



Tracking Resources, Alerts, and Communication for a Better Washington

# Expanding WATrac: Getting Started in 2009 PART 2

During 2009, additional incident management features of the WATrac system will be made available to three groups - hospitals, Emergency Medical Services, and local public health. The first features that will be available are Resource Tracking, Pharmaceutical Tracking, and Knowledgebase.



In preparation for a smooth and successful launch of the features, there are decisions and steps that each Region or group will need to complete. This document provides information the Group Leads and/or the Regional Decision-Making Workgroup, will use to complete the implementation and decision making process.

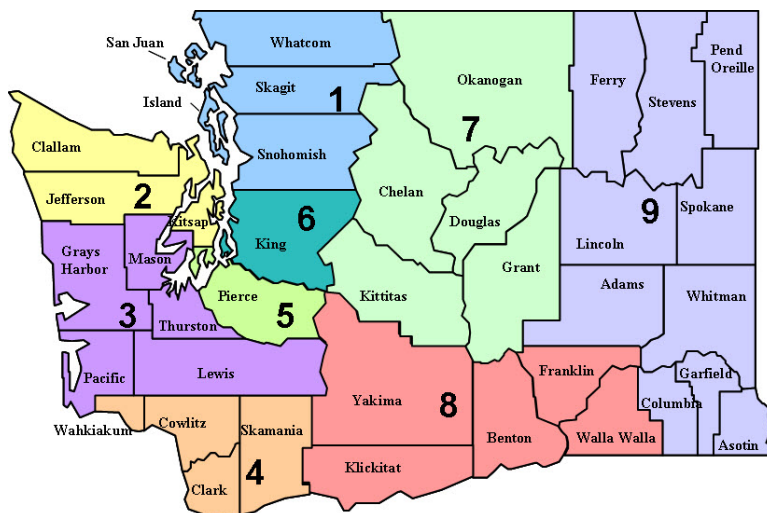
The box below briefly describes the entire implementation process. The first two steps were completed prior to the kickoff meeting. This document provides information for completing Steps 3, 4, and 5.

## Brief Overview of Implementation Steps

1. Gather and Inform Decision Makers
2. Schedule Kickoff Meeting and Introduce Implementation Process
3. Identify Facilities/Organizations and Their WATrac Specialists
4. Make Decisions Regarding WATrac Usage
5. Organize and Complete WATrac Specialist Training

## Washington ASPR/PHEPR Regions

WATrac will be implemented for the Washington healthcare system through the collaborative work of hospitals, Emergency Medical Services, and local public health jurisdictions in the nine ASPR/PHEPR Regions.



## **Before You Begin**

Additional implementation documents, used for submitting information or providing sample language, are listed in each section as “Supporting Documents.” Supporting documents can be opened by clicking on the hyperlinks or downloading them at

<http://www.kingcounty.gov/healthservices/health/preparedness/hccoalition/resource.aspx>

**Please complete all steps and submit the necessary documents to Barbara Andrews at [barbara.andrews@kingcounty.gov](mailto:barbara.andrews@kingcounty.gov)**

After the kickoff meeting, you will begin the process of making key decisions related to usage, setup, and maintenance of WATrac. Your region may choose to make decisions as a collective with hospitals, EMS and Public Health at the table together or maintain separate sector workgroups. Decision points are Participating Facilities/Organizations, WATrac Specialists, Alerting Strategy, Resource Tracking, Pharmaceutical Tracking, and Knowledgebase.

## **3. Identify Facilities/Organizations and WATrac Specialists**

In this step, you will identify all hospitals, Emergency Medical Services agencies, and local public health jurisdictions within your Region that should have accounts in WATrac. For each facility, you will also recruit a WATrac Specialist and a backup. This step may be best completed by the separate groups, as they are familiar with their peer facilities and staff members appropriate to fill the specialist roles, but can also be completed collectively as a region. Each Region has been provided with a list of existing WATrac facility accounts and the associated user accounts for each group.

### **3a. Participating Facilities/Organizations**

Accounts will be setup in WATrac for all facilities within the groups that need access to the WATrac system.

