

VHASS Events User Guide: Local Users

Local Users with Emergency Operations (EO) Access (EO Read and EO Read/Write)

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Updated 7/5/2016

Overview

The focus of this document is to provide instructions for local users (non-admin) with Emergency Read Only and Emergency Read/Write permission.

The Process

During the beginning of a no-notice event, full details may not be known. Users at the local level may send an Event Notification to their Event Regional Administrators to notify them of an incident that is affecting the user's organization. Event Notifications can be updated as more information is received.

In order to maintain a streamlined, efficient reporting, the process is tiered between Event Statewide Administrators, Event Regional Administrators, and Local Users of the system. Each of these tiers have different roles and expectations for reporting. The VHASS system is constructed to allow specific administrative rights per group.

1. The reporting process begins with an **Event Notification** (alert) created at the local level.
2. **Event Regional Administrator(s)** to determine whether or not the notification should be escalated to an **Event**.
3. If a **Situation Report** (SitRep) is requested, an **Event Statewide Administrators** will create the Situation Report, which will allow Healthcare local users (required to participate in the SitRep) the ability to update their organization status, Public Health (local subtype organization) ability to update/complete their organization's Scheduled SitRep, and Event Region Administrators will complete their scheduled SitRep.

For additional details, see Appendix A: Event Notification and Reporting

Definitions

Emergency Operations (EO) Access: Permission assigned at the organizational level that is needed to grant users access to Events. Users may be assigned EO Read Only or EO Read/Write permission.

Automated Alert: SMS text alert sent by action taken in VHASS. All SMS text alerts include an email copy.

Event Notification: Local user with EO Read/Write permission may create a notification that is sent to the user's Event Region Administrators.

Event: Incident or situation that requires regional and/or statewide participation. Includes updates to EO Status Boards, Event Logs and possibly Situation Reporting.

Situation Report (SitRep): Situational Reports (SitReps) are mandatory status reports during a regional or statewide event, issue, or threat. They are used to acquire Essential Elements of Information (EEI) to enhance awareness of health impacts.

Situation Report > Update Status: Healthcare organizations update their status information for scheduled SitRep date/times.

Situation Report > Region Status: Healthcare organization status views. Provides ability to determine which organizations have or have not updated their status.

Situation Report > Status Board: Status board views of healthcare status items.

Situation Report > Scheduled SitRep: Copy of ESF-8 SitRep form that is to be completed by Public Health (Subtype: Local) and Event Region Administrators for scheduled sitreps date/times.

Situation Report > Scheduled SitRep: Healthcare Organization Types Sending Status Updates:

- Dialysis Services
- Free Standing Emergency Department
- Hospital
- Long Term Care Facility
- Outpatient Care Center

Situation Report > Scheduled SitRep Participants

- Public Health - Local Subtype
- Public Health - Event Region Administrators
- Regional Healthcare Coordinating Center (RHCC) - Event Region Administrators
- State Office of the Chief Medical Examiner (OCME) - Event Region Administrators

Situation Report > SitRep Status: View provides users the ability to determine which Public Health (Subtype: Local) organizations and Event Region Administrators have or have not updated their Scheduled SitRep.

Situation Report > ESF-8 SitRep: Requested SitRep form that is submitted via the ESF-8 (Events Statewide Administrator). Copies of this form are Scheduled SitReps.

User Types

Local Users

Basic users of VHASS including all organization types. Local users have no administrative permissions. Users must have Emergency Operations Read or Read/Write permission to participate in Events. User in Public Health organizations with Local subtype have the ability to update/complete Scheduled SitReps.

Designated Organization Contacts and Alternate

Users at the organizational level responsible for assigning user access to modules as well as updating organization contact information.

Event Region Administrator

Review event notification generated within the user's region. Ability to create events and archive events within the user's region. Complete Scheduled SitRep form for user's region.

Event Statewide Administrator

Review event notification generated within the user's region. Ability to create events and archive events for all regions. Activate and submit Situation Report ESF-8 SitRep form.

Emergency Operations Access Authorization

How to assign Emergency Operations Access - Local Users

Emergency Operations permission is required for users to have access to the Events module. All organization types may have access and participate in Events.

It is the responsibility of the Designated Organization Contact and Alternate to assign Emergency Operations Access. If needed, Region Admin users may assign permission to users within their region. Admin Users may assign permission to users in the system via updating an organization's contact information.

Steps to Assign EO Access:

1. Designated Organization Contact logs onto VHASS
2. From left menu, click Organization Contact Information
3. From the Contact Information tab, click Edit Contact Information and click Continue until arriving at the **Emergency Operations Access Authorization**.
4. To assign user access to the Events Module, select **Emergency Operations Read** or **Emergency Operations Read/Write**
5. Click Continue and click through the remaining steps.
6. User must complete all steps of the organization update process to save the newly assigned permissions.

Emergency Operations Access Authorization Page

VHASS

Virginia Healthcare
Alerting & Status System

Help | Contact Us | Home | Logout

Linked Accounts: logged in as Shannon Carr

Member Content

Home

Alerts/New Items

Program Documents

Resource Information

Training Programs and Exercises

Calendar of Events

Go to region mode

Document Search

Post Office

EMERGENCY OPERATIONS

EO Dashboard

Events

My Accounts

My Linked Accounts

Edit Personal Information

Organization Contact Information

Hospital (HPP) Status Report

Resource Management Tool

Administration

Membership Management

Emergency Operations Access Authorization

Step 5 of 8

After setting authorization levels, please click Continue.

Emergency Operations Access Authorization

The fields below authorize individual access to the Emergency Operations section of the website.

- If marked "None", user cannot access any of the Emergency Operations section information.
- If marked "Diversion Read", user can view only the diversion status of the region.
- If marked "Diversion Read/Write", user can view only the diversion status of the region and update the diversion status for their organization.
- If marked "Emer.Ops. Read", user can view all regional emergency operations information, and event notifications information.
- If marked "Emer.Ops. Read/Write", user can view all regional emergency operations information and insert/update emergency operations information for their organization. They can also view and update event notifications information.

