



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

Essential Steps & Communication for Post-Disaster Response



Health & Human Services

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

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





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



Damage Assessment and Stabilization

- Survey facility for structural damage
- Turn off utilities if safety is compromised
- Begin internal documentation (photos, written notes)



Documentation and Recordkeeping

- Maintain logs of actions taken and communications made
- Prepare reports for inspections, audits, or reimbursements
- Protect resident medical and personal information



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)

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

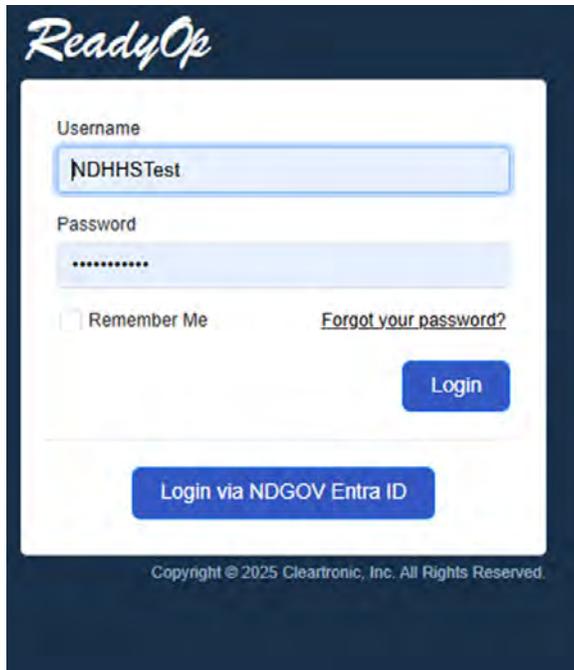
- Exercises and Drills
- Implement improvement plans

ReadyOp Updates



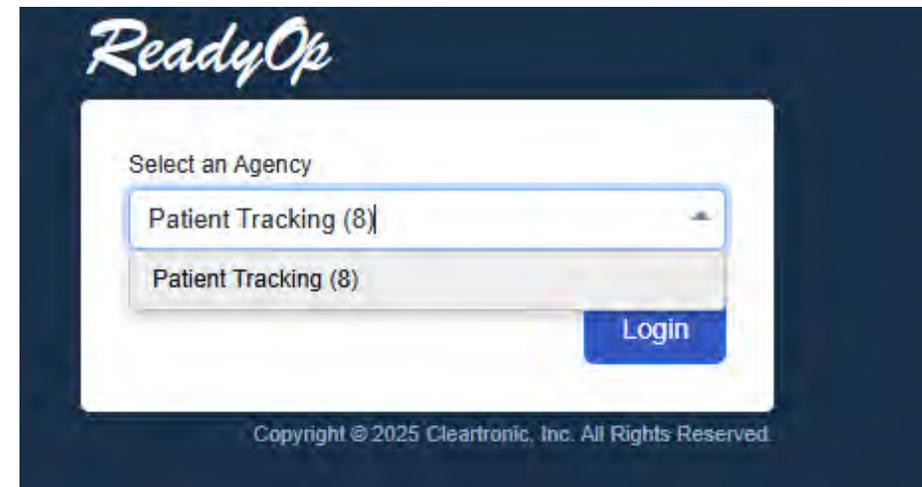
Logging in

- Login to ReadyOp from a computer



The screenshot shows the ReadyOp login interface. At the top left is the 'ReadyOp' logo. Below it are two input fields: 'Username' containing 'NDHHSTest' and 'Password' with masked characters. There is a 'Remember Me' checkbox and a link for 'Forgot your password?'. A blue 'Login' button is positioned to the right of the password field. At the bottom, there is a blue button labeled 'Login via NDGOV Entra ID'. The footer contains the text 'Copyright © 2025 Cleartronic, Inc. All Rights Reserved.'

- Select Patient Tracking



The screenshot shows the ReadyOp login interface with the 'Select an Agency' dropdown menu open. The dropdown list shows 'Patient Tracking (8)' selected. A blue 'Login' button is visible to the right of the dropdown. The footer contains the text 'Copyright © 2025 Cleartronic, Inc. All Rights Reserved.'

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)	
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Forms

- Facility Patient Tracking Information
- NDHHS Facility Evacuation Patient Tracking

Show Archived: <input type="checkbox"/> Show Drafts: <input checked="" type="checkbox"/> Actions						
<input type="checkbox"/>	ID	Name	Status	Creator	Created	
<input type="checkbox"/>	401	Facility Patient Tracking Information	Published	Duane Ell	2025-07-28 09:25 CDT	
<input type="checkbox"/>	394	NDHHS Facility Evacuation Patient Tracking	Published	Duane Ell	2025-07-16 15:28 CDT	

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

The screenshot shows a web form titled "New Entry" for "Facility Patient Tracking Information". The form is designed for facilities to track residents prior to an emergency. It includes several sections with various input fields and radio buttons:

- Patient Information:** Fields for Patient ID (with a dropdown menu) and Evacuating Facility (with a dropdown menu).
- Patient Status:** Radio buttons for Critical (red), Delayed (yellow), and Stable (green).
- Mobility Adjunct:** A dropdown menu.
- Long Term Care level:** Radio buttons for Assisted Living (blue), Basic Care (yellow), and Skilled Nursing (purple).
- Hospital Care Level:** Radio buttons for Tertiary Care Hospital (red), Critical Access Hospital (yellow), and Transitional Care / Swing Bed Facility (green).
- Hospital Bed Type:** Radio buttons for ED (red), ICU (red), Cardiac / Telemetry (red), General (yellow), Post Critical Care (yellow), Surgical (yellow), Medical (yellow), Oncology (yellow), Psych (yellow), Labor and Delivery (yellow), Long Term / Rehab (green), Pediatric (pink), PICU (pink), Nursery (pink), and NICU (pink).
- Personal Information:** Fields for DL/ID Number, First Name, Middle Initial, Last Name, Street 1, Street 2, City, State, Zip, Sex, and DOB.
- Conditions:** A section titled "Conditions check all that apply" with checkboxes for Dialysis, Diabetic, Bariatric, Elopement Risk, Hospice, Oxygen Dependent, and Ventilator.

