

# Texas

## Patient Navigation and Load Balancing

The Texas EMTF State Coordination Center Load Balancing Program for Hospitals has been developed in conjunction with Texas Department of State Health Services, Texas Division of Emergency Management, Texas Hospital Association and Texas Organization of Rural and Community Hospitals to provide a deliberate and more organized approach to matching hospitals needing transfer of COVID-19 patients to hospitals with capability and capacity.



January 19, 2021

# Association of Intensive Care Unit

**Findings** In this cohort study of 8516 patients with COVID-19 admitted to 88 US Veterans Affairs hospitals, strains on critical care capacity were associated with increased COVID-19 mortality. Among patients with COVID-19, those treated in the ICU during periods of peak COVID-19 ICU demand had a nearly 2-fold increased risk of mortality compared with those treated during periods of low demand.

Dawn M. Bravata, MD<sup>1,2,3,4,5,6</sup>; Anthony J. Perkins, MS<sup>1,7</sup>; Laura J. Myers, PhD<sup>1,2,4,6</sup>; et al

» [Author Affiliations](#) | [Article Information](#)

*JAMA Netw Open.* 2021;4(1):e2034266. doi:10.1001/jamanetworkopen.2020.34266

Local Surge Management

Regional and State Assistance

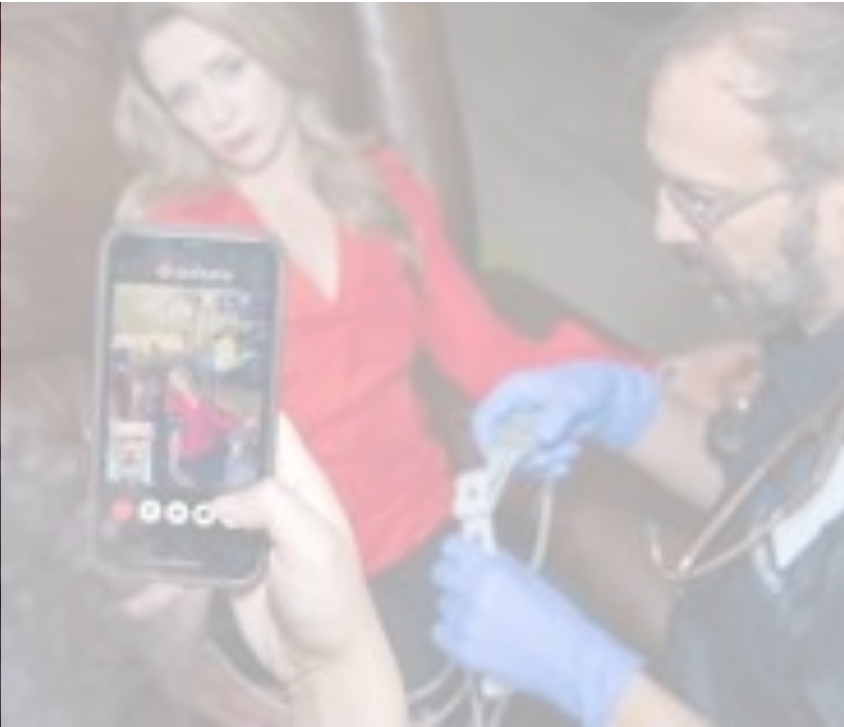
# HIPAA COMPLIANT

- 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.



# Billable TELEHEALTH

- 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





# Local Surge Management



Consult



Add Destination



Start Secure Patient Channel



On-Site MD's  
Add Resources for Collaboration



**PULSARA PLATFORM**  
MOBILE TECHNOLOGY

# Medical Operations Coordination Cell (MOCC)



## A MOCC AIMS TO:



Move **Patients,**  
**Staff,** and  
**Supplies**



to the **Right**  
**Provider**



at the **Right**  
**Time,** in the  
**Right Way**



to **Improve**  
**Patient Well-**  
**Being**



# Texas Emergency Medical Task Force

## TX EMTF 9

Lead RAC: Border RAC  
TSAs: I, J, & K ~ HSR 9/10  
[www.BorderRAC.org](http://www.BorderRAC.org)

## TX EMTF 8

Lead RAC: STRAC  
TSAs: P & S ~ HSR 8  
[www.STRAC.org](http://www.STRAC.org)

## TX EMTF 11

Lead RAC: CBRAC  
TSAs: T, U, & V ~ HSR 11  
[www.CBRAC.org](http://www.CBRAC.org)

TX EMTF State Coordinating Office  
Lead RAC: STRAC  
[www.TXEMTF.org](http://www.TXEMTF.org) / [www.TDMS.org](http://www.TDMS.org)

## TX EMTF 1

Lead RAC: Panhandle RAC  
TSAs: A & B ~ HSR 1  
[www.PanhandleRAC.com](http://www.PanhandleRAC.com)

