



# Special RNC adaptation of Communications Directory Role lookup functionality.

- Event Home Page
- Alerts
- Discussion Forum
- Protocols, Procedures, Plans
- Resources (SNS/Chempak)

Preparedness Event: RNC  
 Region Affected: NY Metro Area  
 Event Status: Counties Affected:  
 Dutchess, Nassau, NY City, Orange, Putnam, Rockland,  
 Suffolk, Sullivan, Ulster, Westchester

## CONTACTS

- Look Up Individuals in Key Roles (Communication)
- Cross Jurisdictional Contact Directory
- HAN Emergency Contact List including NYSDOH
- HERDS HUB: 1-866-544-1303
- For questions regarding Commerce (HIN/HPN) ad 529-1890 or [send an e-mail to hinweb@health.state.ny.us](mailto:hinweb@health.state.ny.us)



### CROSS-JURISDICTIONAL CONTACT DIRECTORY



ROLE NAMES	FEDERAL GOVERNMENT	STATE HEALTH DEPARTMENTS				LOCAL HEALTH DEPARTMENTS				
<a href="#">View NYS DOH Communications Directory Role Equivalents</a>	Department of Health and Human Services	New York State DOH	NYSDOH MARD	New Jersey DOH	Connecticut DOH	Nassau	Westchester	New York City	Rockland	Suffolk
Regional Health Administrator	<a href="#">Robert Amler</a>									
Deputy Regional Health Administrator	<a href="#">Robert Davidson</a>									
		<a href="#">Kristine Smith</a>	<a href="#">Ellen Poliski</a>	<a href="#">Gretchen Michaels</a>	<a href="#">Bill Gerrish</a>	<a href="#">Cynthia Brown</a> <a href="#">Cynthia Young</a>	<a href="#">Mary Landrigan</a>	<a href="#">Sandra Mullin</a>	<a href="#">Kate Boylan</a>	<a href="#">Mildred Svatek</a>
		<a href="#">Dennis Whalen</a>	<a href="#">Celeste Johnson</a>	<a href="#">Clifton Lacv</a>	<a href="#">J Robert Galvin</a>	<a href="#">David Ackman</a> <a href="#">Scott Rankin MD</a>	<a href="#">Joshua Lipsman</a> <a href="#">Patsy Yang-Lewis</a>	<a href="#">Thomas Frieden</a>	<a href="#">Joan Facelle</a>	<a href="#">Brian Harper</a>
		<a href="#">Robert Burhans</a>	<a href="#">Celeste Johnson</a>	<a href="#">James Blumenstock</a>	<a href="#">Leonard Guercia</a>	<a href="#">Shelly Schechter</a> Eileen	<a href="#">Patsy Yang-Lewis</a>	<a href="#">Debra Berg</a>	<a href="#">Junie Delizo</a>	<a href="#">David Graham</a>

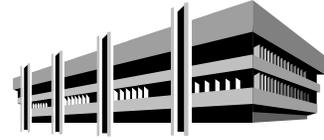
US Department of Health & Human Services - Region 2 Regional Health Administrator

First Name: Robert	MI: W	Last Name: Amler
Title:		
Address Line 1: 26 Federal Plaza		
Address Line 2: 38th Floor		
City/Town: New York	State/Province: NY	Postal Code: 10278
Country: USA		E-mail: <a href="mailto:ramler@osophs.dhhs.gov">ramler@osophs.dhhs.gov</a>
Phone: 212-264-2560	Extension:	
Fax: 212-264-1324	Last Updated: Aug 17 2004	

Go Back to Previous Screen

Click name in the table, business hours contact info is visible. Emergency contact info is hidden from view; only usable by NYSDOH Emergency Notification system.

