


ASPR TRACIE 2024 YEAR IN REVIEW



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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. The goal of ASPR TRACIE is to fill gaps in healthcare 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 an all hazards virtual force multiplier during disasters and public health emergencies, improving information access, and minimizing duplication of effort.

ASPR TRACIE comprehensively maintains Topic Collections that include key articles from peer-reviewed and grey literature. We have created more than 550 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 healthcare preparedness and response.

As communities grappled with concurrent disasters and mass casualty incidents last year, our team worked hard to develop new materials, refresh existing resources, and ensure our website remained available 24/7 while simultaneously preparing to serve our stakeholders' future needs. In July 2024, ASPR awarded TRACIE the Pledge to Excellence Award and the program secured its fourth Authority to Operate, providing uninterrupted service to ASPR and our users for the next three years. By the end of 2024, we cumulatively tallied more than 2 million visits to our website and responded to more than 12,700 TA requests (while maintaining a 99% user satisfaction rating).

This report lists and provides links to resources we created and updated in 2024; 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. It also provides a sneak peek at our plans for early 2025. ASPR TRACIE looks forward to celebrating our 10th anniversary in September 2025.



ASPR TRACIE-DEVELOPED RESOURCES (2024)

In 2024, our stakeholders managed concurrent emergencies, including extreme heat and other weather hazards, pediatric and adult respiratory illness outbreaks, workplace violence, and mass casualty incidents that necessitated patient load balancing. ASPR TRACIE worked with our subject matter expert (SME) cadre in 2024 to create or update the following resources to help our varied audiences with their planning and response efforts:

| New Resources | Updated Resources |
|---|---|
| Active Assailant Planning Consideration Review (Speaker Series Recording) | ASPR TRACIE Evaluation of Hazard Vulnerability Assessment Tools |
| Anesthesia in Disasters and Public Health Emergencies (Speaker Series Recording) | Avian Influenza Quick Facts |
| Burn Mass Casualty Incidents: Triage, Assessment, and Treatment Considerations | Blood and Blood Products (Topic Collection) |
| Crisis Standards of Care Considerations (7 Tip Sheets) | Burns (Topic Collection) |
| Crisis Standards of Care: Lessons From the COVID-19 Pandemic (Speaker Series Recording) | Communications Systems (Topic Collection) |
| Determining Hospital Supply Needs and Likely Usage during an Incident (Webinar) | Considerations for the Use of Temporary Surge Sites for All-Hazards Incidents |
| Extreme Weather and Healthcare – Are you Ready for a Burn Disaster? | Crisis Standards of Care (Resource Page) |
| Healthcare Facility Extreme Weather Resilience and Mitigation (Webinar) | Crisis Standards of Care Briefs (6 Briefs) |
| Hospital Crisis Standards of Care Resource Allocation Annex Template | Disaster Behavioral Health: Resources at Your Fingertips |
| Hospital Mass Casualty Response Plan Considerations | Ebola/Viral Hemorrhagic Fever Topic Collection |
| Hot Spots: Reflecting on the Summer of 2023 | Healthcare System Preparedness Considerations (Speaker Series) |
| Intravenous Fluid Shortage Strategies | Information Sharing (Topic Collection) |
| Managing a Pediatric Tripledemic: Lessons Learned from 2022 | Mass Distribution and Dispensing/Administration of Medical Countermeasures (Topic Collection) |
| Medical Operations Coordination Centers (MOCCs) (Resource Page) | Medical Operations Coordination Centers (MOCC) Tip Sheet |
| MOCC Toolkit: New Appendices <ul style="list-style-type: none"> Pediatric Considerations. Burn Considerations for MOCCs | Medical Operations Coordination Centers Toolkit (Version 3.0) |
| Pediatric Issues Informing Current and Future Disaster Planning (Webinar) | Mpox Resources Page |
| Response to the Bryce Canyon Tour Bus Mass Casualty Incident (Speaker Series Recording) | Natural Disasters (Topic Collection) |

| New Resources | Updated Resources |
|--|--|
| Shortage Strategies and Resources: Peritoneal Dialysis Solution | On-Campus Health Care Facility Armed Assailant Planning Considerations |
| Supporting the Community through Historic Flooding: Central Vermont Medical Center's 2023 Experience | Solar Eclipses: Planning Resources |
| The Evolution of Patient Load Balancing: The Southwest Texas Regional Advisory Council | Veterinary Issues (Topic Collection) |
| The Exchange, Issue 19: Extreme Weather and Health-care--Lessons Learned and Considerations for the Future | Volunteer Management (Topic Collection) |
| | Workplace Violence (Topic Collection) |
| | Workplace Violence Speaker Series |

Our [ASPR TRACIE-Developed Resources Page](#) includes links to categorized materials (e.g., Resource Pages, Topic Collections, webinars, issues of *The Exchange*, and tools and templates).

