

eICS™ Quick Reference Guide

Coordinated Response

Overview

Coordinated Response brings facilities together as groups, allowing them to safely and securely share information and request resources within eICS. Groups are defined as health systems (healthcare), facility groups (government, corporate, or education), coalitions, and/or domains.

Within a group, a clear hierarchy defines the relationships between facilities. Administrators or incident commanders at this level are responsible for building and managing the group, as well as identifying group relationships. These administrators also enable and define sharing options for facilities in the group.

Incident command at the facility level decides, on an incident-by-incident basis, if basic information about an incident is available to incident command at the group level. If the incident is shared, facility incident command can also decide if log entries and messages are shared with some or all the facilities in the group.

Facilities connected through a shared incident can create, forward, and respond to resource requests. Resources can be anything, from basic needs such as latex gloves or fuel to more sophisticated items like vaccines, blood types, or heavy equipment. During incident response or recovery, facilities that find resources are in short supply can request these items from other facilities in their group. eICS offers a seamless, integrated process for requesting and responding to requests for assistance.

Working together, facilities in a group can more effectively respond to large-scale and widespread events that impact a region, community, or corporation.

Facilities

In eICS, facilities are individual entities that can operate independently or belong to groups. For example, a hospital, university, business, or manufacturing plant could utilize eICS to manage day-to-day operations, as well as plan for, respond to, and recover from disruptions and disasters. However, facilities are also at the core of every group. Groups are comprised of facilities that form networks within a group hierarchy.

Within eICS, facilities can belong to:

- **One** health system or facility group
- **Multiple** coalitions
- **One** domain

Health Systems and Facility Groups

Health systems and facility groups are collections of facilities that belong to the same organization or corporation. The only difference between these two types of groups is their business sector. The main focus of health systems is healthcare, while facility groups have a non-healthcare focus. For example, a health system might be a group of hospitals that belong to the same company. Meanwhile, a facility group might be a series of public universities located across the state. The facilities in these groups usually manage daily operations and disruptions independently, but according to organizational or corporate goals, they are encouraged to work together to address larger concerns or respond to incidents.

Coalitions

Coalitions are collections of facilities in a geographic area that agree to work together occasionally. Coalitions can be comprised of similar (such as, trauma hospitals) or multidisciplinary (public health agencies, hospitals, EMS providers, and private businesses) entities in a region. Facilities in a coalition manage daily operations completely separately, and in fact, they may be competitors. However, these facilities have agreed to work together temporarily, if needed, to more successfully resolve incidents impacting their communities.

Domains

Domains are administrative entities that define rules and protocols for facilities within a specific instance of eICS. Domains can consist of many groups.

Incidents

Incidents can be created at the facility- or group-level. To associate incidents within a group, facilities must be mapped to the group and there must be an active, group-level incident through which information can be shared.

Facility Incidents

Incidents can be started at an individual facility and, when you create or edit the incident, you choose whether to share information with your health system, facility group, or coalition.

The sharing options available to you depend on the groups you belong to and how your facility is configured. You may be able to select from these Incident Sharing options:

- Do not allow sharing (only your facility has access to the incident)
- Allow sharing with the health system or facility group incident (your facility, and your health system or facility group has access to the incident)
- Allow sharing with the state and/or region incident (your facility, health system or facility group, coalition, and/or state – through WebEOC and/or EMResource – has access to the incident)

When you share incident information, only incident command at the specified group levels can view details about your incident. Optionally, you can choose to share log entries and messages within the incident on a case-by-case basis.

Group Incidents

Incidents can be started at the health system, facility group, or coalition level when incident sharing is enabled, at your request, by Juvare. To do this, you need to create a new or identify an existing facility that will serve as incident command for the group. If you use an existing facility to manage incidents for your group, all contacts associated with that facility will retain their current rights to start, view, and update incidents created in that facility.

Group incidents must be associated with facility-level incidents to share information. Every facility involved in an incident must be set up independently, with an active plan, relevant IRGs, and contacts. Sharing options for the group can be changed or updated, and group-level command manually maps facility incidents to the group incident. However, facilities associated with a health system, facility group, or coalition cannot disassociate themselves from group-level incidents. Individual facilities can change their sharing options on the facility or incident level.

Resource Requests

With Coordinated Response, there is an additional tab that appears on the Incident Dashboard for shared incidents. The *Resource Requests* tab allows facilities to create, forward, and respond to requests for various types of resources.

When creating a request, details are entered that specify the type and amount of resources requested, as well as the deadline, location, and contact for delivery. Requests are sent to incident command at your facility, and they can forward the request, as necessary, to the entire group or select facilities within the group.

When requests are received, incident command can change the status. For example, they can indicate *In Progress*, *Assigned*, *Need More Information*, or *Forwarded*, to reflect their ability or inability to fulfill the request. Requests can also be downloaded to help personnel fulfill the request.

In eICS, resource requests are fully documented within an incident. The history of a request is maintained in relation to an incident and reports can be generated about requests.

Configuration and Administration

Coordinated Response in eICS must be enabled for you, by a Juvare representative. Please contact your Client Success Manager or Juvare Support to request more information. Once enabled, the Domain Administrator is responsible for defining and managing relationships between entities in their group.

Facility Group Administration

Through **Settings**, on the **Facility Group Administration** page, the Domain Administrator manages the relationship between health systems, facility groups, and the domains they have access to. The Domain Administrator can:

- View and search domains
- View and search health systems and facility groups
- Add existing health systems and facility groups to their domains
- Identify the facility that serves as incident command for the health systems and facility groups

Coalition

Through **Settings**, on the **Coalitions** page, the Domain Administrator manages the relationship between coalitions and the domains they have access to. The Domain Administrator can:

- View and search coalitions
- View and search facilities in the coalitions
- Add facilities to coalitions
- Create coalitions
- Identify the facility that serves as incident command for the coalitions

Juvare envisions a future where communities are resilient in the face of danger. Offering precise, vigilant, and connected solutions, Juvare is building networks of mutual assistance to help organizations bounce forward. For more information about Coordinated Response in eICS, contact the Juvare Support Center: support@juvare.com or 877-771-0911.