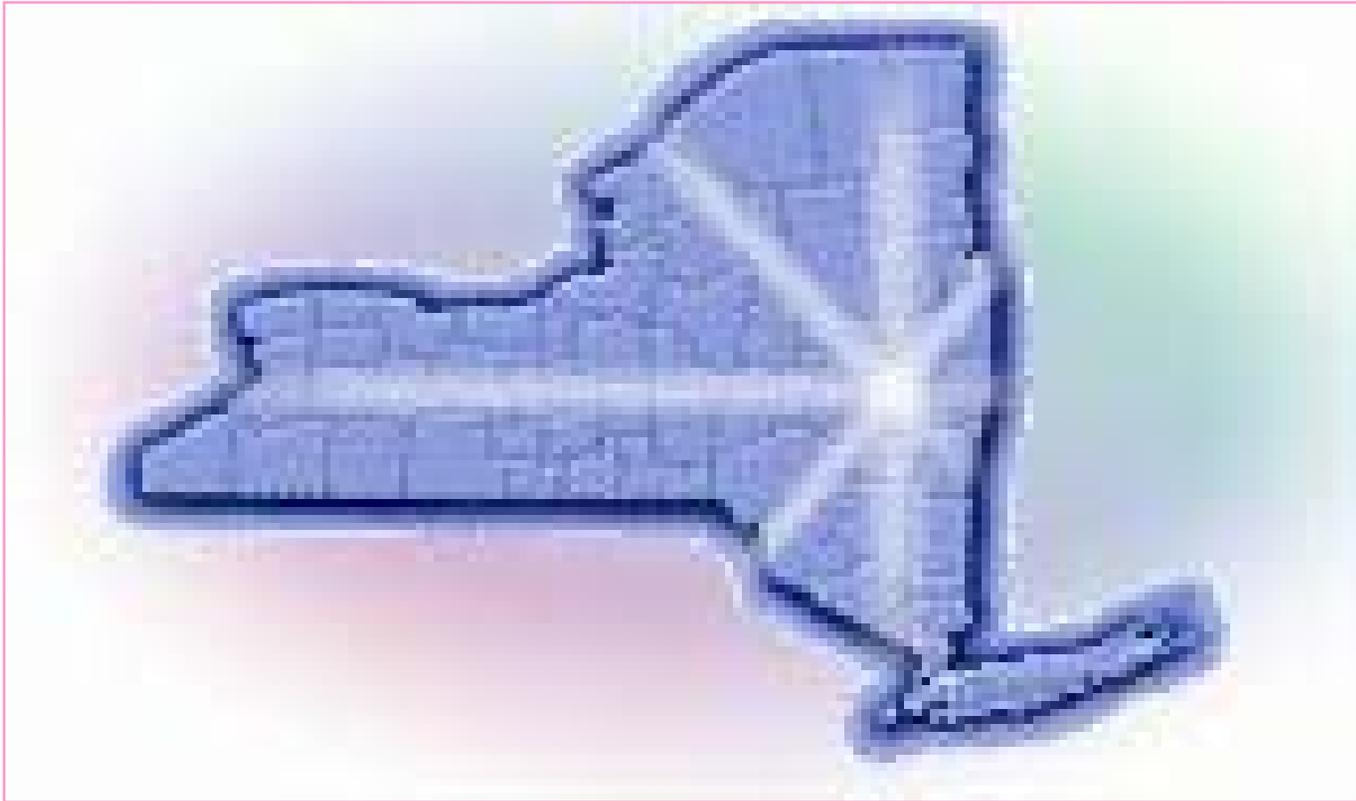


# NY State Health **COMMERCE** System



**Integrated Health Information Systems for Public Health  
Preparedness, Planning, **Communications**, Response &  
Recovery**

# **NYS Health Alerting and Notification: A Model State/regional Infrastructure for Effective Alerting Across Public Health, Health Care and Response Partner Sectors.**

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*Michelle L. Kosinski.*



*New York State Department of Health, Albany, NY*



# NYSDOH Health Commerce System

## Routine Information Interchange & Public Health Preparedness

### Health Facilities/Providers/Other

#### Health Provider Network (HPN)

- Hospitals – 250 (all)
- Nursing Homes – 690 (All)
- Home Health/Personal Care – (600)
- Diagnostic & Treatment Ctrs. – (500)
- Physicians (20-30K in process)
- Managed Care Orgs. (70)
- Clinical, Env. Labs – (1805)
- Pharmacies (200)
- EMS, Emergency Managers, Fire, law enforcement

