



Evacuation of Facilities  
in Disasters System

LTC MAP Training/Exercise

- 11/30/21: CNY
- 12/01/21: ST
- 12/02/21: WNY
- 12/03/21: FLR

Presented by:



UNIVERSITY of  
ROCHESTER  
MEDICAL CENTER

Finger Lakes Regional Training Center



## OBJECTIVES

Understand the purpose of eFINDS

Identify the tools needed to implement eFINDS

Demonstrate the BASIC technical skills needed to evacuate, track & receive residents during a real or practice evacuation

Locate resources for additional eFINDS support





## AGENDA for VIRTUAL Session

- **Module 1:** eFINDS Introduction
- **Module 2:** eFINDS Demo – Evacuating Facility
- **Module 3:** **BREAK/**Hands-on Exercise (*work independently*)
- **Module 4:** eFINDS Demo – Receiving Facility
- **Module 5:** eFINDS Resources



# Module 1: eFINDS Intro



## eFINDS is...

### A Secure Evacuee Tracking System

- Where did person come from
- Where are they now
- What is their evacuation status

## eFINDS isn't...

- A planning tool for where to send evacuees
- A platform for sharing medical information
- A way to tracking employees

*Facilities still need to communicate with each other during an event!*



## eFINDS Evacuee Statuses:

**Registered:** person to be evacuated is in eFINDS

**Evacuated:** person has left evacuating facility, and is enroute to intended destination

**Received:** arrived at intended destination/receiving facility and current location is updated

**Repatriation Initiated:** receiving facility returns evacuee to their original facility

**Repatriated:** evacuees arrive back to their original location/evacuated facility

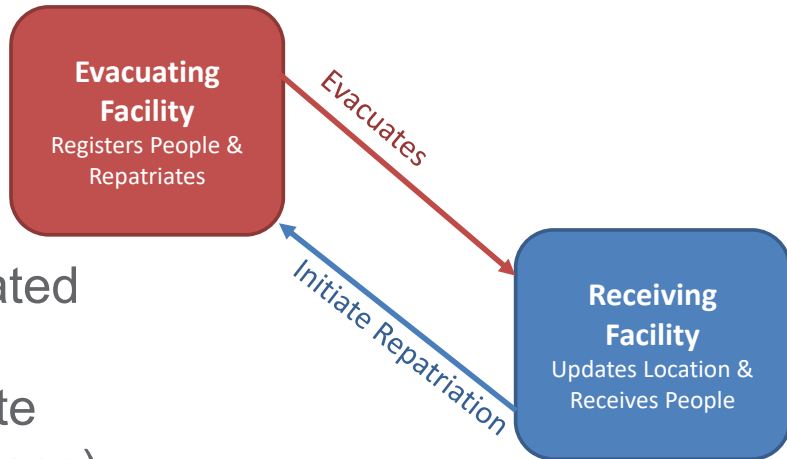
**Will Not Repatriate:** evacuees will not be returning to their original facility

**SIP (Shelter in Place):** If the Chief Elected Official issues a mandatory evacuation order that includes a SIP option, evacuees can only remain in the defined evacuation zone with consent of NYSDOH.



## Basic Evacuee Flow:

- Registered
- Evacuated
- Received
- Repatriation Initiated
- Repatriated
- Will Not Repatriate
- SIP (Shelter in Place)



## NYSDOH Managed Facilities

Nursing Homes

Hospitals

Adult Care Facilities



## Other NYS Agencies

Office of Temporary and Disability Assistance


Office of Children and Family Services

Office for People With Developmental Disabilities

Office of Mental Health

Office of Alcoholism and Substance Abuse Services

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## Evacuations Happen!