At the bottom of the form, there are "Close Form" and "Submit Entry" buttons.

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)

New Entry

 NDHHS Facility Evacuation Patient Tracking
Facility is responsible for filling out the Patient Information.

Patient Information
Evacuating Facility is responsible for filling out or confirming the Patient Information.

Patient ID Evacuating Facility

Patient Status
 Critical Delayed Stable

Mobility Adjunct

Long Term Care level
 Assisted Living Basic Care Skilled Nursing

Hospital Care Level
 Tertiary Care Hospital Critical Access Hospital Transitional Care / Swing Bed Facility

Hospital Bed Type
 ED ICU Cardiac / Telemetry General Post Critical Care Surgical Medical
 Oncology Psych Labor and Delivery Long Term / Rehab Pediatric PICU Nursery
 NICU

DL/ID Number First Name Middle Initial Last Name

Street 1 Street 2

City State Zip Sex DOB

Conditions check all that apply

Vehicle And Staff Tracking (VAST) Dashboards

- Snapshot view of vehicles and staff assisting and assigned to missions
- The DOC and Staging Manager can view, assign, and track all vehicles and staff.

The image displays three screenshots of the VAST dashboards, all featuring the North Dakota Health & Human Services logo and the slogan 'Be Legendary'.

Vehicle Tracking Dashboard (09/03/2025 09:38 AM):

Vehicle Capacity Totals				
Ambulatory	Wheelchair	Stretcher	Bar WC	Bar Stretcher
6	9	0	0	0

Filters: Vehicle Type (All), ID# (All), Staging ID (All)

Vehicle Type	ID#	Ambulatory	Wheelchair	Stretcher	Bar WC	Bar Stretcher	Staging ID
Bus/Van	Test 1234	6	9	0	0	0	

Staff Tracking Dashboard (09/03/2025 09:41 AM):

Medical License Count Totals			
None	0	LPN	0
CPR	0	RN	1
EMTB	0	CNA	0
AMET	0	Physician	0
Paramedic	1	Other	0

Filters: Staff ID (All), Staff First Name (All), Medical License (All), Staging ID (All)

Staff ID	Staff First Name	Medical License	Staging ID
Test 34567	Jane	RN	Aneta
Test 12345	John	Paramedic	Aneta

Vehicle and Staff Tracking Dashboard (09/03/2025 09:43 AM):

Filters: Start Shift Date (All), Staging ID (All), Vehicle ID (All), Staff First Name (All), Medical License (All)

Duty Shift Start							Duty Shift End					
Start Shift Date	Start Time	Staging ID	Vehicle ID	Team Lead ID	Driver Staff ID	Staff ID	Staff ID2	Staff ID3	Staff ID4	Staff ID	Staff First Name	Medical License
9/3/2025	12:00 AM	Aneta	Test12345	Test 12345	Test 12345	Test 34567				#N/A		

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

The top dashboard, 'Facility Patient Tracking', features a navigation bar with various menu items and a search bar. Below the search bar is a table with columns for Patient ID, Evacuating Facility, LTC Care Level, Hospital Care Level, Hospital Bed Type, Patient Status, Mobility Adjunct, Sex, DOB, Conditions, Destination Facility, Vehicle ID, Departure Time, and Arrival Time. A single patient record is visible with ID 123456test, evacuated from Aneta Aneta Parkview Health Center, with an Assisted Living LTC level and Critical patient status.

The bottom dashboard, 'MCI Patient Tracking', has a similar layout but with different search filters and table columns. The table columns include Patient ID, Triage Status, Gender, DOB, Incident Type, CBRNE Exposure, Decon Status, Transporting Unit, Scene Departure Time, Destination Facility, Facility Arrival Time, and Hospital Tracking. A patient record with ID 1234 is shown, with a yellow triage status, Male gender, DOB, Incident Type of Violent Crime (Active Aggressor), Chemical CBRNE exposure, Decon Status, Transporting Unit 543, Destination Facility Cooperstown Dakota Regional Medical Center, and Hospital Tracking ED.

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.

NORTH Dakota Health & Human Services		Statewide Bed Availability		Date Updated On
				9/1/2025
Date All				
Hospital Patient Admission Advisory				
Red Patients	Yellow Patients	Green Patients	Total	
2	3	5	10	
Hospital Staffed Bed Type Availability				
Emergency Department	General	Intensive Care Unit	Post Critical Care Beds	
2	14	0	0	
Surgical	Labor & Delivery	Psychiatric	Oncology	
0	0	0	0	
Urgent	Long Term	Pediatric ICU	NICU	
0	4	0	0	
Date All				
Long Term Care Facility Bed Availability				
Skilled Nursing	Basic Care	Assisted Living	Total	
37	25	34	96	



