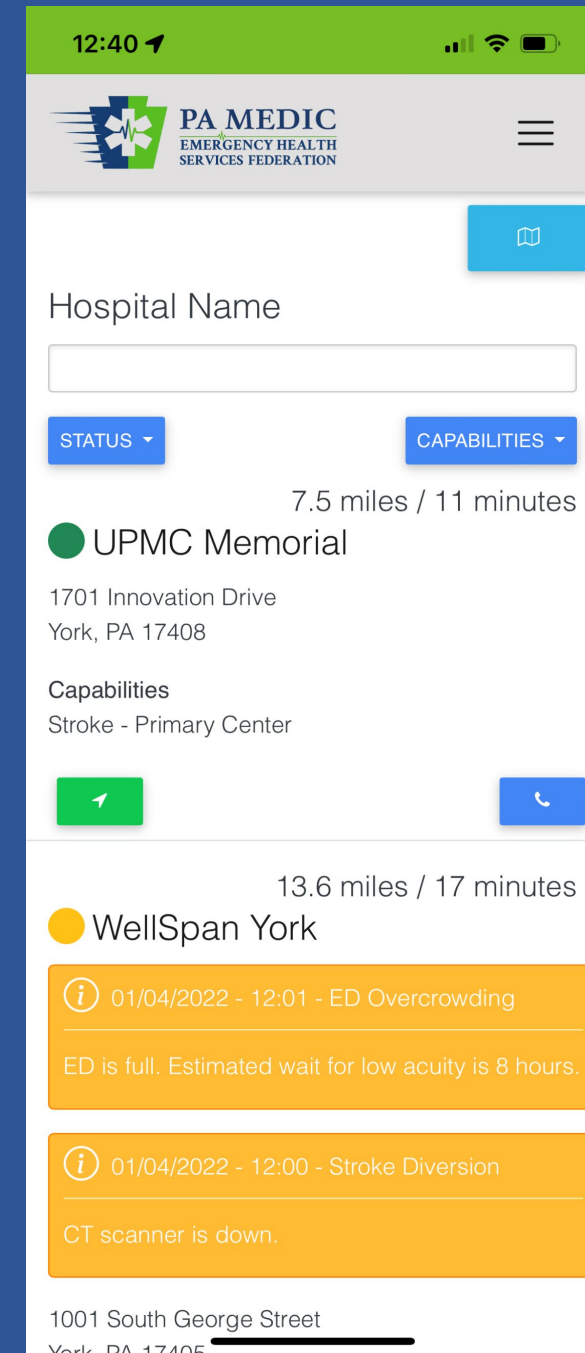
Mobile: Homepage

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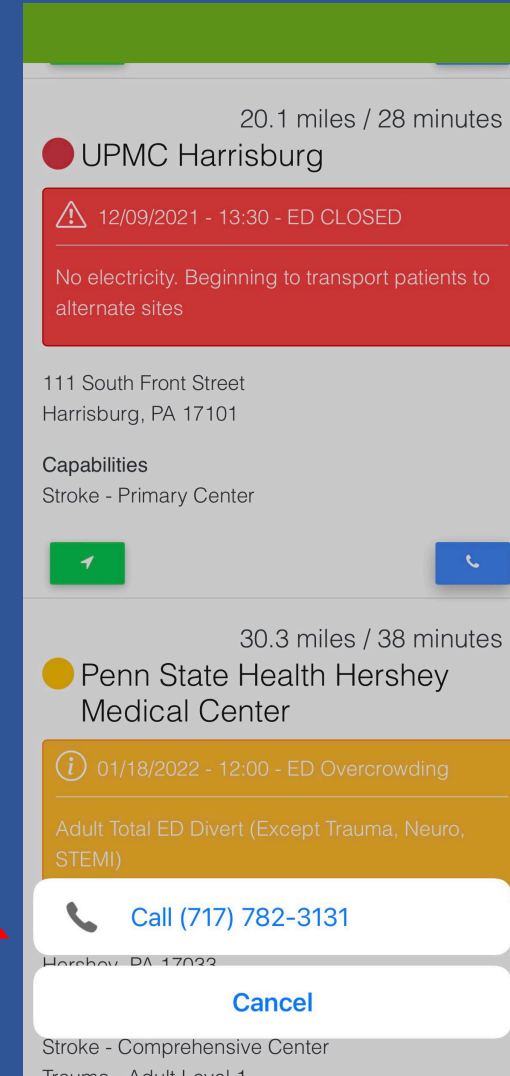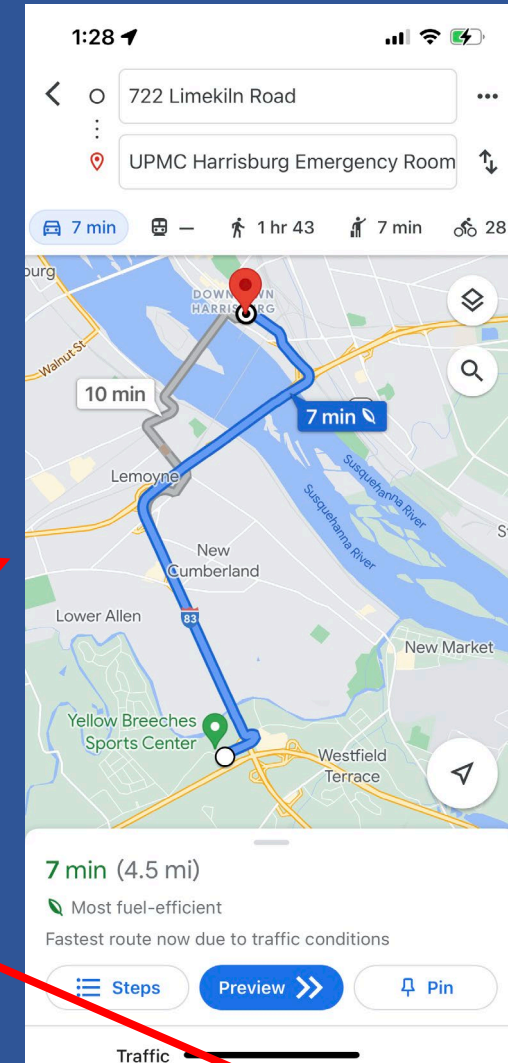