ASPR TRACIE
2023 Year in Review

ASPR
ADMINISTRATION FOR STRATEGIC
PREPAREDNESS AND RESPONSE

TRACIE
HEALTHCARE EMERGENCY PREPAREDNESS
INFORMATION GATEWAY
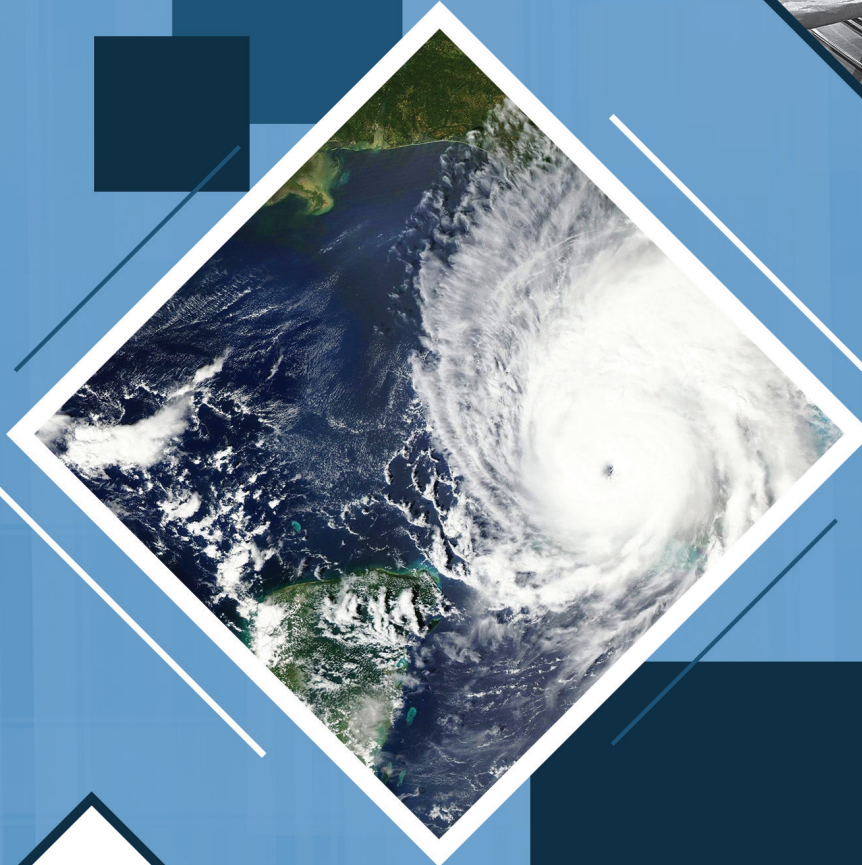
INTRODUCTION

The U.S. Department of Health and Human Services (HHS) Administration for Strategic Preparedness and Response (ASPR) has sponsored the ASPR Technical Resources, Assistance Center, and Information Exchange (TRACIE) since 2015. ASPR TRACIE maintains 60 Topic Collections that include key articles from peer-reviewed and grey literature and has created over 500 resources, all of which are indexed in a robust database. We also receive and address technical assistance (TA) requests from various stakeholders—at the federal, state, local, tribal, and territorial government levels; in nongovernmental organizations; and in the private sector—offering a comprehensive, one-stop, national knowledge center for health care preparedness and response.

The goal of ASPR TRACIE is to fill gaps in health care system preparedness and response capabilities by providing timely, innovative ways to share information, guidance, and promising practices. Since our inception, ASPR TRACIE has also served as a virtual force multiplier during disasters, improving information access, and minimizing duplication of effort.

In September 2023, ASPR TRACIE celebrated our eighth anniversary; by the end of 2023, we cumulatively tallied nearly 2 million visits to our website and responded to close to 12,000 TA requests (while maintaining a 99% user satisfaction rating). For close to four years, we have addressed a surge of COVID-19- specific TA requests (over 3,000 TA were related to COVID-19), maintained 20 COVID-19-specific resource collections, and created/refreshed nearly 100 resources to help our stakeholders make their way through this unprecedented challenge. As communities grappled with concurrent disasters and mass casualty incidents, our team worked hard to ensure our website remained available 24/7 and our materials were supportive and timely.

This report lists and provides links to resources we created and updated in 2023; highlights our cumulative resource review process for the year; illustrates how users make the most of our website; and shares our annual TA, marketing, and communications accomplishments.

