

EMResource Emergency Department Status

Users can [access EMResource online](#).

Introduction

- Wisconsin Department of Health Services (DHS) encourages EMS, dispatch, and hospital users to participate in EMResource and receive real-time notifications.
- EMS transports patients to hospitals based on patient conditions, needs for specialty care, and patient preference.
- The framework of EMResource is built around the seven Healthcare Emergency Preparedness Coalitions (HERC).
- Each HERC region has a specified view in the system. Toggle between region, state, and health care views by selecting "View" from the main menu.
- Hospital staff are encouraged to update the status of their emergency department (ED) which can be found on HERC region views in EMResource to alert emergency medical services (EMS), dispatch, nearby hospitals, and other health care partners of the potential impact in accepting ambulance traffic.
- DHS requests that reporting be entered into EMResource daily by 9 a.m and updated as needed. [Reporting guidance](#) can be found on DHS EMResource webpage.
- Hospital staff are encouraged to create [general announcement events](#) to alert in EMResource when the ED status is changed or to communicate time-sensitive updates not related to any surge event.
- The term "status" refers to a data field.
- The term "resource" refers to an organization.

Table of Contents

Emergency Department Definitions
Verify Contact Information
Set User Preferences to Receive Alert Notifications
Create a Status Change Notification
Update ED Status Reason
Create General Announcement Event
Emergency Department Status and System Configuration
End the General Announcement Event
Run Diversion Report

Emergency Department Definitions

EMResource defines the emergency department status reasons by:

- **Open:** Open to all ambulance traffic
- **No ED:** No ED at the facility
- **Limited Divert:** Diversion for a specific reason, limited but not subject to:
 - Intensive Care Unit (ICU) beds unavailable
 - ED Boarders (new admissions pending due to lack of an inpatient bed)
 - Equipment failure (indicate the specific equipment failure)
 - Specialty care limitations
- **Peak Census:** ED at peak bed capacity, still accepting ambulance traffic and expecting delays
- **Bypass:** ED is closed to inbound ambulance traffic (should only be used when hospitals have sustained a major internal emergency, such as HAZMAT, evacuation, or structural damage)

Verify Contact Information

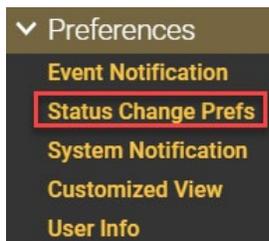
1. Select **Menu** and then select **Preferences**.
2. Select **User Info** and update individual contact methods as needed.
3. Select **Save** to update contact information and exit.

Set User Preferences to Receive Alert Notifications

Subscribe to alerts and receive event notifications for event templates in your region and statewide. For more information on setting event notification preferences, review [Juvare's training guide](#).

Create a Status Change Notification

1. Manage system notification preferences by updating the incoming patient notifications. Select the **blue Menu button**. Select the **down arrow** to expand "Preferences," and select **Status Change Prefs**, as shown in the screenshot below.



2. Select **Add**.
 - a. Search for the resource (facility) that the system will notify when there is a status (data field) change.

- b. Use the "Name" field or "Category" field to find the resource (facility), and select **Search**, as shown in the screen shot below.

Find Resources

What?

Name (or AHA ID) and Category ▼

<input type="checkbox"/>	Resource Name ▲	Status	Region	Resource Type
<input type="checkbox"/>	Training Hospital	--	Wisconsin	Region 5 South Central HERC

- c. Select the resource name, and select **Notifications**, as shown in the screenshot below.

<input checked="" type="checkbox"/>	Resource Name ▲	Status	Region	Resource Type	
<input checked="" type="checkbox"/>	Training Hospital	--	Wisconsin	Region 5 South Central HERC	
<input checked="" type="checkbox"/>	Organization				
<input checked="" type="checkbox"/>	Capability Status				
ED Status					
No ED	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page
Open	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page
Peak Census	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page
Limited Divert	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page
Bypass	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page

- d. Select the **+** next to the section that includes the applicable status. For example, "Capability Status" includes the "ED Status" data field, as shown in the screen shot below.
- e. Select the method of delivery for each status reason (No ED, Open, Peak Census, Limited Divert, or Bypass). Select **Save**.

Update ED Status Reason

1. On the "Region Dashboard," find your facility and select the **ED Status** field, as shown in the screenshot below.

Region 5		ED Status
Region 5 South Central HERC		
	Stoughton Hospital	Open
	The American Center	Open
	Training Hospital	Open
	University of WI Hospital/Clinics	Open

- The "Update Status" box will automatically pop-up. Select the **radio button** for the appropriate ED Status, enter a comment, and select **Save**, as shown in the screenshot below.