# Health COMMERCE Architecture



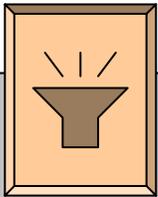
Health providers,  
Response partners,  
Agencies

Local Health  
Departments

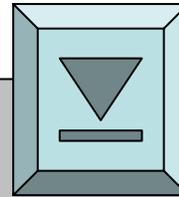
Health  
facilities

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

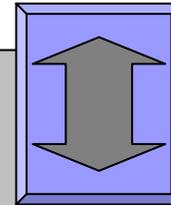
**! Alerting**



Secure Web Access



Secure Automated  
Messaging (NHII/PHIN)



COMMERCE  
HIN - HPN - HAN

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**

# Emergency Notification System

The ***Commerce Emergency Notification System*** is the Official NYSDOH notification system; being adopted by several additional state agencies including NYS Office of Cyber Security; NYS Agriculture and Markets, NYS Insurance Dept., NY SEMO, NYS OMH, NYS DEC. In ***access and use*** it is a ***shared resource*** among ***State Agencies, Local Health,*** and the ***Clinical community.***

The system provides the capacity for ***manually created,*** or ***application automated notifications*** of ***various notification*** and ***urgency levels*** to be sent to a ***targeted group of recipients, simultaneously,*** using ***multiple modes of contact,*** available over a ***24/7*** time period.

**Notification  
Urgency Level  
Contact Protocols**



**DOH,  
Regional &  
County DOH  
and hospital  
designated  
officials**

Commerce  
Website

**Alerts**

Immediate  
Action Needed  
24x7 Contact



Cell/ Office/  
Home Phones



Pagers



Fax

**High Advisories**

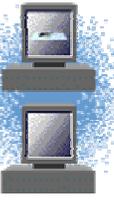
Immediate  
Awareness Needed  
7:00 a.m. – 11:00 p.m.



Blackberry (internal  
DOH only)



Email



Email



Fax

**Advisories**

Important but no  
immediate  
Action Needed  
Business hours and  
Passive after hours

