



#NHCPC24

**NATIONAL HEALTHCARE COALITION
PREPAREDNESS CONFERENCE**

*Visions of Progress: Sustainable Strategies for
Emergency Preparedness & Resilience*

Presented By:



MESH

Achieving Healthcare Resilience Through Interoperability and Data Driven Insights

Tennessee Department of Health's
Healthcare Resource Tracking System (HRTS)

Presenters:

Paul E. Petersen, PharmD, MPH, CEM

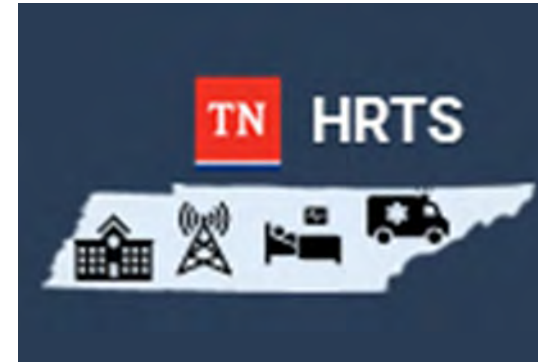
Diane Dubinski, MEM, BSN, RN, NHDP-BC

Learning Objectives

1. Describe how HCC and state leaders can utilize insights from HRTS data to make informed decisions regarding resource allocation and prioritize initiatives according to community needs.
2. Identify best practices for assessing coalition sustainability (e.g., resources, funding, partnerships).
3. Develop strategies for long-term sustainability, funding, and community support.
4. Define the collaborative impact on patient care delivery through Health Care Coalition use of HRTS.



Introduction to HRTS



Tennessee's Healthcare Resource Tracking System (HRTS):

- Enhances real-time healthcare delivery by optimizing resources, managing crises, and supporting coalitions.
- Connects healthcare facilities, Regional Healthcare Coordinators, EMS, and other state and local emergency responders.
- Supports patient routing daily and during emergencies.
- Tracks facility bed, service, and asset availability.
- Enables event activation and management at local, regional, or statewide levels.
- Enhances situational awareness and communication.



HRTS Background

- Implemented in 2007.
- Developed with input from all stakeholders including the Tennessee Hospital Association and healthcare facilities etc.
- Maintained in-house by the Tennessee Department of Health.
- Currently in its 3rd version.
- A secure login to the portal is required.
- Data is maintained securely and is encrypted.

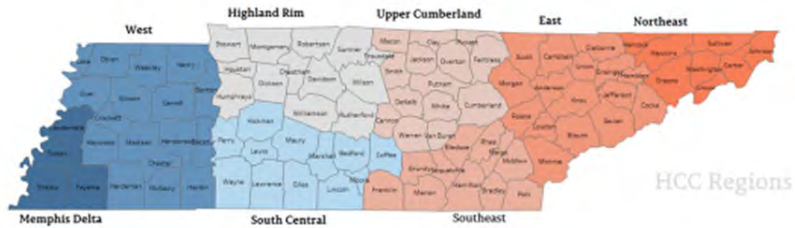


- Authorized statewide reporting system for all Federal Data during COVID-19 response.
- Recent additional functionality:
 - Long-Term Care Facilities
 - Patient Bed Matching (PBM)
 - Resource management