ASPR TRACIE STATS

~2 million Website Visitors

Subject Matter Expert Cadre Members
>1,200

Total Resources Developed
2015-2023

>500
- Resource Pages
- Experiences from the Field
- Topic Collections
- *The Exchange*
- Tools and Templates
- Webinars and Videos

>12,000 Information Exchange Members

ASPR TRACIE Distribution List Reach
>1.5 million

Technical Assistance (TA) Requests
Types of Professionals Requesting TA

~12,000
- Healthcare Professionals
- Healthcare Coalitions
- Federal, State, Local, Tribal Government
- Healthcare Associations
- Hospitals
- Academia

ASPR TRACIE-DEVELOPED RESOURCES (2023)

2023 found the ASPR TRACIE Team working with our cadre of subject matter experts (SMEs) to generate new and update existing resources specific to COVID-19 and other hazards faced by our stakeholders nationwide. We also created two significant resources: the On-Campus Health Care Facility Armed Assailant Planning Considerations document and the Utility Failures in Health Care Toolkit (covered on the next page).

On-Campus Health Care Facility Armed Assailant Planning Considerations

Health care workplace violence has been increasing at an alarming rate. Many health care workers face threats on a regular basis, and while most health care organizations have a zero-tolerance policy, incidents still occur. Workplace violence may occur with minimal or no advanced notice and can have devastating consequences. It is vitally important for emergency planners to have policies and procedures to prevent, mitigate, respond, and recover from incidents of workplace violence. This considerations document, designed by ASPR TRACIE with significant input from a variety of SMEs, was designed to help planners prepare their facilities to mitigate, prepare

for, respond to, and recover from an active shooter or armed assailant situation on campus. Each module is broken into components and links to resources are provided throughout.

To complement this document, we created a Workplace Violence Speaker Series that includes the following recordings:

» On-Campus Health Care Facility Armed Assailant Planning Considerations: Overview

» Buffalo Strong: Response to and Recovery From an Active Shooter Incident

» Strategies for Health Care Workplace Violence Prevention: Risk Assessment and De-Escalation

Utility Failures in Health Care Toolkit

Geographically unusual heat and cold events associated with climate change are happening with more frequency and are impacting utilities. Utility failures are a major concern for health care and may cause substantial harm to patients, staff, and facilities. Threats include infrastructure damage due to natural disasters and other incidents, planned outages to relieve stress on services or prevent other hazards, and malicious acts such as physical and cyber sabotage. It is also important to note the cascading effects a failure of one utility may have on others; more than one utility may fail simultaneously or sequentially. This suite of five tip sheets can help health care facility managers and emergency planners identify issues to consider when planning for and responding to various types of utility failures:

» Electricity

» Fuel

» Oxygen

» Telecommunications and Information Technology

» Water

Other Resources on Utility Failures

In 2023, ASPR TRACIE also updated our Utility Failures Topic Collection with SME input and published Issue 17 of *The Exchange*: Health Care Facility Water and Other Utility Outages, which included the following articles based in part on related speaker series recordings:

Exchange Article	Speaker Series Recordings
Crisis in Mississippi: The Emergency Management and Hospital Response to the City of Jackson's Water Outage	City of Jackson Water Crisis Response
No-Notice Health Care Facility Water Loss: HCA Houston Healthcare Tomball's Experience	Sudden Water Loss & Actionable Considerations
The Hurricane Ian Experience at Lee Health: Wreckage, Resilience, and Recovery	Hurricane Ian Experience at Lee Health: Wreckage, Resilience & Recovery

We also developed a key takeaways document of the speaker series recording Impacts of Planned and Unplanned Power Disruption on California Public Health and Medical Systems.

In our December 2023 webinar Lessons Learned from the Signature Healthcare Brockton Hospital Fire, hospital representatives shared their experience navigating a complete utilities failure during a fire emergency and discussed their successes and challenges of patient movement, transfers, and discharge; maintaining patient and staff safety; managing cascading events; collaboration with local/state/regional partners; and how lessons learned impact facility plans, protocols, and training.

