

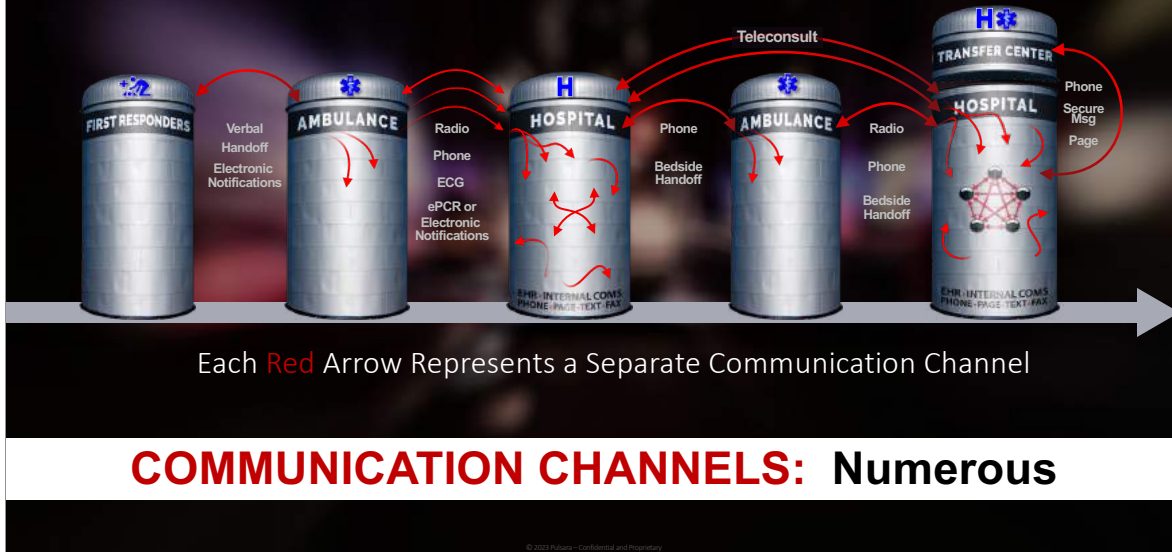
# Everyday is Disaster Day

Systems of Care that **SCALE**



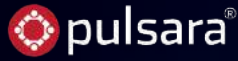
IT'S ABOUT **PEOPLE**

# Traditional Patient Journey



## Main points

- This is our COMMUNICATION and LOGISTICS infrastructure
  - Currently a separate process from documentation
  - Playing the telephone game – especially inter-organizational communication
  - No COMMUNICATION interoperability
- Outside of healthcare in our daily lives we don't operate on phone calls
  - Group going out to dinner example
  - WHY don't we operate that way in healthcare?
    - HIPAA/Privacy
    - Lack of INFRASTRUCTURE



## Appropriation Sustainable Funding

### SB 2500

#### 438A SPECIAL CATEGORIES

FROM GENERAL REVENUE FUND . . . . .

Funds in Specific Appropriation 438A from the General Revenue Fund are provided to the Department of Health to competitively procure and standup for the coordination of care for patients that is scalable to address natural disasters, mass casualty events and other time sensitive emergencies.

### PROVISO

#### Florida State Infrastructure ROI for Healthcare Communication and Patient Logistics Platform

Pulsara provides all hazards, multiagency, and multijurisdictional interoperability across teams and organizations state-wide.

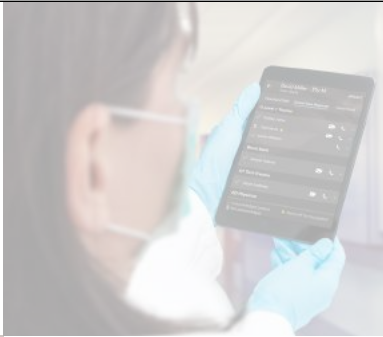
As a more cost-efficient, future-proof adjunct and overlay of established voice communications (radios and phones) Pulsara, using smart device technology, provides a flexible, rich, multimedia experience to all users including team chat, images, live video, and configurable communication pathways connecting all necessary individuals and organizations instantly, on-demand and in real-time.

State of Florida recognized this problem and with sustainable funding purchased a statewide multi-agency, multi-jurisdictional communication and logistics platform that can be used DAILY but is also scalable to address natural disasters, mass casualty events and other time sensitive emergencies.

## SECURE & ENCRYPTED

Pulsara is a mobile app that establishes a dedicated, encrypted patient channel.

- Includes multimedia, team messaging, live video, images, audio clips and more



## ONE UNIFIED PATIENT CHANNEL

Leveraging networked communications, Pulsara connects all teams across organizations, in one unified communication channel.