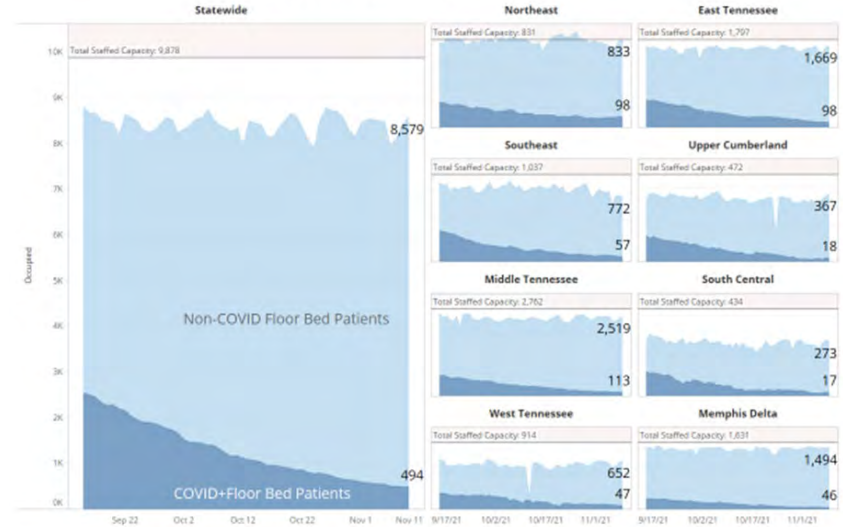


Use of HRTS During COVID

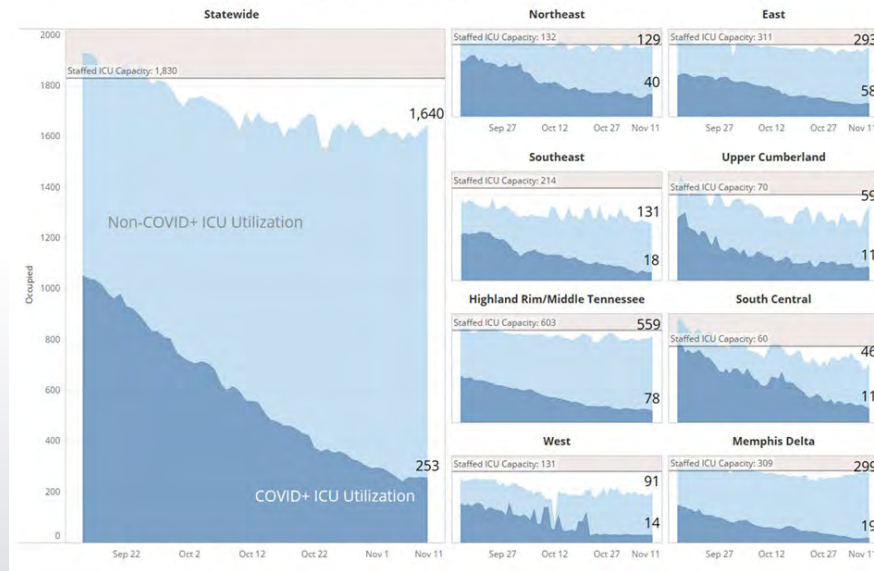
Tennessee COVID-19 Hospital Utilization Update November 9, 2021



Hospital Utilization in Tennessee
Adult Floor Bed Hospitalizations (COVID+ and non-COVID) vs. COVID+ Floor Bed Hospital Patients
Eight Weeks Preceding November 9, 2021



ICU Utilization in Tennessee by HCC Region
Total ICU Hospitalizations (COVID+ and non-COVID) vs. COVID+ ICU Hospitalizations
Eight Weeks Preceding November 9, 2021



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Public View of Data During Covid



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Daily Operational View



Region Type: EMS | Region: Middle Tennessee | County: Please Select Counties (13) | Facility Type: Please Select Facility Types (20) | Medical Group: Please Select Medical Groups (0) | Facility: Please Select Facilities (330)

Status: Capacity

Hospital - Acute Care

Facility	County	ED Status	Offload Status	Service	Reason	Last Updated
[Redacted]	DAVIDSON	Critical	Advisory	Burn Center	N/A	4/15/2024 2:22 AM CST
[Redacted]	SUMNER	Normal	Normal	Telemetry/Monitored Beds Orthopedics ICU - Adult	Labor Shortage: Nursing	4/15/2024 7:27 AM CST
[Redacted]	MONTCOMERY	Normal	Normal	Obstetrics	N/A	12/21/2020 1:54 PM CST
[Redacted]	HOUSTON	Normal	Normal	CT	N/A	4/15/2024 7:54 AM CST
[Redacted]	DAVIDSON	Normal	Normal	Cardiology - Diagnostic	N/A	4/15/2024 12:37 AM CST
[Redacted]	ROBERTSON	Normal	Normal	Chest Pain Center	N/A	4/15/2024 6:11 AM CST
[Redacted]	DAVIDSON	Normal	Normal	Orthopedics	N/A	6/14/2023 11:54 AM CST
[Redacted]	DAVIDSON	Normal	Normal	Chest Pain Center	N/A	4/15/2024 6:36 AM CST
[Redacted]	RUTHERFORD	Normal	Normal	Chest Pain Center	N/A	4/15/2024 3:51 AM CST
[Redacted]	HUMPHREYS	Normal	Normal	CT	N/A	4/15/2024 8:48 AM CST

Showing 1 to 10 of 26 entries

Region Type: EMS | Region: Middle Tennessee | County: Please Select Counties (13) | Facility Type: Please Select Facility Types (20) | Medical Group: Please Select Medical Groups (0) | Facility: Please Select Facilities (330)

Status: Capacity

Beds

Bed Type	Current Availability	Total Capacity	Bed Availability	Last Updated
Dedicated Physical Emergency Beds	280	776	36%	4/15/2024 8:48 AM CST
Burn Beds	2	37	5%	4/14/2024 7:49 PM CST
Floor Beds: Adult	282	2,994	9%	4/15/2024 8:48 AM CST
Floor Beds: Pediatric	41	225	18%	4/15/2024 8:48 AM CST
ICU Beds: Adult Cardiac	6	89	6%	4/15/2024 6:11 AM CST
ICU Beds: Adult General	69	335	20%	4/15/2024 8:18 AM CST
ICU Beds: Adult Neurosurgery	5	79	6%	4/15/2024 4:34 AM CST
ICU Beds: Adult Surgery	13	94	13%	4/15/2024 5:34 AM CST
ICU Beds: Neonatal (NICU 1)	73	274	26%	4/15/2024 6:36 AM CST
ICU Beds: Neonatal (NICU 2)	4	6	66%	4/15/2024 8:18 AM CST
Total	775	4,910		

Showing 1 to 10 of 22 entries

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Daily Operational View

Capacity Tab

TN Healthcare Resource Tracking System - Production

Tele Atlas

Region Type: Region: County: Facility Type: Medical Group:

Status:

Beds

Bed Type	Current Availability	Total Capacity	Bed Availability
Dedicated Physical Emergency Beds	182	436	41%
Floor Beds: Adult	293	2,147	13%
Floor Beds: Pediatric	27	75	36%
ICU Beds: Adult Cardiac	8	44	18%
ICU Beds: Adult General	26	208	12%
ICU Beds: Adult Neurosurgery	1	24	4%
ICU Beds: Adult Surgery	3	31	9%
ICU Beds: Neonatal (NICU 1)	11	60	18%
ICU Beds: Neonatal (NICU 3)	43	67	64%
ICU Beds: Pediatric	8	16	50%
Total	602	3,108	

Showing 1 to 10 of 25 entries

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Color Codes for Status

Emergency Department

Facility Status Type	Status Color	Status Description
Emergency Department	Normal (Green)	All ED Operations are Normal
	Advisory (Yellow)	ED is experiencing a high volume of patients; EMS should anticipate some offload Delays.
	Severe (Orange)	ED is experiencing severe overcrowding in the waiting room area, limited bed availability and EMS offload delays.
	Critical (Red)	ED is experiencing critical overcrowding, holding admissions in ED with a full lobby and extended EMS offload delays or a critical failure in service/operations in the ED. Redirect EMS patients as appropriate if possible.
	Divert (Black)	ED has loss services/operations due to an internal disaster. HICS has been activated. HRTS updated as dictated on HRTS event board or every 2 hours if HRTS event not active. Unable to accept patients, EMS should divert patients.

