DISASTER READINESS PROGRAM

Executive Summary

Globally natural and manmade disasters have increased in frequency and significance as critical infrastructure such as healthcare delivery networks are impacted. Preparing healthcare systems for disasters is essential to achieve a state of readiness and resilience. TeleTracking recognizes the importance of disaster readiness through streamlined workflows enabled by technology, and real-time data to provide continuous shared awareness for managing a critical event.

TeleTracking's Disaster Readiness Program supports health systems regardless of event type. Common scenarios include local patient surges such as during a bus crash or a local sport event, and major events such as hurricanes, floods and wildfires where entire hospitals must evacuate or receive patients. Our subject matter experts bring knowledge, experience and insights to assist health systems in preparing for critical events.

GUIDING PRINCIPLES

Engaged Partnership – we work with our clients to design and build your disaster readiness workflow and information sharing with your emergency preparedness partners

Tiered Response – our program supports a tiered approach to manage events at the local, regional and national levels

Scalable, Flexible, & Adaptable – our program enables staff to quickly engage by using standardized workflows to meet the emerging event needs regardless of role or location

Unified Command – our program aggregates information for command staff to support decisions and monitor progress during all phases of an event

Readiness to Act – our program has a simple activation, minimizing task- burden and maximizing timeliness of response to events

PLANNING

Assess Resource Types – once deployed, our system provides leaders the ability to conduct episodic and ongoing assessments of available resources at the facility, health system, regional, state-wide, and national levels.

Policy & Funding Guidance – during policy planning and funding cycles data from our program may be used to inform the hazard vulnerability analysis and assist in identifying potential public health needs.

Regulatory Standards & Compliance – using standard principles of emergency management by integrating regulatory agency requirements we are able to support health systems achieve compliance with health regulatory and accrediting organizations.

PREPAREDNESS

Communication & Coordination – ongoing awareness of ready resources is provided through real-time visibility across a variety of geographic resources such available beds and occupancy levels.

Evacuation Exercises & Drills – health systems are supported while conducting periodic table-top and live-action disaster exercises enabling competence and confidence in staff performance with immediate feedback through data visualization.

Monitoring & Trending – over time disaster management teams are able to monitor resource use in a continuous shared-situational awareness mode while also gaining insights to seasonal and event-based trends.

RESPONSE

Visibility & Surge – disasters occur quickly and often without warning, requiring immediate visibility and capability to monitor surge patients associated with an event.

Triage & Tracking – as a disaster emerges the ability to efficiently match patients to available resources is critical, while tracking patient movements between care facilities.

Capability & Capacity – immediate bed availability by levels of care and special needs allows health systems to declare the number of patients they are ready to serve.

RECOVERY

Accountability & Utilization – capability to quickly account for patients, staff and resources mobilized during an event provides emergency managers with critical information to bring an event to conclusion, and provide reports used for reimbursement.

Repatriation & Reunification – during recovery phase patient locations are important for reconnecting patients, families, and caregivers, and accounting for resources used by health systems for reimbursement.

After Action Reporting & Lessons Learned – at the conclusion of the event all data captured is available for post-event analysis reporting providing insight to lessons learned, and areas for improvement within a quality improvement framework.

Our mission is to **ensure no patient ever waits for the care they need**, and that mission is unconditional. During a disaster it becomes even more important for our clients.

Together we stand **Disaster Ready.**

TeleTracking®

The Times Building | 336 Fourth Avenue | Pittsburgh, PA 15222 | 800.331.3603 | teletracking.com