TRACIE

The "New Normal:" Making COVID-19 Resources Applicable to Other Hazards

2023 provided the Team with an opportunity to work closely with our cadre of SMEs to determine which resources we developed during the COVID-19 pandemic could be generalized and helpful to the field. To that end, we updated the following resources and released them throughout the year:

» Partnering with the Healthcare Supply Chain during Disasters

» Mini Modules to Relieve Stress for Health Care Workers

» Health Care Facility Onboarding Checklist

» Health Care Provider Shortages-Resources and Strategies for Meeting Demand

» Outbreak Considerations for Long-Term Care Communities

We also reviewed the 20 COVID-19 Healthcare Planning Resource Collections and incorporated related resources into appropriate comprehensive Topic Collections, typically under a "Lessons Learned: COVID-19" category.

Additional New and Updated ASPR TRACIE-Developed Resources[1]

As our stakeholders continued to manage concurrent emergencies, natural disasters, pediatric and adult respiratory illness outbreaks, mass casualty incidents, workplace violence, and air quality incidents due to wildfires and extreme weather challenged the entire country. ASPR TRACIE created or updated the following resources to help our varied audiences with their planning and response efforts (resources listed in more than one category are marked with an asterisk).

Climate Change

» Air Quality Resources (added to our Climate Change Topic Collection)

» Extreme Heat Events: Lessons Learned from Seattle's Record Breaking Summers

Communications

» ASPR TRACIE Roundtable: Lessons Learned in Health Care Communications (Webinar) (Key Takeaways)

» Social Media in Emergency Response Topic Collection (Updated)

» Risk Communications/Emergency Public Information and Warning Topic Collection (Updated)

Cybersecurity

» Cybersecurity Incident Response Preparedness (Speaker Series Recording)

Mass Casualty

» Mass Casualty Hospital Capacity Expansion Toolkit

» Mass Casualty Hospital Capacity Expansion Toolkit Demonstration (Speaker Series Recording)

Patient Surge and Load Balancing

» *The Exchange, Issue 18: Innovations in Health Care Surge Capacity Management*

- Managing a Pediatric Tripledemic: Lessons Learned from 2022*

- The Evolution of Patient Load Balancing

- Augmenting Rural Hospital Capacity in California: Lessons Learned from COVID-19

- Managing Patient Surge in Rural Areas: Experiences from Gallup Indian Medical Center

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[1] A comprehensive list of new and updated Topic Collections is available on page 7 of this document.

Pediatric

» Lessons Learned from the Pediatric Tripledemic-Systems, Staff, Space, and Supplies (ASPR TRACIE Roundtable)

» Managing a Pediatric Tripledemic: Lessons Learned from 2022 (Exchange Article)

» MOCC Adaptations during a Pediatric Surge (Speaker Series Recording)

» Pediatric Surge Resource Page (Updated)

Pre-Hospital

» Pre-Hospital Topic Collection (Updated)

» Pre-Hospital Mass Casualty Triage and Trauma Care (Updated)

Updated Resource Pages

» Countries in Conflict

» Medical Countermeasure Commercialization

» Pediatric Surge

Miscellaneous New/Updated Resources

» EMS Infectious Disease Playbook, Version 2.0 (Updated)

» Health Equity Officer Job Action Sheet

» Partnering with the Healthcare Supply Chain During Disasters (Updated)

» Rural Emergency Hospitals Requirements: CMS Emergency Preparedness Final Rule

» The LGBTQI+ Community and Disaster Preparedness and Response Topic Collection

» Tips for Retaining and Caring for Staff after a Disaster (Updated)

DASH

DISASTER AVAILABLE SUPPLIES IN HOSPITALS

Our Disaster Available Supplies in Hospitals (DASH) Tool received over 12,000 page views in 2023. The related webinars and speaker series recording were accessed more than 7,500 times (Determining Hospital Supply Needs and Likely Usage during an Incident; Disaster Available Supplies in Hospitals: Demonstration of the DASH Tool; and Introduction to the Disaster Available Supplies in Hospitals (DASH) Tool)

TRACIE

NEW AND UPDATED TOPIC COLLECTIONS

ASPR TRACIE stakeholders rely on us to collect and highlight the "best in show" when it comes to our Topic Collections. We created one new Collection and two new categories in a Collection, and refreshed the following (with assistance from our cadre of SMEs) in 2023:

NEW

» Air Quality Resources (category added to our Climate Change and Health Care System Considerations Topic Collection)

» Pharmacy Workplace Violence (category added to our Workplace Violence Topic Collection)

