



2019 ANNUAL MEETING

December 5 | Gaylord National Harbor, MD

Debbie Condrey

CIO

The Sequoia Project, Inc.

PULSE – Patient Unified Lookup System for Emergencies



Introduction to the PULSE Program



- Nationwide health IT disaster response program/platform that can be deployed at the city, county or state level to
 - Authenticate health care volunteer providers
 - Allow credentialed volunteer providers to search and view medical histories to provide better care to displaced patients
 - Federate queries and patient document requests to all connected HIOs
- The PULSE development contract was awarded to Audacious Inquiry in March 2016 by the Emergency Medical Services Authority (EMSA). PULSE was utilized extensively during the California wildfires in 2018 and activated again during the wildfires this past summer
- The PULSE Advisory Council, facilitated by the Sequoia Project was created to support the project and provide key feedback regarding access needs and functionality. The Advisory Council consists of representation from the following: DOT and state agencies (California, Florida, Texas, North Carolina, Georgia etc.) and is attended by representatives from Ai, the ONC and other federal agencies
- Today's panel will provide more information on the PULSE program and how to be engage and implement this valuable tool

PULSE Advisory Council Members

Member	Affiliation
Kristen Finne	ASPR
Rim Cothren	CAHIE
Dan Smiley	California EMSA
Leslie Witten-Rood	California EMSA
Sean Turner	Common Spirit (formerly Dignity Health) (Healthcare Provider)
Katharyn Kryda	Department of Transportation
Heidi Fox	FLHIE
Jaime Bustos	FLHIE
Suzanne Kirayoglu	FLHIE
Tara Cramer	GRACHIE
Lee Stevens	HHS
Corey Mercy	NC Department of Health
Nora Belcher	TEHA
George Gooch	THSA

PULSE Panel Introductions



- Rachel Abbey, Public Health Analyst, HHS Office of the National Coordinator
- Scott Afzal, President, Audacious Inquiry
- Debbie Condrey, CIO, The Sequoia Project, Inc

PULSE Implementation - Updates from the States



- Florida
- North Carolina
- Texas
- California
- Virginia
- Georgia



PULSE

Patient Unified Lookup System for Emergencies

Rachel Abbey

Public Health Analyst

HHS Office of the National Coordinator

PULSE Story



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Lessons Learned



DEPARTMENT OF HEALTH & HUMAN SERVICES

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Http://www.hhs.gov/ocr/

OFFICE OF THE SECRETARY

Director
Office for Civil Rights
200 Independence Ave., SW Rm 506F
Washington, DC 20201

