



Tracking Resources, Alerts, and Communication for a Better Washington

# Frequently Asked Questions – 2010

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

## **How is WATrac Used During a Disaster Response?**

The system provides a means for notifying healthcare partners of emergency incidents and for supplying situational updates throughout the event. During an incident the daily facility status and bed tracking feature not only provides EMS and hospitals with patient transport information, but also automates the process for obtaining bed counts for statewide updates. *Resource Tracking* and *Pharmaceutical Tracking* features, combined with *Resource Requesting*, allow resource matching to occur on-line. *Command Center*, for on-line chat and conferencing, provides an easily accessible tool for real time communication within organizations and between healthcare partners.

**What are the Computer Requirements?** WATrac is web-based and will run on any computer with an internet connection, standard web plug-ins, and Adobe Flash 10.0 or newer.

**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 user permission groups, and strong passwords can be required. However, the system does not record who views, updates, or edits documents stored or shared on the system. Therefore, WATrac is not HIPAA compliant for sharing Protected Health Information within the system.

**How is Data Back-up Accomplished?** 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.

**What Costs are Associated with WATrac?** The system was originally purchased with King County ASPR funds. The Washington State Department of Health supports statewide implementation using federal funds. Yearly

support to host the data on remote servers is paid through 2010.

**How is WATrac Managed and Administered?** WATrac is administered and maintained as a partnership between the Washington State Department of Health and Public Health Seattle-King County. A statewide Users Group made up of representatives from healthcare, EMS, and public health provides direction and input for future use and implementation of the WATrac system.

**Who Will Have Access to WATrac?** Access is currently provided to hospitals and their identified partners (e.g. EMS, fire departments, and public health) throughout Washington State. Additional access is being guided by the WATrac Users Group and by resources and staff availability. During 2010 it is anticipated that hospitals, local public health agencies and EMS will have enhanced access to WATrac. During this phase, organizations will be trained to administer their user accounts and to configure and maintain their facility setup.

**What Features Will Be Added During 2010?** The first features that will be added are *Resource Tracking*, *Pharmaceutical Tracking*, *Knowledgebase* and *Command Center*. New module will be added as they become available and resources allow.

**Will Training be Available?** During all phases of implementation, training will be available to all regions. A training schedule will be developed in conjunction with the WATrac Leads for each Region and the Users Group. After an organization's users complete training, they will be given access to the additional features in WATrac.

## **For Additional Information**

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