Member	None	Diversion Read	Diversion Read/Write	Emergency Operations Read	Emergency Operations Read/Write
Carr, Shannon N/A	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Shrader, Erin (Admin Asst)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Stoneman, Sam N/A	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Continue

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Event Notification

Timeliness holds more value than accuracy. During the beginning of a no-notice event, full details may not be known. Users at the local level may send an Event Notification to their Event Regional Administrators to notify them of an incident that is affecting the user's organization. Event Notifications can be updated as more information is received.

Local users with **EO Read/Write** permission may create a notification that is sent to the user's Event Regional Administrator. Users of the originating organization and Event Region Administrators within the region that created the notification, may view the notification.

Event Regional Administrators receive automated SMS Text alert /email when an Event Notification is created within their region. Once the alert is received, the administrator will then logon to VHASS to review the notification and determine whether or not to escalate to Event status or Archive the alert with no action needed.

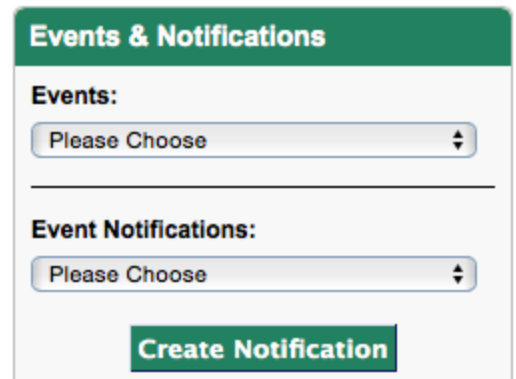
Event Statewide Administrators receive automated alerts when an Event Notification is created within the statewide region. Once the alert is received, the administrator will then logon to VHASS to review the notification. Statewide Administrators have the ability to view notifications from all regions.

Create Regional Notification

Local users with EO Read/Write permission may create a notification that is sent to the user's Event Regional Administrator.

Steps to create an event notification:

1. Logon to VHASS
2. Member home page Events & Notifications widget, click Create Notification
 - a. *User will be redirected to new VHASS application/Events Module - Create Regional Notification form*
3. Complete the Create Regional Notification form and click Save



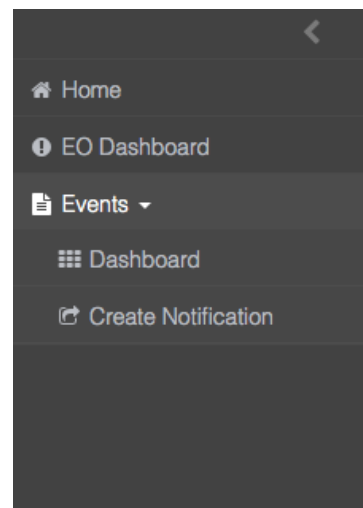
The screenshot shows a web interface titled "Events & Notifications". Under the heading "Events:", there is a dropdown menu with the text "Please Choose" and a small up/down arrow icon. Below this, under the heading "Event Notifications:", there is another dropdown menu, also with "Please Choose" and an up/down arrow icon. At the bottom of the widget is a prominent green button with the text "Create Notification" in white.

Steps to create an event notification from new VHASS menu:

1. Left menu: Click Events to expand menu items
2. Click Create Notification
3. Complete the Create Regional Notification form and click Save

Steps to create an event notification from Events Dashboard:

1. Events Dashboard > Events Notification widget
2. Click Create Notification located in footer of widget



Create Notification Form

A screenshot of the 'Create Regional Notification' form within the VHASS application. The form is titled 'Create Regional Notification' and has a breadcrumb trail 'Events > Create Regional Notification'. Below the title, a note states: 'Use the form below to create an event. Once you click "Save", an SMS Text alert and email message will be sent to the Event Regional Administrators for the regions selected for the Event as well as the Event Statewide Administrators. Note: required fields are marked in yellow.' The form is divided into sections: 'Event Details' (containing 'Notification Name' with a text input field), 'Notification Type' (with radio buttons for 'Live Event' and 'Exercise'), 'Public Health Category' (with a list of categories like 'Chemical, Biological, Radiological, Nuclear' and a 'deselect all' link), 'Situation' (with a large text area and a '500 characters remaining' indicator), and 'Facility Impact' (with radio buttons for 'My Facility' and 'Other'). At the bottom, there are 'Save' and 'Cancel' buttons. The footer of the application shows logos for the Virginia Hospital & Healthcare Association and VDH, along with copyright information and a developer credit to SiteVision, Inc.

Upon saving the form data, the user's Event Regional Administrator(s) will be notified via text message/email and they will determine whether or not the notification should be escalated to Event status.

View Notification Detail / History

Users and Event Region Administrators within the region that created the notification, may view the notification.

Steps to view notification detail:

1. Logon to VHASS
2. Member home page Events & Notifications widget, select notification via Event Notifications drop-down list.
 - a. User will be redirected to new VHASS application/Events Module
3. User is taken to current detail view

Steps to view notification history:

From the Notification Details view...

1. Notification History is located below Notification Details
2. Click row to view historical data
3. Click "Return to the Current Version" to return to current detail view

Notification Detail

The screenshot displays the VHASS application interface. The top header shows the VHASS logo, the text 'Virginia Healthcare Alerting & Status System', and user information 'Shannon Carr' with a 'Help' link. A left sidebar contains navigation links: Home, EO Dashboard, Events (selected), Dashboard, and Create Notification. The main content area is titled 'Winter Storm (TEST2)' and includes a breadcrumb 'Events > Winter Storm (TEST2)'. Below this is a 'Details' tab and an 'Edit Notification' button. The 'Notification Details' section contains the following information:

- Notification Name:** Winter Storm (TEST2)
- Notification Type:** Live Event
- Situation:** Winter storm will be moving in tonight and last through Friday
- Facility Impacted:** Far Southwest Test Hospital (TEST)

Below the details is the 'Notification History' section, which contains a table with one row of data:

Date/Time	Status	Name	Region	Organization	Access	Contact No.
01/05/2016 12:33 PM	Event Notification	Shannon Carr	Far Southwest	Far Southwest Test Hospital (TEST)	User	(540) 255-4939

At the bottom of the page, there is a footer with copyright information: 'Copyright © 2016, Virginia Hospital & Healthcare Association. All rights reserved.' and 'Developed by SiteVision, Inc.'.