If circumstances warrant it,  
may also use  
Office phone only



**Updates to Alert  
or Advisory**

**Informational  
messages**

Business hours only



Email

Fax



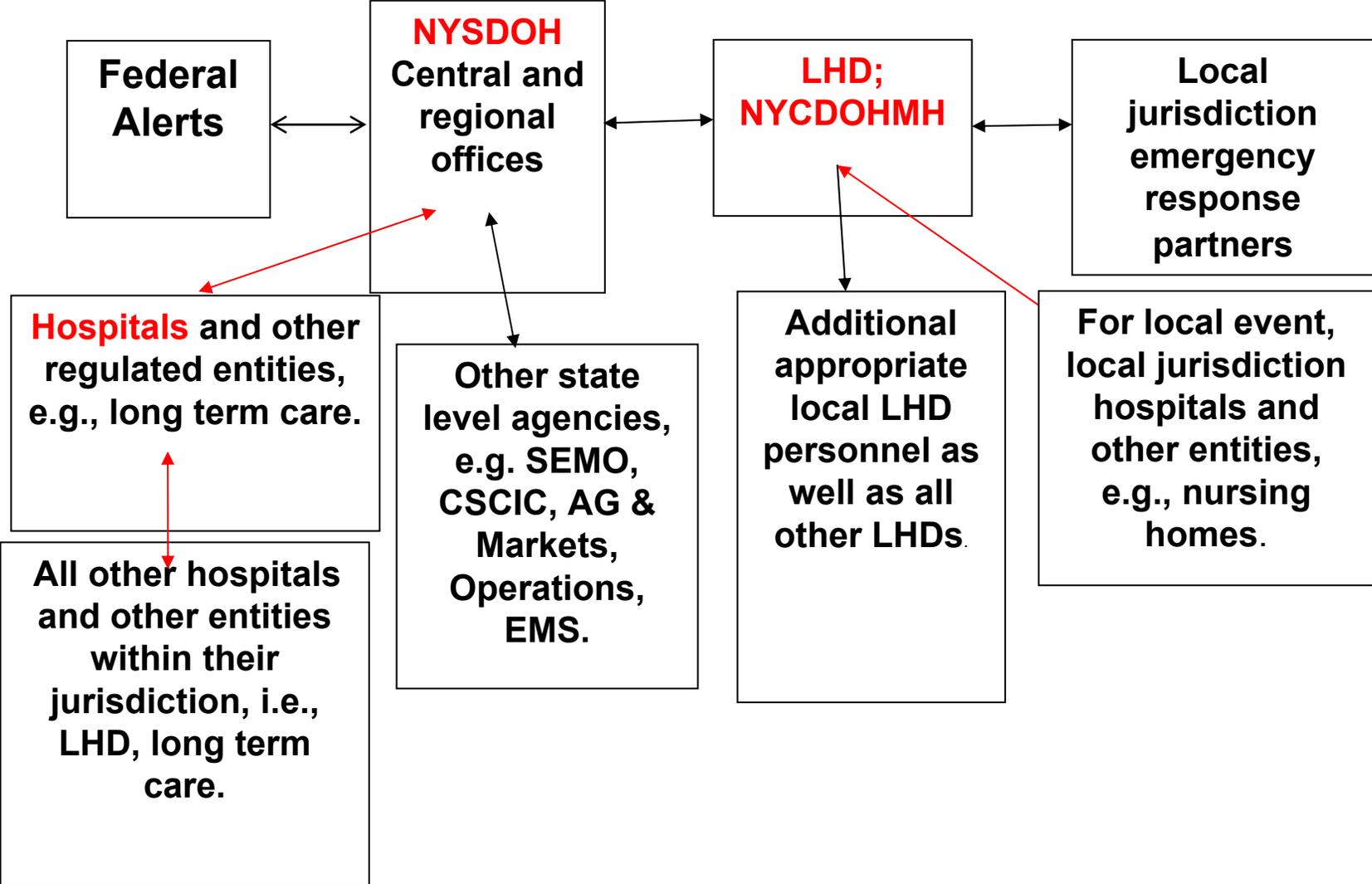
# Emergency Notification System

The NYSDOH Commerce Emergency Notification System is an integrated infrastructure; utilizing and interoperating with various technologies and applications supported and residing on the NYSDOH Commerce Network, including:

- Integrated Voice Response software and hardware, oracle databases
- Multiple fax appliances
- Enterprise email servers
- Communications directory and notification system interfaces
- NYSDOH Commerce accounts system.
- Multiple applications/Sybase
- Capacity of 48 lines; approximately 2800, 1- minute calls per hour
- Compliant (architecture) and compatible (concepts) with CDC/State Alerts and Communications Workgroup (PHIN)
- Cascading PHIN Alerting System Compliant with Common Alerting Protocol (CAP) suggested standards for vocabulary

# Emergency Notification System

## Cascading Notification Flow



# Emergency Notification System

**Contact information:** Contacts based on accurate information of communications directory.

**Phone Notification messages:** created either as **pre-recorded** voice messages or as **“Text to Speech”** conversion of typed text to voice.

**Who can send emergency notifications/ access control:** use of notification tool is based on Communications Directory role (e.g., all LHD Commissioners, Public Health Directors), or may be assigned to designated individuals.

Scope of Recipient Audience is **restricted by jurisdiction** of individual sending the notification.