### Local Public Health

#### Health Information Network (HIN)

All County Health  
Depts. – (57)  
NY City DOH

#### Health Alert Network



### New HPN User Organizations

Federal: DHHS

NYS: DHS, CSCIC (Cybersecurity),  
Dept. of Agriculture & Markets, State Police, SEMO,  
Insurance Dept., OMH, DEC

NYC: FDNY

Other States: NJ DOH; CT DOH – upcoming, VT, MN, NH

25,000 accounts

8,000 Organizations

2,800 User logins /day

450,000 access hits/day

100 mission critical applications



## **NYSDOH COMMERCE**

# **Integrated Communications Directory and Notification System**

### ***Purpose:***

To provide the Agency with a capacity for exchanging routine and emergency communications with our partners in public health and healthcare preparedness and response,  
that is:

- ✓ Integrated and comprehensive
  - ✓ Accurate and immediate
- ✓ In alignment with national standards promoted by CDC and work being done in other States and major cities across the nation.



## **Major System Components:**

- ✓ **NYSDOH Communications Directory**
- ✓ **NYSDOH Notification System**
- ✓ **NYSDOH Duty Officer System**

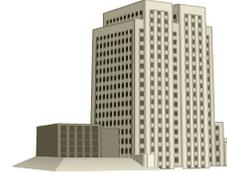
# Health COMMERCE Architecture



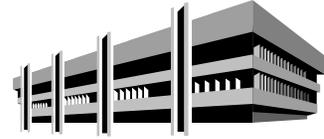
Health providers,  
Response partners,  
Agencies



Local Health  
Departments



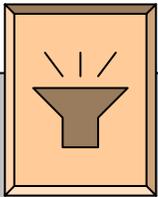
Health  
facilities



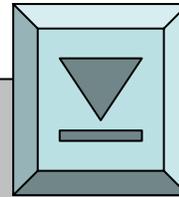
Clinical Labs

Automated live exchange  
Clinical data, Alerts  
Other State/Federal Systems

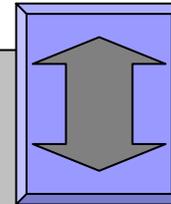
**! Alerting**



Secure Web Access



Secure Automated  
Messaging (NHII/PHIN)



Disease  
Surveillance Lab  
Reporting

HERDS

Other Commerce  
Information  
Systems

Communications  
Directory

Integrated  
Notification  
System

Secure  
Discussion  
Forum

Data Visualization  
& Analysis  
GIS

Integrated Data  
Repositories

Spatial Data  
Warehouse

SECURITY

COMMERCE  
HIN - HPN - HAN

# Communications Directory

*A **single** agency source of the **accurate** business and 24/7 contact information for essential persons and locations in:*

- ✓ NYSDOH, other State agencies
- ✓ Local Health Departments,
- ✓ health provider organizations,
- ✓ and emergency preparedness/response organizations