#### **Supporting Documents:**

[Facility Data Sheet](#) \*\*

#### **Steps:**

- a. Identify agencies, organizations, and facilities within the three groups that will be accessing WATrac. If you want a group or an individual to be able to receive alerts, their facility must have an account setup in the system
- b. Have a Facility Data Sheet completed for each facility.

#### **Submit:**

A Facility Data Sheet for each agency or facility according to the instructions on the data sheet

#### **Comments**

### 3b. WATrac Specialists

Facilities that plan to use the incident management features of WATrac will be given administrative rights to their setup in the system. By providing this access, each agency will have the flexibility to immediately configure and maintain user accounts and administrative information. The WATrac Specialist Fact Sheet provides additional information about the role, responsibilities, training, and time commitment involved.

In this step, you will help each facility identify a WATrac Specialist who will be responsible for managing access to WATrac for their employees; this may involve one or more staff members. If a facility plans to use the incident management features of WATrac, they must have at least one specialist trained in creating and deactivating accounts, assigning permissions and viewing rights, and updating facility information. This training must be completed before a facility can launch the additional features of WATrac.

#### Supporting Documents:

[WATrac Specialist Fact Sheet](#)

[WATrac Specialist Data Sheet](#) \*\*

[WATrac Specialist Message Template](#)

#### Steps:

- a. Recruit a WATrac Specialist for each facility identified in 3a
- b. Have a WATrac Specialist Data Sheet completed by each specialist
- c. Provide the Regional Lead or their designee, a list of all the specialists. This list will be used to arrange WATrac Specialist Train-the-Trainer sessions with the implementation team.

#### Submit:

A WATrac Specialist Data Sheet for each specialist, instructions are on the sheet.  
NOTE: This document is submitted electronically to the implementation team when the WATrac Specialists fill out the form.

#### Comments

## **4. Make Decisions Regarding WATrac Usage**

Below are the decisions that each group, hospitals, EMS, and public health, will make in preparation for using WATrac in their area. Decisions regarding the use of the Alerting feature should be made together, in a regional process. Resource Tracking, Pharmaceutical Tracking, and Knowledgebase decisions can be made by each group independently.

**NOTE:** *Each decision point must be completed before training can be provided. The exception to this is for the Alerting requirements. This section can be completed later, but the region will be unable to send alerts until the steps have been completed.*

### **4a. Alerting Strategy**

Will any of your groups be using the Alerting feature? Yes  No

If yes, complete this section.

If no, go to 4b.

Emergency alerts must be timely and well coordinated. WATrac provides a tool capable of sending alerts to all WATrac users via email, text message, or pager.

To allow alerting to be an effective tool that is managed locally, pre-planning is very important. Each Region will need to develop an alerting strategy that will guide all the groups in the use of this feature.

#### **Supporting Documents:**

[Regional Alerting Policy Template](#)

[Distributions Lists](#)

[User Import Template](#)

#### **Steps:**

- a. Develop a Regional alerting policy that includes all three sectors. The sample policy template provides the topics that need to be included in your policy.
- b. As part of the policy, determine your distribution lists for alerts and complete the Distribution Lists form. Instructions and examples are on the form.
- c. Identify the people or positions that need to be included on each distribution list. Enter them on the User Import Template. Instructions are included on the template.

#### **Submit:**

A copy of your completed alerting policy

A completed Distribution Lists form

User Import Template

#### **Comments**

**4b. Resource Tracking**

Resources that organizations want to track, such as PPE, ventilators, or radios, can be sorted into categories and tracked within this module.

*Will any of your groups be using the Resource Tracking feature?* Yes  No

If yes, complete this section.

If no, go to 4c.

Decide which resources each group will track. You will develop a hospital resource list, an EMS resource list, and a public health resource list. You may also want to determine a minimum list of resources that all facilities in the Region will track. Collaboration among the groups is strongly encouraged so that the final lists will be a useful resource for a coordinated response across the Region during a disaster.

**Supporting Documents:**

[Master Resource List](#)

**Steps:**

- a. Decide if you want to have a minimum Regional list and determine the items to include.
- b. Using the Master Resource List decide on a minimum list of resources to track for each healthcare group. Individual sites can add to their list later.
- c. Check items on the master list you plan to track. If an item you want to track is not on the list, add it at the bottom.