LTC Statewide Patient Tracking

ReadyOp Forms



Health & Human Services

Install the Application

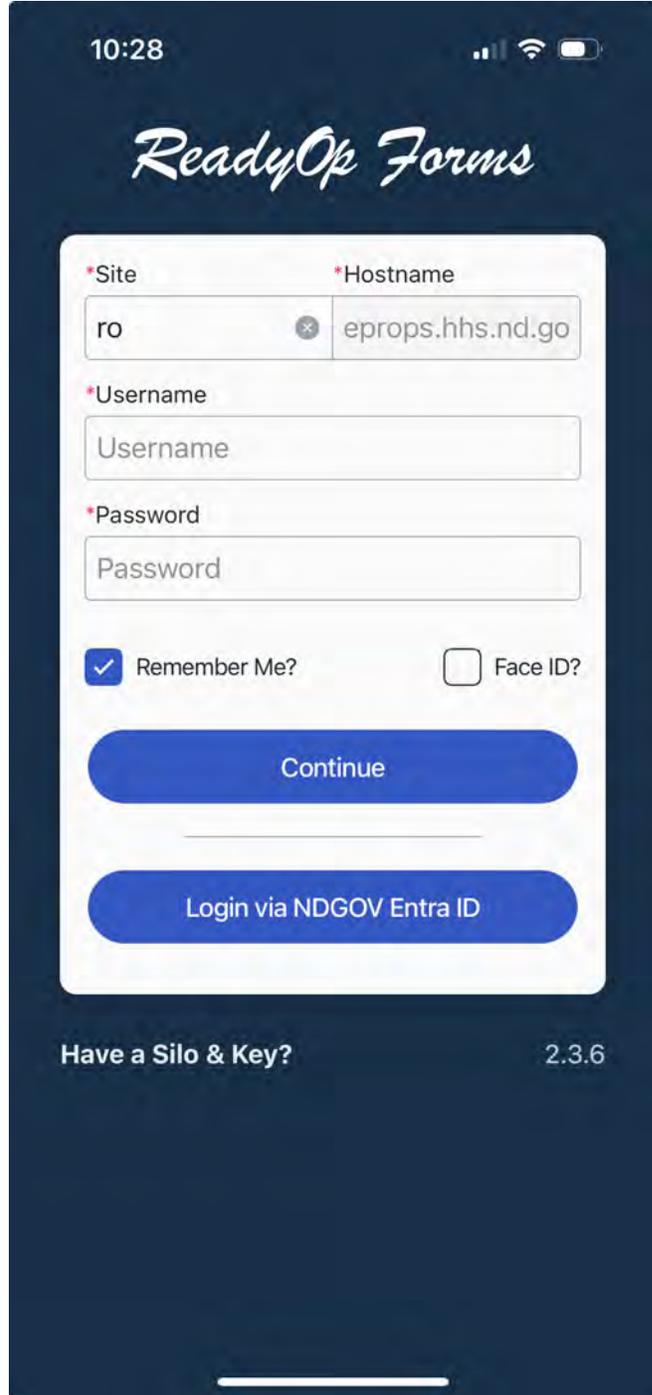


Android Devices

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

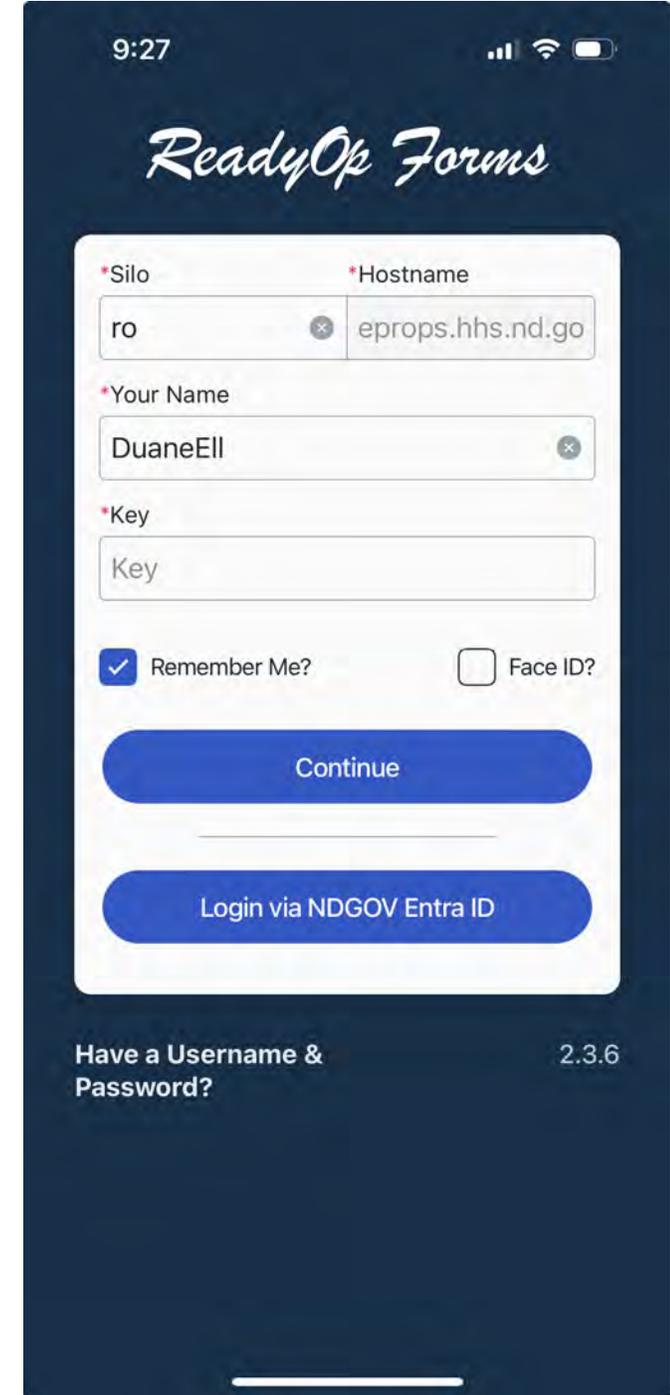


Apple Devices



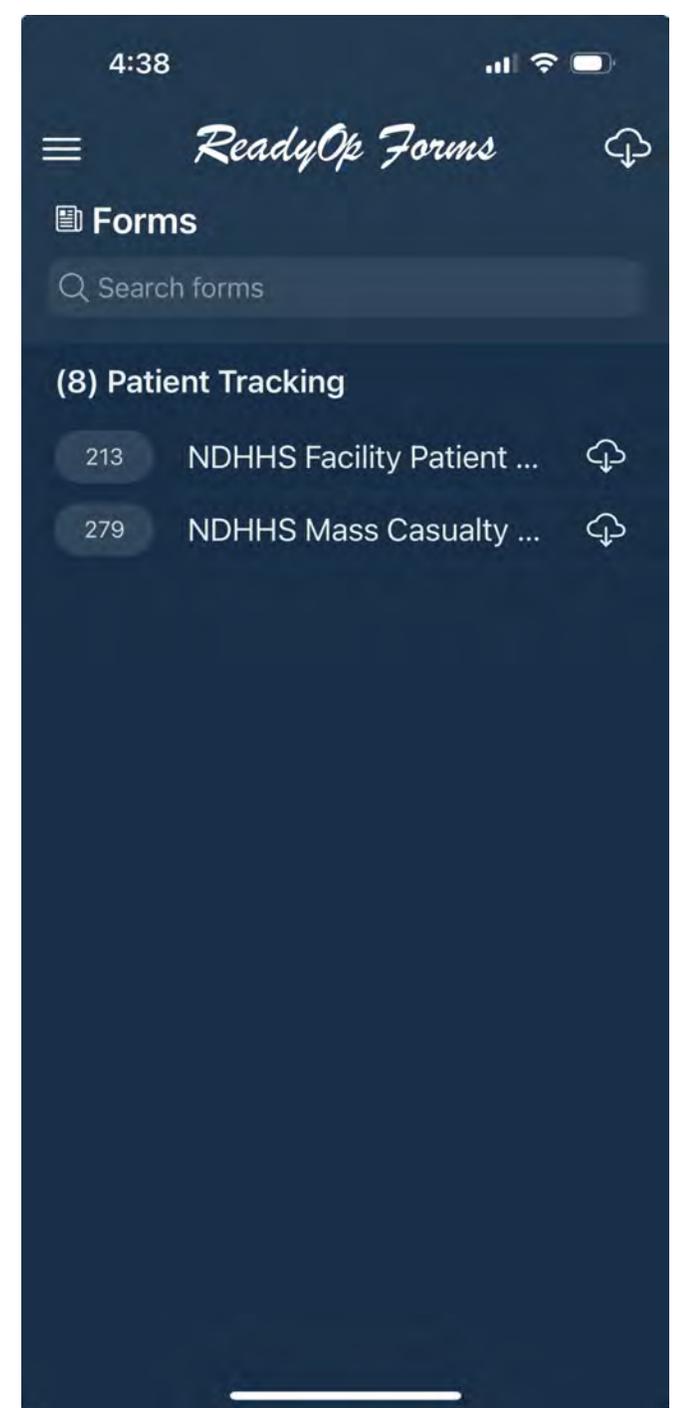
Logging in

- **Click on Have a Silo & Key**
lower left corner
 - 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

TRIAGE

MCI Tag

Number/Barcode

Triage Status

Green/Minor (Able to walk on command, no major injuries)

Yellow/Delayed

Red/Immediate (Resp >30/min, Radial pulse absent, unable to follow simple command)

Black/Deceased (No respirations after Head tilt)

