

Healthcare Resource Tracking System (HRTS)

This document explains:

- How to log into your HRTS account.
- How to manage and update your User Profile.
- How to add users to your facility as necessary.
- How to review and complete your facility profile.
- How to add and update your facility's current Bed Counts, Services, and Resources.
- How to use your facility's COVID-19 survey link to update information specifically related to the COVID-19 pandemic.

Account Login/Maintenance

Healthcare Resource Tracking System

TN Department of Health

HRTS Users (COVID-19 Fighters) the information you provide is used to help TEMA, HHS, the White House Task Force, and the Governors Unified Command understand needs, healthcare stress, and progress in fighting the pandemic. Thank You Very Much. Please remember to update daily. We encourage you to check your facility profile page to ensure that the information is complete and accurate to the best of your knowledge.

Sign In [Help](#)

Please enter your UserID

Please enter your Password

[Login](#)

[Forgot Password?](#)

[Forgot UserID?](#)

Hint: Passwords

- 8 characters minimum
- A numeric digit
- 1 uppercase letter
- 1 lowercase letter
- 1 special character


Enter your UserID and Password to log in.

Click your UserID in the top right of the screen, next to the LogOut, button to update your user profile.

- In this section, you can update your password, security questions, name, time zone, contact information, and opt in/out of alerts.

If you need an account or have forgotten your UserID or Password, please email Kyle Gamache, VPC, at kyle.gamache@tn.gov for assistance


Facility Status & Beds



Healthcare Resource Tracking System

System Status: Normal

Production - South



TN Department of Health
Last Refresh: 5/27/2022 10:16:00

Home Event Facility Admin Reports Dashboards Patient Bed Matching Help KGamache Refresh

Cumberland Medical Center [View Map](#) [COVID-19 Reporting and Analytics](#) Facility Updates every minutes. Exercise:

Facility Status

Status Type	Status	Status Date	
Facility	Normal	05/26/2022 20:09 CST	Update
ED	Normal	05/26/2022 20:09 CST	Update
Off Load Times	Normal	05/26/2022 20:09 CST	Update

Beds

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

Last Updated: 05/26/2022 20:09 CST

Search:

Bed Type	SubBedType	Current Availability	Occupied	Total Capacity	
Dedicated ED Beds		9	12	21	✎ ✖
Floor Beds: Adult		12	35	85	✎ ✖
ICU Beds: Adult General		6	6	12	✎ ✖
Operating Pre/Post Beds		10	0	10	✎ ✖

Showing 1 to 4 of 4 entries

This section provides the facility name, location, current Status (update this by clicking Status), and a link to the COVID-19 survey and analytics.

Adding, Updating, and Deleting Beds:

- To Add a Bed, click *Add* under Bed. Select the Type of Bed and enter the Total Capacity (determined by your Licenses) and Current Availability.
- To Update the Bed Count, click *Update*, and update the Current Availability. Click *Save* when you are finished.
- If you need to Edit the Total Capacity, click the Pencil Icon and change the Capacity and/or Availability. Click *Save*.
- If you need to change the Bed Type, you must follow the Add a Bed process. Once this is created, delete the no longer needed Bed Type.
- To delete a Bed, click the X.

Services

Services

[Add](#)

Last Updated: 03/22/2017 00:31 CST

Search:

Services	Status	Reason	Not Available From	Not Available To
Chest Pain Center	Normal			
Cardiology - Diagnostic	Normal			
CT	Normal			
Emergency Department	Normal			

Showing 1 to 17 of 17 entries

This section provides a list of all services your location provides. You will update which services are currently available as necessary.

Adding, Updating, and Deleting Services

- To Add a Service, click *Add* under Service. Select the Service Type and Status. If this Service is impacted in any way, change the Service Status, select the reason, enter the date of the impact, start time, and duration. Click *Save*. Once the duration ends, the Service will return to normal.
- To update a Service's status, click the Pencil. Change the Service Status, select the reason, enter the date of the impact, start time, and duration. If available only during certain hours, make sure to note that here. Click *Save*. Once the duration ends, the Service will return to normal.
- To delete a Service, click the X.

Resources

Resources

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

Last Updated: 05/27/2022 07:34 CST

Search:

Resource Group	Resource Name	Resource Type	UOM	Current Availability	Total Capacity
Ventilators	Ventilator - Multiple Use	Item	EA	11	14
Isolation	AIIR (Negative Pressure) Room	Item	EA	1	13
Personal Protective Equipment	Gown-Medical	Item	EA	1386	2000
Personal Protective Equipment	Surgical Mask	Item	EA	1520	20000



Showing 1 to 9 of 9 entries

This section provides a list of all resources your location currently provides.

