After the Storm: Recovery Planning for Long-Term Care Facilities

Essential Steps & Communication for Post-Disaster Response

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Objectives

- Equip long-term care staff with actionable steps during and after a disaster

- Focus on communication with Statewide Response Team (SRT), Local Emergency Management (EM) and ND HHS Department Operation Center (DOC)

- Discuss upcoming changes to ReadyOp

- Demonstrate the use of ReadyOp Forms and how Statewide Patient Tracking is accomplished during an evacuation

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Immediate Actions After a Tornado

- Ensure staff and resident safety

- Check for injuries and administer first aid and call for EMS if needed

- Evacuate or shelter in place as needed

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Resident Management and Safety

- Account for all residents and staff
- Prioritize medical needs and continuity of care
- Implement emergency relocation if needed

Establishing Communication Channels

- Use available communication tools (phone, internet, cell, satellite)

- Identify alternate methods if power/internet fails

- Assign a communication lead within your facility

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Damage Assessment and Stabilization

- Survey facility for structural damage

- Turn off utilities if safety is compromised

- Begin internal documentation (photos, written notes)

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Documentation and Recordkeeping

- Maintain logs of actions taken and communications made

- Prepare reports for inspections, audits, or reimbursements

- Protect resident medical and personal information

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Communication with EM or SRT, and the DOC

Local EM or SRT

- Report initial facility status and needs

- Request emergency services or emergency transportation needs

- Follow local EM guidance and provide regular updates

DOC

- Share updates on resident status and facility operations (Shelter in Place, or Evacuation)

- Request any assets needed from the Medical Cache. (Supplies, Power Generation, HVAC)

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Review

Plan for continuity of operations

- Review and revise emergency plans
- Share and discuss with staff

Maintain ReadyOp

- Contact Roster
- Patient Tracking

Identify alternate methods of communication

- Phones
- Radios
- Internet

Train Regularly

- Exercises and Drills
- Implement improvement plans

ReadyOp Updates

Logging in

- Login to ReadyOp from a computer
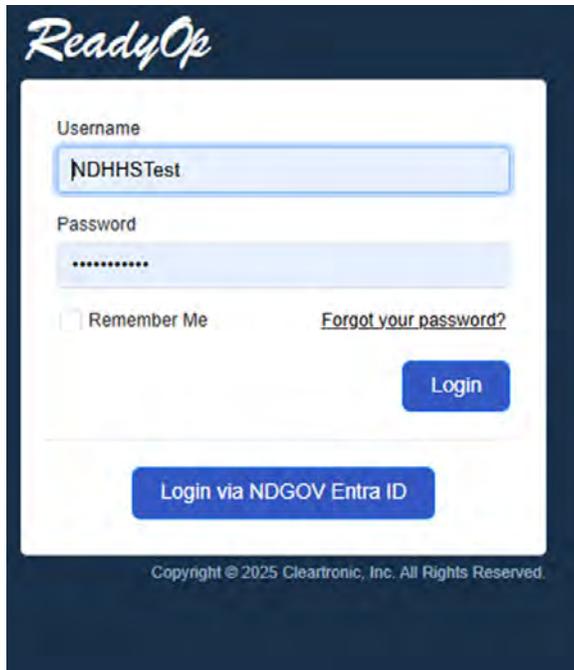
- Select Patient Tracking
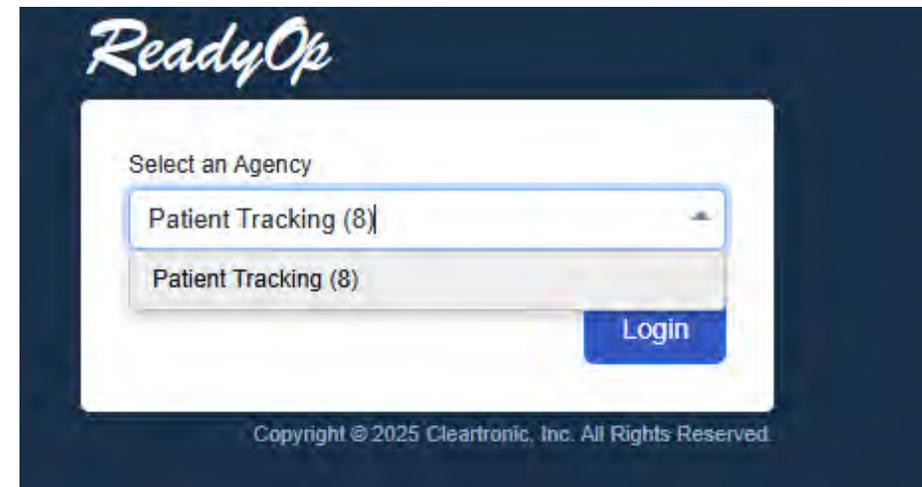
Main View