» The LGBTQI+ Community and Disaster Preparedness and Response

COMPREHENSIVELY UPDATED WITH SME INPUT

» Electronic Health Records and Downtime Procedures

» Pre-Hospital

» Pre-Hospital Mass Casualty Triage and Trauma Care

» Risk Communications/Emergency Public Information and Warning

» Social Media in Emergency Response

» Utility Failures

MOST VISITED PAGES IN 2023

1. Hazard Vulnerability/Risk Assessment Topic Collection

2. CMS Emergency Preparedness Rule Resources Page

3. Emergency Operations Plans/Emergency Management Program Topic Collection

4. Continuity of Operations/Business Continuity Planning Topic Collection

5. Bioterrorism and High Consequence Biological Threats Topic Collection

MOST DOWNLOADED ASPR TRACIE RESOURCES IN 2023

1. Health Care Provider Shortages: Resources and Strategies for Meeting Demand

2. EPIMN Module 1: Mass Casualty Incident Response

3. EPIMN Module 2: Understanding Hospital ICS

4. EMS Infectious Disease Playbook

5. Health Care System Cybersecurity Readiness and Response

TRACIE

TECHNICAL ASSISTANCE AND INFORMATION EXCHANGE, 2023

Our team takes pride in delivering the highest quality TA to all of our stakeholders. Our 99% user satisfaction rating confirms that this domain remains a helpful and well-regarded resource. In 2023, we responded to over 800 requests (an average of nearly 70 per month) and our website was viewed more than 360,000 times. Our top five categories of TA requests highlight the significant variation in our users' needs and our ability to work closely with our cadre of SMEs and our federal partners to provide information on current and emerging threats in a timely manner. Finally, our Information Exchange (IE) membership grew by 865 members, illustrating the value our stakeholders place in having a password-protected location they can visit to share information with their colleagues.