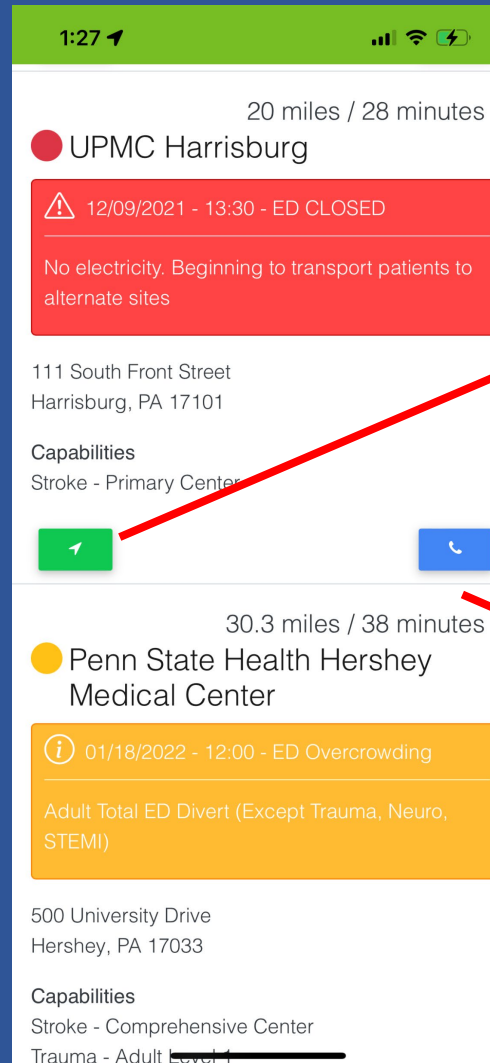
Mobile: Search/Filters

- Search Options are Different
  - Blue buttons above the hospital listing allows sorting the list by county, operating status, and/or capabilities