In Patient Tracking you will be able to view

- Forms
- Vehicle and Staff Tracking Dashboards
- Patient Tracking Visual Dashboard
- Hospital and LTC Bed Availability Dashboards

NDHHS Test (LTC Patient Tracking) - You are currently online

| Forms | Vehicle and Staff Tracking | Patient Tracking Visual | Hos. Bed Availability (Public) |

Forms

- Facility Patient Tracking Information
- NDHHS Facility Evacuation Patient Tracking

		Show Archived: ☐ Show Drafts: ☑	▼ Actions		
☐	ID	Name	Status	Creator	Created
☐	401	Facility Patient Tracking Information	Published	Duane Ell	2025-07-28 09:25 CDT
☐	394	NDHHS Facility Evacuation Patient Tracking	Published	Duane Ell	2025-07-16 15:28 CDT

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Facility Patient Tracking Information

- Preregistration of patients.

- Use of the template for initial upload

- Can be kept up with a template or one to one basis

- The DOC can import patients from a facility without the need of emailing a template

- Facilities can easily view and update their patients

NDHHS Facility Evacuation Patient Tracking

- Real Evacuations will be entered here.

- Reports to the dashboard for all to see.

- Allows the DOC, other LTCs and Hospitals the ability to **edit** patients from a computer or ReadyOp Forms

- DOC will upload in a real event.

- Facilities can edit but **not create** entries from a computer. (Only ReadyOp Forms)

Vehicle And Staff Tracking (VAST) Dashboards

- Snapshot view of vehicles and staff assistingand assigned to missions

- The DOC and Staging Manager can view, assign, and track all vehicles and staff.

Patient Tracking Dashboards

- DOC and facilities can track movement of patients

- Correlates with the Facility Evacuation Patient Tracking Form

- Also allows EMS and Hospitals to track Mass Casualty patients

- If a hospital would need to decompress due to an MCI can track inpatients separate from the MCI patients

Bed Availability

- Shows an aggregate of beds available for Hospitals and LTCs
- Can be filtered by date
- During an emergency would be cleared prior to a request of all facilities to report beds.
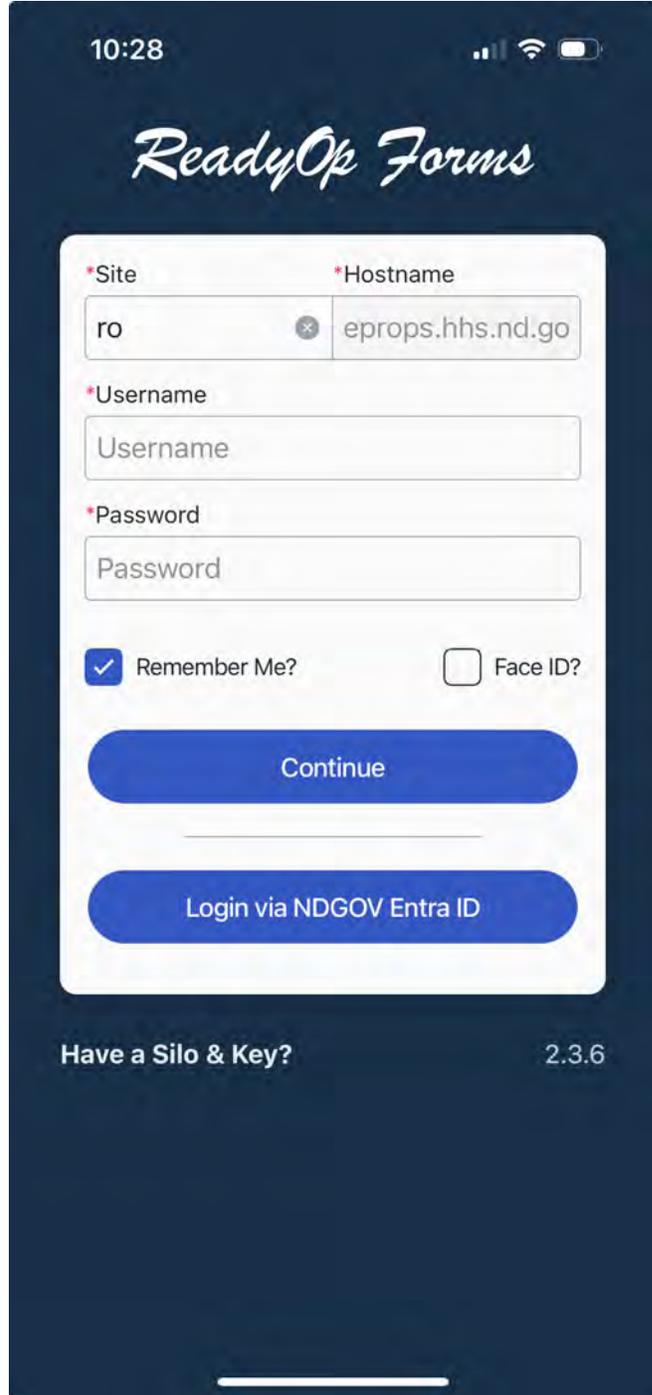
LTC Statewide Patient Tracking