*Accessed and maintained on the Commerce network.*

# Communications Directory

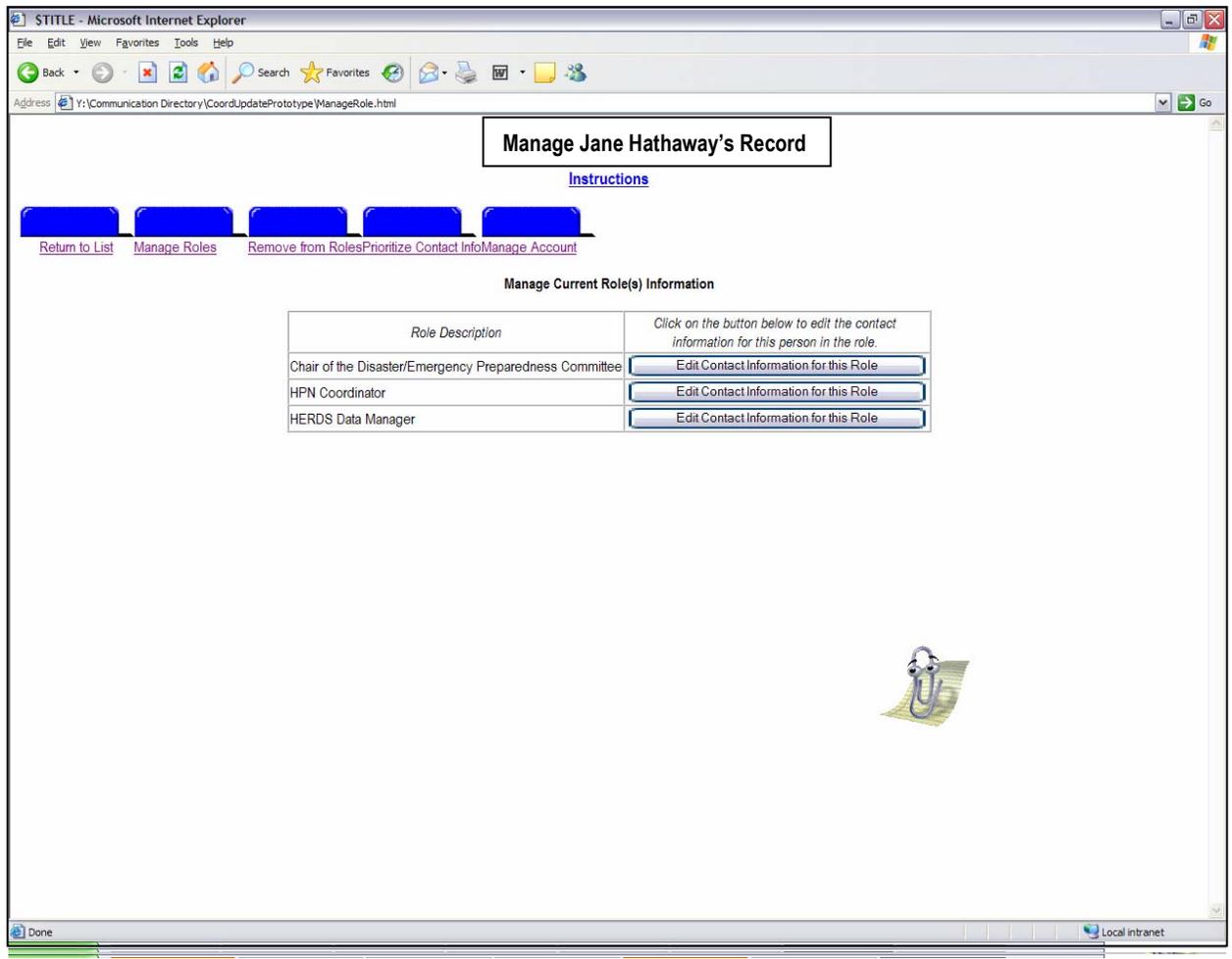
## *Key uses:*

- ✓ Foundation of emergency notifications system
- ✓ routine communications, bulk messaging for information sharing,
- ✓ role based access to data and Commerce applications
- ✓ foundation source of location information for all Commerce applications
- ✓ shared architecture with Commerce user organizations

# Communications Directory

Decentralized maintenance of contact and account information by external partners eliminates:

- ✓ redundant requests for contact information to same facility by multiple DOH programs
- ✓ outdated lists, email bounce backs, or misdirected faxes.