Date

Time

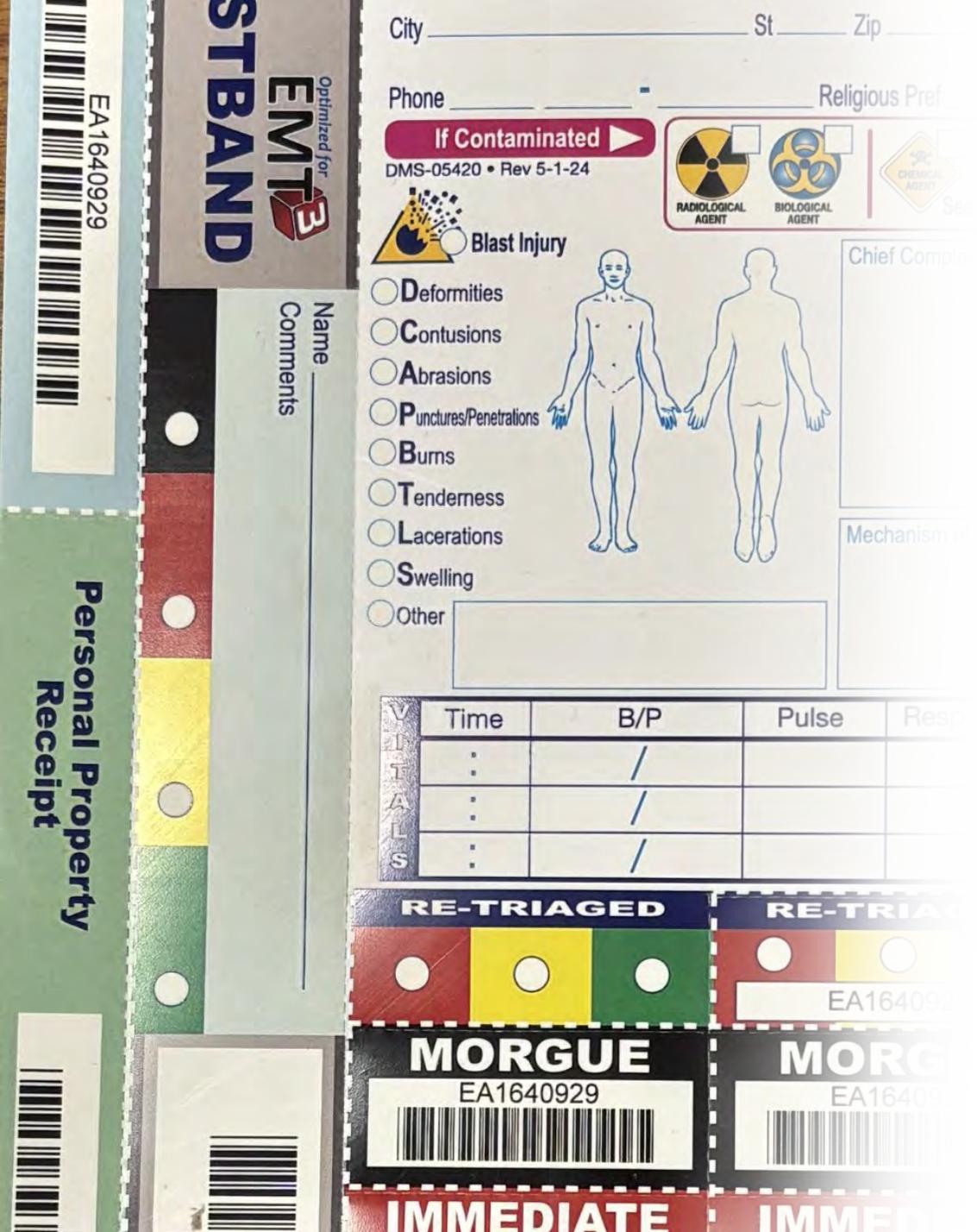
Location of Triage

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



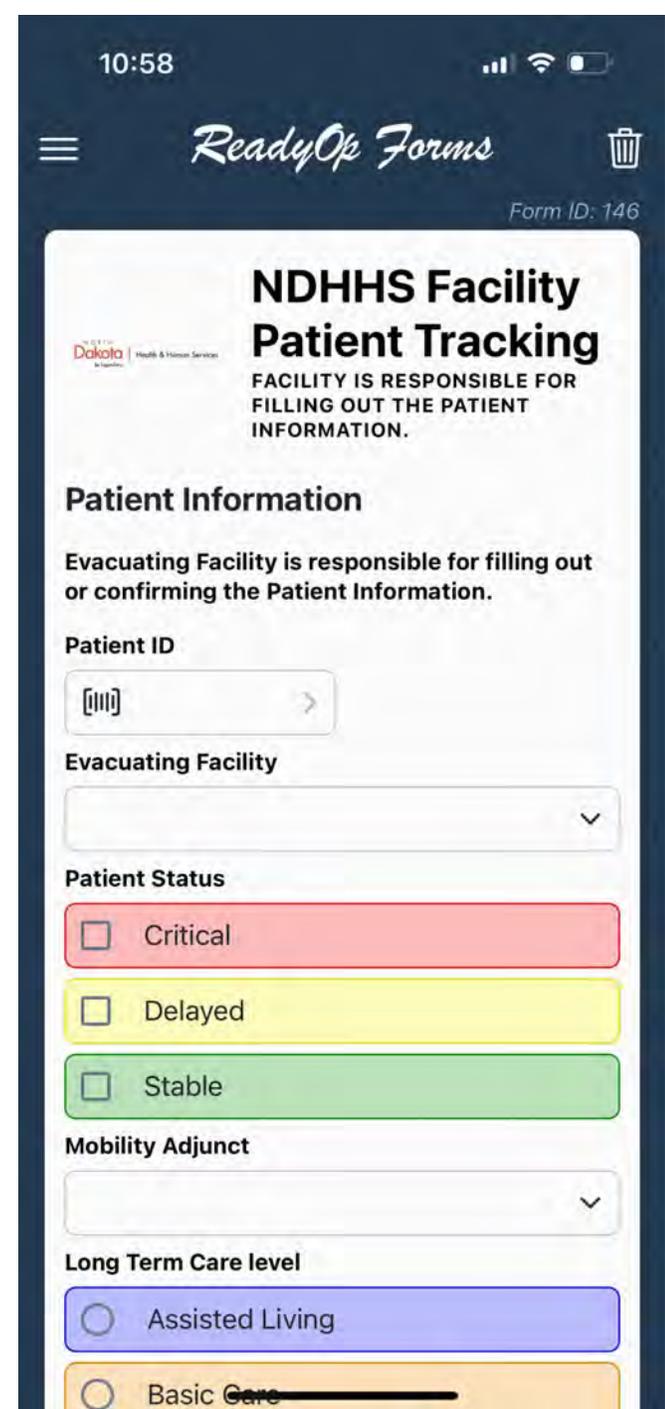
MCI Hospital Dashboard

Patient ID	Triage Status	Gender	DOB	Incident Type	CBRNE Exposure	Decon Status	Transporting Unit	Scene Departure Time	Destination Facility	Facility 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



The screenshot shows a mobile application interface for "NDHHS Facility Patient Tracking". At the top, the time is 10:58, and there are icons for signal strength, Wi-Fi, and battery. The app header includes a menu icon, the text "ReadyOp Forms", and a trash icon. Below the header, the form ID "Form ID: 146" is displayed. The main content area has a title "NDHHS Facility Patient Tracking" and a sub-header "FACILITY IS RESPONSIBLE FOR FILLING OUT THE PATIENT INFORMATION." Below this, there is a section for "Patient Information" with a note: "Evacuating Facility is responsible for filling out or confirming the Patient Information." The form includes several input fields: "Patient ID" with a scan icon, "Evacuating Facility" with a dropdown arrow, "Patient Status" with three radio button options: "Critical" (red background), "Delayed" (yellow background), and "Stable" (green background), "Mobility Adjunct" with a dropdown arrow, and "Long Term Care level" with two radio button options: "Assisted Living" (blue background) and "Basic Care" (orange background).

Facility Patient Tracking

- Utilizes current evacuation tags provided by the state.

Hearing

Visual

Speech

Cognitive

Environmental

Psychiatric

Infectious

Mobility

Incontinence

Oxygen Liters

Mask NC

Made in the USA

Legend

S007

PERSONAL INFORMATION

NAME _____

ADDRESS _____

CITY _____ ST _____ ZIP _____

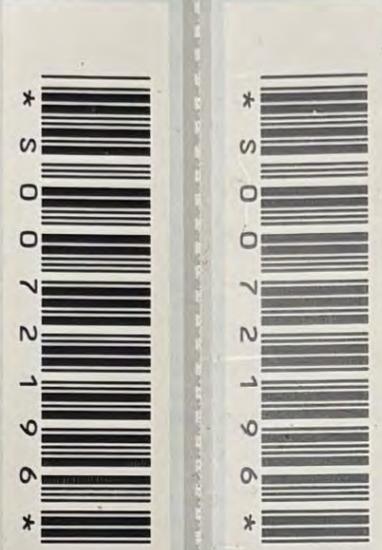
CONTACT _____

nt Systems, Inc.

Special Needs SERVICE ANIMAL

Special Needs SERVICE ANIMAL

Special Needs EQUIPMENT



Service Animal Type _____

Name _____

Comments _____

Description _____



NDHHS Facility Patient Tracking



FACILITY IS RESPONSIBLE FOR FILLING OUT THE PATIENT INFORMATION.

Patient Information

Evacuating Facility is responsible for filling out or confirming the Patient Information.