ReadyOp Forms

Install the Application

Android Devices

Scan the
Appropriate QR
code, or go to your
devices App Store
and search
ReadyOp Forms

Apple Devices

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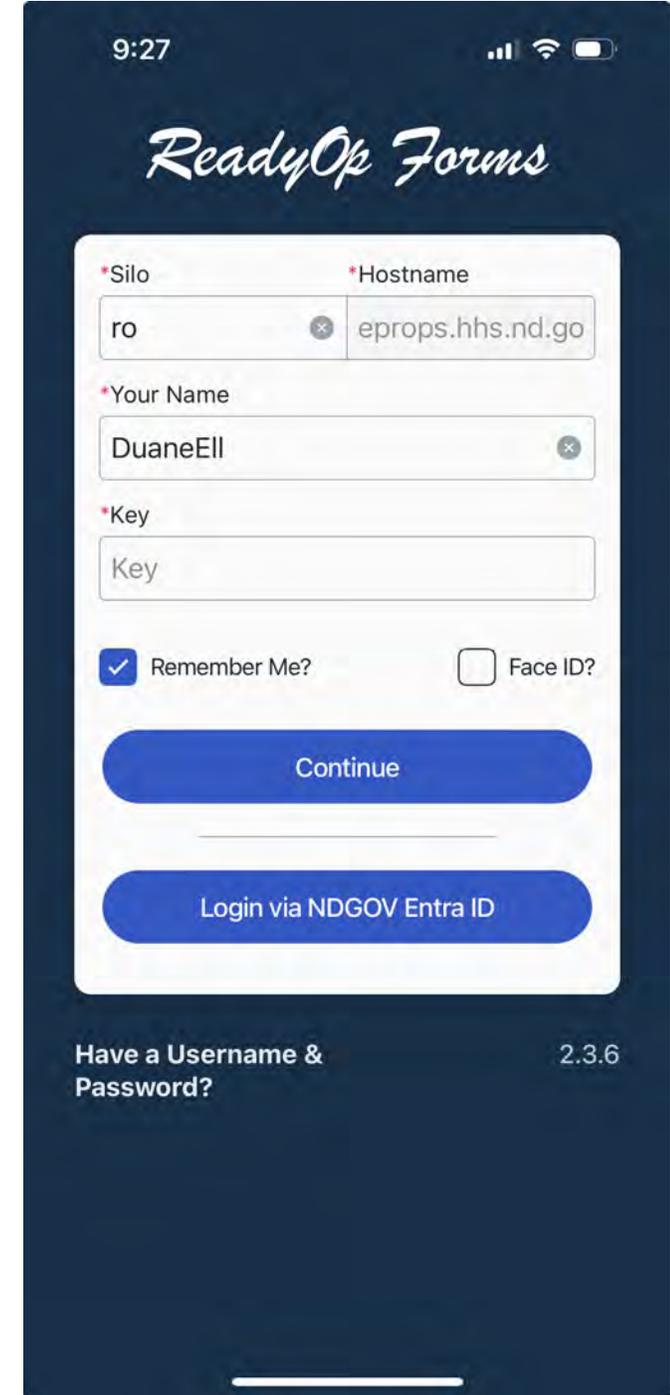Dakota | Health & Human Services
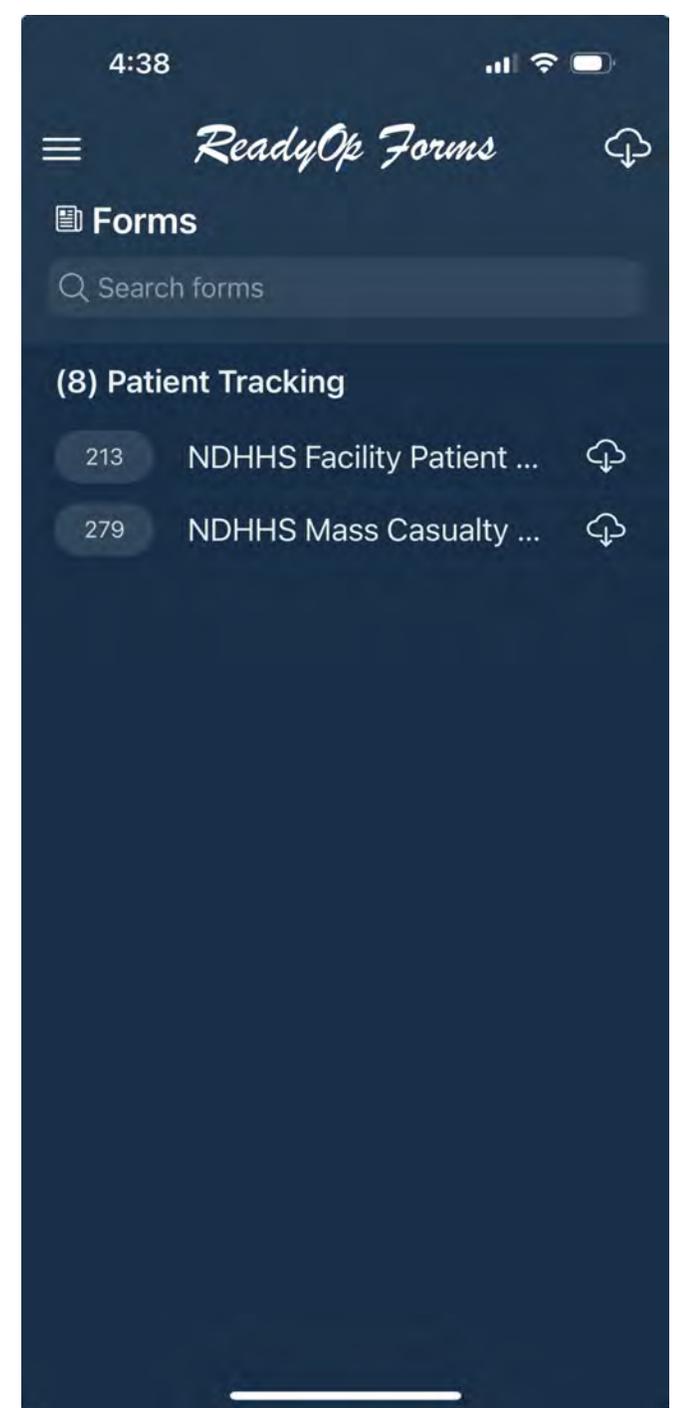Be Legendary.