Edit Notification

Users of the organization with EO Read/Write permission that created a notification, may edit a notification. Event Region Administrator may edit notifications within their region and Event Statewide Administrators may edit notifications for all regions.

Steps to edit an event notification:

1. Logon to VHASS
2. Member home page Events & Notifications widget, select notification via Event Notifications drop-down list.
 - a. *User will be redirected to new VHASS application/Events Module - Notification Details view*
3. Click Edit Notification
4. Update information
5. Click Save

Steps to edit an event notification from new VHASS:

1. Left menu: Click Events to expand menu items
2. Click Dashboard
3. Events & Notifications widget, select notification
 - a. *User will be taken to notification details*
4. Click Edit Notification
5. Update information
6. Click Save

Edit Notification Form

VHASS Virginia Healthcare Alerting & Status System | Shannon Carr | Help

Edit Regional Notification

Events > Edit Regional Notification

Use the form below to update the notification information. All edits are saved and users may view historical updates via the Notification History section located at the bottom of the Notification Details view. Note: required fields are marked in yellow.

Notification Details

Notification Name: Winter Storm (TEST2)

Notification Type: ☒ Live Event ☐ Exercise

Public Health Category:

- Chemical, Biological, Radiological, Nuclear
- Drinking Water
- Epidemiology (communicable disease, infectious disease, food-borne illness)
- Facility Impact
- Mass Fatality
- Other (selected)

Situation: Winter storm will be moving in tonight and last through Friday (438 characters remaining)

Facility Impact: ☒ My Facility ☐ Other

Buttons: Save or Cancel

Events

An event may be the result of an escalated notification created by a local user or an incident that is created by an Event Regional or Statewide Administrator. Events may be limited to a single region, assigned to multiple regions or all regions. An event has 3 sections/tabs:

- **Details tab:** basic details about the event
- **Event Logs tab:** boards where users may view and post comments
- **Situation Report tab:** Only visible when a SitRep has been activated by the ESF-8 (Events Statewide Administrator)

Details and Event Logs are active for every event. The Situation Report tab is only visible when a SitRep has been activated and it is visible only to the organization types and users that are required to participate in a SitRep.

How to Access an Event



Local users and Event Regional Administrators may access events that are assigned to their region. Events Statewide Administrator may access all events in all regions.


Steps to access event via Member Home page:

1. Logon to VHASS
2. Member home page Events & Notifications widget, Events, select desired Event
 - a. *User will be redirected to new VHASS application/Events Module*
3. User taken to detail view for selected event

Member Home Page

VHASS Virginia Healthcare
Alerting & Status System



Help | Contact Us | Home | Logout
Linked Accounts:  logged in as Shannon Carr

Member Content
Home
Alerts/New Items
Program Documents
Resource Information
Training Programs and Exercises
Calendar of Events
Go to region mode
Document Search
Post Office
Helicopter EMS
EMERGENCY OPERATIONS
EO Dashboard

VHHA-MCI Member Home

This website has been developed to provide Virginia Healthcare Providers a source of valuable emergency management information.

The regional sections of this site are for sharing information of specific importance within that region.

Additional areas of this page provide resources available to healthcare personal for training and emergency activities.

The alerts/new items section is provided to distribute timely information that will assist healthcare personnel. Each person receives an e-mail when a document is added to this section. Regional alerts may be posted by the designated regional administrators and coordinators.

A post office section functions as a list service of Hospital Emergency Management and Professional groups to facilitate the exchange of ideas within the established regions.

This site serves as a gateway for the Virginia statewide Hospital Emergency Operations status website. Access to the Emergency Operations section is authorized by each organization's designated organization contact. If you have questions about access to this section, please contact your organization's designated contact(s).

Organization contacts for Far Southwest Test Hospital (TEST):

- Shannon Carr - (540) 255-4939
- Erin Shrader-Amason - (804) 965-1383

Events & Notifications

Events:

Please Choose

Event Notifications:

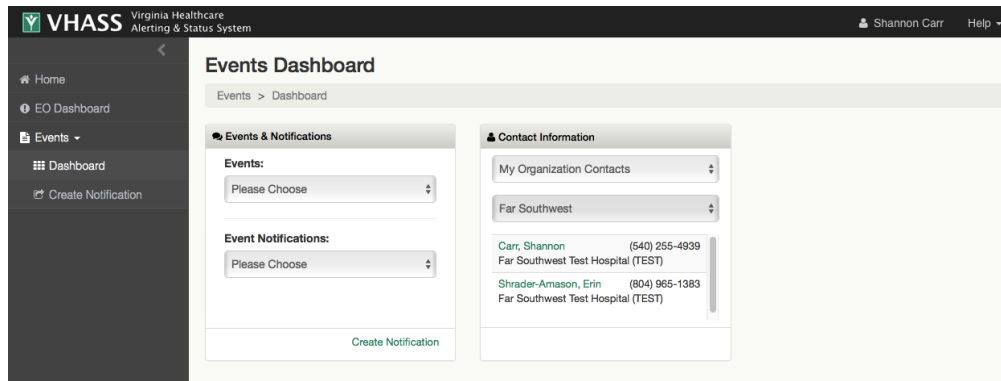
Please Choose

Create Notification

Steps to access event from new VHASS:

1. Left menu: Click Events to expand menu items
2. Click Dashboard
3. Events & Notifications widget, Events, select event from drop-down list
4. User will be taken to detail view for selected event