Home My Content Search Help Log out

Operations (15 total record(s)) Search By Operation Name:

Name	Status	Type	Storm Name	Parent Operation	Location	Begin Date	End Date	Extend Date	Agency	Created By	Updated By	Update Time
2021-09-10 FIRE SAINT JOHNS EPISCOPAL HOSPITAL	Active	Fire			Saint Johns Episcopal Hospital	09/10/2021			NYSDOH	Kevin J Buettner (kjb03)	Kevin J Buettner (kjb03)	09/10/2021 18:18:20
2021-08-19 COLONIAL PARK REHABILITATION AND NURSING HOME - FLOODING ROME NY	Active	Other			Rome NY	08/19/2021			NYSDOH	Debra Sottolano (dis20)	Debra Sottolano (dis20)	08/19/2021 20:45:44
2021-07-21 RESIDENT TRANSFER THE SHORE WINDS	Active	Other			The Shore Winds	07/21/2021			NYSDOH	Amanda Wilson (awil1014)	SYSTEM	10/20/2021 05:20:31
2021-07-19 WATER DAMAGE - RESIDENT TRANSFER TO THE HURLBUT THE SHORE WINDS NURSING HOME	Active	Other			The Shore Winds Nursing Home	07/19/2021			NYSDOH	Amanda Wilson (awil1014)	SYSTEM	10/18/2021 05:20:29
2021-06-27 CO2 DETECTED AT FACILITY MOHEGAN PARK ADULT HOME	Active	Other			Mohegan Park Adult Home	06/27/2021			NYSDOH	Debra Sottolano (dis20)	SYSTEM	10/26/2021 05:20:29
2021-06-04 NEW VILLAGE VIEW - ENDANGERMENT EVACUATION ULSTER COUNTY	Active	Other			Ulster County	06/04/2021			NYSDOH	Debra Sottolano (dis20)	SYSTEM	11/03/2021 05:20:29
2021-03-23 FIRE EVERGREEN COURT HOME FOR ADULTS - ROCKLAND COUNTY	Active	Fire			Evergreen Court Home for Adults - Rockland County	03/23/2021			NYSDOH	Debra Sottolano (dis20)	SYSTEM	10/20/2021 05:20:31
2021-03-05 RETURN TO CONESUS HORNELL GARDENS	Active	Other			Hornell Gardens	03/05/2021			NYSDOH	Tammy A Henning (th670127)	SYSTEM	11/01/2021 05:20:29
2021-03-01 FACILITY CLOSURE NEW MONSEY PARK HFA	Active	Facility Closure			New Monsey Park HFA	03/01/2021			NYSDOH	Abraham Schuster (as723418)	SYSTEM	10/28/2021 05:20:29


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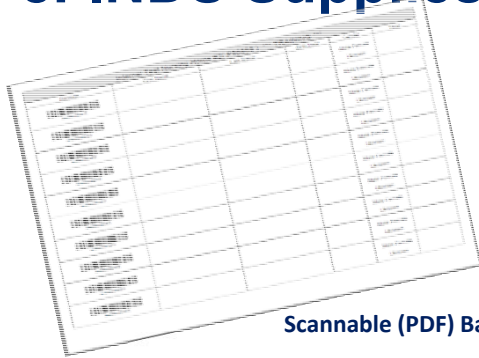
## Don't get hung up by the *electronic* process!!

If all else fails....

- ❖ Grab your supplies and move to a safe location
- ❖ Wristband your evacuees and transport
- ❖ No wristband? Print labels or handwrite barcode number on person's medical record
- ❖ OR Document on barcode log for initial tracking



# eFINDS Supplies



Scannable (PDF) Barcode Log



Scanners

Real System Wristband (nursing home)



Barcode

Training/Demo Barcode (hospital)