Logging in

- **Click on Have a Silo & Key** <u>lower left corner</u>
  - Silo: **ro**
  - Hostname: **eprops.hhs.nd.gov**
  - Your Name: **First and Last name all one word or your agency**
  - Key: **19231285**

You can now click Remember Me or Face ID to save the login information.
  - **Click Continue**

Selecting A Form

- (213) NDHHS Facility Patient Tracking
- (279) NDHHS Mass Casualty Triage & Tracking

Mass Casualty Triage & Tracking

- Able to use devices camera as a barcode scanner
- Allows real time data to be shared from the field statewide with receiving facilities
- Allows pictures to be added without compromising HIPPA
- Rescanning or manually entering a Patient ID will populate previous information

Mass Casualty Triage & Tracking
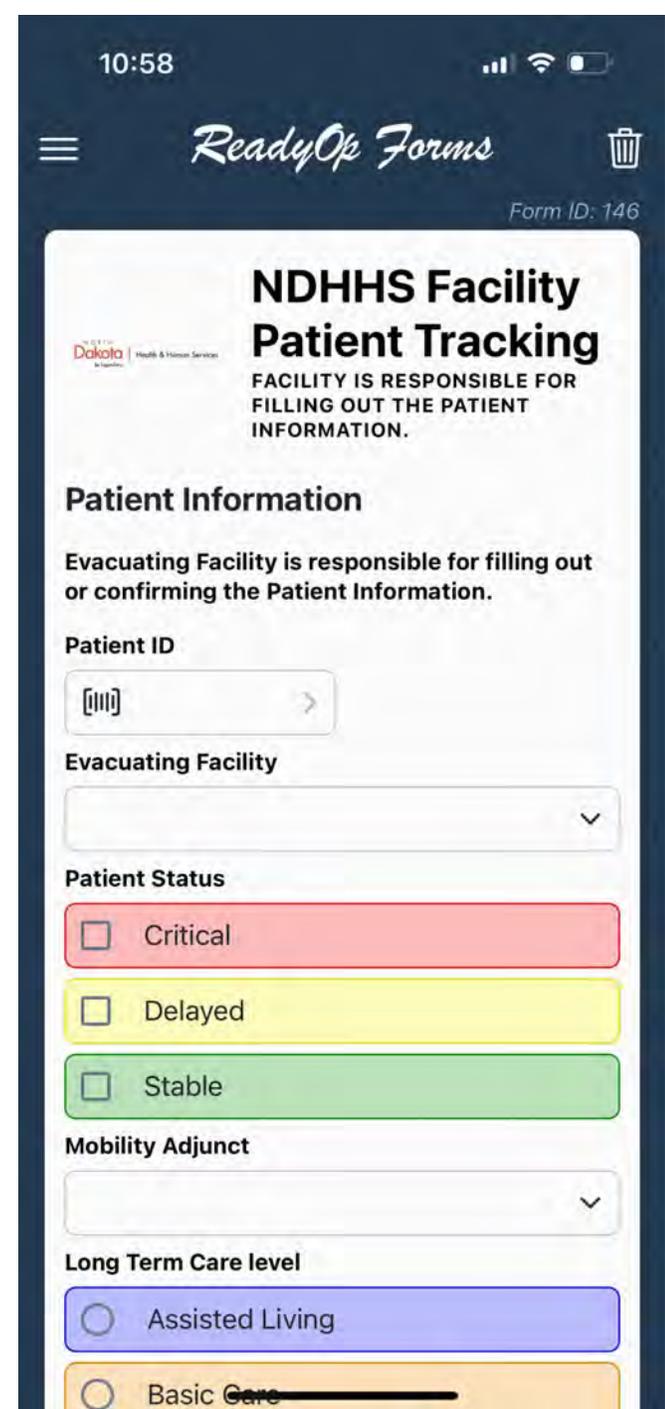
- Utilizes current state provided Triage Tags
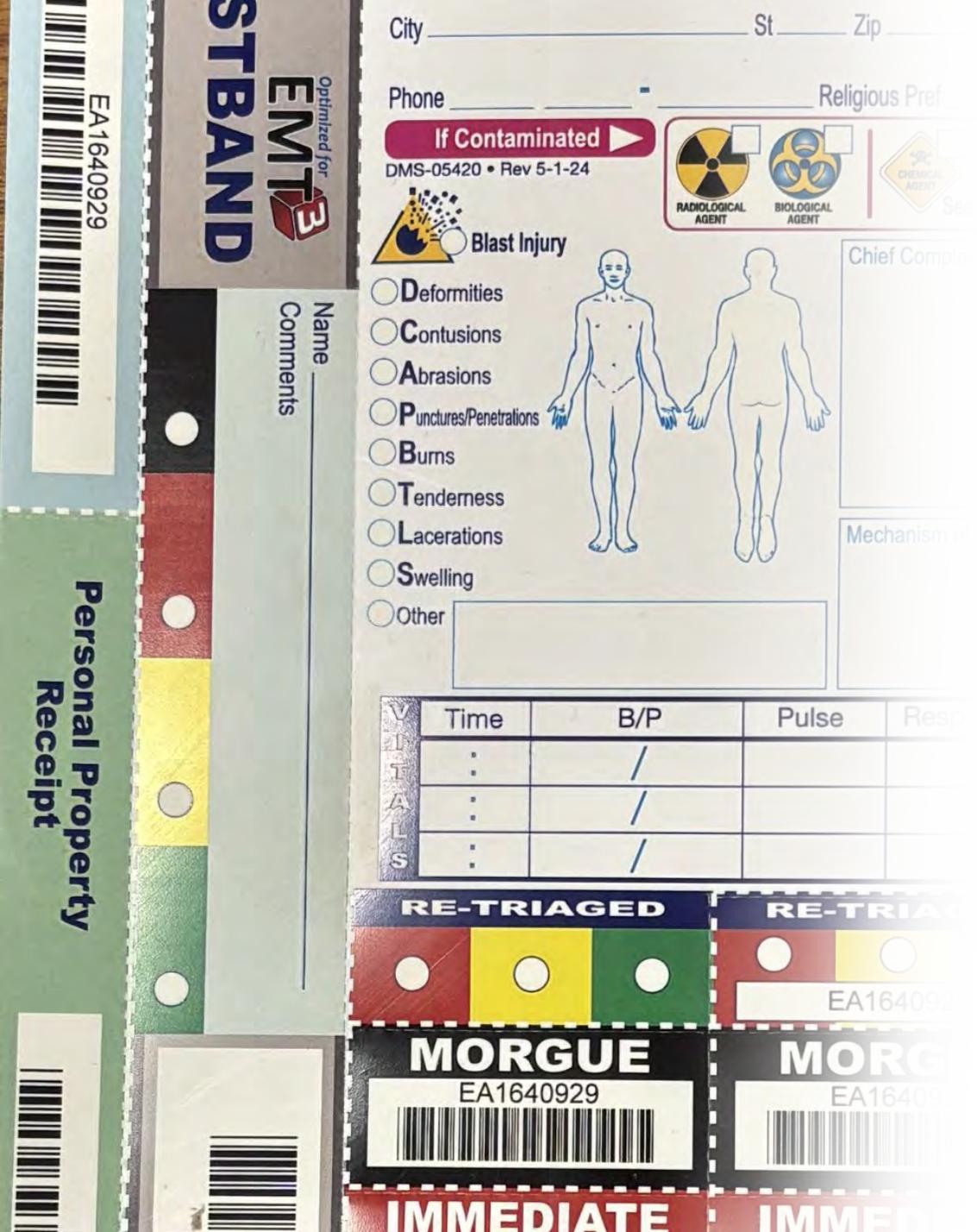
MCI Hospital Dashboard

