



#NHCPC24

**NATIONAL HEALTHCARE COALITION
PREPAREDNESS CONFERENCE**

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

Presented By:



MESH

A Novel Approach to Patient Reunification

Steven Ellen

Program Manager

Steven.Ellen@dhha.org

MountainPlainsRDHRS.org

Disclosure

- The Mountain Plains Regional Disaster Health Response System is funded by Award Number 6 HITEP200043-01-03 from the Administration for Strategic Preparedness and Response (ASPR).
- The content of this presentation is a product of the individual presenters and does not represent the official policy of the United States Government.
- This information is not meant to be a substitute for professional medical advice, diagnosis, or treatment.



Conflict of Interest

- The presenter has no relevant financial interest or relationships to disclose.



Mountain Plains Regional Disaster Health Response System (MPRDHRS)

- HHS/ASPR funded grant
- Awarded to Denver Health and Hospital Authority
- 4 sites across the US
- Improve healthcare coordination within Region VIII
- Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming



Disasters

- Hurricane Rita and Katrina, 2005
- Aurora Theatre Shooting, 2011

Disasters

- Hurricane Rita and Katrina, 2005
 - 5,192 children separated
 - 6 months to reunify
 - 34,000 calls to National Center for Missing and Exploited Children hotline



Disasters

- Hurricane Rita and Katrina, 2005
 - 5,192 children separated
 - 6 months to reunify
 - 34,000 calls to National Center for Missing and Exploited Children hotline
- Aurora Theatre Shooting, 2011
 - 82 injured
 - 60 patients transported to 6 different hospitals
 - 1,200 people in the building
 - 6,000 calls to Aurora Public Safety Communications department
 - 1,000 calls per hour to 6 hospitals



Challenges

- Mechanism for taking inbound calls
- Staffing
- Shared database
- Legal
- Program Adoption



Challenges

- Mechanism for taking inbound calls
 - Rocky Mountain Poison Center
 - Software broker
 - Amazon Web Services
- Staffing
- Shared database
- Legal
- Integration



Challenges

- Mechanism for taking inbound calls
- Staffing
 - Rocky Mountain Poison Center
 - Colorado Department of Public Health and Environment (CDPHE)
- Shared database
- Legal
- Integration



Challenges

- Mechanism for taking inbound calls
- Staffing
- Shared database
 - Elements to collect
 - Elements to share
 - Data entry
- Legal
- Program Adoption



Challenges

- Mechanism for taking inbound calls
- Staffing
- Shared database
- Legal
 - HIPPA
 - CVM
- Program Adoption



Challenges

- Mechanism for taking inbound calls
- Staffing
- Shared database
- Legal
- Program Adoption
 - Regional Patient Tracking and Reunification plan
 - Demonstration Product



Lessons Learned

- January:
 - Call Restrictions
 - Operations Channel
 - Data Collection Items
 - Hold music too cheerful
- June
 - Breaks
 - Behavioral Health
 - Script refinement
- September
 - Hospital based data entry
 - Hospital system reunification teams



Functional Drills

Month	# calls	# agents	Duration (minutes)	# call / agent / minute	Avg Handling Time
January 2024	68	12	30	.189	3:05
June 2024	167	10	60	.278	2:12
September 2024	143	6	66	.361	1:58



Next steps

- Document framework
- HCC, Statewide, Regional adoption and support
- Increase recruiting



Questions?

Steven Ellen, MBA
Program Manager
Steven.Ellen@dhha.org
MountainPlainsRDHRS.org



#NHCPC24



Reach out with questions. Connect with us.



MountainPlainsRDHRS@dhha.org



@MPRDHRS



MountainPlainsRDHRS.org

Subscribe to
our newsletter!



#NHCPC24



#NHCPC24