Events Dashboard

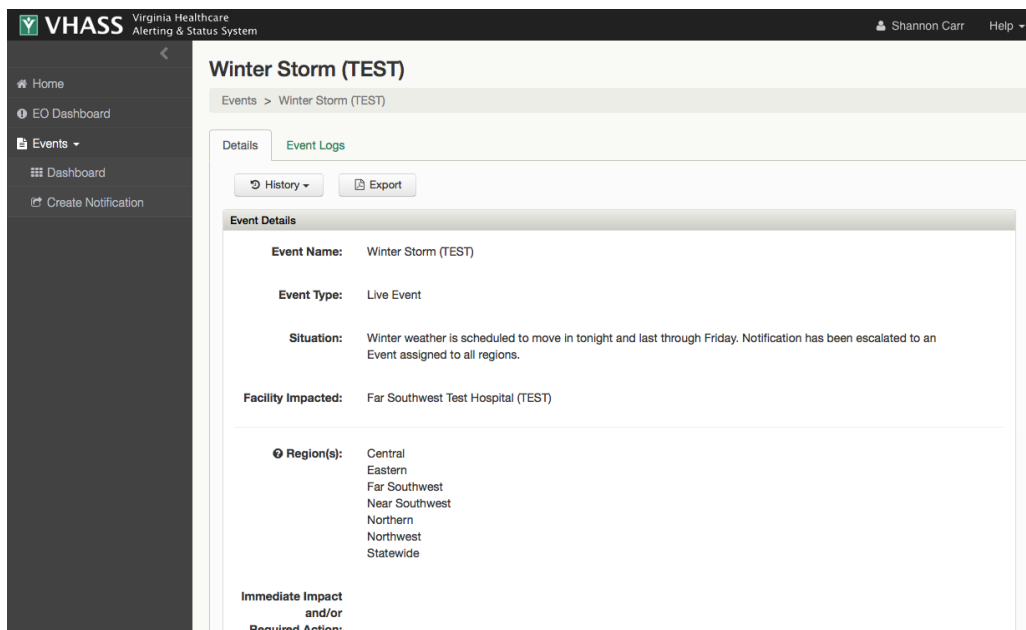


Details Tab

Event details view is the default view when accessing an event. This view has detailed information about an event and provides the ability to view event history.

- Edit Event is limited to Event Regional and Statewide Administrators.
- History is available to all users
- Export is available to all users

Event Details



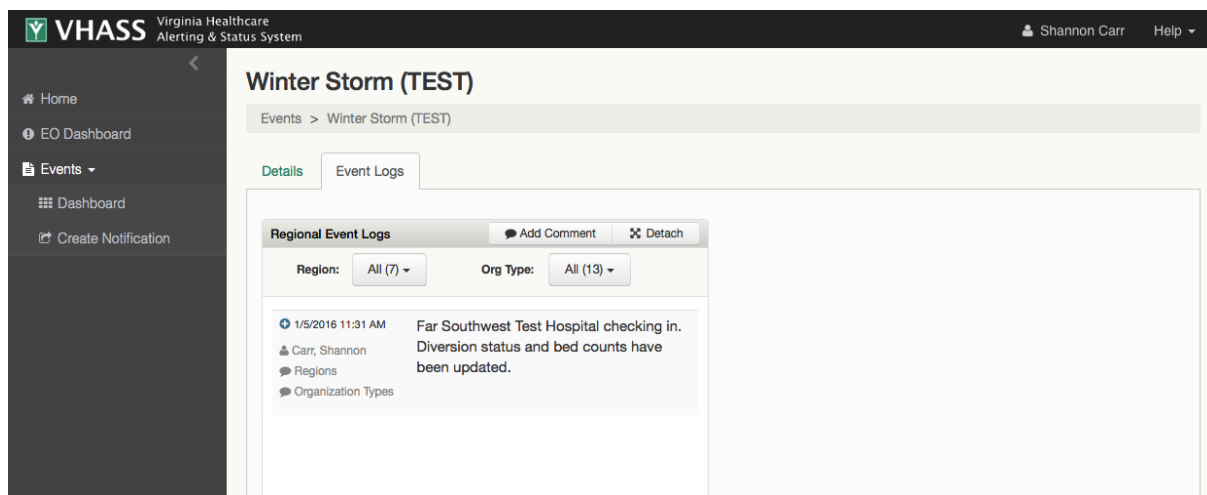
Event Logs Tab

Event logs are boards where users may post and view comments during an Event.

Regional Event Logs: All users have access to the Regional Event Logs. Users may post comments to their region and view comments for all participating regions. Event Statewide Administrator may post comments to all regions.

Statewide RHCC Event Logs: used to post comments that are viewed by Event Region and Statewide Administrators. RHCC organization types, Public Health organizations with subtype of Regional or Statewide, and OCME.

Event Logs



Note: more event logs may be added in the future.

Event Log Functions

Comments View and Filter

- The default view is the user's region and all organization types (Events Statewide Administrators default to all regions)
- Comments are displayed with the most recent comment at the top of the list. The list refreshes every 2 minutes.
- Users may filter comments by region and organization type
- Hover over user's name, regions, and organization types to see who posted comment and to whom the comments are visible to.

Add Comment

1. Logon to VHASS
2. Member home page Events & Notifications widget, Events, select desired Event
 - a. *User will be redirected to new VHASS application/Events Module*
3. User taken to detail view for selected event
4. Click Event Logs tab
5. From Event Log, Click Add Comment button located at the top right of event log
6. Inputs in yellow are required
7. Enter comments
8. Click Save

Detach

1. Click Detach to open log in new window

Attach File

1. Attach file input, click Select File
2. Navigate to file that is to be uploaded with comment
3. If needed, User may Change or Remove file prior to saving file
4. Ensure required fields are completed
5. Click Save

Maximum file upload size 5MB. Acceptable file formats:

- MS Word (.doc, docx, rtf)
- MS Excel (.xls, .xlsx, .csv)
- MS Powerpoint (.ppt, .pptx)
- Adobe Acrobat (.pdf)
- Open Office (.odt, .ods, .odp)
- Text (.txt)
- Images (.gif, .jpg, .jpeg, .png)

The screenshot displays the 'Winter Storm (TEST)' event log interface. At the top, there's a breadcrumb 'Events > Winter Storm (TEST)'. Below it, two tabs are visible: 'Details' (active) and 'Event Logs'. The 'Regional Event Logs' section is open, showing a modal for adding a comment. The modal has a title bar with 'Regional Event Logs', 'Add Comment', and 'Detach' buttons. Inside the modal, there's a dropdown menu for 'Critical Event or Update:' with 'Please choose' selected. Below this is a 'Comment:' section with a rich text editor toolbar (bold, italic, bulleted list, numbered list, link, unlink, text color, background color) and a large text area. At the bottom, there's an 'Attach File:' section with a file input field and a 'Select file' button. The modal concludes with 'Save' and 'Cancel' buttons.

