



Tracking Resources, Alerts, and Communication for a Better Washington

Frequently Asked Questions – 2009

What is WATrac? WATrac (Washington System for Tracking Resources, Alerts, and Communication) is a web-based application serving the Washington healthcare system by providing two distinct functions: 1) daily tracking of facility or organizational status and bed availability and, 2) incident management and situational awareness during a disaster response.

How is WATrac Used During a Disaster Response?

The system provides a means for notifying healthcare partners of emergency incidents and for supplying situational updates throughout the event. During an incident the daily facility status and bed tracking feature not only provides EMS and hospitals with patient transport information, but also automates the process for obtaining bed counts for statewide updates. *Resource Tracking* and *Pharmaceutical Tracking* features, combined with *Resource Requesting*, allow resource matching to occur on-line. *Command Center*, for on-line chat and conferencing, provides an easily accessible tool for real time communication within organizations and between healthcare partners. Additionally, WATrac has the capability to provide for family assistance and reunification.

What are the Computer Requirements? WATrac is web-based and will run on any computer with an internet connection, standard web plug-ins, and Adobe Flash 9.0 or newer. The system can also be accessed from alternate connections such as a Blackberry.

Is WATrac HIPAA Compliant? The system meets HIPAA security requirements with 128-bit encryption. Customizable logins allow each organization to determine the level of access a user receives, further increasing the system security. All activities within the system are permanently archived.

How is Data Back-up Accomplished? The data in WATrac is stored off-site in both Minneapolis and Chicago. This service includes dynamic redirection in the event of a server failure so there is no apparent break in service.

What Costs are Associated with WATrac? The system was originally purchased with King County ASPR funds for approximately \$160,000. Yearly support to host the data on remote servers is \$45,000. The yearly

maintenance costs are paid through 2010. The process for payment of annual costs after 2010 is currently being discussed.

How is WATrac Administered? WATrac is administered and maintained by the Washington State Department of Health and Public Health Seattle-King County. A statewide Users Group made up of representatives from healthcare, EMS, and public health provides direction and input for future use and implementation of the WATrac system.

Who Will Have Access to WATrac? Access is currently provided to hospitals and their identified partners (e.g. EMS, fire departments, and public health) throughout Washington State. Additional access is being guided by the WATrac Users Group and by resources and staff availability. During 2009 it is anticipated that local public health agencies and EMS will have enhanced access to WATrac. Organizations will be able to designate users and specify permission levels.

What Features Will Be Added During 2009? The first features that will be added are *Resource Tracking*, *Pharmaceutical Tracking*, and *Knowledgebase*. Later in 2009, *Command Center*, a tool for on-line chat and communication will be added as resources allow.

Will Training be Available? Training will be available to all regions during each phase of implementation. A training schedule will be developed in conjunction with the WATrac Regional Leads and the Users Group. After an organization's users complete training, they will be given access to the additional features in WATrac

For Additional Information

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