# Where is the best place to keep your eFINDS supplies?

**A**




**B**

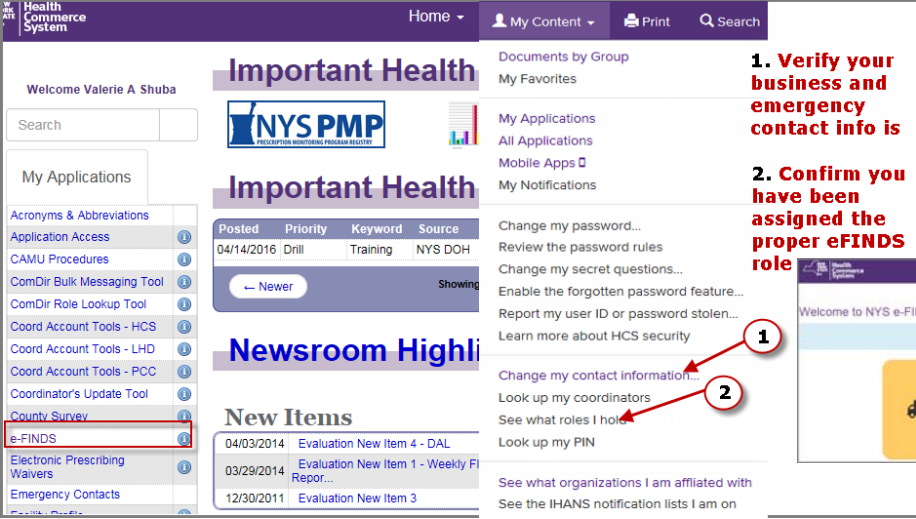


**C**



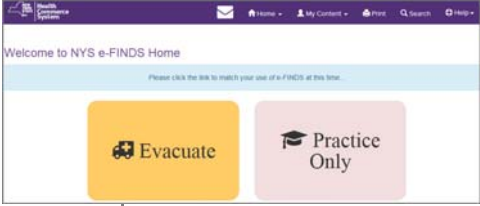

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## Access to eFINDS



**1. Verify your business and emergency contact info is**

**2. Confirm you have been assigned the proper eFINDS role**




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## eFINDS Roles for Facilities


**eFINDS Reporting Administrator**  
**(@admin)**

**eFINDS Data Reporter**  
**(@user)**

Same as eFINDS Data Reporter (user) plus:

- Create an operation when evacuation event impacts a single facility (e.g., fire or no heat)
- Create temporary locations
- Order eFINDS supplies
- Register or update info in tracking history
- Generate Barcode Assignment: Scannable Log (PDF log) or Download or Upload Spreadsheet (Excel)
- Register people without having barcodes to scan using the Multi-Person Input

- Register people with or without scanner
- Update info in tracking history
- Upload the eFINDS spreadsheet (Excel) to register evacuees



# MODULE 2

## INSTRUCTOR DEMONSTRATION EVACUATING FACILITY



## INSTRUCTOR DEMO

**Event: Winter Storm/Blizzard is approaching and it is predicated that 8 feet of heavy/wet snow will fall. St. James Mercy is preparing to evacuate TWO people to Strong Memorial Hospital in anticipation of roof collapse and losing power & heat**

1. Log into eFINDS Practice Application
2. Set Location (St. James Mercy)
3. Create an operation
4. Download barcode log and labels
5. Register and Evacuate 2 people to Strong Memorial Hospital
  1. Scan Barcode
  2. List Available Barcode
6. Generate Facility Report







# ★ DEMO 1

## Open eFINDS Practice


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1. Sign In to Health Commerce System (HCS)  
<https://commerce.health.state.ny.us>
2. Click eFINDS from My Applications List.
3. Click  Practice Only



For help with eFINDS click the Info Button.  








# ★ DEMO 2


## Set Current Location


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1. Verify or Select your facility name & @admin in dropdown
2. Click 

When Evacuating, verify the following

- YOUR location/PFI# matches YOUR barcode/PFI#
- You have reporting admin role (@admin)
- You are utilizing  Demo barcodes in the eFINDS  application





## DEMO 3

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### Add Operation

#### eFINDS Administrator Role Only

1. Click **Admin**.
2. Click **Manage Operations**.
3. Review list of Active and Inactive Operations.
4. Select **Begin Date**.
5. Select **Event Type**.
5. Enter location, e.g., your **facility name**, town/city/village
6. Verify **Active Status**
7. Click **Add Operation** **Note:** You may need to click Add Operation twice
8. **Verify Operation YYYY-MM-DD EVENT TYPE LOCATION** was created in table below.

CNY:	2021-11-30 BLIZZARD LTC MAP CNY
ST:	2021-12-01 BLIZZARD LTC MAP ST
WNY:	2021-12-02 BLIZZARD LTC MAP WNY
FLR:	2021-12-03 BLIZZARD LTC MAP FLR



optional

## DEMO 4

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### Generate a Scannable Log (PDF) OR Label Document (PDF)

#### eFINDS Administrator Role Only

1. Click **Manage Barcodes**.
2. Select **Download Barcode Documents**.
3. Verify your current location.
4. Leave Start Number and End Number blank OR Enter barcode numbers,
5. Select a **Barcode Assignment**:
  1. Scannable Log (PDF)
  2. Avery Label Document (PDF)
6. Check Exclude used barcodes from List? box.
7. Click **Download Document**.
8. Print the PDF.