September 9, 2005

**U.S. Department of Health and Human Services Office for Civil Rights
HURRICANE KATRINA BULLETIN #2:**

**HIPAA Privacy Rule Compliance Guidance and Enforcement Statement
For Activities in Response to Hurricane Katrina**

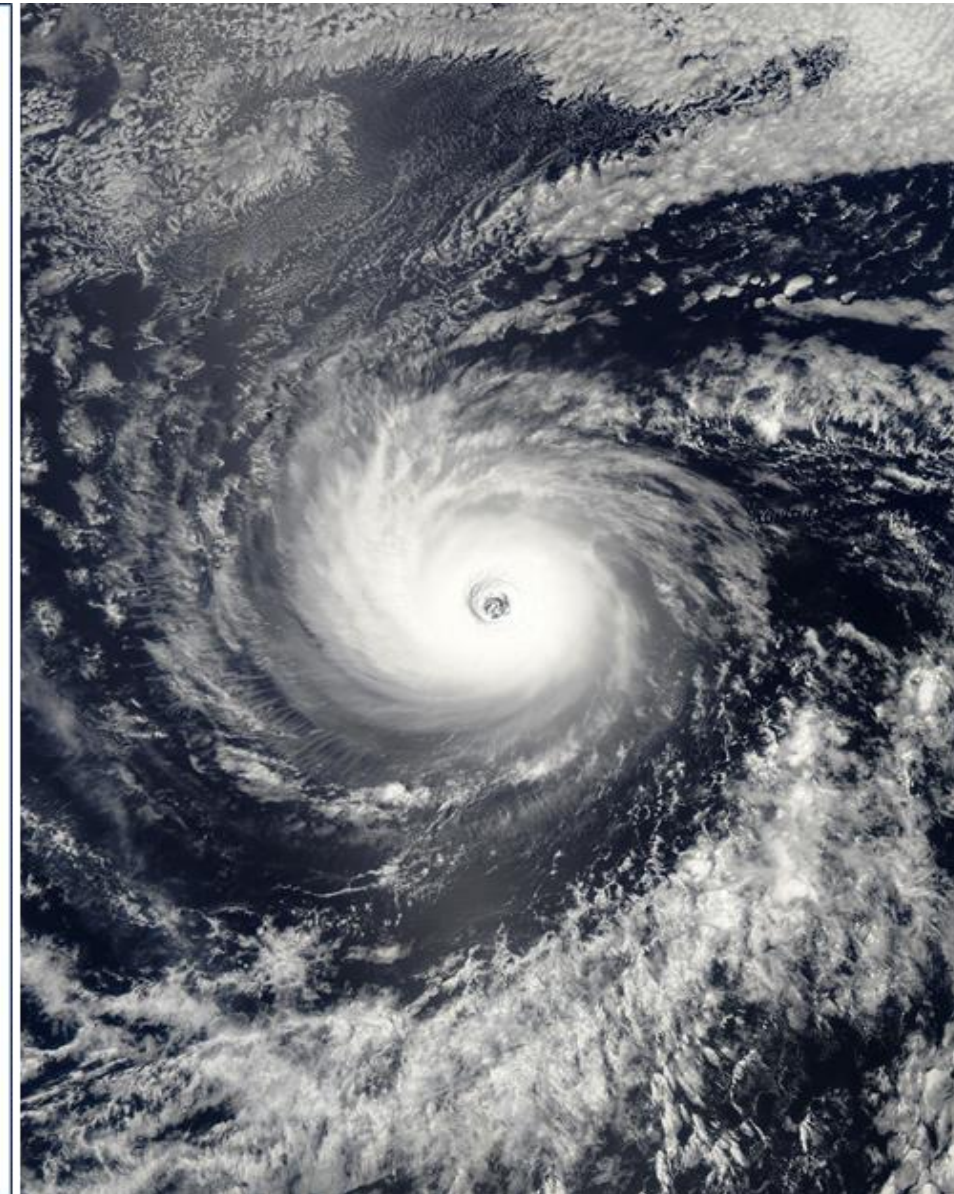
Background

Hundreds of thousands of evacuees from areas affected by Hurricane Katrina have been relocated to shelters across the country. For many, an important need is to identify and provide prescription medications. However, medical and prescription records of many evacuees either are lost or inaccessible.

Health plans and health care providers are working together with other industry segments to gather and provide this information to the appropriate points of care for the evacuees. The information below provides guidance on how the HIPAA Privacy Rule applies to these activities, as well as describes the HHS Office for Civil Rights' enforcement approach in light of these emergency circumstances.

Compliance Guidance

The *Hurricane Katrina Bulletin: HIPAA Privacy and Disclosures in Emergency Situations* (attached), issued by OCR, emphasizes the broad range of permissible disclosures that covered entities may make to respond to the needs of evacuees in these situations. For example, health plans and health care providers may disclose prescription and other health information to health care providers at shelters to facilitate treatment of the evacuees.



Patient Unified Lookup System for Emergencies (PULSE)



What Does PULSE Do?

PULSE enables authorized disaster healthcare volunteers and first responders to view health information to treat people who are displaced or seeking care during disasters

How Does PULSE Work?

- Disaster healthcare volunteers log into the PULSE web portal and are authenticated using the state's credentialed healthcare volunteer system
- Authorized volunteers, located in alternative care facilities, search for patient records from all connected providers and networks
- Volunteers retrieve patient records and view patient information (e.g., allergies, medications, problems) while treating them at the alternative care facilities
- <https://sequoiaproject.org/pulse/>