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Color Codes for Status

Facility

Facility Status Type	Status Color	Status Description
Facility	Normal (Green)	All Operations are Normal
	Advisory (Yellow)	Facility is experiencing a high volume of patients cause delay in services.
	Severe (Orange)	Facility is experiencing overcrowding in patient care areas with limited bed availability resulting in delays of patient movement.
	Critical (Red)	Facility has no beds available; admissions being held in ED or a critical failure in service/operations within facility. Redirect EMS patients as appropriate and if possible.
	Divert	Facility has loss services/operations due to an internal disaster. HICS has been activated . Unable to accept patients, EMS should divert patients.



Color Codes for Status

Services

Facility Status Type	Status Color	Status Description
Services (i.e. MRI, CT, Cath Lab, L&D, Behavioral Health...)	Normal (Green)	All Operations are Normal
	Advisory (Yellow)	Limited access/use available. Update service status in HRTS. EMS should have early notification to facility to check availability.
	Severe (Orange)	Delay in service availability due to overcrowding or service disruptions
	Critical (Red)	Critical system failure and service is not available. Update service status in HRTS. EMS should redirect patient as appropriate.
	Divert	Facility has loss services/operations due to an internal disaster or system outage. Unable to accept patients, EMS should divert patients.



Beyond Acute Care Hospitals

TN Healthcare Resource Tracking System - Production

Hospital - Behavioral Health - Psychiatric

Facility

- Center for Behavioral Medicine - Knoxville
- East Tennessee Behavioral Health
- Peninsula Hospital
- Ridgeview Psychiatric Hospital And Center

Showing 1 to 4 of 4 entries

Hospital - Rehabilitation

Facility

- Knoxville Rehabilitation Hospital

Showing 1 to 1 of 1 entries

Hospital - Transitional-Long Term Care

Facility

- Select Specialty Hospital - Knoxville
- Select Specialty Hospital - North Knoxville

TN Healthcare Resource Tracking System - Production

Long-Term Care - Nursing Home (Skilled)

Facility	County	Service
Beverly Park Place Health And Rehab	KNOX	Stroke Rehabilitation
Fort Sanders Transitional Care Unit		
Holston Health Care		
Asbury Place, Maryville		
Ben Atchley State Veterans Home		
Blount Memorial Transitional Care Center		
CLAIBORNE HEALTH AND REHABILITATION CENTER		
Cumberland Village Care		
Diversicare of Claiborne		
Diversicare Of Oak Ridge		

Showing 1 to 10 of 55 entries

Long-Term Care - Assisted Living

Facility	County	Service
AVENIR MEMORY CARE AT KNOXVILLE	KNOX	Memory Care
ARBOR TERRACE OF KNOXVILLE	KNOX	Memory Care
ATRIA WESTON PLACE	KNOX	Memory Care
AUTUMN CARE	KNOX	Memory Care
AUTUMN CARE II LLC	KNOX	Memory Care
AUTUMN CARE III LLC	KNOX	Memory Care
CANTERFIELD OF OAK RIDGE	ANDERSON	Memory Care
CLOVER HILL SENIOR LIVING	BLOUNT	Memory Care
DEANE HILL PLACE	KNOX	Memory Care
DOMINION SENIOR LIVING OF SEVIERVILLE	SEVIER	Memory Care

Showing 1 to 10 of 61 entries

KNOX



Emergency Medical Services

TN Healthcare Resource Tracking System - Production

EMS

Facility	County
SCOTT COUNTY AMBULANCE SERVICE	SCOTT
AMERIMED EMERGENCY MEDICAL SERVICES, LLC	ANDERSON
AMR - Knox County	
ANDERSON COUNTY EMS	
Campbell County Ems	
Claiborne EMS LLC	
Claiborne-LLC-Knox County	
East Tennessee Childrens Lifeline	
Gatlinburg Fire Dept	
Grainger County Ambulance Authority	