## ★ DEMO 5

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### Register Person #1 by Scanning/Typing Barcode

1. Click **Register People**.
2. Select **Scan or Type Barcode**.
3. Scan barcode.
4. Enter Evacuee's First Name, Last Name, DOB & Select Gender.
5. Select the name of the Operation you added Confirm Current Location is your facility.
6. Select **Intended Destination Org. Type [HO]**.
7. Select **Intended Destination- Strong Memorial Hospital**
8. Click **Register**.
9. Confirm message: [Register is completed](#).
10. Scroll down to Tracking History to view current Action and Status of evacuee.



## ★ DEMO 6 - NO WRISTBANDS OR LOG?

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### Evacuate Person using List Available Barcodes

1. Select **Register People**.
2. Select **List Available Barcodes**.
3. Verify your Location Org. Type and Original Location.
4. Click **List**.
5. View message at top, "There are ## unused barcodes for the location".
6. Click on barcode link to open barcode data fields/profile
7. Enter Evacuee's First Name, Last Name, DOB & Select Gender.
8. Select the Operation
9. Confirm Current Location is your facility.
10. Select **Intended Destination Org. Type [HO]**.
11. Select **Intended Destination- Strong Memorial Hospital**
12. Click **Evacuate**.
13. Confirm message: [Evacuate is completed](#).
14. Scroll down to Tracking History to view current Action and Status of evacuee.



optional **DEMO 7**

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## View Facility Report EVACUATING FACILITY

1. Select **Reports**.
2. Select **Facility Report**.
3. Click **I am an evacuating facility**.
4. Select your facility type and facility name if necessary.
5. Select your Operation.
6. Click **Generate Report**.
7. Confirm your evacuee(s) are listed, the Intended Destination is Strong Memorial Hospital, and resident #1 is Registered and resident #2 is Evacuated

**DEMO 8**

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## Update Person #1 Record and Evacuate

1. Select **Manage People**.
2. Select **Person Lookup**.
3. Type in barcode number.
4. Click **Search**
5. Enter type of transportation (**BLUE BUS**) in Evacuation Group Description.
6. Add a detail to notes field (**FALL RISK**) and medication field (**ATIVAN 1mg PO – date @ 8am**)
7. Click **Evacuate**.
8. Confirm message: **Evacuate is completed**.
9. Scroll down to Tracking History to see status updated to evacuated



## DEMO REVIEW

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### View Facility Report EVACUATING FACILITY

1. Select **Reports**.
2. Select **Facility Report**.
3. Click **I am an evacuating facility**.
4. Select your facility type and facility name if necessary.
5. Select your Operation.
6. Click **Generate Report**.
7. Confirm your 2 evacuees are listed, the Intended Destination is Strong Memorial Hospital, and both residents are Evacuated



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## MODULE 3

YOUR TURN!




## HANDS-ON EXERCISE 27

**Event:** Winter Storm approaching and it is predicated that 8 feet of snow will fall. YOU are preparing to evacuate a resident to Strong Memorial Hospital in anticipation of losing power/heat

1. **DEMO 1:** Open eFINDS Practice ★ 1
2. **DEMO 2:** Set YOUR Location (Confirm Location PFI matches Barcode PFI) ★ 2
3. **SKIP DEMO 3** (use instructor created operation) ⊘
4. **DEMO 4: Optional** – print log or label doc if needed optional
5. **DEMO 5 OR DEMO 6** - register and/or evacuate 1 person using your facility demo/training barcodes ★ 5 **OR** “List Available” option ★ 6
6. **DEMO 7: Optional** – review facility report optional