Situation Report

Situation reports (SitRep) are activated by an Event Statewide Administrator. When activating a SitRep, the administrator is responsible for selecting the regions that are required to participate. Once activated, a red banner is placed at the top of the application for all users that are required to participate in Scheduled SitRep updates.

A SitRep will have start and end dates that include scheduled times that organizations are required to update and submit their status.

Steps for ESF-8 SitRep Creation and Submission

1. Activate SitRep and set Scheduled SitReps (Event Statewide Admin)
2. Connect SitRep to WebEOC WebFUSION Regional Event (Event Statewide Admin)
3. Create ESF-8 SitRep form (Event Statewide Admin)
4. Healthcare organizations Update Status (EO Read/Write)
5. Complete Scheduled SitRep forms (Event Region Admin)
6. ESF-8 Review and Submit ESF-8 SitRep form (Event Statewide Admin)

Situation Report Definitions

Situation Report (SitRep): Situational Reports (SitReps) are mandatory status reports during a regional or statewide event, issue, or threat. They are used to acquire Essential Elements of Information (EEI) to enhance awareness of health impacts.

Situation Report > Update Status: Healthcare organizations update their status information for scheduled sitrep date/times.

Situation Report > Region Status: Healthcare organization status views. Provides ability to determine which organizations have or have not updated their status.

Situation Report > Status Board: Status board views of healthcare status items.

Situation Report > Scheduled SitRep: Copy of ESF-8 SitRep form that is to be completed by Public Health Organization subtype Local and Event Region Administrators for scheduled sitreps date/times.

Situation Report > SitRep Status: View provides users the ability to determine which Public Health organization subtype Local and Event Region Administrators that have or have not updated their Scheduled SitRep.

Situation Report > ESF-8 SitRep: Requested SitRep form that is submitted via the ESF-8 (Events Statewide Administrator). Copies of this form are Scheduled SitReps.

Situation Report Access

Healthcare (local users)

Users of the below healthcare organization types with EO Read or EO Read/Write have access to an active Situation Report (tab)

- Dialysis Service
- Free Standing ED
- Hospitals
- Long Term Care Facility
- Outpatient Care Centers

Public Health - Local (subtype)

- Public Health users that have Emergency Operations Read/Write permission may add content to their organization's Scheduled SitRep. Once completed, the Public Health Event Region Admin users may view and download (compiled) Local SitReps.

Admin User Access

- Events Region Administrator (responsible for completing Scheduled SitRep form for the user's region)
- Events Statewide Administrator

How to Access a Situation Report

Steps to access Situation Report via Member Home page:

1. Logon to VHASS
2. Member home page Events & Notifications widget, Events, select desired Event
 - a. *User will be redirected to new VHASS application/Events Module*
3. User taken to detail view for selected event
4. Click Situation Report tab
5. User taken to detail view for SitRep

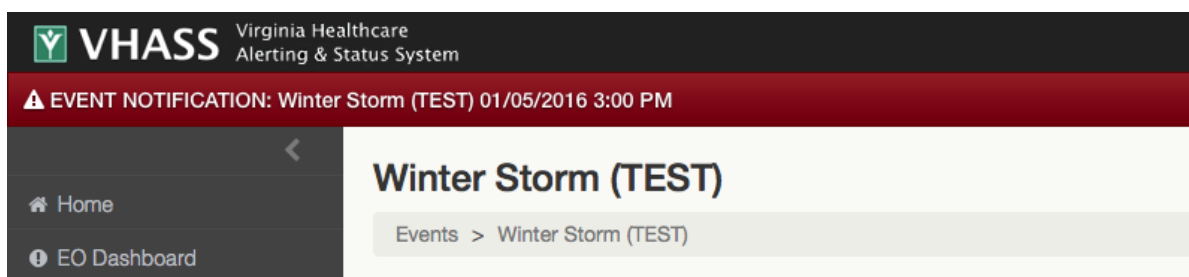
Steps to access Situation Report from new VHASS:

1. Left menu: Click Events to expand menu items
2. Click Dashboard
3. Events & Notifications widget, Events, select event from drop-down list
4. User will be taken to detail view for selected event
5. Click Situation Report tab
6. User taken to detail view for SitRep

Steps to access SitRep from new VHASS Notification Banner:


1. Logon to VHASS
2. Member home page Events & Notifications widget, Events, select desired Event
 - a. *User will be redirected to new VHASS application/Events Module*
3. User taken to detail view for selected event
4. A red banner will be located at the top of user's web browser that displays the event name and date/time for the current Scheduled SitRep. The following users will see the banner:
 - a. Healthcare organizations that are required to participate in the SitRep
 - b. Event Regional Administrators of regions assigned to the SitRep
 - c. Event Statewide Administrators
5. Click text in banner
6. User will be taken to Situation Report detail view

Situation Report Notification Banner



Details

View SitRep details including Scheduled SitRep dates and time.

 **VHASS**

Virginia Healthcare
Alerting & Status System

Shannon Carr

Help

EVENT NOTIFICATION: Winter Storm (TEST) 01/05/2016 3:00 PM

Home

EO Dashboard

Events

Dashboard

Create Notification

Winter Storm (TEST)

Events > Winter Storm (TEST)

Details

Event Logs

Situation Report

Details

Update Status

Region Status

Status Board

Export

Situation Report Information

Active SitRep:

Yes

Created by Kelly M Parker, VDH Emergency Coordinating Center on 01/05/2016 at 01:08 PM.

Region(s):

Central
Eastern
Far Southwest
Near Southwest
Northern
Northwest
Statewide

Organization Type(s):

Dialysis Services
Long Term Care Facility
Hospital
Free Standing Emergency Department
Outpatient Care Center

Schedule:

Daily, by 09:00 AM, 03:00 PM, starting on Tuesday Jan 5, 2016, ending on Friday Jan 8, 2016

Report By:

01/05/2016 9:00 AM
01/05/2016 3:00 PM (Current)
01/06/2016 9:00 AM
01/06/2016 3:00 PM
01/07/2016 9:00 AM
01/07/2016 3:00 PM
01/08/2016 9:00 AM
01/08/2016 3:00 PM

Situation Report Tab - Update Status

Update Status tab is where **Healthcare organizations** update their organization's status for each **Scheduled SitRep**. The status form consists of data points collected from various Emergency Operations Status Boards.