Patient ID

Evacuating Facility

Patient Status

Critical

Delayed

Stable

Mobility Adjunct

Long Term Care level

Assisted Living

Initial Form Submission

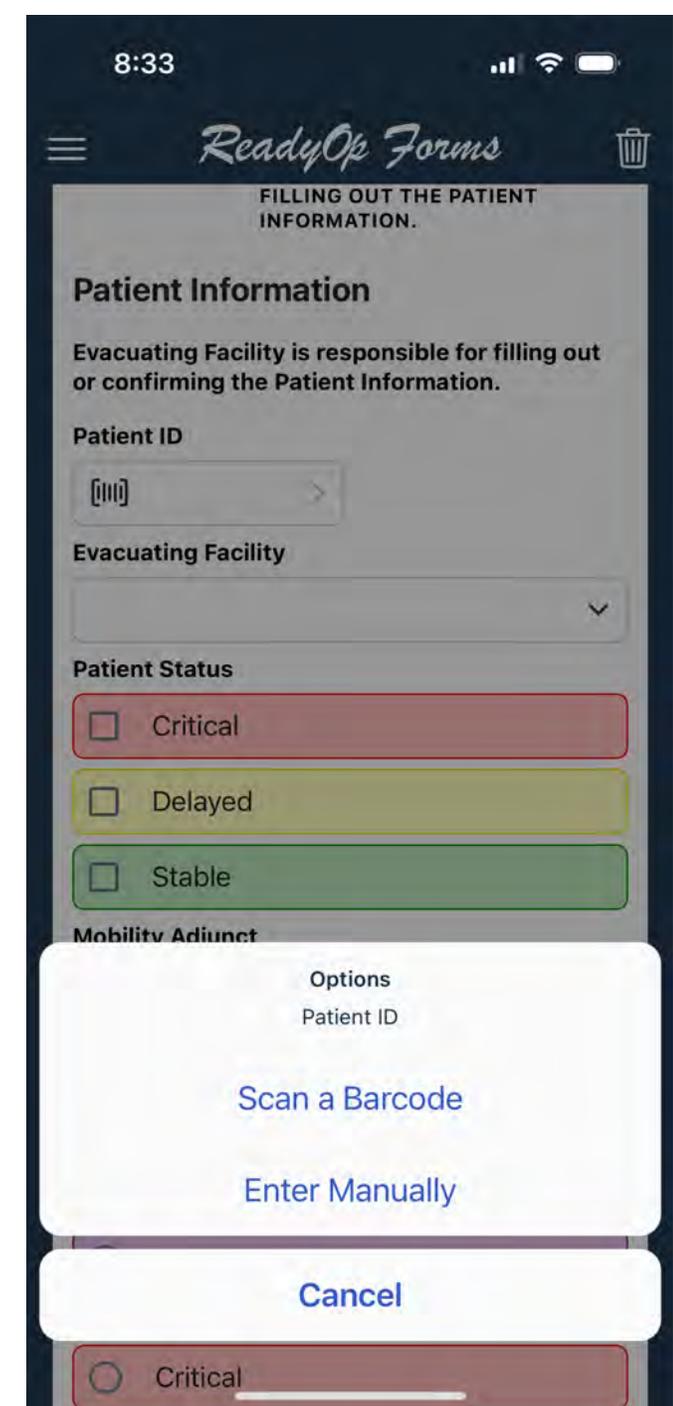
- Patient ID
- Evacuating Facility
- Mobility Adjunct
- Care Level
- First and Last Name
- Sex
- Date of Birth

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



The screenshot shows the 'ReadyOp Forms' app interface. At the top, the time is 8:33. The app title 'ReadyOp Forms' is in a cursive font. Below the title, it says 'FILLING OUT THE PATIENT INFORMATION.' The form has several sections: 'Patient Information' with a note that the evacuating facility is responsible for filling out or confirming the information; 'Patient ID' with a text input field containing a barcode icon; 'Evacuating Facility' with a dropdown menu; 'Patient Status' with three radio button options: 'Critical' (red), 'Delayed' (yellow), and 'Stable' (green); and 'Mobility Adjunct' with a radio button option. A modal overlay is present in the foreground, titled 'Options Patient ID', with two main buttons: 'Scan a Barcode' and 'Enter Manually'. At the bottom of the modal is a 'Cancel' button. The 'Critical' status option is selected in the background form.



NDHHS Facility Patient Tracking



FACILITY IS RESPONSIBLE FOR FILLING OUT THE PATIENT INFORMATION.

Patient Information

Evacuating Facility is responsible for filling out or confirming the Patient Information.

Patient ID

Evacuating Facility

Patient Status

Critical

Delayed

Stable

Mobility Adjunct

Long Term Care level

Assisted Living

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



NDHHS Facility Patient Tracking



FACILITY IS RESPONSIBLE FOR FILLING OUT THE PATIENT INFORMATION.

Patient Information

Evacuating Facility is responsible for filling out or confirming the Patient Information.

Patient ID

Evacuating Facility

Patient Status

Critical

Delayed

Stable

Mobility Adjunct

Long Term Care level

Assisted Living

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.