**Submit:**

A copy of the marked Master Resource List for

Hospitals

EMS

Public Health

**Comments**

#### **4c. Pharmaceutical Tracking**

Pharmaceuticals that groups want to track, such as antibiotics and anti-venoms, can be sorted into categories and tracked within this module.

*Will your group be using the Pharmaceutical Tracking feature?* Yes  No

If yes, complete this section.

If no, go to 4d.

Decide which pharmaceuticals each group will track. You will develop a hospital pharmaceutical list, an EMS pharmaceutical list, and a public health pharmaceutical list. You may also want to determine a minimum list of pharmaceuticals that all facilities in the Region will track. Collaboration among the groups is strongly encouraged so that the final lists will be a useful resource for a coordinated response across the Region during a disaster.

#### **Supporting Documents:**

[Master Pharmaceutical List](#)

#### **Steps:**

- a. Decide if you want to have a minimum Regional list and determine the items to include on the list.
- b. Using the Master Pharmaceutical List, decide on a minimum list to track for each healthcare group. Individual sites can add to their list later.
- c. Check items on the master list. If an item you want to track is not on the list, add it at the bottom.

#### **Submit:**

A copy of the marked Master Pharmaceutical List for  
Hospitals  
EMS  
Public Health

#### **Comments**

**4d. Knowledgebase**

Knowledgebase works like an intranet for healthcare preparedness information. It allows one-way document sharing (e.g. plans, contact lists, AAR, best practices), assignment of viewing rights, and auto delete to keep information current.

Will your group be using the Knowledgebase feature? Yes  No

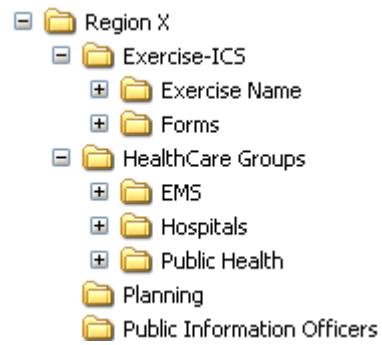
If yes, complete this section.  
If no, go to 5

**Supporting Documents:**

N/A

**Example structure:**

Your structure will be configured according to your directions. You may want to arrange the files by healthcare groups or by subject.



**Steps:**

- a. Decide on a file structure so it can be created for you in WATrac
- b. Choose the documents you want to initially post into your files

**Submit:**

A copy of your file structure

Copies of all documents to be included in Knowledgebase - These will be uploaded prior to your training dates.

**Comments**

## **5. Organize and Complete WATrac Specialist Training**

*Reminder: Each decision point must be completed and necessary information submitted, before training can be provided.*

WATrac Training for 2009 will be in a train-the-trainer format for all identified WATrac Specialists. The sessions will take approximately 4 hours and will be tailored to the decisions you made in step 4. Location will be determined based on the demographics and geography of each Region. It is anticipated there will be multiple sessions in most Regions.

These sessions require a computer lab. Please identify potential training sites in several locations around your region. Many community colleges and hospitals have computer labs that may be available at no cost for this type of training.

### **Supporting Documents:**

[Training Sites](#)

### **Steps:**

- a. Determine how many WATrac Specialists need to be trained based on the information collected in Step 3.
- b. Call Barbara at (206) 263-8718 to discuss the number of trainings your region will require, locations, and dates.
- c. Locate a computer lab for each location where training will be held. Please send a list of the computer labs you locate so we can maintain a centralized list of potential training sites across the State.

### **Submit:**

Training Sites form to Que Mathis [que.mathis@kingcounty.gov](mailto:que.mathis@kingcounty.gov)

### **Comments**

**You're done! Great Work... Thanks and see you soon!!**

**If you have Adobe Acrobat 8.0 or earlier, installed on your computer...**

You may receive this message as you open the data sheets for facilities, group leads, and WATrac Specialists. By clicking OK or Cancel, you will be taken to the document. The form will work properly and your data will be transmitted, there is no need to download a newer version. If you prefer, you can follow these steps:

- Save the file to your computer
- Right click on the file name
- Open with: Adobe Reader

