

**West Michigan Regional MCC
SYSTEM**

EMResource® Utilization

Initial Date: **January 22, 2021**

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EMResource® Utilization Policy

Adopting MCAs will have an “X” under their MCA name. If no “X” is present, the MCA has not approved or adopted the protocol.

Allegan	Barry	Clare	Ionia	Isabella	Kent	Mason
	X		X		X	X
Montcalm	Muskegon	N. Central	Newaygo	Oceana	Ottawa	
X	X		X	X	X	

Purpose:

EMResource® is a web-based application that is used throughout the State of Michigan, by each Region, to promote communication between all medical disaster preparedness participants.

The Region uses this application for notifications of bed availability at hospitals, as well as for event monitoring and updates, both pre-planned and spontaneous. Region 6 contracts with Life EMS to provide for EMResource® event creation and updates. Regional office staff and the WMRMCC manage the program, conduct testing and exercises, and approve and implement changes to the program, with state approval.

The system is used to track and provide notifications of Openings, Diversions, and Closings of local hospital and other healthcare facilities. **EMResource®** is also used to provide immediate notification of HAZMAT and MCI events to all participants. EMResource is a mandatory communications platform for medical disaster communications and patient notifications. Adoption of the MCI protocol obligates MCA participants to this standard.

Application Access:

Current users may access the EMResource® application by doing a browser search for EMResource login (in case the link changes in the future). Once there, enter your username and password. EMResource® has both a web and a mobile platform.

Data Entry and Access:

- A. **Hospitals** receiving EMS patients within the Region shall be logged into EMResource 24/7/365.
 - 1. Hospitals are responsible for updating the current status.
 - 2. If a hospital ED goes on diversion or closes to EMS, the hospital must update their status and post comments related to the diversion or closure.
 - 3. Hospitals are responsible for acknowledging IPNs and alert messages.
 - 4. Hospitals are responsible to complete required bed polls or bed status updates as soon as is possible.
- B. **EMS dispatch centers** within the Region shall be logged into EMResource 24/7/365.
 - 1. EMS dispatch centers shall use EMResource® as a reference board for informing transporting EMS units about individual hospital diversion or closure status.
 - 2. EMS agencies shall develop a policy or plan for communicating hospital diversion and closing to their on-duty personnel.
 - 3. EMS dispatch is responsible to relay bed status polls to on-scene medical command or transport.

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Permitted Users:

Users within EMResource® are assigned specific roles. Access to data is defined by the assigned role.

- A. **Emergency departments** via general access login with inbound patient notifications - for notifications of inbound patients, situational awareness and alerts
- B. **Emergency department managers** without inbound patient notifications - for situational awareness, alerts and personnel management
- C. **Hospital management** - for situational awareness, bed polling, family reunification, alerts and personnel access to the program
- D. **Emergency management (hospitals)** - for situational awareness, family reunification, alerts and reporting
- E. **PSAP entities** - for situational awareness and alerts
- F. **Emergency management programs** - for situational awareness and alerts
- G. **EMS dispatch centers** - for situational awareness, alerts, hospital openings and closings and event creation
- H. **Long term care facilities** - for situational awareness, alerts, bed polling and resource requests
- I. Individual EMS providers are not provided with access

User Access:

User access to EMResource® has been established through the Regional Healthcare Coalition and is based on company affiliation. New personnel needing access at an existing agency or hospital should contact their Emergency Department Manager, Disaster Preparedness Manager/Coordinator or Dispatch Supervisor.

If the need arises to have additional users added for a facility, please contact the Regional Healthcare Coalition office.

Routine use:

The most common use of the application is to alert EMS agencies and other local hospitals as to the Openings, Diversions and Closings of any hospital Emergency Department.

Once facility updates are entered, notifications are sent to all participants based upon preset notification settings.

- Current Status Descriptions
 - **Open:** **(Without comments)** This indicates that the hospital Emergency Department is open to all EMS traffic **which that hospital normally accepts.**
 - **Open:** **(With comments)** This indicates that the hospital Emergency Department is open to all EMS traffic, but the comments section is used to provide additional information.
 - **Divert:** This status indicates that a hospital cannot accept certain specific patients. Diversions will always be quantified in the Comments section. Text entered here will detail the specific types or priorities of patients who should be diverted to other facilities.

Call for Ortho – means that no patients with orthopedic injuries should be taken to the hospital without direct contact with and approval from the hospital.

Call if CT indicated – means that no patients with stroke, TIA, head injury or other condition which may require a CT scan should be transported to the hospital without direct contact and approval from the hospital.
 - **ED Closure:** This indicates that the Emergency Department is not taking any patients being brought in by ambulance for initial evaluation and treatment.

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EMResource® Event Creation:

Medical Dispatch, PSAP Centers, MCA Personnel or the R6MCC may initiate EMResource events to provide system-wide notification if that agency commits to educating their personnel on proper use of the system for event creation. Those entities not willing or able to enter EMResource events must contact Life EMS for the creation and updates of EMResource events.

Below is a description of the alerts and their meaning.

Any and all alerts which are DRILLS shall include the word DRILL before the Alert type.