Patient ID	Triage Status	Gender	DOB	Incident Type	CBRNE Exposure	Decon Status	Transporting Unit	Scene Departure Time	Destination Facility	Faciliy Arrival Time	Hospital Tracking
2173		F	9/30/1984	Motor Vehicle Crash			EMS-12	03/13/2025 11			
2172		M	3/8/1965	Motor Vehicle Crash			EMS-30	03/13/2025 11			
2171		F	10/11/1980	Motor Vehicle Crash			EMS-18	03/13/2025 11			
2168		F	5/10/2001	Motor Vehicle Crash			EMS-12	03/13/2025 11			

- Updates every 90 seconds
- Allows receiving facilities to prepare for incoming patients
- Receiving facilities use the same system to track receipt of patient

Facility Patient Tracking

- Utilized for patients being transferred from one facility to another
  - Evacuation
  - Decompression
- Allows DOC to assist in patient placement
  - Bed types needed
  - Mobility adjuncts
- Rescanning or manually entering a Patient ID will populate previous information
- Works hand and hand with VAST system

Facility Patient Tracking

- Utilizes current evacuation tags provided by the state.
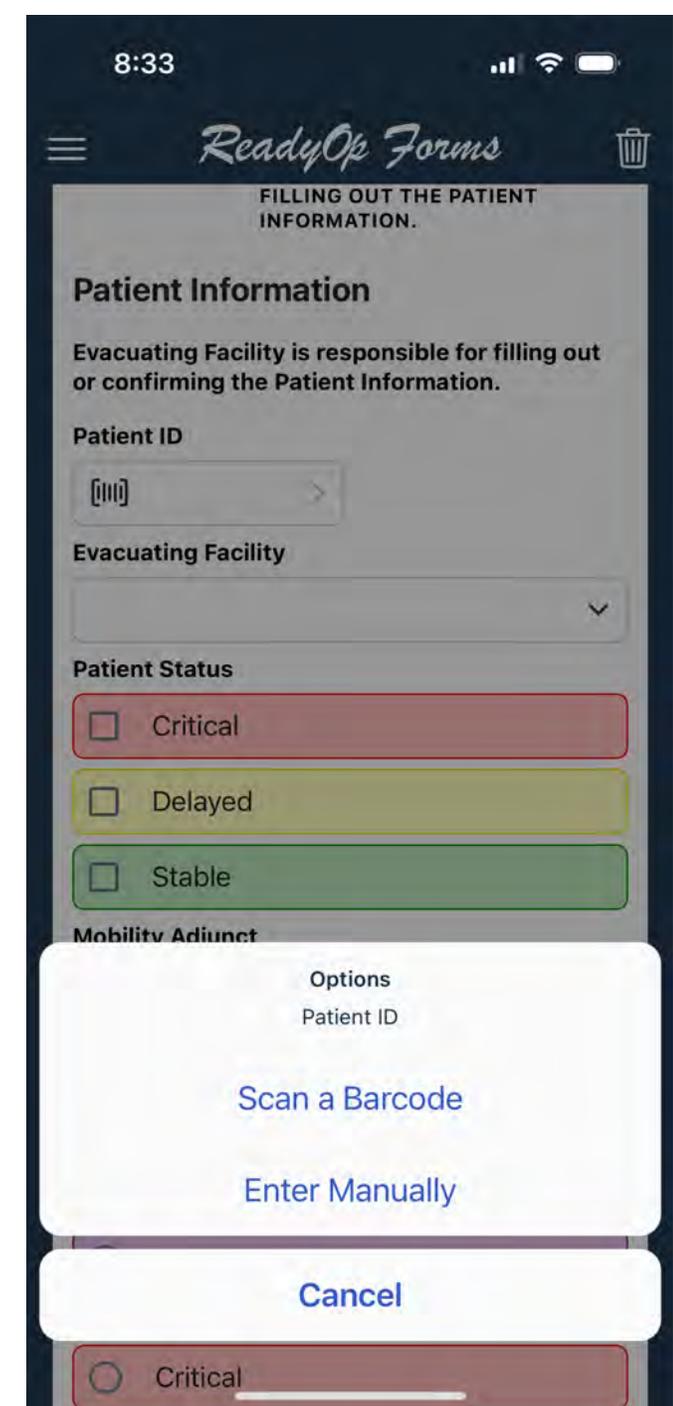
Initial Form Submission