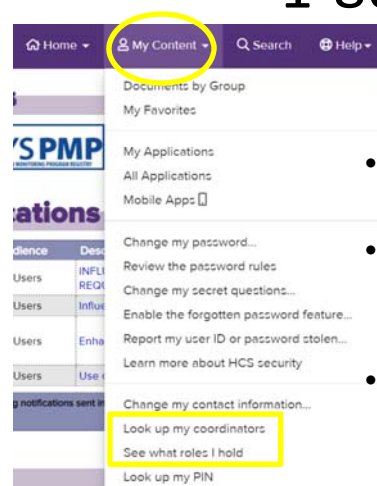
Instructor created  
OPERATIONS

CNY:	2021-11-30 BLIZZARD LTC MAP CNY
ST:	2021-12-01 BLIZZARD LTC MAP ST
WNY:	2021-12-02 BLIZZARD LTC MAP WNY
FLR:	2021-12-03 BLIZZARD LTC MAP FLR




## ACCESS ISSUES 28

HCS Account Questions should be directed to  
 NYSDOH CAMU Help Desk (App Support)  
**1-866-529-1890**



**Have HCS access but not eFINDS application**

- Verify role assignment:  
My Content > See what roles I hold
- Identify HCS Coordinator to request eFINDS Reporting Admin Role  
My Content > Look up my coordinators
- Contact CAMU Help Desk (App Support)



# MODULE 4

## INSTRUCTOR DEMONSTRATION RECEIVING FACILITY



## INSTRUCTOR DEMO

**Event: Winter Storm/Blizzard has impacted the region. Multiple facilities have evacuated patients/residents to Strong Memorial Hospital. Strong Memorial Hospital must receive evacuees.**

1. Log into eFINDS Practice Application
2. Set Location (Strong Memorial Hospital)
3. Update Location/Receive Evacuees
  1. Scan barcodes (St. James Mercy & Unknown)
  2. Multi Person Update (attendee evacuees)
4. View Facility Report
5. Quick Search
6. Locate People





**DEM0 9**


## Open eFINDS Practice & Set Location

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1. Sign In to Health Commerce System (HCS)  
<https://commerce.health.state.ny.us>
2. Click eFINDS from My Applications List.
3. Click  Practice Only .
4. Verify or Select your facility name.
5. Click **Set Location**








**DEM0 10**

## View Facility Report RECEIVING FACILITY

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1. Select **Reports**.
2. Select **Facility Report**.
3. Click **I am a received facility**.
4. Select your facility type and facility name if necessary.
5. Select your Operation.
6. Click **Generate Report**.
7. Review evacuees INTENDED to be received





## DEMO 11

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### Receive Evacuees by Scanning or Typing barcode

1. Scan barcode OR Select **Manage People > Person Lookup**.
2. Verify Current Location and Operation
3. Click **Receive**.
4. Confirm [Receive is Complete](#).



## DEMO 12

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### Receive Evacuee Unknown Location/No eFINDS Data

1. Scan barcode OR Select **Manage People > Person Lookup**.

**NOTE: barcode available but no data has been entered...**

1. Enter Evacuee's First Name, Last Name, DOB & Select Gender.
2. Select the name of the Operation
3. Confirm Current Location is your facility
4. Click **Receive**
5. Confirm message: [Receive is completed](#).
6. Scroll down to Tracking History to view current Action and Status of evacuee

**WHERE DID EVACUEE ORIGINATE FROM???**



## DEMO REVIEW

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### View Facility Report

1. Select **Reports**.
2. Select **Facility Report**.
3. Click **I am a receiving facility**.
4. Select your facility type and facility name if necessary.
5. Select your Operation.
6. Click **Generate Report**.



## DEMO 13

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### Receive Evacuees using the Multi Person Update

1. Select **Manage People**
2. Select **Multi Person Update**
3. Select Operation.
4. Verify Location & Org. Type
5. Select the **Receive Action**
6. Click **List**.
7. Check the All box (top left) OR the box corresponding the evacuee
8. Click **Receive Selected**.
9. Confirm Receive complete for # persons.



## DEMO 14

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### Quick Search Evacuee by Name, Transportation, Note Field

1. Select **Quick Search**.
2. Enter 2+ letters from any entered data field  
ie: name, transportation mode (**Blue Bus**), medication (**Ativan**), notes (**Fall Risk**)
1. Click **Search**
2. Find evacuee in results table.
3. Verify Name, Operation and Status is correct.
4. Click on barcode link.
5. Scroll down to view tracking history for this evacuee.