Crisis Standards of Care and MOCCs: Sharing Best Practices and Lessons Learned

In 2024, the ASPR TRACIE Team worked closely with our cadre of SMEs to determine where there were knowledge gaps in recognizing and managing crisis standards of care (CSC). To that end, we developed the following CSC considerations resources:

- » [Crisis Standards of Care Considerations: Summary](#)
- » [Crisis Standards of Care Considerations: Anticipating and Mitigating Crisis Care](#)
- » [Crisis Standards of Care Considerations: De-escalation of Care](#)
- » [Crisis Standards of Care Considerations: Legal/Regulatory](#)
- » [Crisis Standards of Care Considerations: Non-Beneficial Care](#)
- » [Crisis Standards of Care Considerations: Pharmaceutical and Supply Shortages](#)
- » [Crisis Standards of Care Considerations: Reducing Provider Distress](#)

During the COVID-19 pandemic, medical operations coordination centers (MOCCs) emerged as a promising approach to manage patient surge and promote a consistent standard of care across a region. We updated the [Medical Operations Coordination Centers Toolkit \(Third Edition\)](#) and added two new appendices to reflect the various scenarios during which MOCCs may be useful:

- » [Pediatric Considerations](#)
- » [Burn Considerations for MOCCs](#)

Preparing for and Responding to Mass Casualty Burn Incidents

Whether due to accidental/intentional incidents or extreme heat, it became apparent that our varied audiences would benefit from planning, response, and general clinical considerations pertaining to mass casualty burn incidents (MCBI). In addition to creating the new burn considerations appendix to the MOCC Toolkit, we:

- » Published [Burn Mass Casualty Incidents: Triage, Assessment, and Treatment Considerations](#) to offer an initial approach to burn injury evaluation and resuscitation at hospitals that do not normally provide burn care.
- » Updated our [Burns Topic Collection](#) to reflect current burn injury care considerations and highlight more recent examples.
- » Included the articles [Extreme Weather and Healthcare – Are you Ready for a Burn Disaster?](#) and [Hot Spots: Reflecting on the Summer of 2023](#) in Issue 19 of *The Exchange*.

Responding to Supply Chain Disruptions

Medical product shortages and disaster-induced impacts from hurricanes and other extreme weather incidents can disrupt dialysis treatment and access to critical supplies. After flooding due to Hurricane Helene inundated a key intravenous (IV) fluid and peritoneal dialysis solution supplier, ASPR TRACIE developed the following two tipsheets which were viewed nearly 65,000 times in 2024: [Intravenous Fluid Shortage Strategies](#) and [Shortage Strategies and Resources: Peritoneal Dialysis Solution](#).



UPDATED TOPIC COLLECTIONS

ASPR TRACIE stakeholders rely on us to collect and highlight the “best in show” resources when it comes to our Topic Collections. In addition to maintaining all our Collections to ensure links to resources are in working order, in 2024, we comprehensively updated five Collections (with SME input) and internally updated four Collections.

COMPREHENSIVELY UPDATED WITH SME INPUT

- » [Blood and Blood Products](#)
- » [Communications Systems](#)
- » [Information Sharing](#)
- » [Mass Distribution and Dispensing/Administration of Medical Countermeasures](#)
- » [Volunteer Management](#)

INTERNALLY REFRESHED

- » [Burns](#) (pending SME input in 2025)
- » [Natural Disasters](#)
- » [Veterinary Issues](#)
- » [Workplace Violence](#)

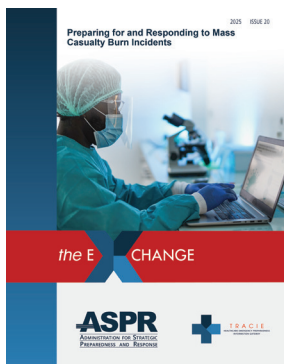
Every document in these Collections is included in our [Resource Library](#) which contains over 12,500 records.

