VHASS Events User Guide: Local Users (Healthcare and Long Term Care)

This is a simple set of instructions, for additional details and definitions; please see full set of instructions for more details.
For those who have Emergency Operations (EO) Access (EO Read and EO Read/Write) Permissions
Designated Organizations Contacts need to ensure their organization's users have appropriate Emergency Operations permissions

Overview/Process

During the beginning of a no notice event, full details may not be known.
Users at the local level may send an Event Notification to their Regional Administrators (VDH Regional Coordinator, Regional Coordinator, and RHCC Manager) to notify them of an incident that is affecting the user's organization.
Event Notifications/Events can be updated as more information is received.
In order to maintain a streamlined, efficient reporting, the process is tiered between Statewide Administrators, Regional Administrators, and Local Users of the system.
Each of these tiers has a different role and expectation for reporting.
The VHASS system is constructed to allow specific administrative rights per group.

1. The reporting process begins with an **Event Notification** (alert) created at the local level.
2. Regional Administrator(s) shall determine whether or not the notification should be escalated to an **Event**.
3. If a **Situation Report (SITREP)** is requested, Statewide Administrator(s) will create the SITREP, which will allow Healthcare local users (required to participate in the SITREP) the ability to update their Organization Status.

Event Notification

Create Notification

1. Login to VHASS.
2. Hold your mouse over Emergency Operations on the horizontal menu bar and click "Events" (User will be redirected to new VHASS application/Events Module).
3. User should check the events and events notifications dropdown lists to confirm that the events are not already created.
4. If the event is not already created, click "Create Notification" and complete the "Create Notification" form (yellow fields are required) and click "Save". Upon saving the form, the user's Regional Administrator(s) will be notified via text message/email and they will determine whether or not the notification should be escalated to an Event status or archived.

View Notification Detail/History

1. Login to VHASS.
2. Hold your mouse over Emergency Operations on the horizontal menu bar and click "Events" (User will be redirected to VHASS Application/Events Module).
3. Under the "Events & Notification" widget, user will choose the event notification from the Event Notification dropdown list that they want to view.
4. User is taken to current detail view. To see any history for the event notification, click a row under "Notification History" at the bottom of the Event Notification. Click "Return to the Current Version" to return to current detail view.

Steps to edit an event notification created by your organization:

1. Click "Edit Notification".
2. Update information as appropriate.
3. Click "Save".

Events

An event is the result of an escalated notification.
Events may be limited to a single region, assigned to multiple regions or all regions.
An event has 3 sections/tabs:

- Details: basic details about the event.
- Event Logs: boards where users may view and post comments.
- Situation Report (SITREP): only visible when created.

Upon escalation of the event, local user will be notified by established protocols utilizing the alerting system.

Steps to view Events detail and history:

1. Login to VHASS.
2. Hold your mouse over Emergency Operations on the horizontal menu bar and click “Events” (User will be redirected to new VHASS application/Events Module).
3. Under the “Events & Notification” widget, user will choose the event from the “Events” dropdown list they want to view.

Details Tab
Event details view is the default view when accessing an event.
This view has detailed information about an event and provides the ability to view event history.

- Edit Event is limited to Regional and Statewide Administrators.
- History and Exporting to PDF is available to all users.

Event Logs Tab
Event logs are boards where users may post and view comments during an Event.
Local users currently have access to:

- Regional Event Logs: used for posting comments related to user’s region.

Event Log Functions
Comments View and Filter

- The default view is the user’s region and all organization types (Events Statewide Administrators default to all regions).
- Comments are displayed with the most recent comment at the top of the list. The list refreshes every 2 minutes.
- Users may filter comments by region and organization type.
- Hover over user’s name, regions, and organization types to see who posted comment and to whom the comments are visible to.

Add Comment

1. From Event Log, Click “Add Comment” button located at the top right of event log.
2. Enter comments by inputting your information (yellow fields are required).
3. Click “Save”.

Attach File
Maximum file upload size 5MB.
Acceptable file formats: MS Word (.doc, .docx, .rtf), MS Excel (.xls, .xlsx, .csv), Adobe Acrobat (.pdf), Images (.gif, .jpg, .jpeg, .png)

1. Attach file input, click “Select File”.
2. Navigate to file that is to be uploaded with comment.
3. If needed, User may Change or Remove file prior to saving file.
4. Ensure required fields are completed.
5. Click “Save”.

Detach
If preferred, you can click “Detach” to open log in a new window.
The detach button is located at the top right of event log.

Situation Report

Situation reports (SITREP) are activated by an Event Administrator.
Once activated, a red banner is placed at the top of the site for all users that are required to participate in scheduled SITREP updates.
A SITREP will have start and end dates that include scheduled times when organizations are required to update and submit their status in a scrolling red banner.

How to Access a Situation Report

1. Login to VHASS.
2. Hold your mouse over Emergency Operations on the horizontal menu bar and click "Events" (User will be redirected to new VHASS application/Events Module).
3. Under the "Events & Notification" widget, user will choose the event from the dropdown list that they want to see.
    - By default, user will be taken to detail view for selected event.
4. Click "Situation Report" tab and user is taken to detail view for SITREP.
5. Click "Update Status" button to provide updated information for SITREP.
6. Click "Edit Update Status" to provide updated information for SITREP.
7. Click "Save" to save the updated information for SITREP.

Region Status Tab

- Status Update Widget - This widget displays a pie chart for percent of "Updated" and "Not Updated" as well as list the number of organizations that have "Updated" or "Not Updated" their status.
- Regional Updates Completed Widget - This widget lists the participating regions in a SITREP. The date and time is displayed once ALL organizations in a region have updated their status.
- Filter Widget - The filter may be used to search and view organizations that have updated or not updated their status.

Status Board Tab

- Filter Widget - The filter may be used to view organizations status boards (clinical status boards, diversion resource request, and utility status).