## TELEHEALTH MADE SIMPLE

Clinicians can connect with patients, or caregivers, and with each other, regardless of location

- Convert a phone call to a video call with a tap





**Main Points**

1. Create channel
  1. Single dedicated communication and logistics channel that can be used for a patient event. Unscheduled transitions of care or distributed teams for acute responses are the main use cases.
2. Build Team
  1. Can build a team even across organizations. Think of this step as PHONE BOOK plus SUPER PAGER.
  2. A provider just needs to know the organization or type of resource and the technology identifies the correct person, alerts them, and puts them on the patient channel.
3. Communicate and Track
  1. Synchronous (Live Audio, Live Video)
  2. ASYNCHRONOUS (chat, photo, audio clips, geolocation...)
  3. Move data in and out of channel - OPEN PUBLIC API
    1. Monitors, Stroke AI solutions
    2. \*\*\*\* NOW instead of totally separate communication work and documentation work, you can import your communication into your documentation (ePCR / EHR)



## SYSTEMS OF CARE THAT **SCALE**

Using the same system daily that can scale easily  
for local, regional, or national stress events or  
emergencies.

Cornerstone to success during a disaster is using the same tool all day every day in blue skies that can scale to meet any stress event even in grey skies

# Every Day is Disaster Day

- 1. Replace EMS to ED Report**
2. ECG Transmission
3. Telehealth
4. MIH | CP | TIP
5. C4 programs
6. Medical Direction | Consult
7. Behavioral Health
8. Rural Health
9. Time Sensitive Emergencies
10. Integrated System of Care
11. Event Management
12. Alternate Destinations

1. Incident Management
  - MCI
  - Evacuation
2. Patient Tracking
3. Reunification
4. Alternate Care Sites
5. Load Balancing
6. Medical Direction
7. Telehealth
  - ACS
  - MIH | CP

SYSTEMS OF CARE THAT SCALE

You will hear us say “every day is disaster day.” We want to build that muscle memory so that when needed, providers are very comfortable with the technology.

The cornerstone of these Blue Sky interactions is the routine prehospital EMS to ED report or encode.

- Includes ECG transmission so the ECG is attached to the report
- Other initiatives you see listed here

Builds the muscle memory so it is functional during Grey Sky events like MCI or Mass Evacuation

- Designed to be complimentary to and overlay existing protocols and technologies
- Emphasis on Patient Tracking and Reunification
- Of course we can assist in these other use cases listed as well



## Florida Health State-Wide Initiative

WITH SUSTAINABLE FUNDING

Fire   EMS	Hospitals & Affiliated Healthcare	Regional
 <ul style="list-style-type: none"> <li>▪ Replace Traditional Radio Report</li> <li>▪ Includes ECG and Live Video</li> <li>▪ MIH / CP</li> <li>▪ Medical Control   Consult</li> <li>▪ C4 Programs</li> <li>▪ Supervisors</li> <li>▪ TIP</li> <li>▪ Alternate Destinations</li> <li>▪ Suboxone Clinics</li> <li>▪ Behavioral Health</li> <li>▪ ePCR Integration</li> <li>▪ Event Management</li> </ul>	 <ul style="list-style-type: none"> <li>▪ Receive EMS Patients (Replace Traditional Radio Report / Encode)</li> <li>▪ Send / Receive Inter-facility transfer requests</li> <li>▪ Includes ECG and Live Video</li> </ul>	 <ul style="list-style-type: none"> <li>▪ Incident Management (MCI / Evacuation)</li> <li>▪ EOC / ESF 8</li> <li>▪ Patient Tracking</li> <li>▪ Reunification</li> <li>▪ Alternate Care Sites</li> <li>▪ Telehealth</li> <li>▪ Centralized Medical Direction</li> <li>▪ Integrated System of Care</li> </ul>

This INFRASTRUCTURE is provided by the state at no additional charge to Fire, EMS, Hospitals, and Affiliated Healthcare facilities.

There are no additional hardware costs as you can use smart devices provided by your organization, a web browser, or even personal devices.

Fire, EMS, and Public Safety are able to use Pulsara for all of these types of interactions you see on the left

At no additional charge, Hospitals are able to

- Receive patients from EMS
- **SEND AND RECEIVE INTER-FACILITY TRANSFER REQUESTS**
- It does include ECG and Live Video
- **OPTIONAL UPGRADE** for hospitals, there is an opportunity to upgrade so that your downstream care teams can be included in the patient channel, but this is not needed to establish a regional integrated system of care

And of course, these daily use interactions enable all the regional interactions you see on the right for Fire, EMS, Public Safety, Hospitals, and Affiliated Healthcare Facilities



Learn More | Sign Up



<https://www.pulsara.com/florida-resources>