Showing 1 to 10 of 32 entries

EMS Calldowns

Create Calldown Request

Request for unit availability to assist NE Region with Hospital Evacuation

Event/Survey Name	Service	Notes	ALS Qty	ALS ETA (Immediate) in Mins	BLS Qty	BLS ETA (Immediate) in Mins	Contact	Phone	Active	Created	Actions
Request for unit availability to assist NE Region with Hospital Evacuation	Jefferson County Ems	N/R	1	20	N/R	0	Brad Phillips	(865) 335-3503	Active	15:17 09/27/2024	...
Request for unit availability to assist NE Region with Hospital Evacuation	Sevier County Ems	N/R	1	40	0	0	Rick Valentine	(865) 654-0523	Active	15:00 09/27/2024	...
Request for unit availability to assist NE Region with Hospital Evacuation	Morgan County Ambulance Service	N/R	N/R	N/R	N/R	N/R	Wilburn D	(423) 599-8373	Active	13:18 09/27/2024	...
Request for unit availability to assist NE Region with Hospital Evacuation	Oak Ridge National Lab Fire Department	N/R	N/R	N/R	N/R	N/R	William Longworth	(865) 755-3718	Active	13:16 09/27/2024	...
Request for unit availability to assist NE Region with Hospital Evacuation	UT LIFESTAR	No aircraft available at this time due to weather conditions. That may change as weather improves	N/R	N/R	N/R	N/R	Tim Taylor	(865) 254-0711	Active	13:01 09/27/2024	...
Request for unit availability to assist NE Region with Hospital Evacuation	Monroe County Ambulance Service	N/R	N/R	N/R	N/R	N/R	Randy White	(423) 572-2508	Active	13:00 09/27/2024	...
Request for unit availability to assist NE Region with Hospital Evacuation	Shoals Ambulance DBA Priority Ambulance	N/R	N/R	N/R	N/R	N/R	Lindsay Ellison	(865) 292-4731	Active	13:00 09/27/2024	...
Request for unit availability to assist NE Region with Hospital Evacuation	Claiborne EMS LLC	N/R	1	0	N/R	0	Darek Shetterly	(865) 300-5830	Active	12:59 09/27/2024	...
Request for unit availability to assist NE Region with Hospital Evacuation	MORRISTOWN-HAMBLEN E M S	May have to cancel if flooding gets worse here in Hamblen County	1	N/R	N/R	N/R	Danny Housersight	(423) 736-6566	Active	12:59 09/27/2024	...
Request for unit availability to assist NE Region with Hospital Evacuation	Claiborne LLO-Knox County	N/R	1	0	N/R	0	Darek Shetterly	(865) 300-5830	Active	12:59 09/27/2024	...

Showing 1 to 10 of 28 entries (filtered from 94 total entries)

Show 10 entries Previous Page 1 of 3 Next

#NHCPC24



Status of Services and Resources

[Beds](#)
[Services](#)
[Resources](#)
[Communication Devices](#)
[Designations](#)
[Users](#)
[Demographics](#)
[COVID-19](#)

Last Updated: 13 days ago

[Add](#)

[Actions](#) [Columns](#)

Service Type	Status	Reason	Not Available From
Cardiac/Stemi - Interventional	Normal	N/A	N/A
Cardiology - Diagnostic	Normal	N/A	N/A
Chest Pain Center	Normal	N/A	N/A
CT	Normal	N/A	N/A
ED Behavioral Health	Divert	Lack of Beds	3/8/2024 7:00:00 AM
Gynecology	Divert	Other	3/31/2024 7:30:00 AM
ICU - Adult	Normal	N/A	N/A

[Beds](#)
[Services](#)
[Resources](#)
[Communication Devices](#)
[Designations](#)
[Users](#)
[Demographics](#)
[COVID-19](#)

Last Updated: 15 days, 5 hours ago

[Add](#) [Update](#)

[Actions](#) [Columns](#)

Resource Type	Resource Subtype	Resource Item	Location	Current Availability	Total Quantity	Quantity in Use	Quantity Out of Service	Quantity Deployed/Checked Out Or Dispensed
Medical	Ventilators	Ventilators - Pediatric	N/A	1	1	0	0	0
Medical	Ventilators	Ventilators - Adult	N/A	5	5	0	0	0
Personal Protective Equipment	Personal Protective Equipment	N95 Mask	N/A	2,230	4,400	2,170	0	0
Personal Protective Equipment	Personal Protective Equipment	Gown-Medical	N/A	12,000	15,000	3,000	0	0
Personal Protective Equipment	Personal Protective Equipment	Face Shields/Goggles	N/A	1,910	3,500	1,590	0	0
Medical	Isolation	Environmental Containment Unit (ECU)	N/A	3	3	0	0	0

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Reports –PDF or Excel

Parkwest Medical Center - Services

Service Type	Status	Reason	Not Available From	Not Available To
Cardiac/Stemi - Interventional	Normal	N/A	N/A	N/A
Cardiology - Diagnostic	Normal	N/A	N/A	N/A
Chest Pain Center	Normal	N/A	N/A	N/A
ED Behavioral Health	Critical	Patient Overcrowding	2/23/2024 8:32:00 AM	2/26/2024 8:32:00 AM
ICU - Adult	Normal	N/A	N/A	N/A
Interventional Radiology	Normal	N/A	N/A	N/A
Labor and Delivery	Normal	N/A	N/A	N/A
MRI	Normal	N/A	N/A	N/A
Neurology	Normal	N/A	N/A	N/A
Obstetrics	Normal	N/A	N/A	N/A
Ophthalmology	Normal	N/A	N/A	N/A
Orthopedics	Normal	N/A	N/A	N/A
Telemetry/Monitored Beds	Normal	N/A	N/A	N/A

Parkwest Medical Center - Services				
Service Type	Status	Reason	Not Available From	Not Available To
Cardiac/Stemi - Interventional	Normal	N/A	N/A	N/A
Cardiology - Diagnostic	Normal	N/A	N/A	N/A
Chest Pain Center	Normal	N/A	N/A	N/A
ED Behavioral Health	Critical	Patient Overcrowding	2/23/2024 8:32:00 AM	2/26/2024 8:32:00 AM
ICU - Adult	Normal	N/A	N/A	N/A
Interventional Radiology	Normal	N/A	N/A	N/A
Labor and Delivery	Normal	N/A	N/A	N/A
MRI	Normal	N/A	N/A	N/A
Neurology	Normal	N/A	N/A	N/A
Obstetrics	Normal	N/A	N/A	N/A
Ophthalmology	Normal	N/A	N/A	N/A
Orthopedics	Normal	N/A	N/A	N/A
Telemetry/Monitored Beds	Normal	N/A	N/A	N/A