## DEMO 15

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### Locate People

1. Click **Locate People** from eFINDS menu bar
2. Enter your Location Org. Type and your Location
3. Select your Operation
4. Click **Search**
5. View search results, including current location, intended location and status.





**DEM0 16**

**Quick Review of  
REAL eFINDS Application**

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1. Sign In to Health Commerce System (HCS)  
<https://commerce.health.state.ny.us>
2. Click eFINDS from My Applications List.
3. Click **Evacuate**
4. Verify or Select your facility name.
5. Click **Set Location**



Register People ▾
Manage People ▾
Locate People
Manage Barcodes ▾
Admin ▾
Reports ▾
Mobile Download ▾
Supply Requests
Quick Search ▾
Help

**DEM0 17**


**Request “REAL” eFINDS Supplies**

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Only users assigned to the **eFINDS Reporting Administrator** role can order supplies from within the eFINDS application.

1. Open **eFINDS**
2. Click **Evacuate**
3. Select your facility (if necessary)
4. Click **Supply Requests** from main menu
5. Choose **Create a New Supply Request**
6. Fill in the form and click **Submit New Supply Request**.

You will receive email notifications regarding the status of your request.



**NOT DEMOED TODAY**

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## Other eFINDS Functions

- Manage Barcodes – Generate Barcodes (demo/practice only)
- Admin – Adding Temporary Locations
- Temporary Locations – evacuating to/receiving from
- Register - Excel File Download/Upload
- Register – Multi Person Input
- Register – Shelter in Place
- Manage People – Multi Person Update - Initiate Repatriation
- Manage People – Multi Person Update – Repatriate
- Manage People – Multi Person Update – Will Not Repatriate
- Manage People – List People
- Admin – Scanner Test
- eFINDS Mobile App



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## MODULE 5

### eFINDS RESOURCES





## HCS eFINDS Documents/Resources

### Support Documents on HCS

<https://commerce.health.state.ny.us>



- Application Updates/Release Notes
- eFINDS Quick Reference Cards
- Recorded CTI-502 – Refresher of instructor-led webinar
- CTI-502 course participant guide
- Scanner specs
- Train the Trainer Folder
- Current CTI-502 training schedule



## eFINDS Resources - Application Assistance eFINDS Document Folder



### Application Assistance

- Go to the eFINDS document folder (Documents > Hospital > Preparedness > eFINDS) to find:
  - Training Schedule
  - Quick Reference Card
  - Recorded Training Session

Health Commerce System

Home • My Content • Search • Help • Log out


Groups > NYSDOH > Preparedness > eFINDS > Emergency Response • Add to Fav • View Help

Emergency Response Documents

Show 10 entries Search:

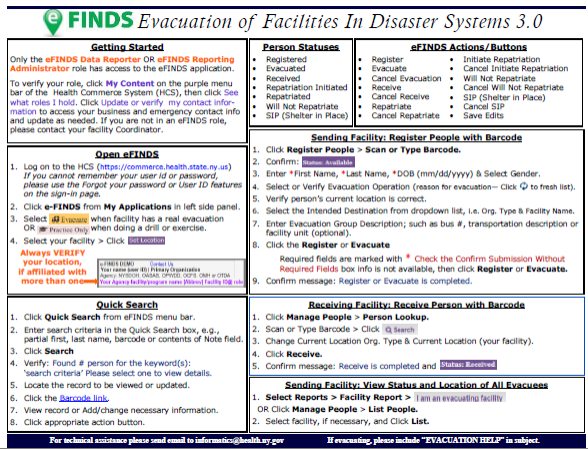
Type	Label	Description	Date Posted	
	eFINDS Readiness for Nursing Homes	Live Instructor-led trainings for Transferring or Receiving Residents (less than 30 min each)	05/07/2020	<a href="#">Add to Fav</a>
	Evacuee Status Update	Actions for sending and receiving facilities to update an evacuee's status in eFINDS	03/11/2020	<a href="#">Add to Fav</a>
	eFINDS Mobile	Quick Instructions on how to install and use the eFINDS App.	01/28/2019	<a href="#">Add to Fav</a>
	eFINDS Quick Reference Card (Dec 2018)	Instructions for registering, evacuating, receiving, initiating repatriation and repatriating evacuees.	12/05/2018	<a href="#">Add to Fav</a>
	eFINDS Quick Reference Card - Add Operation	Instructions on how to add or update a facility based operation (reason for evacuation)	09/10/2018	<a href="#">Add to Fav</a>