Adding, Updating, and Deleting Resources

- To Add a Resource, click *Add* under Resource. Select the Type of Resource and enter the Total Capacity and Current Availability. For mechanical resources, select Operational if it functions. Don't select this for nonfunctional mechanical or non-mechanical resources. For Unit of Measure, "CS" means "Case" and "Ea" means "Each".
- To Update the Resources, click Update, and update the Current Availability. Click *Save* when you are finished.
- If you need to Edit the Total Capacity, click the Pencil Icon and change the Capacity and/or Availability. Click *Save*.
- If you need to change the Resource Type, you must follow the Add a Resource process. Once this is created, delete the Resource that's no longer needed.
- To delete a Resource, click the X.

Communication Devices

Communication Devices						
Add						
Search: <input type="text"/>						
Device Type	Communication Type	Line	Provider	Description	Active	
Landline Phone	Shift Phone	(931) 210-5211		PBM Contact	<input type="checkbox"/>	 

Showing 1 to 1 of 1 entries

This section provides a list of all communication lines into your facility. You can also include Fax Lines or Cell Phones. For the Description, just write one or two words describing the device's purpose.

Adding a Communication Device

1. When adding a Communication Device, click *Add*.
2. Select the Device Type.
3. Type in the phone number. Copying and pasting can mess this up.
4. In the Description box, write one or two words describing the device's purpose.
5. Complete the Communication Type field for the main line, "Fax Line" for a fax number, or "Cell Phone" for a cell phone.
6. Click the *Active* box (if the device is active).
7. Click *Save*.

Facility Demographics

Facility Demographics

Cumberland Medical Center 421 S MAIN ST CROSSVILLE TN 38555 CUMBERLAND	Contact No: (931) 484-9511 RadioCode340: 120 URL: Latitude: 35.942938 Longitude: -85.022944	ID Type ID Number CCN 440009 Teletracking 3a3edba1-7fdd-4ee1-b10b-1b904dc7213e HHS ID C440009-A	Facility Documents Manage
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This section provides the address, Contact number, ID Number, and any Facility Documents (which are added at the State Level).

Facility Contacts/Designations

Facility Contacts/Designations

The screenshot displays two side-by-side tables. The left table, titled 'Facility Contacts/Designations', has columns: First Name, Last Name, UserID, Phone, and Contact Type. It lists three contacts: James Williams (Emergency Management Contact), Command Center (Facility Contact/Admissions), and Deneen Payne (Facility Contact/Admissions). The right table, titled 'Facility Documents', has columns: Designation Name and Designation Status. It lists one designation: Primary Pediatric Emergency Facility (Pending). Both tables have search bars and 'Add' and 'Update' buttons.

Use this section to add facility contacts such as Emergency Management Contacts, Administrative Contacts, and Facility Contact/Admissions.

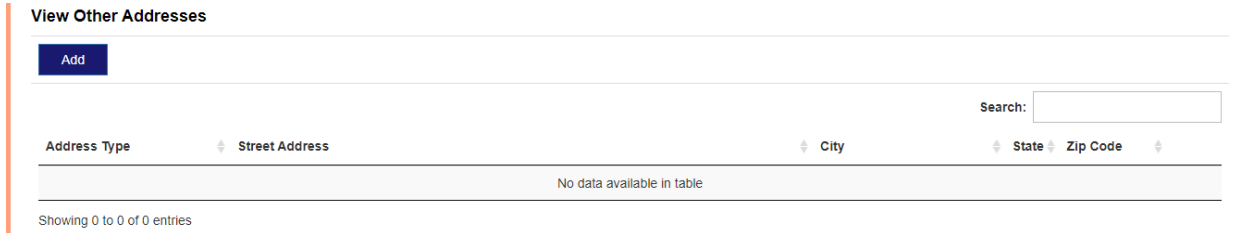
If you need any assistance adding Users, please email Kyle Gamache, VPC, at kyle.gamache@tn.gov for assistance.

Adding Facility Contacts

1. Click *Add*.
2. Search for the employee. Click *Next*. **NOTE:** If the employee is not in the system, you will need to complete the Account Creation process.
3. Select the employee from the list.
4. Under Facility Contact Relationships, select the Contact Type box and select the employee's position.
5. Select your Facility Name. Click *Add Relationship*. This relationship will now appear in the Current Contact Relationships section on the right, confirming that the employee is added.
6. To remove a Relationship, click *Remove*. It will disappear from the Current Contact Relationships section on the right.

- When ready, click *Save* at the bottom of the screen. Click the *Facility* tab at the top of the screen and *My Facility* to return to your facility's page.

View Other Addresses



View Other Addresses

[Add](#)

Search:

Address Type	Street Address	City	State	Zip Code
No data available in table				

Showing 0 to 0 of 0 entries

This section will show any other addresses on file for your location. This is generally only used in large hospitals or locations where multiple addresses might be used.

Events



Healthcare Resource Tracking System

System Status: **Normal**

Production - South

TN Department of Health
Last Refresh: 5/27/2022 10:41:10

Home Event Facility Admin Reports Dashboards Patient Bed Matching Help

KGamache

Event

Event Status: Active

Show 10 entries

Search:

Event	Location	Start Date	End Date	Exercise
There are no Active Events				

Showing 0 to 0 of 0 entries

Previous Next

Events are one of the most important tools that HRTS offers you because they provide a singular place to gather and provide information about a major event like an outbreak, tornado, fire, or catastrophe.