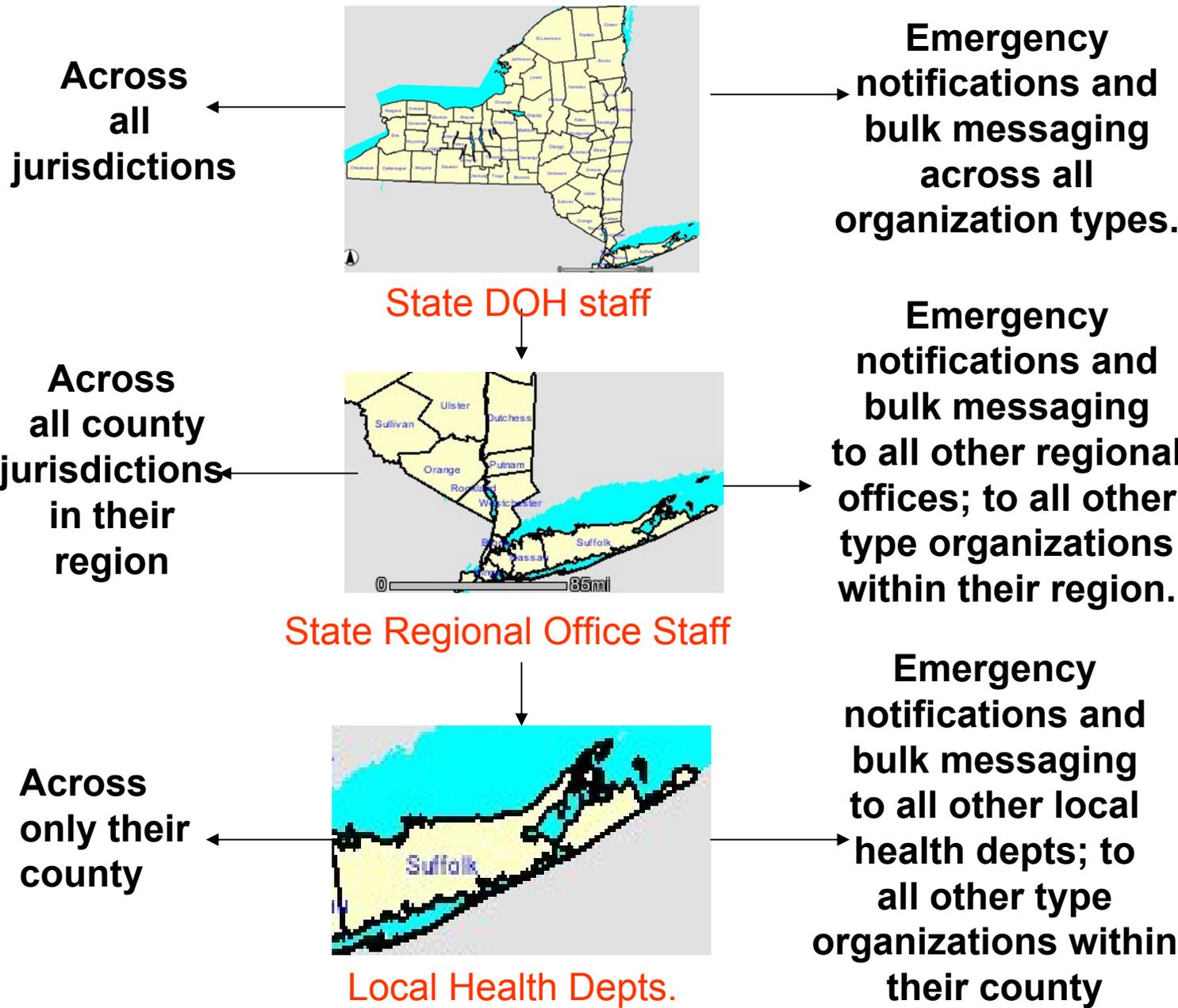
Currently notifications sent via web-based tool. Soon to deploy phone creation/activation of an emergency notification via IVR.

**Automated Application based alerts:** utilize XML schema to communicate appropriate parameters and values to notification system (HERDS, ECLRS)

Jurisdictional, role and Organizational type Contact Protocols for Notifications & bulk messaging

