Pulsara MCI Patient Tracking in TSA-E

Executive Summary

NCTTRAC is transitioning to Pulsara as the regional Mass Casualty Incident (MCI) Patient Tracking software. In previous years, MCI Patient Tracking has taken place in the *NCTTRAC Regional Patient Tracking Toolkit* on the NCTTRAC WebEOC Server. On **July 1st, 2023**, the NCTTRAC WebEOC Server will be shut down and all regional MCI Patient Tracking activities will be conducted in Pulsara. This decision is being made to improve MCI patient tracking capabilities and is supported by the MCI Joint Task Force, the EMS Committee, the ED Operations Committee, and the Regional Emergency Preparedness Committee (REPC).

What does my organization need to do?

All EMS agencies and Hospitals in Trauma Service Area E need to sign up with Pulsara.

- EMS Agencies: [Click here to sign up for Pulsara UNITED](https://www.pulsara.com/united-ems) (https://www.pulsara.com/united-ems)
- Hospitals: [Click here to sign up for Pulsara ONE](Pulsara.com) (Pulsara.com -> "Healthcare Facilities" -> "Pulsara ONE")

DSHS & EMTF are funding Pulsara for every EMS agency and Hospital in the State of Texas, so signing up is FREE. After you sign up using the links above, Pulsara will contact you to walk through the set-up process.

By July 1st, 2023, each Hospital and EMS Agency needs to have the following:

- An "Admin" account to control user access to Pulsara within your organization
- User accounts set up for anyone in your organization who will use Pulsara during an MCI.
- Pulsara installed on mobile devices (cell phones and/or tablets) to be used during an MCI.
    - Pulsara can also be used on a web browser, but mobile devices are preferred for most users so they can leverage the camera and scanning capabilities.
- A plan/process specific to your organization describing how Pulsara will be used during an MCI.

How do I get training on Pulsara?

- Weekly NCTTRAC-Specific Virtual Training (delivered by Pulsara)
    - EMS Training | Every Tuesday at 10:00 AM | Registration Link Below
      https://pulsara.zoom.us/meeting/register/tZ0sceGrqzsuG9RyVIKuymqfIlUGiQNBi5LP#/registration
    - Hospital Training | Every Thursday at 10:00 AM | Registration Link Below
      https://pulsara.zoom.us/meeting/register/tZMocu6opjwuE9Lkx7QNmmx8XNzl-DWD5beN#/registration
- Upcoming In-Person Workshops
    - In-Person Information Session/Discussion | Monday, 5/15/23, 2:00 – 5:00 | Registration Link Below
      https://northcentraltexastraumaregionaladvisorycouncilinc.growthzoneapp.com/ap/Events/Register/9p8bJ9eL
    - In-Person Pulsara Patient Tracking Demo | Tuesday, 5/16/23, 1:00 – 4:00 | Registration Link Below
      https://northcentraltexastraumaregionaladvisorycouncilinc.growthzoneapp.com/ap/Events/Register/aPdBg0er
- Online Pulsara Training Resource Libraries
    - Prehospital Patient Notifications (Daily Use): https://www.pulsara.com/ncttrac-training-resources
    - Incident Management & Patient Tracking (MCI Use): https://www.pulsara.com/incident-management-patient-tracking-training

Frequently Asked Questions

Is using Pulsara for MCI Patient Tracking mandatory?

Yes – all Healthcare Coalition Hospitals and EMS agencies are required to sign up with Pulsara and use it for MCI Patient Tracking. If your organization is not signed up with Pulsara by July 1st, 2023, you will not be able to participate in regional patient tracking and family reunification efforts during an MCI and you will receive a high volume of phone calls looking for patients who may or may not be at your facility.

Does my organization have to use Pulsara as a day-to-day communication tool between the pre-hospital/hospital?

While daily use of Pulsara is not required, it is **highly** encouraged. Using Pulsara as the method to deliver patient reports from EMS to hospitals on a daily basis ensures that your organization is using the same tool in an MCI as you are every day.

Does my organization have to pay anything to use Pulsara?

No. DSHS and EMTF have purchased Pulsara **MED OPS**, Pulsara **UNITED** for EMS, and Pulsara **ONE** for Hospitals across Texas. Using Pulsara for MCI Patient Tracking or as the daily communication method from EMS to hospitals is free under the state contract with Pulsara.

Pulsara does have additional paid functionality beyond the scope of the state contract. Activating your downstream care teams or receiving inter-facility transfer/consult requests is optional paid functionality not covered by the state purchase. Pulsara is also offering a 20% discount on new implementations of these features for NCTTRAC member organizations.

What happens if the state ends up cancelling the contract in the future?

EMS to Emergency Department communication is always FREE for both EMS and the receiving Emergency Department. If the state cancels their contract, there will be no impact on this day-to-day functionality.

Are specific devices required for an EMS agency or Hospital to use Pulsara?

For EMS agencies and hospitals, Pulsara can be installed on modern smart device (smart phone or tablet) or on a web browser on a computer. Smart devices are preferred for most users so they can leverage the camera and scanning capabilities.

List of supported devices can be found here.

Why Pulsara?

Pulsara is the only platform that unites distributed teams and technologies and is scalable from routine, single patient events to large-scale stress events. Pulsara allows our community EMS teams, hospitals, and emergency operations to communicate instantly, securely, and in one place.

I have more questions – who should I contact?

For questions related to how Pulsara will be used with the TSA-E region for MCI patient tracking, send an email to NCTTRAC_EMCC@ncttrac.org and our team at NCTTRAC will respond.

For technical questions about the Pulsara platform, contact Isa Rapp with Pulsara (isa.rapp@pulsara.com).