WATrac Frequently Asked Questions

What is WATrac?

WATrac (Washington System for Tracking Resources, Alerts, and Communication) is a web-based application serving the Washington healthcare community by providing two distinct functions: 1) daily tracking of facility status and bed availability and, 2) incident management and situational awareness during a disaster response.

How is WATrac used during a disaster response?

WATrac provides an emergency notification platform for healthcare partners and a means for providing situational updates throughout an event. During an incident, the daily facility status module screen and bed tracking feature not only provide emergency medical services (EMS) and hospitals with patient transport information, but they also automate the process for obtaining bed counts. Command Center, WATrac's chat room for sharing information and situational awareness, provides an easily accessible tool for real-time communication and coordination among response partners.

What are WATrac's computer requirements?

WATrac is web-based and will run on any computer or IOS/Android device with an internet connection, and standard web plug-ins. Pop-ups must be allowed for the site.

Is WATrac HIPAA compliant?

The system meets HIPAA security requirements by providing 128-bit encryption for all transmitted data. Access to data is controlled by system roles and user permission groups. The Patient Tracking Module meets HIPAA requirement for recording who views, updates, or edits patient records.

What costs are associated with WATrac?

WATrac is provided at no cost to partner agencies and the Washington State Department of Health (DOH) supports statewide use and implementation using federal funds. This includes funding for technical support and maintenance to host the data on remote out of state servers.

How is WATrac managed and administered?

WATrac is managed in Washington State by the Northwest Healthcare Response Network (NWHRN) and REDi Healthcare Coalition. A statewide WATrac Steering Committee provides overarching strategy and policy guidance.

The NWHRN and REDi healthcare coalitions host regional Advisory Committees, composed of representatives from healthcare, fire/EMS and public health, and provide direction for the use, development, and implementation of the WATrac system.

The NWHRN chairs the Western WA WATrac Advisory Committee and provides technical and administrative support for agencies in Western Washington.

Who has access to WATrac?

Full system access is currently available to hospitals, EMS, emergency management, tribal health, community health centers, public health, long-term care, and in-home service providers throughout Washington. Additional access is guided by the WATrac Advisory Committees.

Is training available?

The Northwest Healthcare Response Network provides training to partners in Western Washington. Online user training tutorial documents and videos are always available in the WATrac Document Hub Module. Additional information on Western Washington training is available by contacting NWHRN at info@nwhrn.org.

For further information contact the Network:

Phone   425-988-2898

Email   info@nwhrn.org

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WATrac Features Overview

My Agency	Allows agencies/facilities to update their status and share information regarding their ability to maintain normal operations during a response with healthcare agencies statewide.
Diversion Status and Bed Availability	Allows agencies/facilities to update their emergency department diversion status, inpatient staffed bed census, and share information with other healthcare agencies regionally and statewide regarding their status during both day to day operations and emergency response.
Availability Status Module	Displays standard and specialty bed availability, agency status, and access to specific agency information. By making selections from the type of data they wish to v i e w , (e.g. Region 3, hospitals, ICU beds, hospitals on divert, etc.) a user can select the information to be displayed on the screen.
Specialty Availability Module	Displays real-time availability of surgical specialists for trauma patient care in Washington. The module helps improve the ability to more rapidly transfer patients to the closest appropriate care facility.
Report Writer Module	Provides users with two types of reports to extract data from the system. PDF and Excel formats are available for printing, exporting or saving the reports. • Ad Hoc Reports for creating custom reports. • Standard Reports are pre-created with fields and display options defined. The user can make additional choices from provided filter boxes.
Alert Manager Module	Allows specified WATrac users to send emergency notifications and requests to agencies, distribution lists and individuals by email, pager or text message. Alert templates can be created and saved for future use and a scheduler will automatically send and complete alerts.
Document Hub Module	A library for healthcare preparedness information. It supports document sharing among all users (e.g. plans, contact lists, best practices); assignment of viewing rights; and auto delete to keep information current. Documents can be downloaded, printed or saved to disk.
Emergency Contacts	Users can create, search, categorize and print directories of contact information. People or agency contacts can be created and categorized. Existing agencies and users can be added by conducting a search.
Command Center Module	This secure online chat feature provides a tool for communication between users in diverse locations. Real-time instant messaging and document sharing provide a location for agencies to coordinate. In non-critical situations, it can be used for general discussion or conferencing.
Survey Builder	Survey Builder facilitates data gathering from healthcare partners at a regional and state level. It can be used to locate resources, assess vulnerabilities, or to define levels of capability for planning purposes. During a response, Survey Builder may be used to gather information about patient census, resource levels, and surge capacity.
Patient Tracking Module	During a Mass Casualty Incident, Patient Tracking can be activated to document the location of victims beginning at the scene or at the point of definitive care through any transfers and to final discharge.