- Patient ID
- Evacuating Facility
- Mobility Adjunct
- Care Level
- First and Last Name
- Sex
- Date of Birth

Patient ID

- Click on Patient ID box/field
    - Click on **Scan a Barcode** to use device's camera as a scanner
    - Click on **Enter Manually** to manually type in the number

Note:
The cameras are very sensitive to shadows and glare from light conditions. Always verify the number scanned with the Tag Number

Evacuating Facility

- Click on **Evacuating Facility** dropdown
  - This will be the facility that is Evacuating they are listed by City and Facility Name

Note
Turning the phone sideways will give a larger view of the facility names

Patient Status

-Determines transport priorities
- Select one **Patient Status**
  - **Critical** – patient will not tolerate waiting to be transferred for a long period of time.
  - **Delayed** – Patient will be able to wait an hour or two before being transferred to another facility.
  - **Stable** – Patient will be able to wait several hours before needing to be transferred.
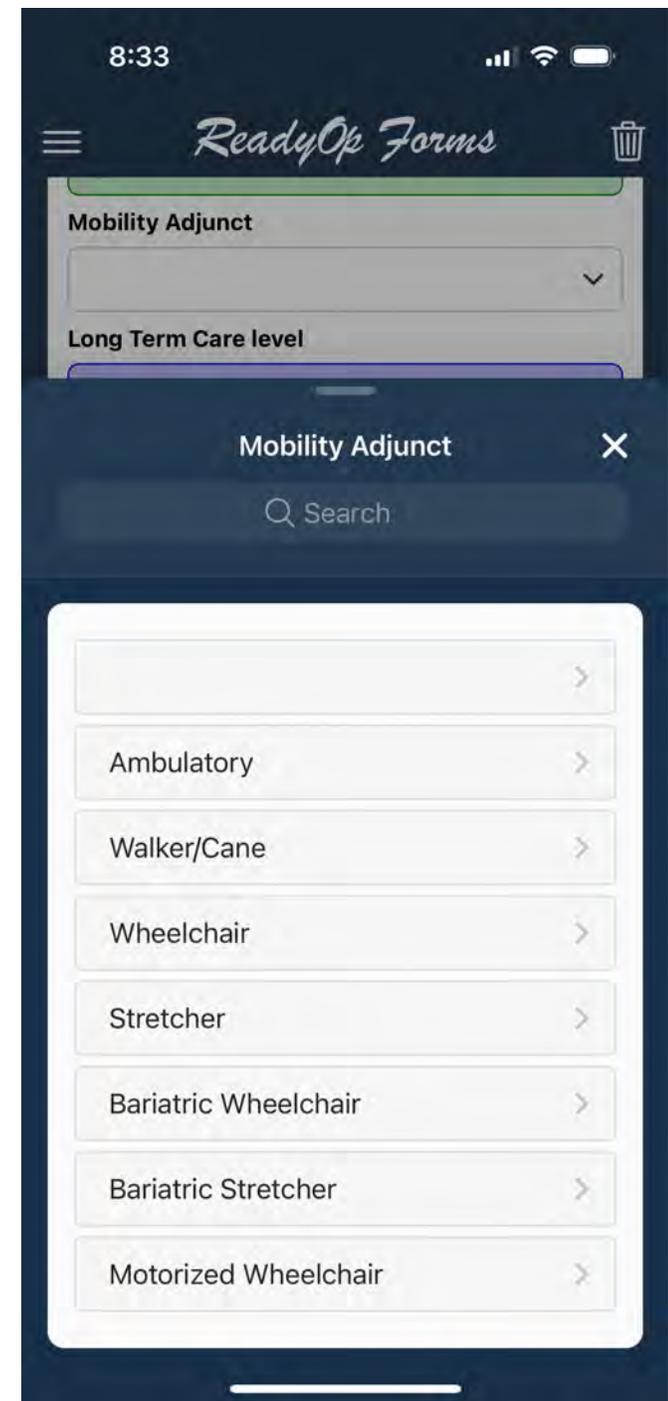
Mobility Adjunct

- Determines Transportation Assets
• Click on drop down and select one.

Note

When selecting a mobility adjunct keep in mind this is for evacuation purposes not daily activity. Example: Walk unassisted 200 yards and climb on a school bus.

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Care Level

- Determines bed type needed
- Select one that matches the current patient care type.
  - LTC or Hospital

Name and Date of Birth

DL/ID Number

Can scan any US issued ID or Drivers License and populate Name, Address, City, State, Zip, Sex, and DOB.