Update Status for Training Hospital ? Help

[Show All Statuses](#)

Training Hospital

Select the statuses to update (unchecked ones will not be changed):

- ED: Status of ED for accepting ambulance traffic**
 - No ED:** No ED at facility
 - Open:** Open to all ambulance traffic
 - Peak Census:** ED at peak bed capacity; Still accepting ambulances- Expect delays Provide details in comments section.
 - Limited Divert:** Specify most appropriate reason - enter details in comment section. o No ICU beds available o ED Boarders/new admissions pending due to lack of inpatient bed o Equipment Failure: Please indicate o Specialty Care Limitation: Please indicate o Other: Provide comments
 - Bypass:** ED is closed to inbound EMS patients. Caution, only to be used when hospital has sustained a major internal emergency (Structural damage, environmental, HAZMAT, Utilities failure, etc.)

Please note: You must enter a Comment when choosing "Limited Divert" status.

Comment:

[Show All Statuses](#)

- Hover over the "ED Status" field to see details about the status change, as shown in the screenshot below.

	Training Hospital	Limited Divert
		Last Update: 05 May 10:40 (00:04)
		Updated By: Katherine Johnson
		Comment: Boarding patients in the ED.

Create a General Announcement Event

1. Select the **blue Menu button** to find a list of menus. Use the search feature to find "Event," and click to expand event options. Select **Event Management**, as shown in the screenshot below.



2. Select **Create New Event**, as shown in the screenshot below.



3. A list of event templates will populate. Identify the "General Announcement" template for your health emergency readiness coalition (HERC) region.
4. Fill in the event information. The image below provides an example.
 - a. Include the facility name and city in the event title.
 - b. Add essential information without the use of abbreviations.
 - c. Remove irrelevant default information and be concise. Default information is generated as a guide.
 - d. Verify a specific address for responding partners if able.
 - e. Update event start and end time as needed. Default event time will start immediately and end in 24 hours.
 - f. Check "Display in Event Banner" to show the event in the event banner.
 - g. Check "End Quietly" if you do not want to initiate a notice of the end of the event.
 - h. Set timing or disable "Re-notify." This will re-alert facilities and users associated with the event template as often as you choose.

Title:** ED Diversion at Training Hospital

Information:** ED is on diversion due to boarding patients in the ED

Street Address: 1 W Wilson

City: Madison

State: Wisconsin

Zip Code: 53703

County: Dane

Latitude/Longitude:

Event Ends: 24 hours after event starts
- Hide settings

Event Start:** Immediately
 May 5, 2022 at 11:05

Event End:** 24 hours after event starts
 May 6, 2022 at 11:05
 Never

Attached File: No file chosen
Only .html, .txt and .pdf files are allowed. Maximum file size is 5 megabytes (MB).

Display in Event Banner? Check to show event in the colored event banner near top of page. This option must be selected for events with no resources.

Private? Check if users should only see data for their resources.

Drill? Check if this event is only a drill.

End Quietly? Check if this event should end quietly, without notifications.

Re-notify: Disabled
 Every hours Starting at :
 at specified times (times are in America/Chicago)

5. Resources associated with the General Announcement template will automatically default to include in the event. Select the **Select All box**, as shown in the screenshot below.

Re-notify: Disabled
 Every hours Starting at :
 at specified times (times are in America/Chicago)

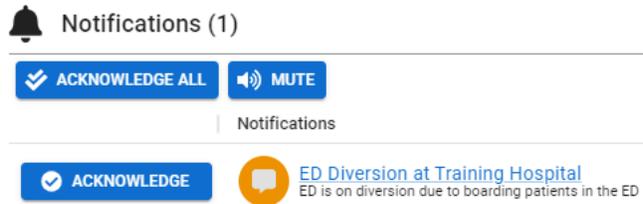
Resources to Participate in This Event:

(Any Resource Group) (Any Resource Type) Resource Name

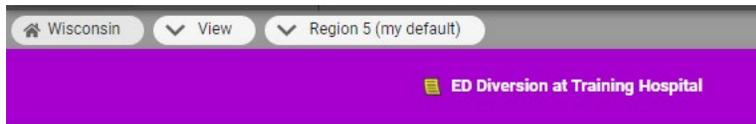
<input checked="" type="checkbox"/>	Resource Name	Resource Type
<input checked="" type="checkbox"/>	American Family Children's Hosp	Region 5 South Central HERC
<input checked="" type="checkbox"/>	Beaver Dam Community Hospital	Region 5 South Central HERC
<input checked="" type="checkbox"/>	Beloit Memorial Hospital	Region 5 South Central HERC
<input checked="" type="checkbox"/>	Columbus Community Hospital	Region 5 South Central HERC

6. Select **Start Event** at the bottom of the page.

- The notification alert will automatically pop-up. Select **Acknowledge** to acknowledge the event notification, as shown in the screenshot below.