Administrator Access

- Event Region Administrators have the ability to update the status for all organizations in their region
- Event Statewide Administrators have the ability to update the status for all regions and all organizations

Steps to update organization status:

1. Logon to VHASS
2. Member home page Events & Notifications widget, Events, select desired Event
 - a. *User will be redirected to new VHASS application/Events Module*
3. User taken to detail view for selected event
4. Click Situation Report tab
5. User taken to detail view for SitRep
6. Click Update Status Link
7. Click Edit Status
8. Update information as needed
9. Click Save

Steps to update organization from new VHASS:

1. Dashboard > Events & Notifications widget, Events, select event from drop-down list
2. User will be taken to detail view for selected event
3. Click Situation Report tab
4. User taken to detail view for SitRep
5. Click Update Status Link
6. Click Edit Status
7. Update information as needed
8. Click Save

Steps to access SitRep from new VHASS Notification Banner:

1. Logon to VHASS
2. Member home page Events & Notifications widget, Events, select desired Event
 - a. User will be redirected to new VHASS application/Events Module
3. User taken to detail view for selected event
4. A red banner will be located at the top of user's web browser that displays the event name and date/time for the current Scheduled SitRep
5. Click text in banner
6. User will be taken to Situation Report detail view
7. Click Update Status Link
8. Click Edit Status
9. Update information as needed
10. Click Save

Update Status Form

The screenshot shows the VHASS (Virginia Healthcare Alerting & Status System) interface. At the top, a red banner displays an event notification: "EVENT NOTIFICATION: Winter Storm (TEST) 01/05/2016 3:00 PM". The user is logged in as Shannon Carr. The left sidebar contains navigation links: Home, EO Dashboard, Events (selected), Dashboard, and Create Notification. The main content area is titled "Winter Storm (TEST)" and shows the "Situation Report" tab. Below the title, there are tabs for Details, Event Logs, and Situation Report. The "Update Status" link is highlighted. The form displays the following information:

- [SitRep] - Far Southwest Test Hospital (TEST)** (Last reported by Shannon Carr on 01/05/2016 at 09:33 AM)
- Diversion Status:** Open (radio button selected) | Comments: TEST
- Utility Status:**
 - Power: Adequate (radio button selected) | Comments: --
 - Water: Adequate (radio button selected) | Comments: --
 - Gas: Fuel (radio button selected) | Comments: --
 - Communications: Adequate (radio button selected) | Comments: --
- Resource Requests:**
 - Facility Status: Normal | Comments: testing
 - Clinical Operations Supply Status: Adequate | Comments: --
 - Staffing Resources: Adequate | Comments: testing
 - Other: n/a

Note: form inputs are based on organization type. The screenshot above was taken from a hospital. Dialysis Services and Long Term Care organizations have fewer data points.

Situation Report Tab - Region Status

The Region Status tab provides an overview completion status of healthcare organizations that have updated their status for a Scheduled SitRep. This view allows administrators to determine whether or not organizations have updated their status for a Scheduled SitRep.

Local users and Event Statewide Administrators are limited to viewing updates for their region. Event Statewide Administrators have access to view the completion status all regions.

Information for Scheduled Sitrep

This widget displays a pie chart for percent of Updated and Not Updated as well as list the number of organizations that have Updated or Not Updated their status.

Regional Updates Completed

This widget lists the participating regions in a SitRep. The date and time is displayed once ALL organizations in a region have updated their status.

Filter

The filter may be used to search and view organizations that have updated or not updated their status.

Region Status View

The screenshot displays the VHAAS (Virginia Healthcare Alerting & Status System) interface for a "Winter Storm Event (TEST)". The top navigation bar includes the VHAAS logo, user name "Shannon Carr", and a "Help" link. A red banner at the top indicates an "EVENT NOTIFICATION: Winter Storm Event (TEST) 01/06/2016 2:00 PM".

The main content area is titled "Winter Storm Event (TEST)" and shows the "Situation Report" tab selected. Below the title, there are tabs for "Details", "Event Logs", and "Situation Report". The "Situation Report" tab is active, showing a "Region Status" view. The "Region Status" view includes a pie chart and a table.

The pie chart shows the status of organizations in the "Far Southwest Region". The legend indicates that 0 organizations are "Updated" (green) and 13 organizations are "Not Updated" (red). The text "Updates since 01/05/2016 2:00 PM" is displayed below the pie chart.

The table, titled "Regional Updates Completed", shows the completion status for the "Far Southwest [FRSW]" region. The table has two columns: "Region" and "Complete For SitRep". The row for "Far Southwest [FRSW]" shows a status of "--".

The filter section at the bottom allows users to filter the data by "Form Status", "Region", "Organization Type", and "Organization". The "Form Status" dropdown is set to "All", the "Region" dropdown is set to "Far Southwest", and the "Organization Type" dropdown is set to "All". The "Organization" search field is empty.

Situation Report Tab - Status Board

- The Status Board view displays the status information provided by **Healthcare** organizations for each Scheduled SitRep.
- Users that are participating in the SitRep have access to this view and may view all regions and organizations.
- The default view is Hospital Board > Diversion Status
- Users may export data based on view

VHAAS Virginia Healthcare Alerting & Status System | Shannon Carr | Help

EVENT NOTIFICATION: Winter Storm Event (TEST) 01/06/2016 2:00 PM

Winter Storm Event (TEST)
Events > Winter Storm Event (TEST)

Details | Event Logs | Situation Report

Details | Update Status | Region Status | **Status Board** | ESF-8 SitRep

History | Export

Filter

Board Type: Hospital | **Status Board:** Diversion | **Region:** Far Southwest [FRSW] | **Organization Type:** Hospital | **Organization SubType:** All SubTypes (5)

Search | Reset

Status Board

Organization	Diversion	Last Updated
Far Southwest [FRSW] Totals		
Buchanan General Hospital	Open	12/17/2015 10:12 AM
Carilion Tazewell Community Hospital	Open	12/16/2015 10:12 AM
Clinch Valley Medical Center	Open	12/17/2015 11:12 AM
Dickenson Community Hospital	Open	12/18/2015 10:12 AM

Situation Report - Scheduled SitRep (Public Health Local Subtype Users)

Scheduled SitRep tab is where **Public Health organization subtype Local** update/complete their **organization's Scheduled SitRep**. Data entered in the Scheduled SitRep may be viewed by Public Health Region Administrators and the collected data will be used by them to complete their (regional level) Scheduled SitRep.