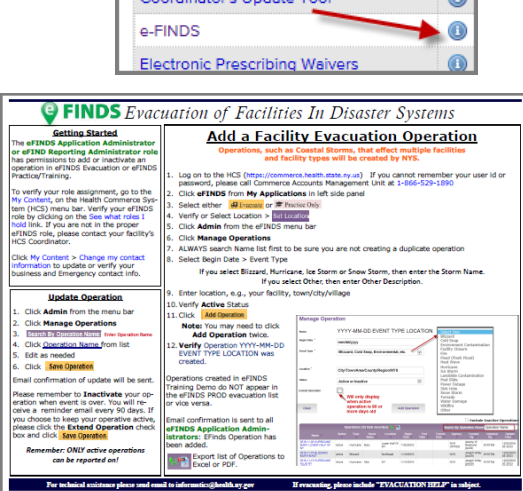






# eFINDS Quick Reference Cards

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# eFINDS Resources - Application Assistance

## eFINDS Document Folder – Emergency Response

## eFINDS Readiness for Nursing Homes

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### How to Send or Receive Residents


eFINDS -Sending/Receiving Residents	Webinar password: <b>welcome2</b>
Friday, May 8, 2020 12:00 pm	<a href="https://meetny.webex.com/join/mtid=tc6c4e5507b7e6d5e6e77dea40649414">https://meetny.webex.com/join/mtid=tc6c4e5507b7e6d5e6e77dea40649414</a>

\* You can forward this message to others to allow them to play back the recording. \*

<https://meetny.webex.com/join/rcid=42ef3b7e17374b11a2aedd8891b86bc0>

eFINDS Readiness for Nursing Homes  
Thursday, May 7, 2020 9:32 am New York Time  
23 min 56 sec

<https://meetny.webex.com/join/rcid=42ef3b7e17374b11a2aedd8891b86bc0>





# NYSDOH RESOURCES

## TECHNICAL

Example Issues:

- I cannot find or open eFINDS.
- I do not see my facility listed in eFINDS.

**Valerie Shuba**  
 Shared Solutions – Informatics  
 518-486-1029  
[valerie.shuba@health.ny.gov](mailto:valerie.shuba@health.ny.gov)

**Gregory Sweet**  
 Shared Solutions – Informatics  
[Gregory.sweet@health.ny.gov](mailto:Gregory.sweet@health.ny.gov)

- I cannot log into the HCS

Use Forgot your User ID? Or Forgot your password? features on the Sign In page or call CAMU help desk: 1-866-529-1890

## PROGRAMMATIC

Example Issues:

- Implementation Questions
- Regulatory or policy issues/concerns

**Debra Sottolano**  
 Office of Primary Care & Health Systems Management,  
 518-485-9914  
[debra.sottolano@health.ny.gov](mailto:debra.sottolano@health.ny.gov)

**Shannon Ethier**  
 Office of Health Emergency Preparedness  
 518-474-2893  
[Shannon.ethier@health.ny.gov](mailto:Shannon.ethier@health.ny.gov)



# RTC RESOURCES



**Finger Lakes Regional Training Center**  
 Anne D'Angelo  
 Phone: (585) 758-7640  
[anne\\_dangelo@urmc.rochester.edu](mailto:anne_dangelo@urmc.rochester.edu)



**CNY Regional Training Center**  
 Kelsey Wagner  
 Phone: (315)464-7597 Ext: 4-7597  
[WagneKel@upstate.edu](mailto:WagneKel@upstate.edu)



**CDR Regional Training Center**  
 Jenette White  
 Phone: (518) 262-1070  
[whitej4@amc.edu](mailto:whitej4@amc.edu)



**MARO Regional Training Center**  
 Kevin Reilly  
 Phone: (631) 444-6151  
[kevin.reilly5@stonybrookmedicine.edu](mailto:kevin.reilly5@stonybrookmedicine.edu)

[WRHEPC.URMC.EDU](http://WRHEPC.URMC.EDU)  
 preparedness and response tools/resources  
[eFINDS](#)