- Enter at least the First and Last name.
- Address is not required
- **Sex** M or F
- **DOB** Date of Birth

Conditions, Meds and Allergies

- Click any conditions that apply to the patient.
- If time allows Meds and Allergies can be entered but is not a required field

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Photos

- By clicking on **Select File** there is an option to **Take photo** or **Choose a Photo from Gallery**
- By using **Take photo,** the photo will not be saved on the device only stored in ReadyOp.

Transport Information

- Most of this will be filled out by the Transport Team, Staging Team, or the Department Operation Center.

- **Name of Person Accepting** will be the Receiving facility staff.

Submitting

- Once the required information is entered the form can be submitted by scrolling to the very bottom of the page and clicking on **Submit Form**

Recalling Submitted Forms

- If a patient tag has already been entered the **Entry Exists** warning will pop up when rescanned click **Yes** to view the entered information

- To save any changes made scroll to the bottom and click on **Save Changes**
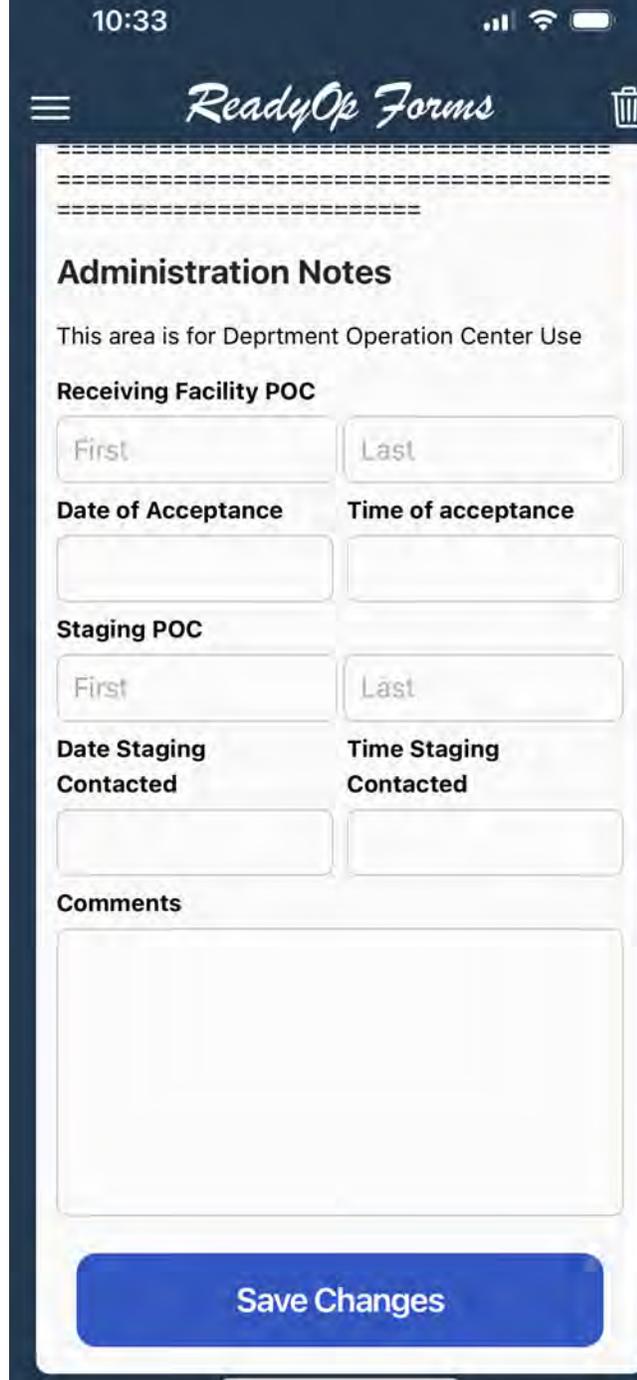
Facility Patient Tracking Dashboard

Patient ID	Evacuating Facility	Care Level	Hospital Care Level	Patient Status	Mobility Adjunct	Sex	DOB	Conditions	Destination Facility	Vehicle ID	Departure Time	Arrival Time
s12345678	Aneta Aneta Parkview Health Center	Basic Care		Delayed	Wheelchair			DNR (must be with patient)	Arthur Good Samaritan Society Prairie Villa			
V987654	Ashley Ashley Medical Center		Critical	Critical	Stretcher				Bismarck St. Alexius Medical Center	V6001	03/28/2025 855	

- Updates every 90 seconds

- Allows facilities to view transfers and needed bed types

- Vehicle IDs can be from VAST or Units number depending on situation

System Access

- ReadyOp Forms is available on any mobile device

- Device only stores information until internet access is available and data uploads to the system

- Facilities can view dashboards 24/7

Department Operation Center

Available 24/7/365

701-328-0707

nddohdoc@nd.gov

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