Administrator Access

- Event Region Administrators have the ability to update the Scheduled SitReps for all organizations in their region
- Event Statewide Administrators have the ability to update Scheduled SitReps for all regions and all organizations. They may also download via MS Excel compiled Scheduled SitRep data to be used when completing their regional level Scheduled SitRep.

Steps to update organization status:

1. Logon to VHASS
2. Member home page Events & Notifications widget, Events, select desired Event
 - a. *User will be redirected to new VHASS application/Events Module*
3. User taken to detail view for selected event
4. Click Situation Report tab
5. User taken to detail view for SitRep
6. Click Scheduled SitRep Link
7. Click Edit next to questions
8. Update information as needed
9. Click Save

Steps to update organization from new VHASS:

1. Dashboard > Events & Notifications widget, Events, select event from drop-down list
2. User will be taken to detail view for selected event
3. Click Situation Report tab
4. User taken to detail view for SitRep
5. Click Scheduled SitRep Link
6. Click Edit next to questions
7. Update information as needed
8. Click Save

Steps to access SitRep from new VHASS Notification Banner:

1. Logon to VHASS
2. Member home page Events & Notifications widget, Events, select desired Event
 - a. User will be redirected to new VHASS application/Events Module
3. User taken to detail view for selected event
4. A red banner will be located at the top of user's web browser that displays the event name and date/time for the current Scheduled SitRep
5. Click text in banner
6. User will be taken to Situation Report detail view
7. Click Scheduled SitRep Link
8. Click Edit next to questions
9. Update information as needed
10. Click Save

Scheduled SitRep Form

Test Event w/SitRep

Events > Test Event w/SitRep

Details Event Logs Situation Report

Details Status Board Scheduled SitRep SitRep Status

Select Sitrep: [EAST] Virginia Beach Health District

History Export

Situation Report due by 06/10/2016 12:00 PM

Scheduled Situation Report

Event: Test Event w/SitRep	Region: EAST	Updated By: Public Health Users
Time: Not submitted for interval	Type: Public Health - Local	Organization: Virginia Beach Health District

Compiled ESF-8 Report will be filed by: [Shannon Carr](#), VHHA-MCI Web Developer, Eastern Test Hospital (TEST)

Instructions

Please complete the metrics below to provide the latest scheduled situation report information.

- Click the "Edit" icons to the right of each Metric and Status entry to edit their contents.
- For each scheduled interval, once the Event Statewide Administrator compiles a final ESF-8 Situation Report, any changes that you make to this Scheduled Situation Report will not be included until the next scheduled interval.
- If you have any questions, please contact [Shannon Carr](#), VHHA-MCI Web Developer, Eastern Test Hospital (TEST).

Item	Measure	Metric	Status	Edit
1	Impacted facilities for Acute/Critical Care Hospitals: (e.g., power outages, frozen pipes, closures, evacuations)			
2	Impacted facilities for Long Term Care Facilities: (e.g., power outages, frozen pipes, closures, evacuations)			
3	Impacted facilities for VDH sites: (e.g., power outages, frozen pipes, closures, evacuations)			

Situation Report Tab - SitRep Status

This view provides users the ability to determine which Public Health organization subtype Local as well as Event Region Administrators that have or have not updated their Scheduled SitRep.

Data entered in the Scheduled SitRep may be viewed by Public Health Region Administrators and the collected data will be used by them to complete their (regional level) Scheduled SitRep.

VHASS

Virginia Healthcare
Alerting & Status System

Gray, Dan A

Help

SCHEDULED SITREP: Flash Flood Statewide (TEST) 03/24/2016 3:00 PM

Flash Flood Statewide (TEST)

Events > Flash Flood Statewide (TEST)

DetailsEvent LogsSituation Report

DetailsUpdate StatusRegion StatusStatus BoardScheduled SitRepSitRep Status

History

Filter

Complete:All

Region:All Regions (7)

Type:All Types

Organization:Organization's name...

Updated By:User's name...

SearchReset

Scheduled Situation Reports for 03/24/2016 3:00 PM (Current)

Showing 1 to 19 of 19 entries

1

Show 10 | 25 | 50 | 100 entries

Complete	Type	Region	Organization Name	Updated By	Last Updated	Details
	Healthcare	CTRL	Central Region		--	
	Healthcare	EAST	Eastern Region		--	
✓	Healthcare	FRSW	Far Southwest Region	Gray, Dan	03/24/2016 01:47 PM	
	Healthcare	NOVA	Northern Region		--	
	Healthcare	NRSW	Near Southwest Region		--	
	Healthcare	NWST	Northwest Region		--	
	OCME	STWD	VDH Office of the Chief Medical Examiner (OCME)-Northern District - User, OCMETest		--	
	Public Health	EAST	Chesapeake Health District - Blair-Miller, Pamela		--	
	Public Health	EAST	Eastern Shore Health District - Justis, JJ		--	
	Public Health	EAST	Norfolk City Health District - Zentrich, Eve		--	
	Public Health	EAST	Peninsula Health District - Pearce, Kevin		--	

Events Dashboard

The event dashboard view has two widgets that provides users the ability to access active events for the user's region, view event notifications from the user's organization, and to view contact information.

Events & Notifications

- Users may access active events assigned to the user's region
- Users may view event notifications for notifications sent from the user's organization.
 - Event Region Administrators may view notifications sent within their region.
 - Event Statewide Administrators may view notifications from all regions
- Users with EO Read/Write permission have a Create Notification Link that may be used to create a regional notification.