Vertical hierarchy across geographic jurisdiction

Horizontal hierarchy across like-type organization entities



# Emergency Notification System

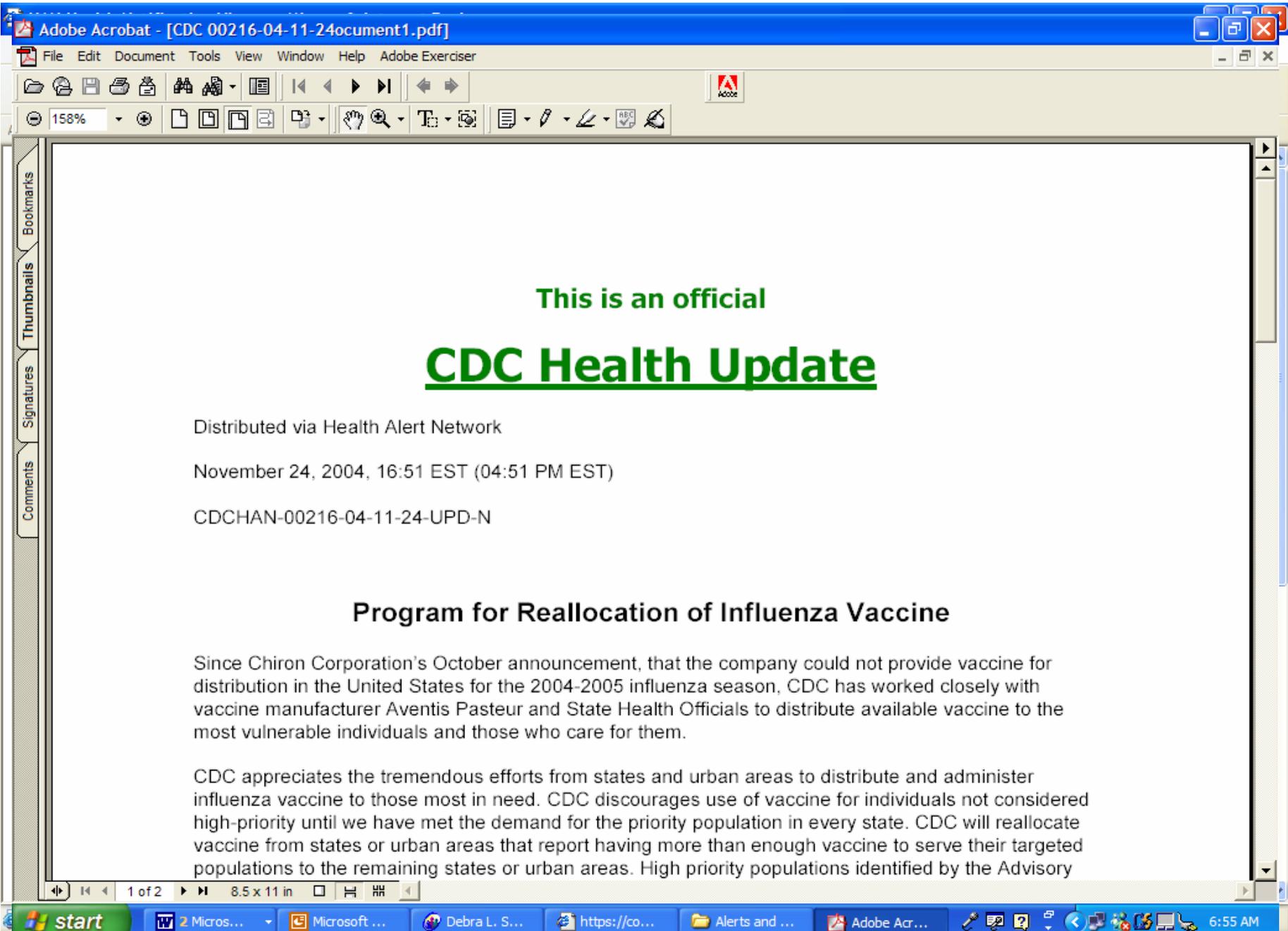
**Phone Notifications Call out procedure:** 2 alternative phone numbers, and a pager number, will be attempted and will cycle 3 times per each recipient.

Duplicate numbers across multiple targeted recipients are de-duplicated.

**Progress of Notification:** Tabular reports of confirmation time for phone calls by organization and role; status of notifications begin and end time of email and fax queues. (GIS reports planned)

**Posting of Content:** Automatic posting on NYSDOH Commerce, HAN home page of the content of emergency notifications is an available option

- ✓ Content not included in notification messages. (Document attachments to email allowed for informational messages only.)
- ✓ HAN postings may be posted as open view for all Commerce users, or as targeted view to notification recipients only. (LHDs postings only visible to members of their jurisdiction).