## TX EMTF 2

Lead RAC: NCTTRAC  
TSAs: C, D, & E ~ HSR 2/3  
[www.NCTTRAC.org](http://www.NCTTRAC.org)

## TX EMTF 4

Lead RAC: Piney Woods RAC  
TSAs: F & G ~ HSR 4/5M  
[www.RAC-G.org](http://www.RAC-G.org)

## TX EMTF 6

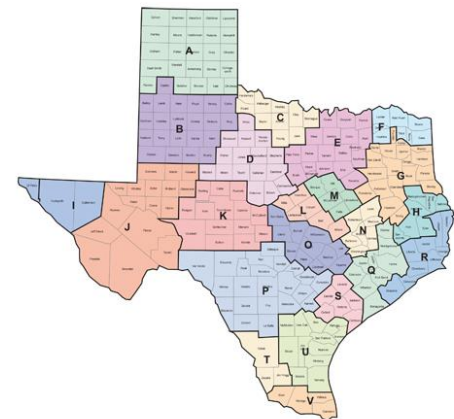
Lead RAC: SETRAC  
TSAs: H, Q, & R ~ HSR 6/5S  
[www.SETRAC.org](http://www.SETRAC.org)

## TX EMTF 7

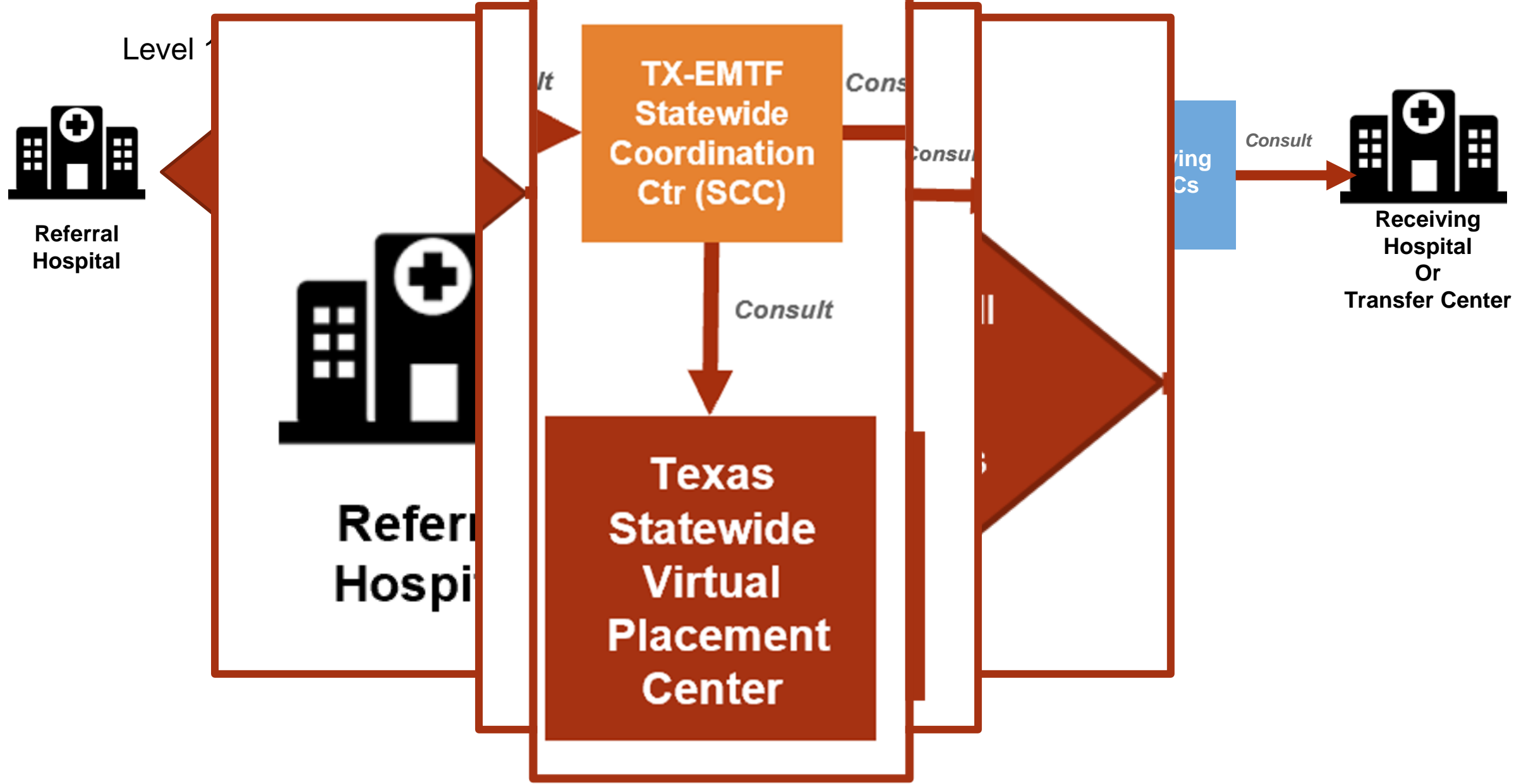
Lead RAC: Capital Area Trauma RAC  
TSAs: L, M, N, & O ~ HSR 7  
[www.CATRAC.org/EMTF](http://www.CATRAC.org/EMTF)