Contact Information

The Contact Information widget provides users with easy access to VHASS members that may be able to answer questions or provide support during an Event.

- The default view for local users is My Organization Contacts for the user's organization.
- The default view for Event Region Administrators is Event Region Administrators
- The default view for Event Statewide Administrator is Event Statewide Administrators
- User the drop-down selects to view My Organization Contacts and other event administrators in the system.

Event Regional Contact Numbers

If you have questions or information regarding an event, you may call a regional contact for your region.

- Central - 800-276-0683
- Eastern – 757-243-2134
- Far Southwest – 423-914-9879
- Near Southwest – 866-679-7422
- Northern – 888-987-7422
- Northwest – 540-532-7668

Automated Alerts

Automated alerts are SMS Text messages with email copy that are sent based on actions taken in the events module. Listed below are the actions and recipients of automated alerts:

Create Notification

An automated SMS text message and email copy are sent to the following users:

1. Event Regional Administrators within the user's region.
2. User organizations located in the Statewide region, alert will go to Event Statewide Administrators

Create / Escalate Event

An automated SMS text message and email copy are sent to the following users:

1. Event Regional Administrators of region(s) participating in the Event
2. Event Statewide Administrators

Activate SitRep

An automated SMS text message and email copy are sent to the following users:

1. Event Regional Administrators of region(s) participating in the SitRep
2. Event Statewide Administrators

Note: Once the automated messages have been sent, the current process is for the Event Region and/or Statewide Administrator to manually send alerts via the existing State Emergency Alerting System.

Additional Functions

Menu Navigation

1. Dashboard
2. Create Events

Exports

If an export is available for a detail or list view, there will be an Export button located near the top of the page view. Exported data is typically in PDF or MS Excel format.

1. Click the Export button to download file.

Receiving SMS Text Alerts

In order to receive an alert from VHASS, a user must be assigned access as an Alerting Contact by their Designated Organization Contact. Users must then update their profile and enter/confirm alerting text number.

For more information: <http://info.vhha-mci.org/emergency-operations/alerting-message-center/>

Appendix A: Event Notification and Reporting

Bottom-up reporting: Event notification starting at local level

1. Event Notification: Local User with Emergency Operations Read/Write permission will click *Create Notification* and complete information form.
2. An automated alert, SMS text message and email copy, are sent to the following users:
 - a. Users of the organization that created the Event Notification
 - b. Event Regional Administrator(s) within the user's region.
 - c. Event Statewide Administrators for notifications sent from the Statewide region.
3. An Event Regional Administrator will review the Event Notification Information and determine whether or not the notification needs to be escalated to an Event.
 - a. No escalation needed: Close out the notification.
 - b. Escalation needed: Update Notification Alert to Event
 - i. Edit notification to Event status
 - ii. An automated alert is sent to Event Regional Administrators of the regions that are selected to participate in the event as well as Event Statewide Administrators.
 - iii. Event Regional Administrator may use the current State Emergency Alerting System to send additional alerts.
4. Situation Report: if needed, Event Statewide Administrators will activate Situation Report (SitRep).
 - a. If a SitRep is requested, an administrator will:
 - i. Activate the SitRep and complete Scheduled SitRep form
 - ii. Send automated SMS text and email to Event Regional Administrators of affected regions and to all Event Statewide Administrators
 - iii. Event Regional Administrators will manually send alert to users that are required update Organization Status and/or complete a Scheduled SitRep i.e. Public Health organization subtype Local
 - iv. Local users will update the SitRep > Organization Status information prior to each Scheduled SitRep.
 - v. Public Health Local users will update Scheduled SitRep (Local organization subtypes)
5. The event details will be updated by Event Regional Administrator, Event Statewide Administrator as information changes.
6. An Event Regional Administrator and/or Statewide Administrator will close out event when situation has stabilized.

Regional top to bottom reporting: Events starting at the regional level

1. Create Event: Event Regional Administrator will create the Event.
2. An automated SMS text message and email are sent to the following users:
 - a. Event Regional Administrators of the regions that are selected to participate.
 - b. Event Statewide Administrators.
3. Event Regional Administrator will notify, via the current State Emergency Alerting System, local users that are required to participate in the event.
4. Situation Report: if needed, Event Statewide Administrators will activate Situation Report (SitRep).
 - a. If a SitRep is requested, an administrator will:
 - i. Activate the SitRep and complete Scheduled SitRep form
 - ii. Send automated SMS text and email to Event Regional Administrators of affected regions and to all Event Statewide Administrators
 - iii. Event Regional Administrators will manually send alert to users that are required update Organization Status and/or complete a Scheduled SitRep i.e. Public Health organization subtype Local
 - iv. Local users will update the SitRep > Organization Status information prior to each Scheduled SitRep.
 - v. Public Health Local users will update Scheduled SitRep (Local organization subtypes)
5. The event details will be updated by Event Regional Administrator, Event Statewide Administrator as information changes.
6. An Event Regional Administrator and/or Statewide Administrator will close out event when situation has stabilized.

Top-down reporting: Events starting at state level

1. Create Event: Event Statewide Administrator will create the Event.
2. An automated SMS text message and email are sent to the following users:
 - a. Event Regional Administrators of the regions that are selected to participate.
 - b. Event Statewide Administrators.
3. Event Regional Administrator will notify, via the current State Emergency Alerting System, local users that are required to participate in the event.
4. Situation Report: if needed, Event Statewide Administrators will activate Situation Report (SitRep).
 - a. If a SitRep is requested, an administrator will:
 - i. Activate the SitRep and complete Scheduled SitRep form
 - ii. Send automated SMS text and email to Event Regional Administrators of

affected regions and to all Event Statewide Administrators

- iii. Event Regional Administrators will manually send alert to users that are required update Organization Status and/or complete a Scheduled SitRep i.e. Public Health organization subtype Local
 - iv. Local users will update the SitRep > Organization Status information prior to each Scheduled SitRep.
 - v. Public Health Local users will update Scheduled SitRep (Local organization subtypes)
- 5. The event details will be updated by Event Regional Administrator, Event Statewide Administrator as information changes.
 - 6. Event Regional Administrator and/or Statewide Administrator will close out event when situation