Region 6 - HAZMAT ALERT – These alerts use the Hazmat template and the words ADVISORY or CONFIRMED shall be used in the notification. The ADVISORY notification is sent to provide awareness of a potential local Hazmat event. This is a first notice and is intended for awareness only. It will include the event location. Very little information will accompany this level of alert due to the need to confirm information or identify chemicals or symptoms, if any. The purpose of this alert level is to generate awareness and may modify practices.

- Emergency Responders should avoid traveling through potential hot or warm zones
- If in the proximity of a hospital, assess for the need to activate HERT teams, consider implementing a change to the air handling system if there is an indication to do so

Each HAZMAT ALERT shall be followed by an update which shall include:

- If the event is CONFIRMED, ADVISORY or FALSE
- Location
- Number of patients, if any
- Chemicals, if known
- If chemical is unknown but the route of exposure is known, provide that information (unknown gas) along with symptoms
- NIOSH Guidebook number, if known
- If information is provided by Incident Command about any needed decon or precautions.

An Event Closing and Summary shall end the event

The summary shall include the event location, what was actually found, number of patients transported, number evaluated and released, and number deceased, if any.

Included Recipients:

- PSAPs
- Emergency Management
- Hospital Emergency Management designated personal
- Ambulance Service dispatch and designated personnel
- Medical Control Authority designated personnel

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KENT COUNTY - AIRPORT ALERT (Gerald R. Ford International Airport - GRFIA)

An airport alert shall be issued using EMResource by the contracted ALS provider receiving airport alert notifications from the GRFIA communications center.

Small aircraft: An aircraft capable of carrying no more than 9 passengers. (This includes most General Aviation aircraft.)

Large aircraft: An aircraft capable of carrying 10 or more passengers. (This includes all commercial airline aircraft, air cargo jet aircraft, and large corporate jets such as the Canadair Challenger, Falcon 900/2000, and Gulfstream G-II/III/IV/V.)

ALERT 0: Indicates a problem with a small aircraft – including a crash. (No mutual-aid response).

ALERT 1: Indicates a small aircraft has crashed on or near the airport, or a crash is imminent (Mutual aid fire and limited medical/police response).

ALERT 2: Indicates a problem with a large aircraft. (Mutual-aid fire and limited medical/police response)

ALERT 3 Indicates a large aircraft has crashed on or near the Airport, or a crash is imminent (Mutual-aid fire and full medical/police response)

If an actual crash occurs, the initial Airport alert will be followed with an MCI alert. There are different notification levels within EMResource, the MCI alert reaches a broader group. Even if all parties of the event appear to be deceased, this qualifies as an event of significance requiring notification.

Included Recipients:

- PSAPs
- Emergency Management
- Hospital Emergency Management designated personal
- Ambulance Service dispatch and designated personnel
- Medical Control Authority designated personnel
- AeroMed

MCI INCIDENT (Regional Template)

The MCI alert, titled as ADVISORY, is a broad alert intended primarily for notification of an event for initial awareness. If actual, and with patients who will be transported, the MCI alert will be followed by an MCI Confirmation and the declared EMS Plan level.

These alerts use the MCI template and the words ADVISORY or CONFIRMED shall be used in the notification. If the event is real but there are no known patients, updates will be provided using the MCI template. (Significant event but no patients)

Included Recipients:

- PSAPs
- Emergency Management
- Hospital Emergency Management designated personal
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EMS ALS SYSTEM UPDATE (Region 6 Announcement – Select EMS Agencies Only)

This alert is intended for information sharing amongst ambulance services only. The intent is that this would be used to communicate non-emergent information, of common interest to all of the ambulance services at one time and through the alerting process. (E.g., notification of protocols going into effect at a particular time, changes in processes, hospital entrance or access changes, etc.)

Intended Recipients:

- Medical Control Authority
- Ambulance services
- AeroMed

SIGNIFICANT EVENT NOTIFICATION – (Region 6 Announcement – Select Appropriate recipients)

In the event of an incident which poses a threat to the community, a significant weather alert or any event of which emergency preparedness personnel should be aware, this alert may be used.

Examples:

- Flooding
- Significant vehicle chases
- Multiple deaths from a single cause
- Events reaching significant media coverage
- Highway closures
- Explosions, large fires

Included recipients: **(May select recipients when alert is created)**

- PSAPs
- Ambulance Services
- Hospitals
- Emergency Management
- Fire services
- Medical Control Authority
- AeroMed
- MelTrotter Facility
- Long Term Care Facilities

Other Healthcare Facilities using EMResource:

EMResource may be used for other system-wide communications and tracking purposes including:

- LTC evacuation and resource management
- Pediatric bed management
- Psychiatric care facility bed availability

EMTrack® Patient Notifications:

EMResource® is the primary program through which Inbound Patient Notifications alert in those Emergency Departments set up to receive these notifications. ONLY ED's should be set up to receive inbound patient notifications for their hospital.

User guides are available for hospital users and for EMS providers on utilization of EMTrack® and EMResource®.

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Additional Information:

EMResource® is a robust application with many other capabilities including mapping, reports, form submission, document inclusion, Instant Messaging and many other capabilities. For a complete list of these functions and instructions on their use, please sign into **EMResource®** and select the Help Icon in the top right corner of the page. A complete help guide is available to guide one through these features.

Questions:

Contact your Regional Healthcare Coalition Coordinator's office if you have questions.