Need for Access to Health Information in Disasters



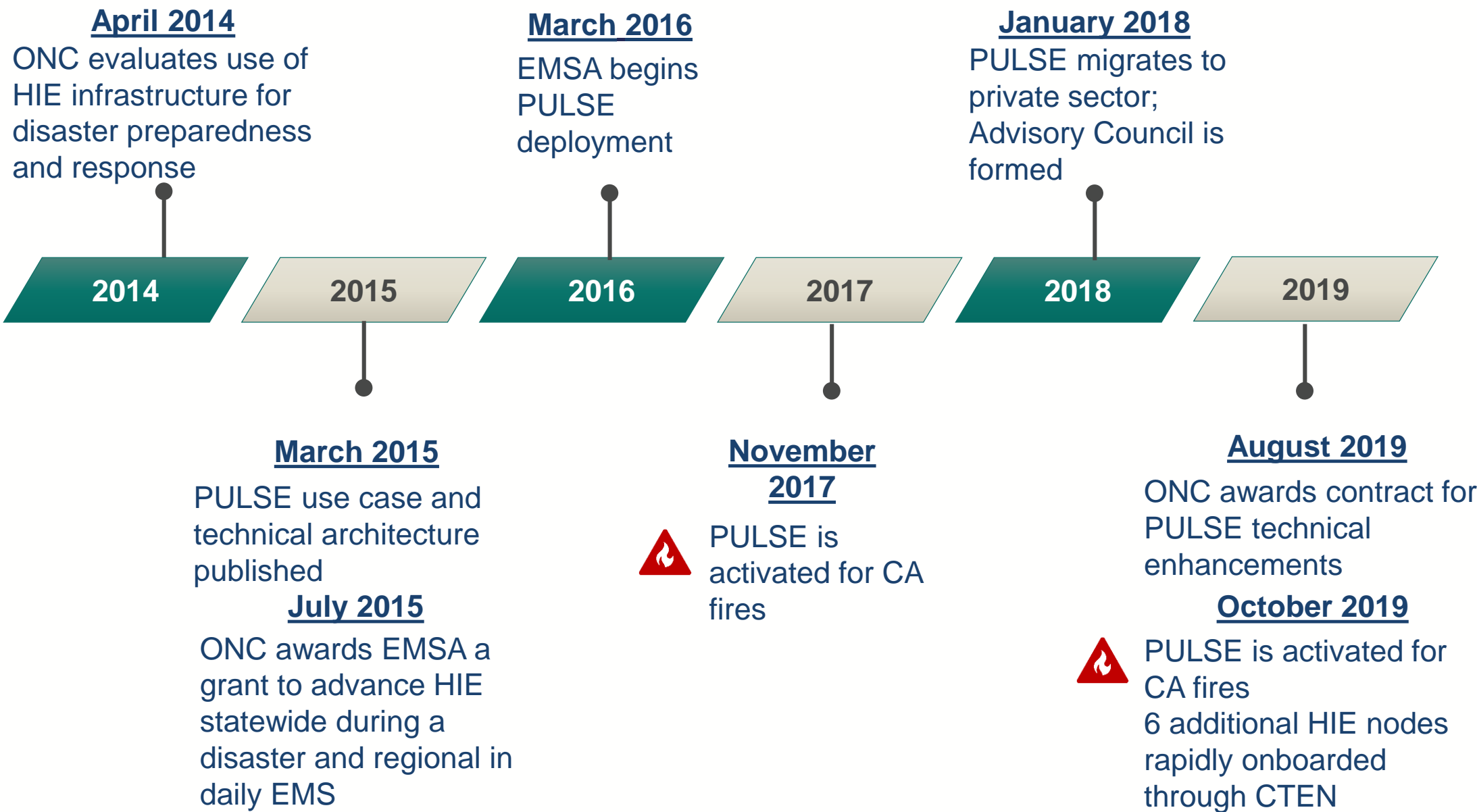
- Widespread adoption of electronic health records (EHRs) by most hospitals and office-based physicians
- Providers at alternative care facilities (e.g., shelters) are often health care volunteers—who may not have access to an electronic health record system but are credentialed and authorized through their state’s Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) to provide care during a disaster
- During a disaster many people will seek care outside of their “traditional health care environments”—continuity of care is broken
- Providers serving disaster patients need basic information such as allergies, current medications, and problems—providers can not rely on patient knowledge in times of extreme stress

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President
Audacious Inquiry

PULSE Evolution



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PULSE Overview



PULSE enables authorized disaster healthcare volunteers to access health records to treat people injured or displaced due to disasters