# Emergency Notification System

**Capacity Queuing Rules:** based on level of notification and jurisdiction of sender.

## 1. Notification Priority levels:

Alert> High Advisory>Advisory>Update>Informational, i.e., Alerts go out before High Advisories, High Advisories before Advisories

## 2. Org. type Priority Within a Priority level:

State DOH >Regional>State Agency>LHD>Facility

Within State DOH: fifo

Within region: By population order (Vertical down/up > horizontal )

Within State Agency: Emergency management, surveillance and response agencies, followed by others (Vertical down/up > horizontal)

Within LHD: By population: NY CITY> LHD alliances>highly populated counties, etc. (Vertical down/up > horizontal)

Within facility: associations>networks>opcerts>individual PFIs (Vertical down/up > horizontal)

## 3. Between Org type and Priority levels:

Alert>Advisory>Update>Informational, etc., i.e., LHD Alert goes out before State Advisory

# NYS DOH Health Alert Network Notification System Main Menu

**1) Select the Notification Priority:**

**2) Choose Roles**

Select one  
 Alert  
 Advisory  
 Update To Alert  
 Update To Advisory  
 Drill  
 Informational Message

Select from one or more predefined list(s):

Hospital ICPs Upstate Only - Hospital ICPs Upstate Only (Excluding NYC Five Boroughs)  
 LHD - List of all 58 County and City Health Departments  
 LHD Dir of Disease Control - Local Health Department Directors of Disease Control  
 LHD2 - General Use List of County and Regional Contacts

- AND/OR -

Select from one or more organizational types

Government  
 HSA  
 Health Care Associations  
 Home Health Agency  
 Hospice  
 Hospital (opcert)  
 Hospital (pfi)  
 Individual Practitioners

If selecting by region or county, ALL organizations within the region or county are selected

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

- OR -

Albany  
 Allegany  
 Broome

NYS DOH Notification System - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media

## Confirm List and Organization Choices

You have selected the following lists:

- LHD - List of all 58 County and City Health Departments
- LHD2 - General Use List of County and Regional Contacts

Choose ALL or SOME of the following organizations:

- Adirondack Medical Center - Saranac Lake Site - Franklin - Capital District Field Office
- Adirondack Medical Center-lake Placid Site - Essex - Capital District Field Office
- Albany Medical Center Hospital - Albany - Capital District Field Office
- Albany Medical Center South Clinical Campus - Albany - Capital District Field Office
- Albany Memorial Hospital - Albany - Capital District Field Office
- Albert Lindley Lee Memorial Hospital - Oswego - Central Field Office (Syracuse)
- Alice Hyde Medical Center - Franklin - Capital District Field Office
- Amsterdam Memorial Hospital - Montgomery - Capital District Field Office

Continue
Go Back

NYS DOH Notification System - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media

## Role Choices

Choose roles defined for Hospital (pfi)

Emergency - 24/7	Business hours	People
<ul style="list-style-type: none"> <li>24 by 7 Facility Contact</li> <li>Chief Executive Officer or President</li> <li>Emergency Department</li> <li>Trauma Center</li> </ul>	<ul style="list-style-type: none"> <li>Hospital Emergency Operations Center</li> <li>Medical Records Office</li> <li>Quality Assurance Office</li> <li>Video Conference Site</li> </ul>	<ul style="list-style-type: none"> <li>BT Coordinator</li> <li>BT Coordinator Alternates</li> <li>Certificate of Need Contact</li> <li>Chair of the Disaster/Emergency Preparedness Committee</li> <li>Chief Executive Officer or President</li> <li>Chief Financial Officer</li> </ul>