Dashboards and Reports

Home > Dashboards

Dashboards

HRTS

- Hospital ED Accept Patient by Category
- Healthcare Facilities Available By BedType

COVID-19 Reporting

- COVID-19 TN Health Facility Surveys
- COVID-19 TN GIS Map

Regional Dashboards

- Knox East Facility Status Dashboard
- Middle TN Facility Status Dashboard
- Memphis Shelby Facility Status Dashboard
- Northeast TN HCC Facility Status Dashboard
- West TN Facility ED and Offload Status Dashboard

TN Healthcare Resource Tracking System - Production

Home > Reports

Reports

Facility/Beds

- Facility Bed Availability Report
- Bed Availability by Type and Facility Capability (NDMS)
- Facility Capability Report
- Facility Detail Report
- Facility Status Report

User/Contact

- User Login Report

COVID

- COVID Compliance Report

Facility Bed Availability Report

HHS	Region	FacilityType	SubType	BedType	BedUpd	CurrentCapac	TotalCapaci	Occupi
Medical Center	East Tenness	Hospital	Acute Ca	Dedicated Physical Emergency	3/12/20	0	8	1
Medical Center	East Tenness	Hospital	Acute Ca	Floor Beds: Adult	3/12/20	5	12	7
Hospital	East Tenness	Hospital	Acute Ca	Dedicated Physical Emergency	3/12/20	0	35	35
Hospital	East Tenness	Hospital	Acute Ca	Floor Beds: Adult	3/12/20	18	130	109
Hospital	East Tenness	Hospital	Acute Ca	ICU Beds: Adult Cardiac	3/12/20	0	8	8
Hospital	East Tenness	Hospital	Acute Ca	ICU Beds: Adult Surgery	3/12/20	2	8	6
Hospital	East Tenness	Hospital	Acute Ca	Operating Pre/Post Beds	3/12/20	4	8	4
Center	East Tenness	Hospital	Acute Ca	Dedicated Physical Emergency	3/12/20	4	10	6
Center	East Tenness	Hospital	Acute Ca	Floor Beds: Adult	3/12/20	9	21	12
Center	East Tenness	Hospital	Acute Ca	ICU Beds: Adult General	3/12/20	1	5	4
Center	East Tenness	Hospital	Acute Ca	Operating Pre/Post Beds	3/12/20	3	3	0
Childrens Hospital	East Tenness	Hospital	Acute Ca	Floor Beds: Pediatric	3/12/20	14	75	61
Childrens Hospital	East Tenness	Hospital	Acute Ca	Operating Pre/Post Beds	3/12/20	25	25	0

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Use of HRTS Beyond Daily Operations

Planned and Unplanned Events

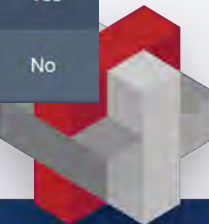
TN Healthcare Resource Tracking System - Production

Home > Events

Events

Event	Event Type	Location	Counties	Concluded	Start Date	End Date	Exercise
+ NASCAR/ Bristol Motor Speedway	Overcrowding-Mass Gathering	Bristol, TN	CARTER GREENE HANCOCK HAWKINS JOHNSON ...	Concluded	3/15/2024 7:50 AM CST	3/17/2024 10:07 PM CST	No
+ EXERCISE - NDMS FLIGHT - MEMPHIS FCC	Other	164TH AIRGUARD	BENTON CARROLL CHESTER CROCKETT DECATUR ...	Concluded	2/21/2024 11:34 AM CST	2/21/2024 1:39 PM CST	Yes
+ Chemical Exposure/Hazmat Scene	Mass Casualty Incident	Elizabethton, TN	CARTER GREENE HANCOCK HAWKINS JOHNSON ...	Concluded	1/25/2024 10:37 AM CST	1/25/2024 11:39 AM CST	Yes
+ *DRILL**** Chemical Attack****DRILL*	CBRNE	Elizabethton Airport	CARTER GREENE HANCOCK HAWKINS JOHNSON ...	Concluded	1/23/2024 9:00 AM CST	1/23/2024 10:25 AM CST	Yes
+ RMCC Flooding at Jackson General	Other	Jackson General	BENTON CARROLL CHESTER CROCKETT DECATUR ...	Concluded	1/21/2024 5:42 PM CST	1/21/2024 9:04 PM CST	No
+ Region 2 Hospital and EMS Quarterly HRTS TEST	Other	Region 2	ANDERSON BLOUNT CAMPBELL CLAIBORNE COCKE ...	Concluded	1/19/2024 8:00 AM CST	1/19/2024 10:02 AM CST	Yes
+ Vanderbilt Bedford Diversion	Other	Vanderbilt Bedford Hospital - Shelbyville	BEDFORD COFFEE LINCOLN MARSHALL MAURY ...	Concluded	1/18/2024 9:41 PM CST	1/18/2024 10:07 PM CST	No

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Events Page - Communication

TN Healthcare Resource Tracking System dc49v79 |

Home > Event Details

Exercise

EXERCISE: Southern Tennessee Health System- Winchester

[View All Events](#)

Location
Southeast Tennessee

Type
OBRNE

Description
EXERCISE: Southern Tennessee Health System of Winchester, TN reports a chemical exposure of Sodium Hydroxide where 8 to 10 patients have been exposed.