TEXAS  
Department of  
State Health Services



# Texas Statewide Patient Placement





No SIM

10:04 AM

100%

Back

NEED MEDS...721 Alex Smith

53 Years - Male

Patient

Edit

Patient ID

-

Date of Service

Dec 11, 2020 09:07

Name

NEED MEDSRG 1245 721 Alex Smith

Date of Birth

Dec 12, 1966

Consult

Yes

Room

-

Age

53 Years

Gender

Male

Height

5ft. 8in.

Weight

80 kgs

Activation Time

-

Contacts

1

ECGs

1

Audio

1

Images

1

Team

Update

1st Contact

12 1:06:39

Door

00:00:00

No SIM

10:06 AM

100%

Back

NEED MEDS...721 Alex Smith

53 Years - Male

Requests

Consult From

EMTF - State Coordination Center

To

Texas Virtual Patient Placement Center

Dec 11, 2020 09:07

Contact

Chief Complaint

UMC, ED 5, Dr Mary Smith 737-876-7472

Covid +

2 drips

Bipap. Sats 92%

ESRD

Vital Signs

+ Vitals

Labs

+ Labs

1st Contact

12 1:08:39

Door

00:06:00

Health System A, AOD James Woodson at Texas Virtual Patient Placement Center

HJ

We can accept patient. Please call our Access Center at 222-222-1234 and reference my approval

Dec 16, 2020 10:09

Thank you. Calling now.

Dec 16, 2020 10:10

# STEP 1 – Signup

Step 2 –  
Download app,  
log in and  
training

Step 3 – Make a  
request and  
communicate

### Patient Plan

(Length: 5 minutes, 13 seconds)

In this short video, we will show you how to use the app to create a new patient channel and request patient information from the Regional Medical Operations Center.

#### Step by Step Instructions

- Login / Enter PIN
- Create + New Patient Channel
- Select **ED** or **Inpatient**
- Enter **Door** or **Start Time**
- Enter Patient Information: **Room #, First & Last Name**
- Capture Images: **Facesheet, H&P, Medical History**
- Add Contact Information
- Select Patient Type: **General**
- Enter Chief Complaint: **COVID Status, IV Info**
- Tap **Activate**
- Tap **Consult**
- Select Destination: **RMOC**
- Select **Inbound Consult** Type
- Tap **Save**

Imp

FIRST

WORI

PHON

COMI

WEBS

First

If you

Phone

Comments

Website Address

✕ Cancel

New Patient

Method of Arrival

ED Patient

Inbound EMS

Inpatient

Door Time

🕒 Set ⚠️

Room

Patient

Reg #

Name

First

⚠️

Last

⚠️

Unknown

Unknown

Date of Birth

Month

Day

Year

MM

DD

YYYY

Set Age

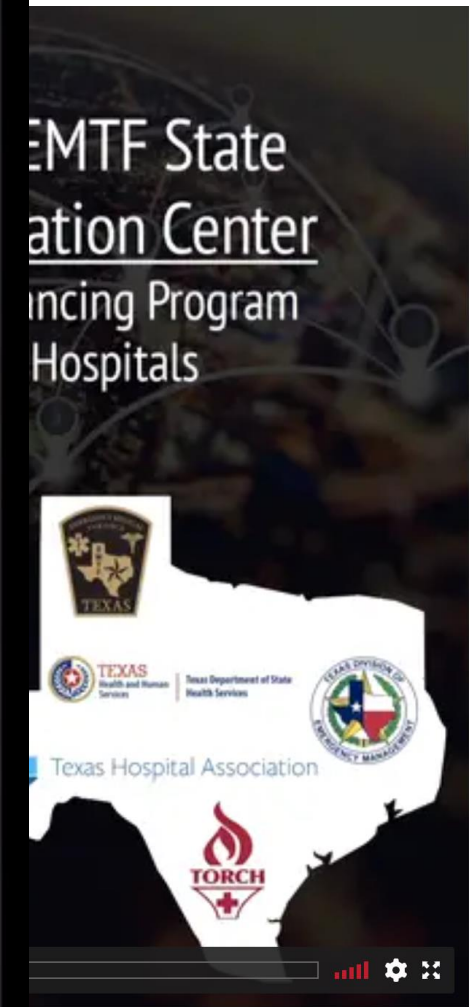
Age

Years

Months

Days

Gender



Texas@Pulsara.com

[www.Pulsara.com/TX-EMTF](http://www.Pulsara.com/TX-EMTF)