Select
Reset
Go Back



## Notification Creation Form Alert

### Notification Method:

- Email
- Fax
- Phone
- Cell Phone
- HAN Posting

### Message Origin:

- Select one
- Select one
- NYS DOH
- NYC DOH
- NYS OPS (Office of Public Security)
- NYS CSCIC
- CDC
- Other

### Keywords:

- Select one
- Select one
- Homeland Security Level
- Smallpox
- Infectious Disease
- SARS
- Cyber Security
- West Nile
- BT Related
- Other

Person initiating the notification:

Max 50 characters

### Message Section

Select from a predefined list of outgoing messages:

- Drill
- Drill
- None
- Rabid Animal Message
- Chemical Spill Message
- Ozone Advisory Message

Compose a new outgoing message

message into the text area provided.

**Fill in the following if "HAN Posting", "Fax" and/or "Email" have been selected**

Enter a HAN Posting short description:(Max 34 characters)

Enter an EMAIL description and/or FAX description and/or HAN Posting long description (Max 80 characters)



Enter the message expiration date and time: (Max 30 characters)

Enter Document Date

(or current date will be used): (Required for HAN Postings)  (mm/dd/ccyy)

### For Creating HAN Posting or Message Attachment Section (Required for HAN Postings)

#### To Select a File for the HAN Posing or Email Attachment

**Directions:** To add an existing document for a HAN Posting, or to add a link to an email or fax, browse your pc to find the file or enter the path to the file name. For HAN Postings the documents must be in Adobe Acrobat (.pdf) or HTML (.htm or .html) format. Go to the [Instructions Page](#) to convert your documents to .pdf format.

Upload  
file:

- OR -

#### To Enter an Internet Site

**Directions:** To add a link for a HAN Posting, an email or a fax, enter the URL of the link. One complete site name may be entered. For example, <http://www.health.state.ny.us>

Enter An  
Internet Site:

- OR -

#### To Add a Text Document

**Directions:** To (1) add a text document for a HAN Posting, or (2) add an attachment for an email, or (3) add a link to a fax, cut and paste or type your message into the text area provided.

# Emergency Notification System

## *Example Alerting Metrics*

### **Drill Scenarios:**

#### Scenario 1: Epi-X drill

**Response Time:** for NYSDOH to cascade alert to 180 recipients (in roles specified by Epi-X) within State central and 4 regional offices, all 57 LHDs plus NY City DOHMH and for recipients to view notification and respond to survey.

#### Scenario 2: LHD Unannounced Alerts

- Response Time:**
- 5 key roles at local health sent notifications
  - Acknowledge phone contact on phone keypad
  - Access NYSDOH HAN system
  - Complete electronic form with code-word

### **Actual Event Notifications:**

Group 1: LHD Influenza needs survey (unannounced).

**Response Time:** roles receive alert, access NYSDOH commerce to complete online survey

Group 2: Health Facilities (HERDS Activation accompanied by automated alert; RNC, Influenza Vaccine Shortage, Statewide activations for preparedness

**Response Time:** roles health facilities receive alert, access NYSDOH commerce to enter information into HERDS

# Emergency Notification System

## *Epi-X Drill -- Cascaded Notification Approach:*

Very successful NYS drill with Epi-X (95% targeted recipients respond within 3 hours.)

Working with Epi-X to implement automated PHIN MS transport of their alerts to NYSDOH warning point

## Results, Epi-X drill conducted January 14, 2005:

<b>Response Group</b>	<b>% of Respondents</b>	<b>Mean Response Time</b>
<b>&lt; 1 hour</b>	<b>82%</b>	<b>:22</b>
<b>&lt; 2 hours</b>	<b>13%</b>	<b>1:22</b>
<b>&lt; 3 hours</b>	<b>2%</b>	<b>2:33</b>
<b>&gt; 3 hours</b>	<b>3%</b>	<b>4:00</b>



# Emergency Notification System

## ***LHD Unannounced Drill Results***

**Drill Scenario 1:** Mid-Day (Office phones )

Activation Alert sent: 04/22/2004, 11:00 AM

Time given to respond 24 hrs. (response form closed)