Status
Concluded

[Export](#)

Communication | Alert Assignments | Event Details | Attachments | Login History

Comments

Actions

Comment	Facility	By	Date Time	Action Type	Status
Tim Forsythe rhea medical center checking in	Rhea Medical Center	Tim Forsythe	11/15/2024 9:40 AM CST	FYI	N/A
2 Facility users checking in to stand by. Reply here.	Southeast HCC	Ken Tartar	11/15/2024 9:35 AM CST	System	N/A
Event ended.	Southern TN Regional Healthcare Winchester	Denise Hamrick	11/15/2024 9:57 AM CST	FYI	N/A
Erlanger Sequatchie Standing by	Erlanger Sequatchie Valley Emergency Department	Jennifer Howard	11/15/2024 9:39 AM CST	FYI	N/A
9 Regional and State users checking in to stand By. Reply here.	Southeast HCC	Ken Tartar	11/15/2024 9:35 AM CST	System	N/A
Mike Smith West RHC standing by	West Regional Office	Michael Smith	11/15/2024 9:58 AM CST	FYI	N/A
Tabitha Hobson is monitoring and can be reached at 615-934-4205.	Tennessee Department of Health	Tabitha Hobson	11/15/2024 9:56 AM CST	FYI	N/A

Chat

Action Type Filter

Search

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Events Page – Patient Triage and EMS Call Down Analytics

Healthcare Resource Tracking System

Exercise

***EXERCISE* Middle TN Tornado** [View All Events](#)

Location: Highland Rim HCC Region

Type: Natural Disaster | Status: Concluded

Description: Exercise Survey: https://recap.snh-2024fse

Multiple tornadoes touched down mid-day in the Highland Rim Region, causing extensive damage to property and infrastructure. Multiple electrical facilities were destroyed and it is not expected that the electrical grid can withstand this much damage. As a result of infrastructure and property damage, there have been resulting chemical events from a train derailment, tanker turnover, and multiple...

Communication | Alert Assignments | Event Details | **Analytics** | Attachments | Login History | Export

Patient Triage Counts

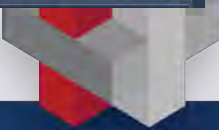
Actions

Facility	Green	Yellow	Red	Black	Modified By	Modified Date
Tristar Southern Hills Medical Center	8	1	4	N/A	Dena Russ	10/4/2024 10:59 AM CST
Williamson Medical Center	15	5	3		Kyle Riddle	10/4/2024 10:03 AM CST
Saint Thomas Midtown Hospital	6	4	3		Bryce Mashburn	10/4/2024 11:11 AM CST
Tristar Hendersonville Medical Center	10	5	2		Logan Embury	10/4/2024 9:44 AM CST
Vanderbilt Wilson County Hospital	5	2	2		James Edwards	10/4/2024 9:14 AM CST
Highpoint Health Burnet with Ascension Saint Thomas	9	3	1			
Highpoint Health - Trousdale	3	2	1			
Houston County Community Hospital	5	3	1			
TN Valley Healthcare System Alvin C. York	N/A	N/A	N/A			
TN Valley Healthcare System Nashville	10	N/A	N/A			
Total	71	25	17			

EMS Call Down Results *Times displayed in CST

Actions SSB/CT

Service	Notes	ALS Qty	ALS ETA (Immediate) in Mins	BLS Qty	BLS ETA (Immediate) in Mins	Contact	Phone	Created	
Montgomery County Ems	N/R	1	50	N/R	0	Chris Proctor	(931) 320-1624	09:34 10/04/2024	Edit
Williamson Health EMS	N/R	3	N/R	N/R	N/R	Mark King	(615) 585-8895	09:31 10/04/2024	Edit
Wilson County Emergency Management Agency	N/R	2	20	0	0	Brian Newberry	6152184127	09:15 10/04/2024	Edit
Vanderbilt Lifeflight #1 - Sumner	N/R	N/R	0	N/R	0	Kevin Nooner	6153359547	09:12 10/04/2024	Edit
Vanderbilt Lifeflight #10 - Wilson County	N/R	N/R	0	N/R	0	Kevin Nooner	6153359547	09:10 10/04/2024	Edit
Vanderbilt Lifeflight #3 Clarksville	N/R	N/R	0	N/R	0	Kevin Nooner	6153359547	09:10 10/04/2024	Edit
TriStar SkyLife Mobile Care	N/R	3	6	N/R	0	Rod Dawson	(706) 260-6267	09:09 10/04/2024	Edit
Vanderbilt Critical Care Ground Transport	N/R	4	20	2	20	Michael Clements	(931) 212-9969	09:09 10/04/2024	Edit
Houston County Ambulance Service	N/R	0	0	0	0	Beth Flalkowski	(607) 316-6751	09:09 10/04/2024	Edit
Sumner County Ambulance Service	N/R	3	0	2	0	Jay Austin	(615) 715-1220	09:09 10/04/2024	Edit



Events Page Record Management

Downloadable Reports

- Communications Log
- EMS Response Report
- Hospital Triage Records
- Any relevant attachments or additional documents.