TECHNICAL ASSISTANCE, 2023

823
Total Requests

69
Average Requests/Month

366,232
Website Views

30,519
Average Views/ Month

865
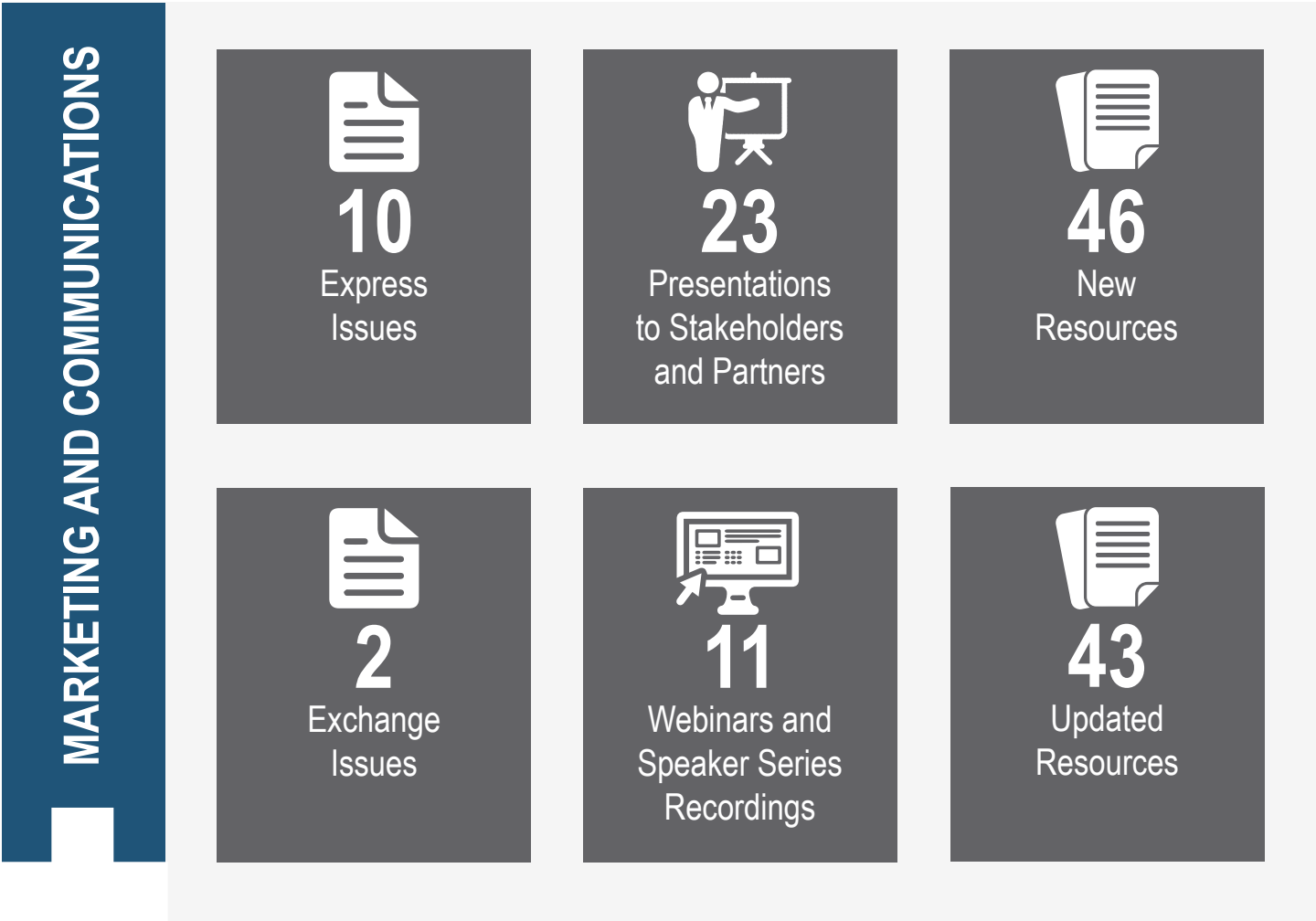New Information Exchange Users

72
Average New Users/ Month

TOP FIVE CATEGORIES OF TA REQUESTS 2023

1. COVID-19
2. Health Care Coalitions
3. Natural Disasters/Health Care Resiliency
4. Exercises
5. DASH Tool

T R A C I E

ONGOING MARKETING AND COMMUNICATIONS

ASPR TRACIE strives to incorporate our stakeholder and partner preferences for receiving and sharing information (and encouraging others to submit useful resources into ASPR TRACIE). In addition to continuing to promote our resources through our partner newsletters and distribution lists, we also:

» **Released 10** Express Messages **in 2023**. We use the Express to announce new and updated ASPR TRACIE resource and distill and highlight other key resources and events for our stakeholders, saving them time and effort.

» **Published 2 issues of** *The Exchange*. In 2023, we covered health care facility water and other utility outages and innovations in health care surge capacity management.

» **Published** The LGBTQI+ Community and Disaster Preparedness and Response Topic Collection on the seventh anniversary of the Pulse Nightclub shooting; this was socialized by ASPR on several platforms and reposted by HHS.

MARKETING AND COMMUNICATIONS

10 Express Issues	**23** Presentations to Stakeholders and Partners	**46** New Resources
2 Exchange Issues	**11** Webinars and Speaker Series Recordings	**43** Updated Resources

T R A C I E

ASPR TRACIE DOMAINS AT-A-GLANCE

Each of the three domains (TR, AC, and IE) provides users with unique, tailored support. Demand for resources, technical assistance, and peer-to-peer support continued to increase in 2023.

TECHNICAL RESOURCES

TR

» A self-service collection of disaster medical, health care, and public health materials, searchable by keywords.
» Published **one new** and comprehensively **updated six** Topic Collections. **Maintained 20** COVID-19 Resource Collections.
» Created **46 new and updated 43 resources** (including webinars, speaker series presentations, quick sheets, and published TA responses).
» Conducted **11 webinars and speaker recordings** and **23 presentations to stakeholders and partners**.
» Maintained numerous topic-specific resource pages.

ASSISTANCE CENTER

AC

» Personalized support and responses to requests for information and TA. Accessible by toll-free number (1844-5-TRACIE), email (askasprtracie@hhs.gov), or online submission form.
» Maintained user satisfaction rating of 99%
» Provided a cumulative **11,859 TA responses since 2015: 823 in 2023 alone**.
» Worked with our SME Cadre (**over 1,200 professionals** from all levels of government, academia, and the private sector) to develop Topic Collections, answer requests for assistance, and develop new resources.
» Access select TA responses through the years.

INFORMATION EXCHANGE

IE

» An area for password-protected discussion among vetted users to include peer-to-peer exchange of user-developed templates, plans, and other materials (free registration required).
» Comprised of over **12,300 members**; popular discussion threads include COVID-19 and HCC resources.
» Membership in the IE continues to rise steadily, with an average of **120 new IE members** per month.

T R A C I E