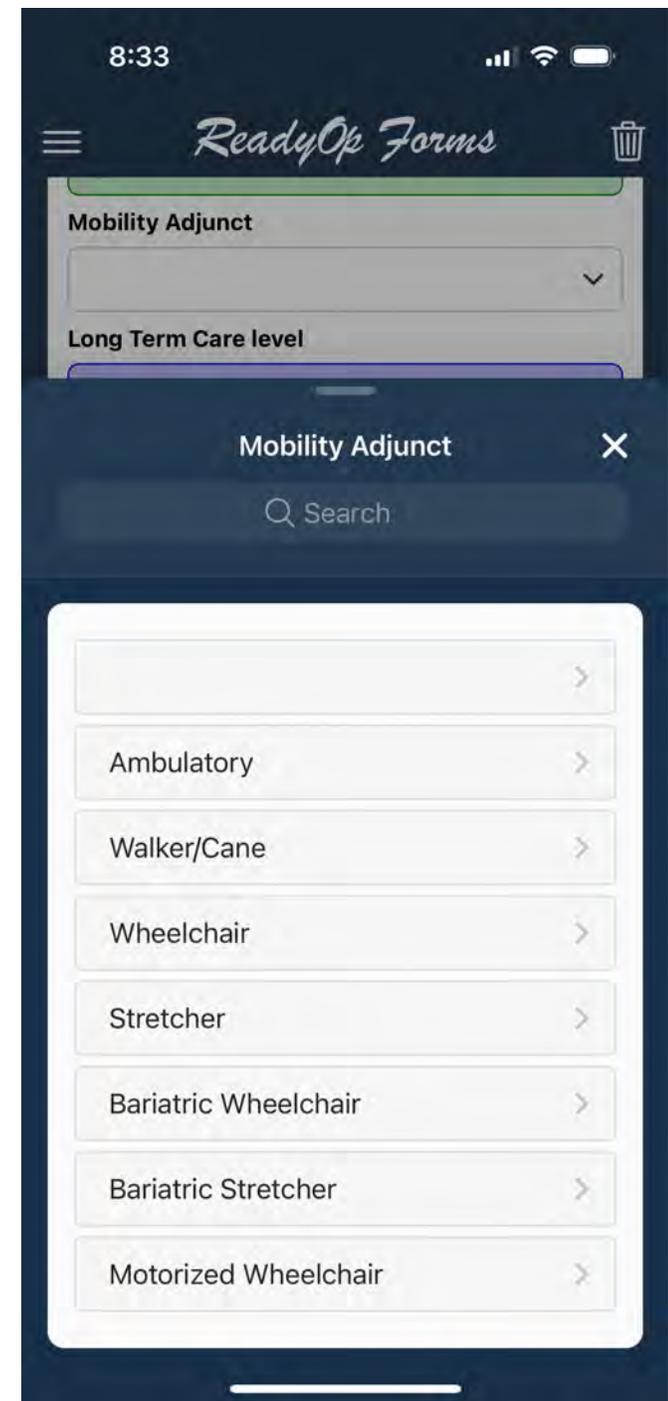
Mobility Adjunct

- 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.



The screenshot shows a mobile application interface. At the top, the time is 8:33 and there are icons for signal strength, Wi-Fi, and battery. The app title is 'ReadyOp Forms'. Below the title, there is a dropdown menu labeled 'Mobility Adjunct' with a downward arrow. Below the dropdown, there is a search bar with the text 'Long Term Care level'. Below the search bar, there is a list of options for the 'Mobility Adjunct' dropdown, each with a right-pointing arrow:

- Ambulatory
- Walker/Cane
- Wheelchair
- Stretcher
- Bariatric Wheelchair
- Bariatric Stretcher
- Motorized Wheelchair



Long Term Care level

Assisted Living

Basic Care

Skilled Nursing

Hospital Care Level

Critical

Intermediate

Stable

DL/ID Number

First Name

[||||] >

Middle Initial

Last Name

Street 1

Street 2

City

State

Zip

Sex

DOB

Care Level

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

Long Term Care level

Assisted Living

Basic Care

Skilled Nursing

Hospital Care Level

Critical

Intermediate

Stable

DL/ID Number

First Name

[||||] >

Middle Initial

Last Name

Street 1

Street 2

City

State

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

8:34

ReadyOp Forms

Conditions check all that apply

- Dialysis
- Diabetic
- Bariatric
- Elopement Risk
- Hospice
- Oxygen Dependent
- Ventilator
- DNR (must be with patient)
- Infection/Colonization (MRSA,VRE)
- Spouse or Sibling in facility

Meds, Allergies, Special Considerations (Only if time allows)

List any personal belongings to be transported with resident/patient

List any personal belongings to be transported with resident/patient

Photo 1

Select File... 

Photo 2

Select File... 

Photo 3

Select File... 

Photo 4

Select File... 

=====

=====

=====

Receiving Facility



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.

List any personal belongings to be transported with resident/patient

Photo 1

Select File... 

Photo 2

Select File... 

Photo 3

Options

Select File

 Take photo

 Choose photo from Gallery

 Choose File

Cancel

If Other Explain

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.

The screenshot shows a mobile application interface titled "ReadyOp Forms". At the top, the time is 8:34, and there are icons for signal strength, Wi-Fi, and battery. The app has a dark blue header with a menu icon on the left and a trash icon on the right. The main form area is white and contains the following fields:

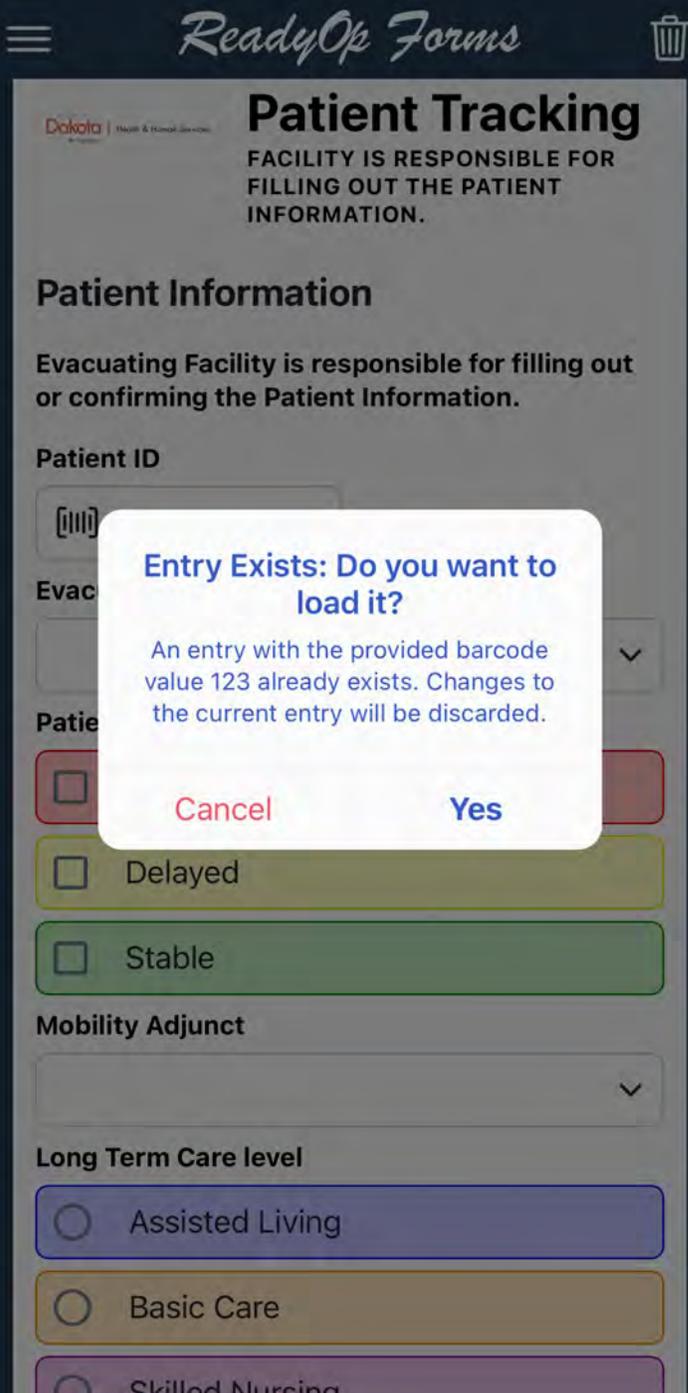
- Receiving Facility**: A dropdown menu.
- If Other Explain**: A text input field.
- Vehicle ID**: A text input field with a right-pointing arrow.
- Departure Date**: A date selection field.
- Departure Time**: A time selection field.
- Name of Transportation Team Member**: Two text input fields labeled "First" and "Last".
- Staff ID**: A text input field with a right-pointing arrow.
- Name of Person Accepting**: Two text input fields labeled "First" and "Last".
- Arrival Date**: A date selection field.
- Arrival Time**: A time selection field.

Below these fields are several lines of horizontal dashed lines, likely for handwritten notes. At the bottom, there is a section titled "Administration Notes" with the text "This area is for Department Operation Center Use" and a label "Receiving Facility POC" at the very bottom.

Submitting

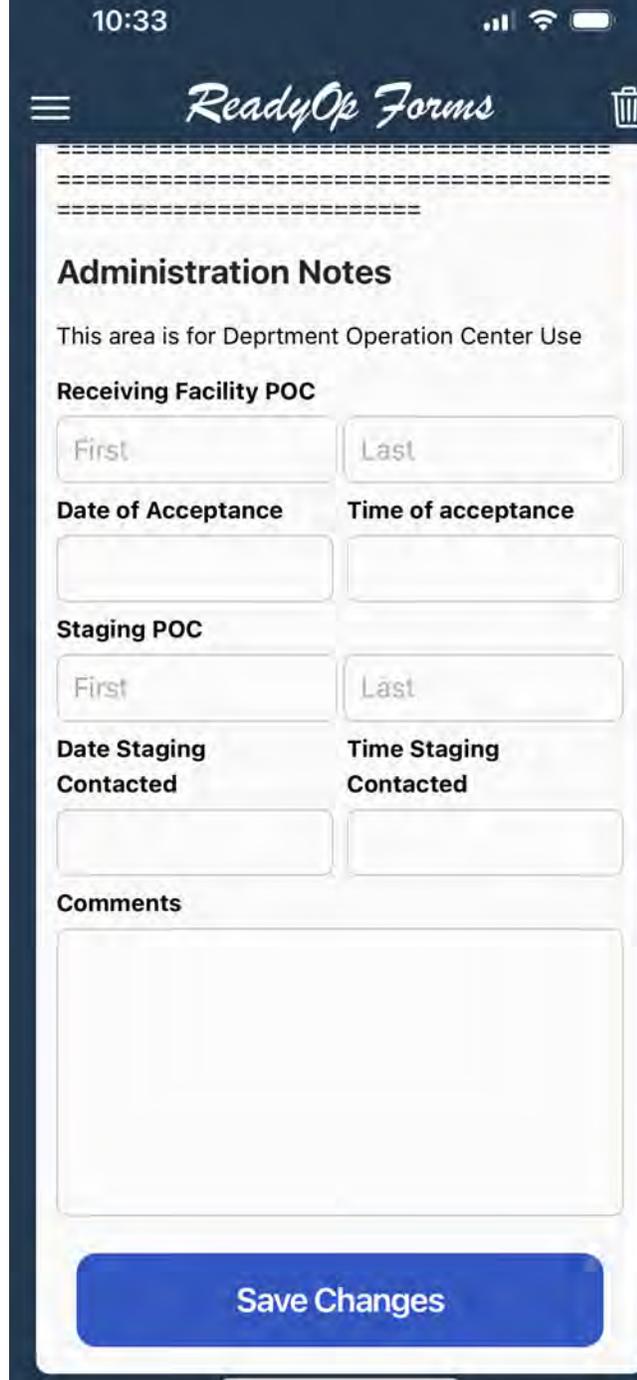
- Once the required information is entered the form can be submitted by scrolling to the very bottom of the page and clicking on **Submit Form**

The screenshot shows a mobile application interface for 'ReadyOp Forms'. At the top, the time is 10:33, and there are icons for signal strength, Wi-Fi, and battery. The app title 'ReadyOp Forms' is displayed in a cursive font, with a menu icon on the left and a trash icon on the right. The form content includes a dashed border at the top, followed by the section 'Administration Notes' with the instruction 'This area is for Deptmt Operation Center Use'. Below this are two rows of input fields for 'Receiving Facility POC' (First and Last) and 'Staging POC' (First and Last). Each row also includes 'Date of Acceptance' and 'Time of acceptance' (or 'Date Staging Contacted' and 'Time Staging Contacted') fields. At the bottom of the form is a large text area for 'Comments' and a prominent blue button labeled '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

Evacuating Fa... All ▾ Care Level All ▾ Hospital Care ... All ▾ Patient Status All ▾ Mobility Adjun... All ▾ Destination Fa... All ▾

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