Comment	Facility	By	Date Time	Action Type	Status
We will conclude this event as we are more into recovery and rebuilding phases now. Thank you so much to all the love and relief sent to Northeast TN. We appreciate you!	RMCC		10/7/2024 9:27 AM CST	FYI	N/A
FLIGHT CENTERS BE ADVISED- multiple private aircrafts, TVA, THP, Coast Guard, National Guard, H.E.A.R.T. and Med-Flight II VSP operating in this region of the state and North Carolina area. Please be vigilant with communications. Permissions to operate in Unicoi Co,TN need to be cleared by "Air Boss" (national guard)	RMCC		10/4/2024 10:22 AM CST	FYI	N/A
Our Region is still experiencing widespread spotty outage in cell and internet service. Also some radio infrastructure issues on Holston Mountain.	RMCC		10/4/2024 9:48 AM CST	FYI	N/A
IV fluid shortages across the system. Seeking additional resources through local healthcare coalition team.	RMCC		10/4/2024 9:17 AM CST	FYI	N/A
Updates: Operational Northeast Tennessee Facilities under this thread	RMCC		10/4/2024 8:47 AM	FYI	N/A

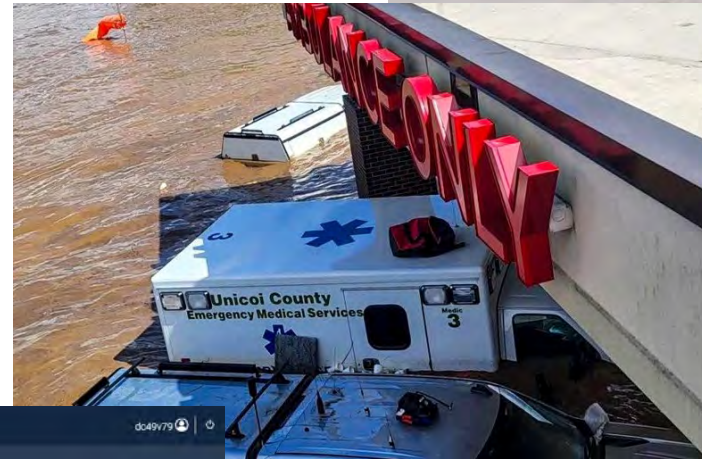


HRTS Event Northeast – Hurricane Helene 9/27/2024 – 10/7/2024



Timeline

- Event activated in HRTS at 8:35 AM on 9/27/2024.
- Unicoi Medical Center (Erwin, TN)
 - Decision to evacuate at 9:48am ET
 - Evacuation complete by 4:45pm ET
- 4 Helicopters (2 TNG and 2 VA Police)
- 54 Lives Saved
- Activation concluded at 9:27 AM on 10/7/2024.



Healthcare Resource Tracking System

Home » Users » Events

Northeast TN Weather Event

[View All Events](#)

Location: Johnson City, TN

Type: Weather Event

Status: Concluded

Description: Multiple weather events, warnings across the region. Evacuations and swift water rescues taking place across the region.

Communication | Alert Assignments | **Event Details** | Analytics | Attachments | Login History | Export

Exercise: No	EMS Call Down: Yes	Triage: No	Created by: cassidy.blevins: 9/27/2024 8:35 AM CST	Modified By: cassidy.blevins: 10/7/2024 9:28 AM CST
Start Date: 9/27/2024 8:35 AM CST	End Date: 10/7/2024 9:28 AM DST	Bed Update Frequency: 6 Hours	Facility Types Activated: Crisis Stabilization Unit/Behavioral Health - Psychiatric - Crisis Stabilization Unit/Mobile Crisis Team - EMT/EMA - Emergency Department/Emergency Department - EMS/EMS - HCD/HCC - Health Department/County - Hospital/Acute Care - Hospital/Behavioral	

#NHCPC24



HRTS Event Northeast – Hurricane Helene 9/27/2024



HRTS Event Northeast – Hurricane Helene

9/27/2024 – 10/7/2024

EMS Call Down Results

TN Healthcare Resource Tracking System dc49v79

Johnson City, TN

Type: Weather Event Status: Concluded

Multiple weather events, warnings across the region. Evacuations and swift water rescues taking place across the region.

Communication Alert Assignments Event Details **Analytics** Attachments Login History Export

EMS Call Down Results *Times displayed in CST

Actions

Service	Notes	ALS Qty	ALS ETA (Immediate) In Mins	BLS Qty	BLS ETA (Immediate) In Mins	Contact	Phone	Created	
Highlands Emergency Air Rescue & Transport (HEART)	All aircraft grounded for weather and unavailable.	0	0	N/R	0	Dwain Rowe	4236776409	09:13 09/27/2024	Edit
Ambulance Service Of Bristol	N/R	2	0	N/R	0	Tim Fox	N/R	08:44 09/27/2024	Edit
Greene County-Greeneville Ems	N/R	6	0	2	0	Tj Manis	4236071900	08:39 09/27/2024	Edit
Bristol Motor Speedway	N/R	N/R	N/R	N/R	N/R	N/R	N/R	N/R	Edit