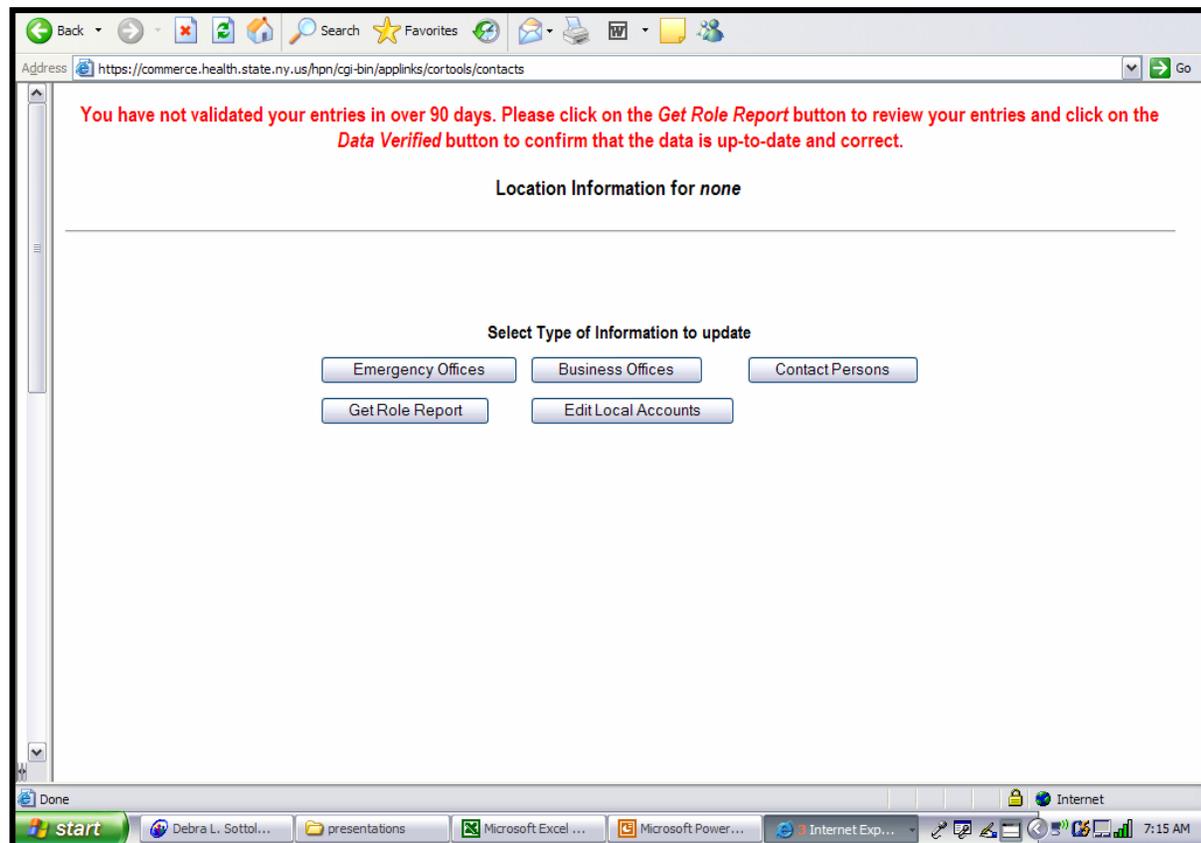


**HPN Account information for a given organization is linked to that facility's Communications directory records – simplifies contact entry, minimizes duplicate entry of names.**

# Communications Directory

- Contact information update reminders sent to HPN/HIN coordinators every three months.
- Notification of new roles sent to immediate attention of coordinators for quick turnaround on populating roles.

*On screen reminder to coordinators to review/update their information if this has not been done in over 90 days.*