Contact your RHC if an event needs to be setup.

This top section of the Event Page should provide enough information for you to know if this is an Event you need to respond to and, if you do, how you need to respond to the event.

Found on the same page as the Event Information, the Comments feature is how we collectively manage our response to the Event, how we're able to communicate quickly with lots of people and provides a snapshot of Event Comments and Responses. In essence, it allows everyone to stay on the same page when it comes to sharing information and resources about an event. You can add comments or reply to comments as needed. This has already helped in several hundred instances across the state.

Within HRTS a link called *Help*. Clicking *About* will provide you more information about HRTS, User Manuals will provide you guides and job aids to all the processes discussed in this document, *Tutorials*

provides video tutorials to each of these things, and *Help Desk* provides a direct link to the Help Desk in case you encounter any errors in the system. Additionally, feel free to call or email me if you ever need anything. As a reminder, my phone number is **(931) 255-1032** and email address is kyle.gamache@tn.gov.

Dashboards

The screenshot shows the Healthcare Resource Tracking System (HRTS) dashboard. The page title is "Healthcare Resource Tracking System" and the current view is "Production - South". The system status is "Normal". The user is logged in as "KGamache". The dashboard is divided into three main sections: "Event", "COVID19", and "HRTS".

- Event:** Shows a table with 0 entries. The event status is set to "Active".
- COVID19:** Lists several dashboards: COVID-19 Hospital Resource and Stress, COVID-19 GIS MAP Positive and Presumptive Patients and PPE Warning, State/Regional Hospital Resource Use and Availability, COVID-19 Statewide Hospital Resource Status, LTC Bed and Resource Availability, and Long Term Care - Threshold Map and Percent Positivity by County.
- HRTS:** Lists several dashboards: Facility, ED, Offload Status, Bed Availability by Facility Type, HRTS Patient by Triage Counts, Inventory Dashboard-Data source is iCam, and Mental Health Portal.
- Regional:** Lists four dashboards: East TN Facility, Ed and Offload Status dashboard, Memphis Shelby Facility Status Dashboard, North East TN HCC Facility Status Dashboard, and West TN Facility ED and Offload Status Dashboard.

A "MEDMAP" logo is visible at the bottom of the HRTS section.

HRTS provides a robust Dashboard system. To find it, click Dashboards. Initially, this dashboard will display the entire state, so to make it display only your region:

1. Under Region, select the applicable region.
2. Uncheck non-applicable facility types in Facility Sub Type Name.
3. Click *Apply*.

Now you will see only the Bed Types available in your area as well as all local facilities, their bed type, current capacity, and availability.

Reports

Healthcare Resource Tracking System

System Status: **Normal**

Production - South

TN Department of Health
Last Refresh: 5/27/2022 10:45:02

Home Event Facility Admin Reports Dashboards Patient Bed Matching Help

KGamache

Reports

User Login Report
Contact Type by Facility Report
Facility Capability Report
Bed Update Compliance Rate Report
Bed Availability by Type and Facility Capability (NDMS)
Event Report
Facility Detail
User Profile Status Report
Facility And Facility Subtypes Report
Facility Status Report
COVID Compliance Report
Service Status Report
Facility Bed Availability Report
HHS Protect TN Submission

In addition to the Dashboards, you have access to a great variety of reports.

- *User Login Report: use this to determine who has logged in and when.*
- *Bed Update Compliance Report: use this to determine how often your facility is updated in the system and whether you have missed a day.*
- *Facility Detail Report: Use this to access current beds, resources, services, contact information, and facility information in a pdf and easily share this information with anyone that needs it.*

Patient Bed Matching

Patient Bed Matching (PBM) is another tool that HRTS provides you to support you and your facility. As you know, currently many hospitals call using a contact information sheet to see which facility is available. The PBM process enables facilities to self-select whether they are interested in taking a certain patient. Here is how it works:

1. An acute care facility will need to transfer a patient. This facility will then pull up PBM.
2. From here, they will select certain search parameters to determine which facilities may be the best fit for their patient.

3. A list of relevant facilities will populate. Here, the hospital would select which facilities they want to contact.
4. The facilities will then be notified that this hospital would like to transfer a patient using the information from HRTS (email, text, and an on-screen message). No patient information is sent; instead, a query number is generated.
5. The facilities will then have an opportunity to respond back. Once a facility expresses interest, the hospital would call that facility to discuss moving the patient.

This means that a facility only needs to send information to one facility rather than several, saving a ton of time and labor in the process. For now, only certain hospitals have access to this, but more access is coming later this year. I just wanted you to be aware that this is coming.

If you need help or forget how to do something, click the Help tab to find User Manuals, video Tutorials, and a number to the Help Desk. Also feel free to reach out to me and I can point you in the right direction.

Kyle Gamache – Vulnerable Populations Coordinator (VPC), Upper Cumberland Region

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