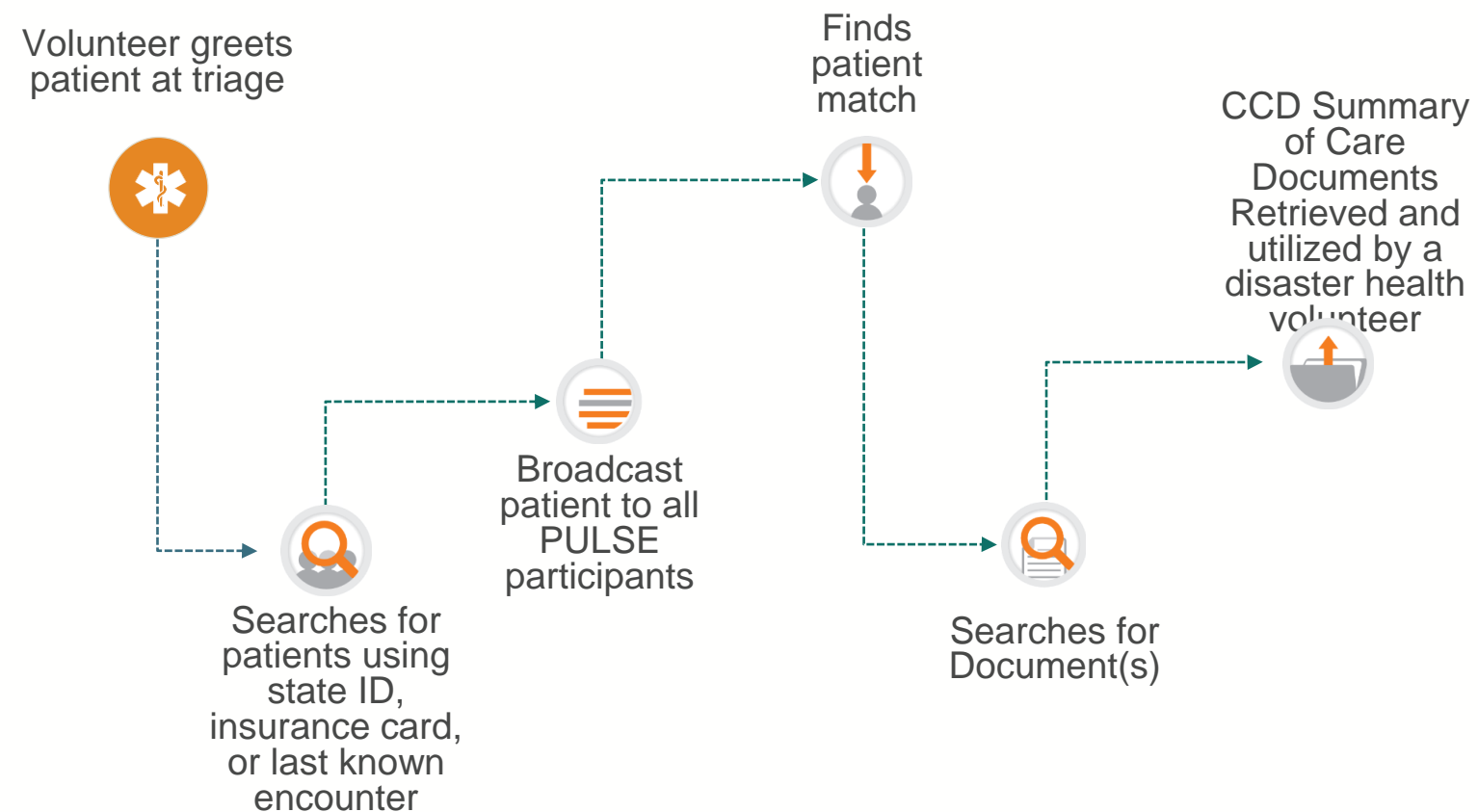
How Does PULSE Work?

- Disaster Healthcare Volunteers log into the PULSE portal and are authenticated against the state's credentialed volunteer database
- Authorized volunteers in alternative care facilities, search for patient records from all connected providers and networks
- Volunteers retrieve and view patient records while treating patients at alternative care facilities

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Sample PULSE Workflow

Triaging Patients Seeking Treatment at a Field Hospital



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PULSE Enhancements – Technical Features

Enhance Administrator & Health Provider Usability

- Enhancing Administrative User Capabilities
 - Activation of PULSE at jurisdictional levels
 - Dashboard with key metrics of PULSE usage and underlying audit functions
- Enhancing End-User Experience
 - Enhance Clinical Document Display and Filtering
 - Medications
- Researching GIS capabilities