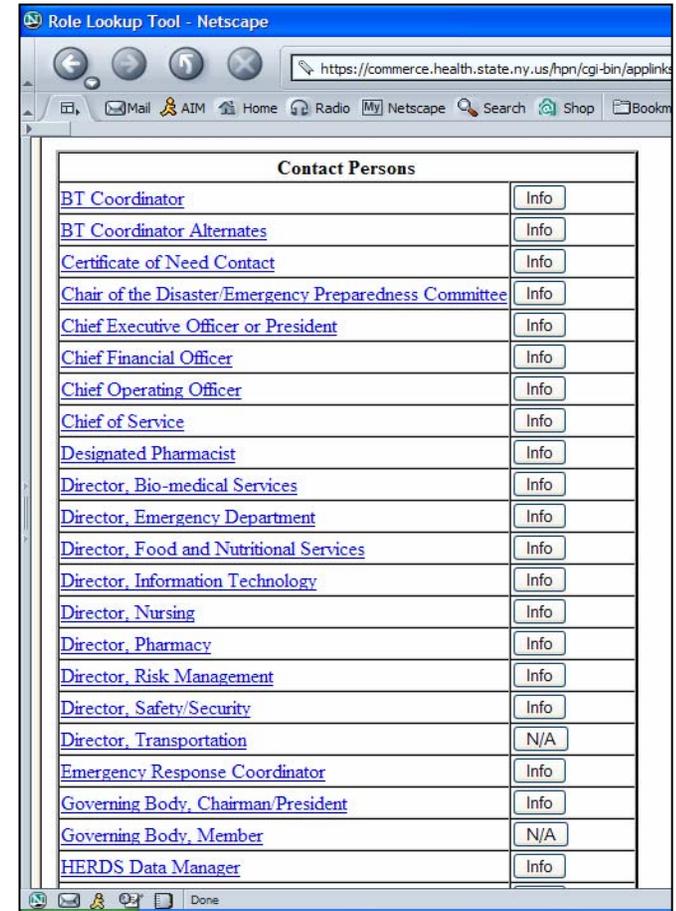


# Communications Directory

- Roles customized to organization type



Local Health Departments



Hospitals

# Adding Contact Information – Person Matching

The screenshot shows a web browser window displaying a contact management system. On the left, a sidebar contains a form for 'Albany County DOH' with fields for 'First Name' (James), 'Last Name' (Crucetti), 'Title' (Commissioner), and 'Address Line 1' (175 Green Street). Below the form is a list of roles for James Crucetti, including 'Public Health Preparedness', 'Incident Commander', 'PHRT Team Leader', 'LHD HERDS Incident Manager', 'HIN Coordinator', and 'Commissioner/Public Health Director'. The main content area shows a dropdown menu for 'Person Matching' with a list of names including Alberici, Phyllis L. The dropdown is open, and the 'Submit' button is visible. The page contains numbered instructions for adding or modifying contact information.

Choose from the options below to:

- 1) Make the *Commissioner/Public Health Director* role non-applicable (N/A)
- 2) Modify the contact information for the people already assigned to this role. Choose from the list below.  I click on the Select button.
- 3) Select a name from the drop down list and click Submit. This list contains individuals from the Communications Directory and associated with your organization.

-- OR --

4) Finally, if the person does not appear in the list above, this will be their first role assignment in this organization and you will need to search for them in the directory. If the search returns no matches, you will have the opportunity to add a new person on the next screen. Enter the last name, or the first few letters of the last name, and click Submit.

Search for Person(s) by Name

-- OR --

5) Return to the list of roles.

# Communications Directory

**User maintained,  
prioritized,  
modes of  
emergency  
notification  
contact  
Information for  
business  
hours and after  
hours  
contact.**

Person Update -- TEST DATABASE - Microsoft Internet Explorer

Address: https://bhsm03.health.state.ny.us/hpn/cgi-bin/applinks/cortools/persupd1

<b>Organization</b>	<b>User</b>
NYSDOH ISHSG	Debra Sottolano

**Prioritize your phone numbers by letting us know which phone number to call first when we need to contact you:**

Business Hours Phone (8AM-5PM, Monday-Friday) Enter a number from 1-3 in the "Contact Priority" column to indicate the order in which the contact numbers should be called.		Non-Business Hours (5PM-8AM, Monday - Friday, Weekends and Observed Holidays) Enter a number from 1-3 in the "Contact Priority" column to indicate the order in which the contact numbers should be called.	
Contact Number	Contact Priority	Contact Number	Contact Priority
*Phone: 518-473-1809	0	*Phone: 518-473-1809	0
Phone:	0	Phone:	0
Pager:	0	Prioritize your pager for non-business hours	0

**Pager Pin number required if pager is entered**

Enter "no email" if none to be entered:

\* E-mail Address: dls20@health.state.ny.us

\* Fax: 518-473-1615

**Do you want your coordinator to be able to update this information?**  
 YES  NO

Last Updated: Dec 8 2004 9:13:05.983AM

Last Updated By: mla02

HIN/HPN User ID: dls20

\* Name: Debra Sottolano

Title:

\* Address: 800 N Pearl

Address:

\* City: Albany \* State: NY

\* Zip Code: 12204 \* Country: USA

Credentials:  None  MD  RN  DDS

License Number: (\* Required if a licensed professional)

\* indicates required fields

[Click here for Roles Held by This Person](#)  
[Click here for Lists For This Person](#)

Please send us your [comments, suggestions, or questions](#)

# Creating Contact Lists by Person

Microsoft Internet Explorer

## NYS DOH List Creation Utility Main Menu

Enter name for your new list:

Enter a description for your new list:

List Type  Private  Public

- OR -

### Edit Your List(s)

DEb test 2 - demonstration list	Owner	<input type="button" value="Edit List"/>	<input type="button" value="Delete this List"/>
Deb's Test - testing	Owner	<input type="button" value="Edit List"/>	<input type="button" value="Delete this List"/>

DOH List Creation Utility - Microsoft Internet Explorer

View Favorites Tools Help

### Person or Role Selection

Select a person by name:

- OR -

Select from one or more organizational types

If selecting by region or county, ALL organizations of the type selected within the region or county are chosen.