**91% (53/58) LHDs respond in 1 hr. (includes NY City)**

**Drill Scenario 2:** Afternoon (Office phones)

Activation Alert sent: 04/08/2004, 4:00 PM

Time given to respond 24 hrs. (response form closed)

**84% (49/58) LHDs respond in 1 hr.**

**Drill Scenario 3:** After hours (Cell phones )

Activation Alert sent: 05/08/2004, 6:45 PM

Cell keypad response only

**95% (55/58) LHDs respond in 1 hr. (includes NY City)**

# Emergency Notification System

## Actual Event Notifications

**Republican National Convention** – daily patient load, chief complaint and resources survey

- Activation Alert sent: 08/28/04, 9:00 a.m.
- Time given to respond 24 hrs.
- **91 % (113/126) respond within 8 hours.**

**Pre- RNC bi-weekly blood supply survey**

- Activation Alert sent: 08/10/04, 9:00 a.m.
- Time given to respond 72 hrs.
- **94% (91/97) respond within 8 hours**

**Hurricane Isabel**

- Activation Alert sent: 09/16/03, 12:51 PM
- Time given to respond 24 hrs.
- **92% ( 225/245 ) hospitals respond in 24 hrs.**

**Threat Level Orange.**

- Activation Alert sent: 12/30/03, 4:59 PM
- Time given to respond 24 hrs.
- **96% ( 238/245 ) hospitals respond in 24 hrs.**

**Influenza Vaccine Supply Survey** – hospital reporting; 229 facilities activated

- Activation Alert sent: 12/20/04, 10:00 a.m.
- Time given to respond 24 hrs.
- **88% (201/229) respond within 8 hours**

**Unannounced LHD Influenza Vaccine Needs Survey** – 57 LHDs receive notification, log on to NYSDOH Commerce to complete survey.

- Notification sent at 12/10/04, 2:56 p.m.,
- Time given to respond by close of business, approximately 2 hours.
- **85%, 47/57 submit survey by 5:38 p.m. First response to survey was at 3:08 or 12 minutes following the initiation of the notification.**

# NYSDOH Duty Officer System

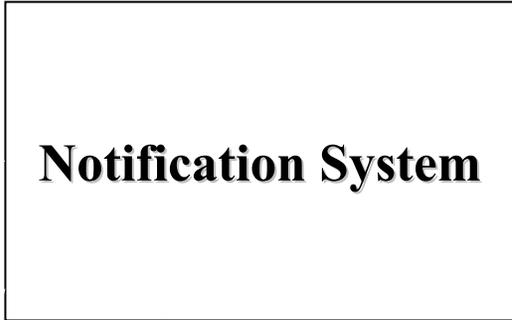
## After hours contact for the Public

Calls are triaged for emergency and non-emergencies



General Public

1-800 (duty office hours)



*Ability to contact the Duty Officer directly*

If necessary the Duty Officer can use the out-calling system to contact multiple people

*Emergency*

*Non-Emergency*



DOH Staff  
Key County Staff  
Regional Staff



Duty Officer

Emergency

Person is transferred to a voice mailbox, where the person is instructed to leave a message describing the emergency. Once the person has described the emergency they will have the option of speaking to the Duty Officer or could hang up

Person is transferred to a voice mailbox, where the person is instructed to leave a message describing the non-emergency. Duty Officer will review these messages and contact appropriate program areas

# NYSDOH Duty Officer System

## *Advantages for Duty Officer System*

- **Ability to triage calls** – reduces number of non-emergency calls sent to the duty officer. Pre-recorded message to public assists the caller in understanding which calls are deemed to be an emergency and need to be triaged to the Duty Officer.
- **Review/management** -- of non-emergency calls by Duty Officer in the voice mailbox at his/her convenience
- **Secure system** – Information will be contained and recorded in a secure environment, eliminating the need for the answering service.
- **Use of Notification System For local health calls to Duty officer** -- system will actually triage calls through Duty Officer call down lists, saving time of manual call down by duty officer. (In Progress)