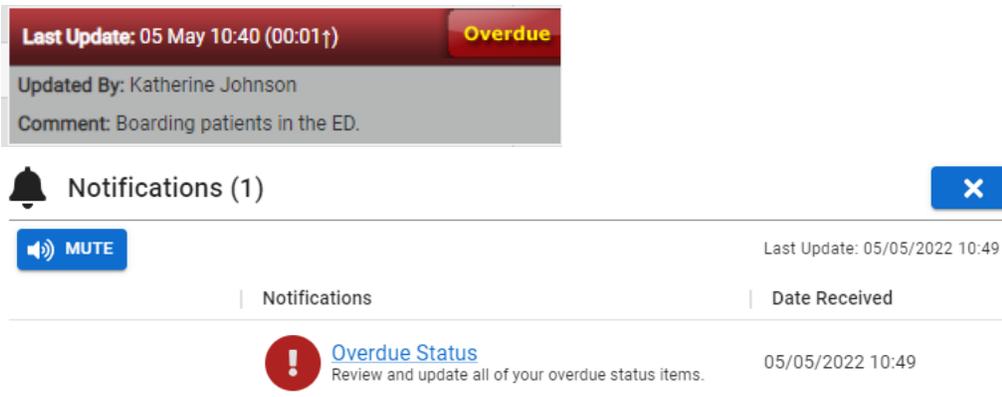


- The event will be present on the banner if selected during the event creation.



Emergency Department Status and System Configuration

Limited Divert and Bypass status reasons are configured with a timer. The timer is set for four hours and will count down until expiration, then begin counting up. Once the timer is expired, the status details will turn red, and the system will automatically alert users to "Please Update Status," as shown in the screenshots below.



- To ignore the alert:
 - Select the **Mute button** to silence the voice alert.
 - Select the **blue X** to close the pop-up.

Note: The alert will continue to pop-up every 10 minutes until the status is updated. If needed, access the notification by selecting the **notification bell** in the upper right-hand of EMResource, as shown in the screenshot below.



- To update the status:
 - Select the **Overdue Status hyperlink**.
 - Select the appropriate radio button if there has been a change in the ED status, and select **Save**. Otherwise, if there is no change in the ED status, then simply select **Save**.



Training Hospital Status is Overdue

Select the statuses to update (unchecked ones will not be changed):

ED (Required/Overdue): Status of ED for accepting ambulance traffic

No ED: No ED at facility

Open: Open to all ambulance traffic

Peak Census: ED at peak bed capacity; Still accepting ambulances- Expect delays Provide details in comments section.

Limited Divert: Specify most appropriate reason - enter details in comment section. No ICU beds available ED Boarders/new admissions pending due to lack of inpatient bed Equipment Failure: Please indicate Specialty Care Limitation: Please indicate Other: Provide comments

Please note: You must enter a Comment when choosing "Limited Divert" status.

Bypass: ED is closed to inbound EMS patients. Caution, only to be used when hospital has sustained a major internal emergency (Structural damage, environmental, HAZMAT, Utilities failure, etc.)

Comment:

Boarding patients in the ED.

[Show All Statuses](#)

Save

Cancel

End the General Announcement Event

1. End the event by selecting **Menu**. Use the search feature to find "Event," and select **the arrow** to expand event options. Select **Event Management**.
2. Select **End**, as shown in the screenshot below.

Wisconsin Event Event Management

ED Diversion at Training Hospital

Event Management

Create New Event

Action	Icon	Multi?	Status	Start ▲	End	Title
Edit End		No	Ongoing	2022-05-05 11:13	2022-05-06 11:13	ED Diversion at Training Hospital

Run Diversion Report

Depending on permissions, users may have access to run status reports to review when a hospital's Emergency Department status reason was changed. For more information on generating a status report, review [Juvare's status report guidance](#).