- Adult Care Facilities
- CHP Lead Org
- City Government
- Clinical Laboratory
- Commercial
- County Agency
- County DOH
- County DSS

- Capital District Regional Office
- Central Regional Office
- Metropolitan Area Regional Office
- Western Regional Office

- OR -

Microsoft Internet Explorer

Help

### Person Choices

Select from the names like: kosinski

Kosich, Martin	<input type="button" value="Add This Person to List"/>
Greene County DOH	
Kosick, Betsy M	<input type="button" value="Add This Person to List"/>
United Methodist Homes Management Services Corp.	
Kosier, Kaye M	<input type="button" value="Add This Person to List"/>
Chemung County DOH	
Kosinski, Michelle	<input checked="" type="button" value="Add This Person to List"/>
NYSDOH ISHSG	

DOH List Creation Utility - Microsoft Internet Explorer

View Favorites Tools Help

### Assign Permissions

Kosinski, Michelle

Owner  Editor  Author  Member

### Permission Descriptions

**Owner** - can create and delete a list, assigns editors, authors and members to the list, and send messages to the list.

**Editor** - can assign editors, authors or members to the list, has permission to delete the list and send messages to the list.

**Author** - can send messages to the list, but cannot edit the list.

**Member** - can receive message from the list.

Person or Role Selection

Select a person by name:

- OR -

Select from one or more organizational types

If selecting by region or county, ALL organizations of the type selected within the region or county are chosen.

- Adult Care Facilities
- CHP Lead Org
- City Government
- Clinical Laboratory
- Commercial
- County Agency
- County DOH
- County DSS

- Capital District Regional Office
- Central Regional Office
- Metropolitan Area Regional Office
- Western Regional Office

- OR -

- Albany
- Allegany
- Bronx
- Broome

# Creating Contact Lists by Role

NYS DOH List Creation Utility - Microsoft Internet Explorer

Role Choices for County DOH

Emergency - 24/7	Business hours	People
<ul style="list-style-type: none"> <li>On-Duty Public Health Officer</li> </ul>	<ul style="list-style-type: none"> <li>Commissioner/Public Health Director's Office</li> <li>Video Conference Site</li> </ul>	<ul style="list-style-type: none"> <li>Commissioner/Public Health Director</li> <li>Communicable Disease Investigation Staff</li> <li>Contact Investigator</li> <li>Director, Disease Control</li> <li>Director, Environmental Health</li> <li>Director, Laboratory</li> </ul>

Edit List

Edit List: Demo list

just a demonstration

Name	Role	Owner	Remove This Role
Debra Sottolano	Owner	Cannot Remove Owner	
Commissioner/Public Health Director at Albany County DOH	Member		<input type="button" value="Remove This Role"/>
Commissioner/Public Health Director at Clinton County Health Dept.	Member		<input type="button" value="Remove This Role"/>
Commissioner/Public Health Director at Columbia County Health Dept.	Member		<input type="button" value="Remove This Role"/>
Commissioner/Public Health Director at Delaware County Public Health	Member		<input type="button" value="Remove This Role"/>
Commissioner/Public Health Director at Essex County DOH	Member		<input type="button" value="Remove This Role"/>
Commissioner/Public Health Director at Franklin County DOH	Member		<input type="button" value="Remove This Role"/>
Commissioner/Public Health Director at Fulton County DOH	Member		<input type="button" value="Remove This Role"/>
Commissioner/Public Health Director at Greene County DOH	Member		<input type="button" value="Remove This Role"/>
Commissioner/Public Health Director at Hamilton County DOH	Member		<input type="button" value="Remove This Role"/>
Commissioner/Public Health Director at Montgomery County DOH	Member		<input type="button" value="Remove This Role"/>
Commissioner/Public Health Director	Member		<input type="button" value="Remove This Role"/>

NYS DOH List Creation Utility Main Menu

Enter name for your new list:

Enter a description for your new list:

List Type  Private  Public

- OR -

Edit Your List(s)

DEB test 2 - demonstration list	Owner	<input type="button" value="Edit List"/>	<input type="button" value="Delete this List"/>
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