    - i.e. EMS providers can display only hospitals operating on a normal status
    - i.e. EMS providers can display only comprehensive stroke centers
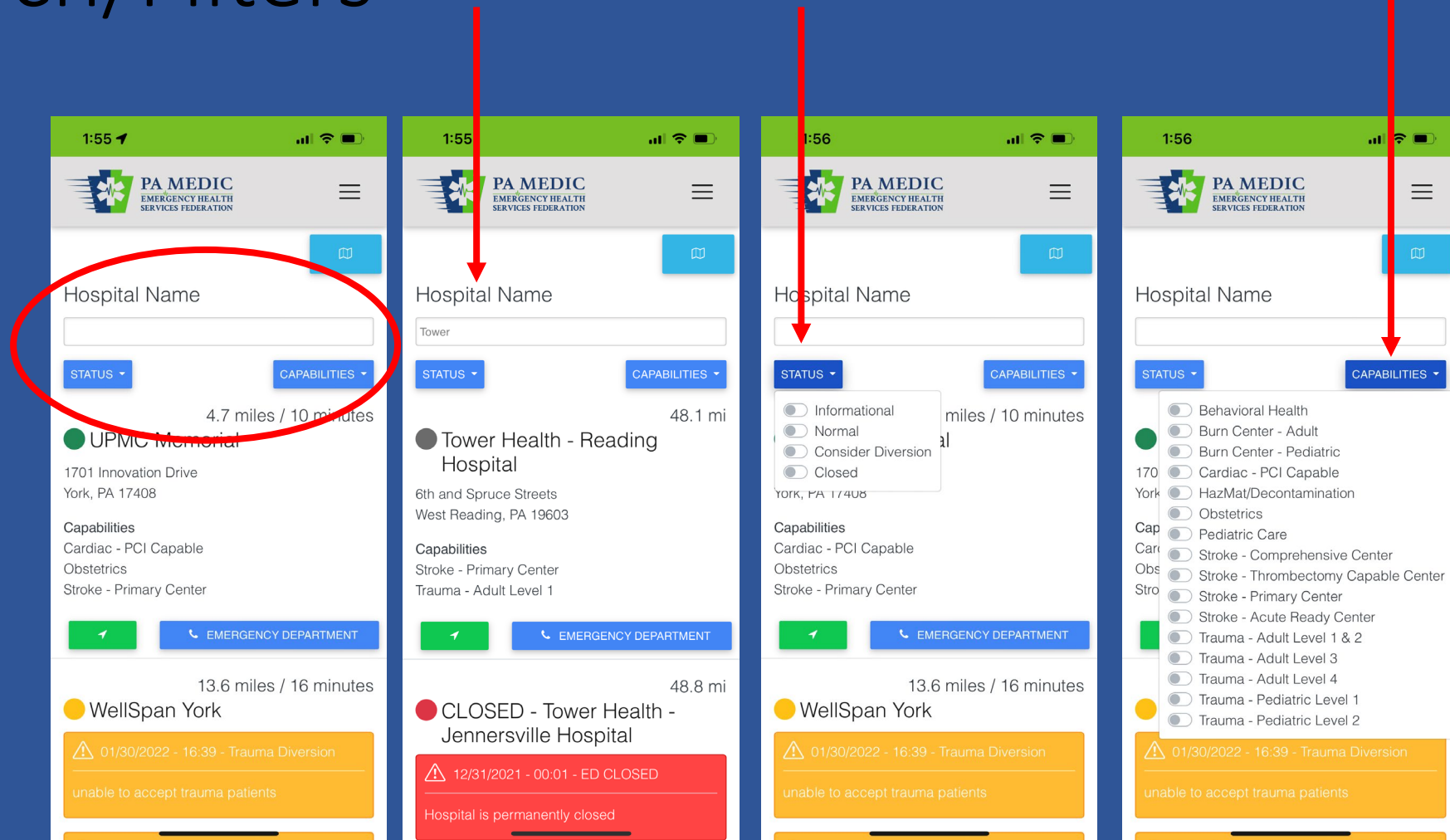
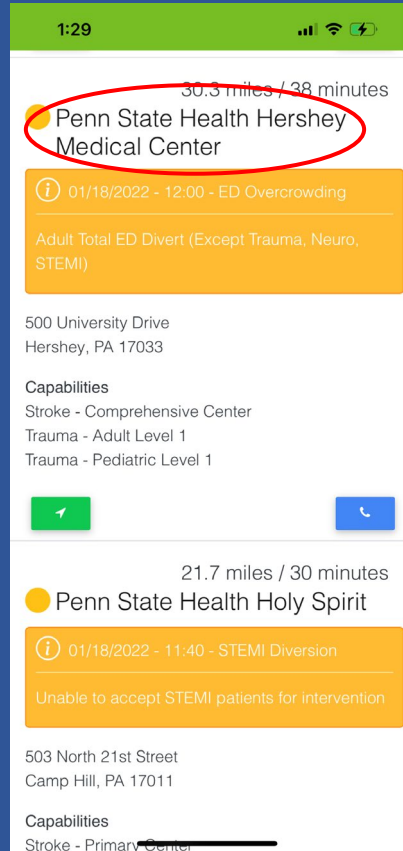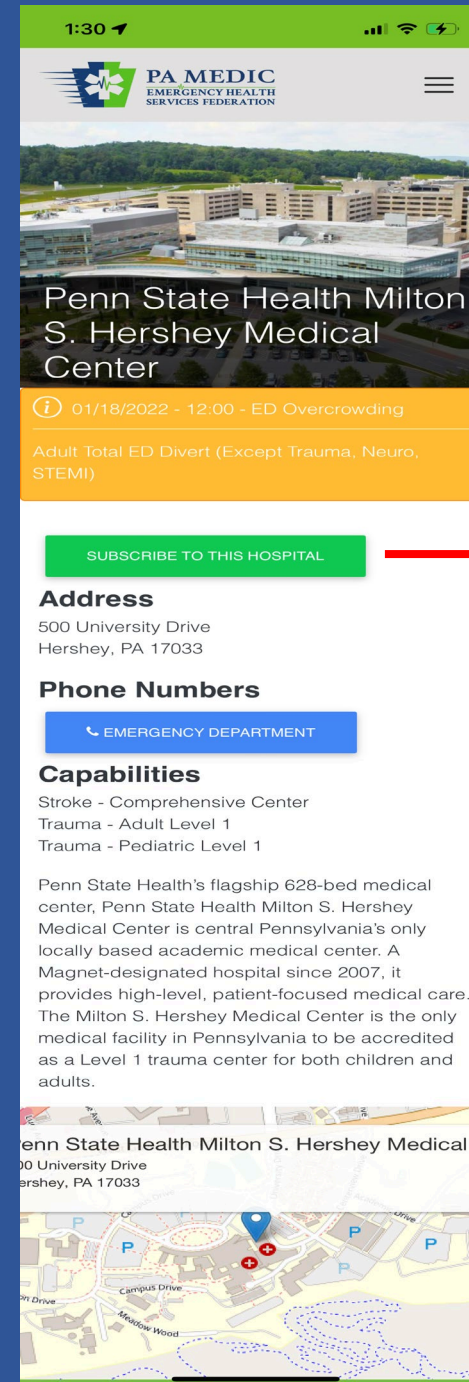# Mobile: Hospital Webpage

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