#NHCPC24



HRTS Event Northeast – Hurricane Helene

9/27/2024 – 10/7/2024

Communication

ESF-8 in coordination with EMS is working the situation and will be in contact with the RHC/ERC/RMCC.	Tennessee Department of Health	9/27/2024 12:42 PM CST	FYI	N/A
Sycamore Shoals Hospital is now evacuating their hospital as well.	RMCC - Ballard Health	9/27/2024 12:30 PM CST	FYI	N/A
2 Ambu buses have been deployed to SSH	RMCC - Ballard Health	9/27/2024 1:46 PM CST	FYI	N/A
10 ambulances are needed to stage at Elizabethton High School	RMCC - Ballard Health	9/27/2024 12:37 PM CST	FYI	N/A
SSH Hospital is currently evacuating.		9/27/2024 12:19 PM CST	FYI	N/A
HCMH 7 ER beds available. M/S full at this time.	Hawkins County Memorial Hospital	9/27/2024 11:45 AM CST	FYI	N/A
Carter Co, Johnson Co and Unicoi Co have all declared states of emergency.	RMCC - Ballard Health	9/27/2024 11:30 AM CST	FYI	N/A
Niswonger Children's hospital 1 and 2 Conference Rooms will be reunification points for UCH hospital staff.	RMCC - Ballard Health	9/27/2024 11:07 AM CST	FYI	N/A



HRTS Event Northeast – Hurricane Helene

9/27/2024 – 10/7/2024

Facility Status



Healthcare Resource Tracking System

Status Capacity

Hospital - Acute Care

Facility	County	ED Status	Offload Status	Service	Reason	Last Updated
Unicoi County Hospital	UNICOI	Divert	Divert	CT MRI Telemetry/Monitored Beds	Other	9/27/2024 8:21 PM EST
Medical Center	SULLIVAN	Advisory	Advisory	Surgery: Adult General	N/A	12/3/2024 5:49 AM EST
Hospital	CARTER	Normal	Normal	Telemetry/Monitored Beds	Lack of Beds	12/3/2024 2:57 AM EST
Hospital East	GREENE	Normal	Normal	Surgery: Adult General	N/A	12/3/2024 5:16 AM EST
Medical Center	SULLIVAN	Normal	Normal	Surgery: Adult General	N/A	12/3/2024 7:31 AM EST
Hospital	DICKINSON	Normal	Normal	CT	N/A	12/3/2024 6:04 AM EST
Hospital	HANCOCK	Normal	Normal	CT	N/A	12/3/2024 8:23 AM EST
Hospital	HAWKINS	Normal	Normal	CT	N/A	12/3/2024 8:36 AM EST
Hospital	SULLIVAN	Normal	Normal	Surgery: Adult General	N/A	12/3/2024 3:25 AM EST
Hospital	JOHNSON	Normal	Normal	CT	N/A	12/2/2024 12:31 AM EST
Hospital	LEE	Normal	Normal	CT	N/A	12/3/2024 6:04 AM EST
Hospital	SMYTH	Normal	Normal	Cardiology - Diagnostic	N/A	12/3/2024 6:07 AM EST
Hospital	RUSSELL	Normal	Normal	CT	N/A	12/3/2024 6:31 AM EST
Hospital	SMYTH	Normal	Normal	Surgery: Adult General	N/A	12/2/2024 5:01 PM EST

Showing 1 to 14 of 14 entries

#NHCPC24



HRTS Metrics-Northeast

“Northeast TN Weather” Event Metrics

- 111 facilities alerted -Hospitals, LTC, EMS, Public Health
- 15 Counties reporting in TN and VA
- 1328 system users visited the Event page while it was active (some are duplicates)
- 166 comments were posted by 46 individuals

Best Practices

- Assisted in sustaining a common operating picture and needs assessments through Event Comments.
- Recognizes the ability of the RMCCs to maintain and provide updates of regional data such as essential elements of information, EMS availability, status updates.
- RMCC was able to communicate with other RMCCs to provide additional ambulances if needed.
- RMCC was able to provide updates to ambulance availability within their region.
- Event chat allowed rapid technical changes to be made between RMCC and HRTS System Admins to correct an upload problem.

Lessons Learned

- EMAs were not included in event notification.
- Skilled Nursing and Assisted Living had a low response rate.
- Non-Acute Care Hospitals were non-responsive.
- EMS Call down was successfully completed by 3 of 14 EMS agencies (21%).

#NHCPC24



HRTS Metrics - East

“City of Newport Evacuation and Inclement Weather” Event Metrics

- 67 facilities alerted -Hospitals, LTC, EMS, Public Health
- 16 Counties reporting in TN
- 407 system users visited the Event page while it was active (some are duplicates)
- 51 comments were posted by 36 individuals

Best Practices

- Assisted in providing resources needed within shelters.
- Recognizes the ability of regional staff to maintain and provide updates of regional data and status updates.
- Hospitals were fantastic in ensuring beds were updated in a timely manner.

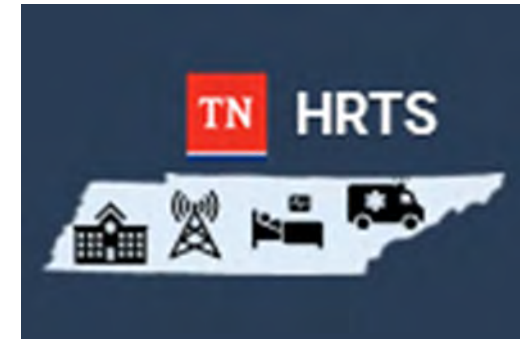
Lessons Learned

- Portable O2 should be put in as Resource Needed instead of FYI so the request can be closed upon fulfillment.
- No further updates on City of Newport before event closed.



Conclusion

- HRTS is essential for effective healthcare management and resilience, ensuring patient needs are met through coordinated resources.
- Sustainability insights from HRTS support coalition efforts and strategic planning for future resilience.
- HRTS enables data-driven collaboration, sharing best practices, and avoiding overload in crises.
- Centralized data and real-time visibility optimize healthcare delivery, enhancing coalition effectiveness in crises.



Questions