Improve Interoperability

- Updating the PULSE Message Adapter for eHealthExchange Network and Carequality query support
- Enabling PULSE Directory Service to connect to the eHealthExchange through a designated standard

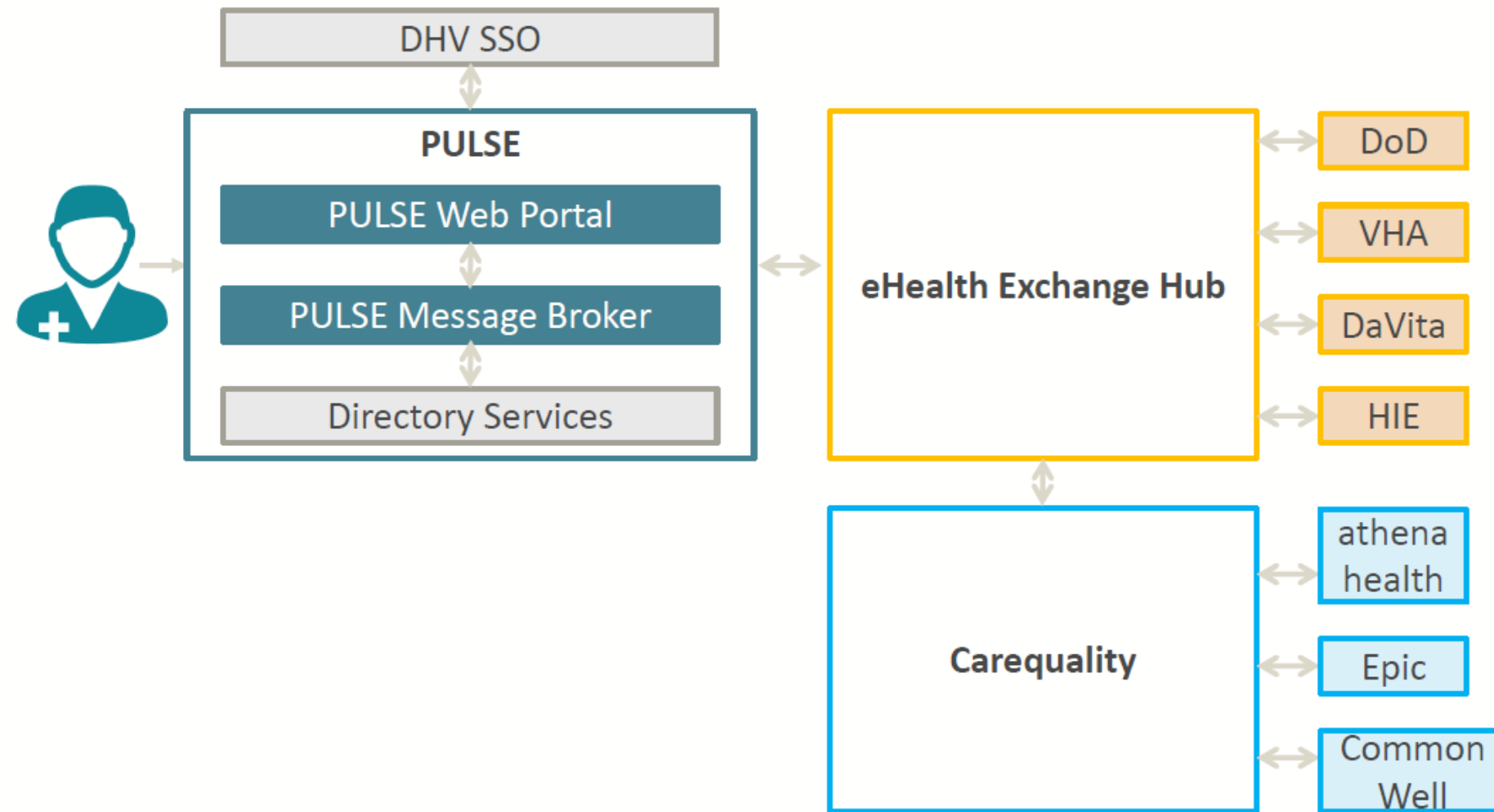
Improve Compatibility of PULSE with ESAR-VHP and other health IT systems

- Enabling a more streamlined workflow, single-sign on (SSO) between the PULSE system and the ESAR-VHPs systems
- Creating a prototype to facilitate a standardized method for volunteer single-sign on to PULSE

