

Frequently Asked Questions – WATrac

What is WATrac? WATrac is a web-based software system that has two distinct functions: (1) Daily Tracking of Emergency Department Status and Bed Availability and (2) Incident Management for Disaster Response. Both of these daily use functions would combine into one central clearinghouse for incident management and situation awareness for the healthcare system during a disaster response.

What Capabilities Does WATrac Have? WATrac can manage emergency events, track beds, resources, and pharmaceuticals, store contact management, store and organize documents, track patients, alert responders of an emergency event, and provide a communications mechanism that can be archived for future reference. WATrac can also provide a public portal for reuniting family members with their loved ones.

Who will have access? Access will be provided in phases, starting with hospitals and their identified partners (e.g., EMS, Fire Departments, etc.) throughout Washington State. Additional access will be guided by the WATrac Steering Committee and resource and staff time availability.

How was WATrac chosen? WATrac was originally selected in 2007 by a King County task force with multi-disciplinary representation and through a state-sponsored Request for Proposal (RFP) process. In spring of 2008, Washington State Department of Health decided to adopt the King County solution as a statewide tool.

How will my organization interface with WATrac? Your organization's members will receive a username and password and will be able to logon to the system to view situational awareness updates and interact with your regional response structure. The WATrac system can be used to coordinate both an internal organizational response and a regional response.

Is it web-based or will something have to be installed on my computer? WATrac is web-based and will run on any computer with an internet connection using all of the standard web plug-ins.

Can I access it from my blackberry? YES! You can access it from anything that has an internet connection.

How much does it cost? The system was originally purchased out of King County ASPR funds and is prepaid through 2010. The upfront cost was approximately \$160,000. The yearly support costs are around \$45,000 to host the data in remote servers in Minneapolis and Chicago, and these yearly maintenance costs are prepaid through 2010.

Can you import data? You are able to import certain data into the system using comma delineated files, excel spreadsheets, and XML feeds from other database systems.

Can it map resources? This computer system can create a GIS map of resource locations. The mapping system is flexible and customizable.

Does WATrac allow for patient tracking? King County did purchase the patient tracking module in addition to the WATrac product, but there are currently no users of this system in Washington State. The user can add symptom information and the system is compatible with hand-held field data collection units.

Imagetrend has another product in Washington called WEMESIS. What is WEMESIS? The WEMESIS data collection system for EMS, run by DOH, is also an Imagetrend product. We will also have the option of bridging with that system if it proves advantageous for both groups.

Is WATrac data backed up so that we don't lose our information? Currently, the data in WATrac is stored off-site in both Minneapolis and Chicago. This service includes dynamic redirection in the event of a server failure so that the user doesn't experience any break in service. The system also balances the amount of traffic the web server handles to prevent server overload. The system is replicated with only a 2 second delay so that there is always a complete copy available on another server in the event of data loss. The physical facilities have triple-redundant, high-speed fiber optic cables and an uninterrupted power supply and a 150KW backup diesel generator. They are temperature controlled, have waterless fire protection systems, secured site access, steel vault doors, and 21" concrete walls.

What is the customer service availability? Standard Technical Support is available Monday-Friday from 8:30-5:30 CST. Emergency technical support is available 24x7x365 through continuous server connection monitoring. The system maintains a 99.99% uptime guarantee.

What type of company is ImageTrend? Imagetrend maintains contracts for software services throughout many industries. The company has over 75 employees and is growing as it takes on new contracts. It was started in 1998.

What other communities are using this product? Three (4) states currently use Resource Bridge statewide: Minnesota, Wisconsin, Nebraska, and Alaska. Thirteen (13) states use ImageTrend's pre-hospital products statewide, including the WEMSYS system owned and operated by the Washington State Department of Health.

Is WATrac secure and HIPAA compliant? The system meets HIPAA security requirements as has 128-bit encryption. Customizable logins allow each facility to determine the level of access a particular login receives, further increasing the system security. All activities within the system are permanently archived.

When will we start to use it? Your launch date will be determined by your WATrac Regional Lead. Please connect with your Regional Emergency Preparedness staff for additional information.

Will there be training? Multiple training formats are available and will be provided as needed.

Who is responsible for the maintenance and upkeep of this system? Public Health-Seattle & King County and the Washington State Department of Health will work cooperatively to manage and maintain WATrac, with guidance from the WATrac Steering Committee.