Technical Documentation

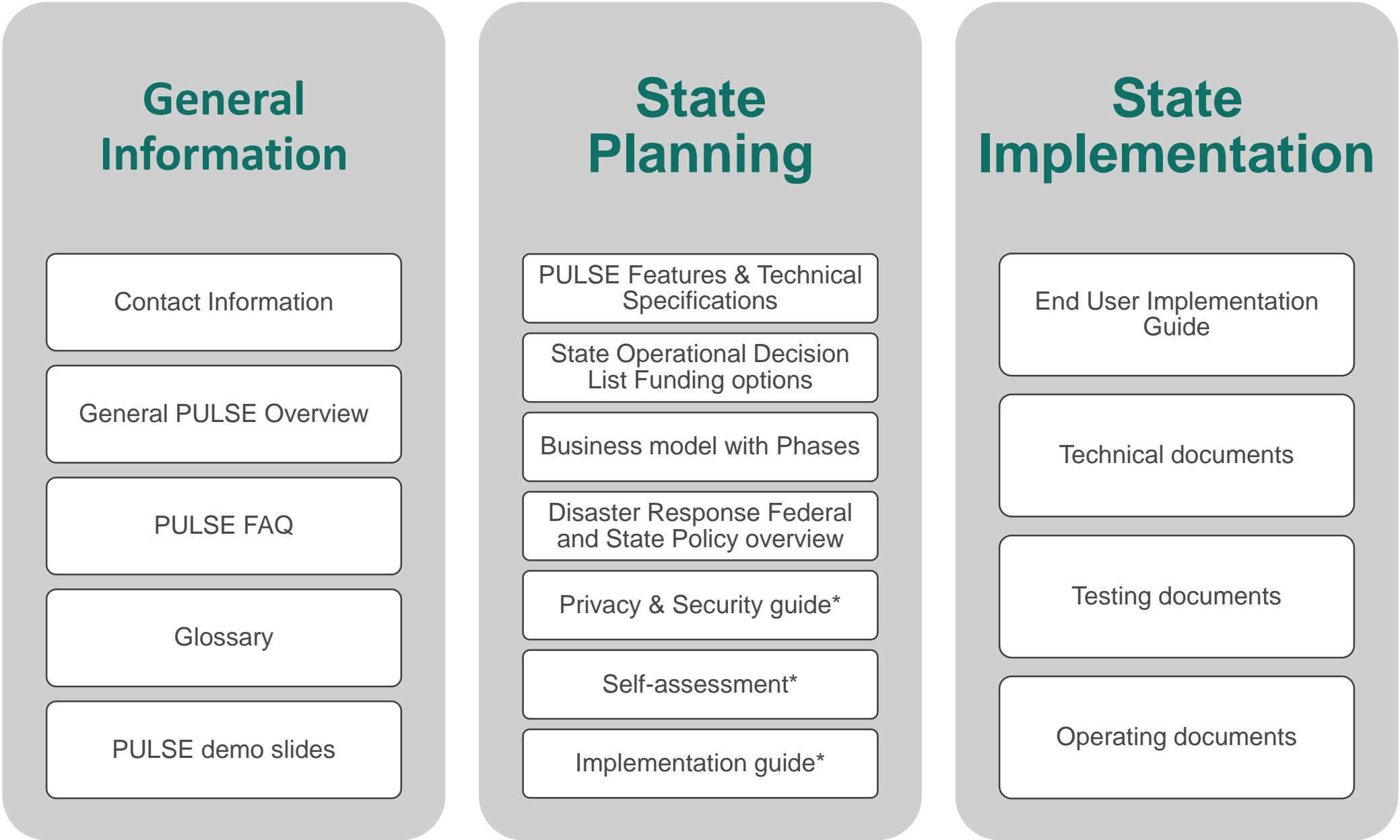
Education Materials

PULSE Enhancements – National Networks



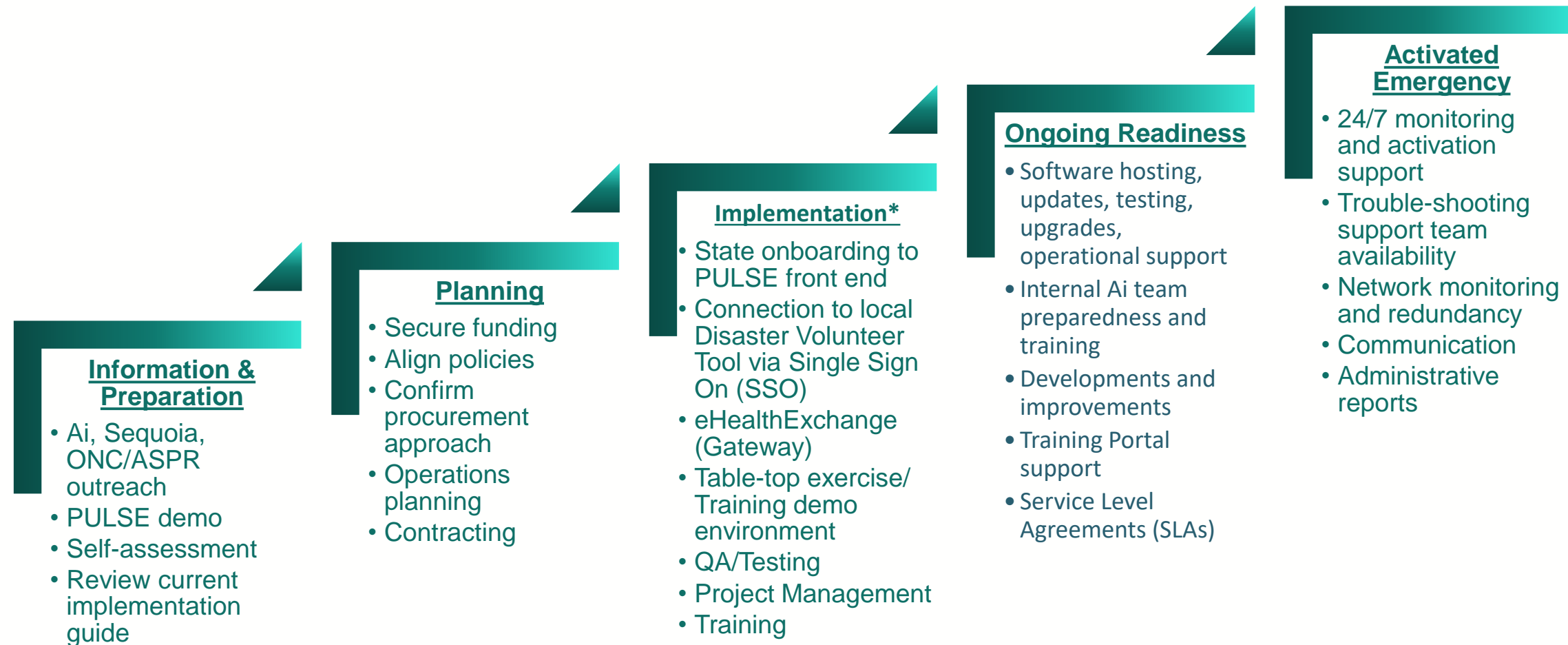
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PULSE Enhancements Education Materials



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PULSE Proposed Phasing for States



* States could have custom requirements, but we are striving for a common platform and repeatable implementations

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Emergency Preparedness & Response Use Cases

First Responder Access to Health Information (PULSE)

- Patient Unified Lookup System for Emergencies (PULSE) allows authorized disaster healthcare volunteers, including first responders, access to vital patient health information during disasters
- The Sequoia project was engaged as a partner to advance the breadth of PULSE relevance convening expert advisory council
- Leverages the national networks

State Use: California – CalEMSA – 2018 & 2019 Wildfires

Family Reunification

- Ai's Encounter Notification Services (ENS®) receives real-time Admission, Discharge, Transfer messages (HL7 ADTs) and routes those messages to subscribers that have a permitted relationship with a patient for care coordination purposes
- Identify if missing individuals have been registered at a hospital
- Enables registration events to be created from a web interface in order to support registrations at evacuation sites

State Use: Florida – AHCA Hurricane Michael

Reidentification of Vulnerable Populations

- HHS emPOWER Map 3.0 HHS gives every public health official, emergency manager, hospital, first responder, electric company, and community member the power to discover the electricity-dependent Medicare population in their state, territory, county, and ZIP Code
- When combined with real-time severe weather and hazard maps, communities can easily anticipate and plan for the needs of this population during an emergency, including pre-identification of at-risk and vulnerable populations

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Thank you for your participation!



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