MOST VISITED PAGES IN 2024

1. [Hazard Vulnerability/Risk Assessment Topic Collection](#)
2. [CMS Emergency Preparedness Rule Resources Page](#)
3. [Emergency Operations Plans/Emergency Management Program Topic Collection](#)
4. [Medical Leadership in Disaster Preparedness and Response: Virtual Conference](#)
5. [Continuity of Operations/Business Continuity Planning Topic Collection](#)

MOST DOWNLOADED ASPR TRACIE RESOURCES IN 2024

1. [Intravenous Fluid Shortage Strategies](#)
2. [SOFA Score: What it is and How to Use it in Triage](#)
3. [Hospital Crisis Standards of Care Resource Allocation Annex Template](#)
4. [Crisis Standards of Care Briefs-Summary](#)
5. [Healthcare System Cybersecurity: Readiness & Response Considerations](#)



ISSUE 20 OF THE EXCHANGE

At the end of 2024, the Team was preparing to publish Issue 20 of *The Exchange* focused on MCBIs. This issue includes articles on the lessons learned since the 2003 Rhode Island Station nightclub fire; ASPR’s award-winning National Disaster Medical System’s Disaster Mortuary Operational Response Team’s response to the wildfires that ravaged Maui in 2023; the role of the national Burn Watch Board in highlighting burn bed availability across the nation; and how ASPR’s Biomedical Advanced Research and Development Authority (BARDA) is working to research and develop treatments for injuries sustained in an MCBI.

TECHNICAL ASSISTANCE AND INFORMATION EXCHANGE, 2024

Our team takes pride in delivering the highest quality TA to our stakeholders. Our 99% user satisfaction rating confirms that this domain remains a helpful and well-regarded resource. In 2024, we responded to over 820 requests (an average of nearly 70 per month) and our website was viewed more than 350,000 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 900 members, illustrating the value our stakeholders place in having a password-protected location they can visit to share information with their colleagues.

New and Updated Responses to TA Requests, 2024

| Example New Responses | Example Updated Responses |
|--|---|
| Collaboration Among Community Health Centers During Disasters | Alternate Care Site (ACS) Memorandum of Understanding (MOU) Templates |
| Guidance on Taping of Personal Protective Equipment | Hospital Design and Infrastructure Resilience |
| Intravenous (IV) Infusion Resources for Prophylaxis/Treatment of Special Pathogens | Resources for Hospitals During Civil Unrest |
| Patient Decontamination Wash Time Duration | Drive-through POD Resources |
| | Missing Persons Policies and Procedures for Health Care Facilities |
| | Hospital Lockdown Resources |

TECHNICAL ASSISTANCE, 2024

820

Total Requests

70

Average Requests/Month

350,170

Website Views

29,181

Views/Month

>900

New Information Exchange Users

75

New Users/Month

TOP FIVE CATEGORIES OF TA REQUESTS, 2024

1. COVID-19
2. CMS EP Rule
3. Natural Disasters
4. Crisis Standards of Care
5. Pediatric

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:

- » **Released 8 [Express Messages](#) in 2024.** We use the *Express* to announce new and updated ASPR TRACIE resources and to highlight other key resources and events for our stakeholders, saving them time and effort.
- » **Published 1 issue of [The Exchange](#)** that focused on extreme weather and healthcare.
- » **Presented at six regional/national conferences** focusing on our surge support, utility failures, and workplace violence resources.
- » **Hosted 8 webinars and speaker series**, including the first (2024) [Medical Leadership in Disaster Preparedness and Response Virtual Conference](#).
- » **Provided 26 briefings to federal and other partner and stakeholders** including “TRACIE 101” sessions and information on our volunteer management, MOCC, CSC, and workplace violence resources.
- » **Were invited to support the Strategic National Stockpile Operations Course 4 times in 2024** at FEMA’s Center for Domestic Preparedness in Anniston, Alabama.



ANTICIPATING AND ADDRESSING FUTURE NEEDS

The ASPR TRACIE Team dedicated a significant amount of time to working with ASPR colleagues and stakeholders to better understand **upcoming initiatives** and **anticipate their future resource** needs; this work is divided into five categories:

Hospital Preparedness Program's Notice of Funding Opportunity

In June, ASPR's Hospital Preparedness Program issued the fiscal year (FY) 2024 - 2028 Notice of Funding Opportunity (NOFO) to provide continuous support to healthcare coalition (HCC) preparedness and response planning. The ASPR TRACIE Team developed numerous plans, tools, and templates to support recipient efforts in response to the FY 2017-2022 NOFO (resources can be found on our [Healthcare Coalitions Resources Page](#)). We have continued to work closely with ASPR's Office of Health Care Readiness, drafting a crosswalk of our existing HCC resources (in final stages) and are planning to develop new resources to support recipients with their preparedness and response efforts. A cybersecurity assessment and support plan are included in the NOFO, as cyberthreats have significantly affected a variety of healthcare facilities across the nation. Together with our cadre of SMEs, ASPR TRACIE is developing cybersecurity and extended downtime health care delivery impact assessments for HCCs.

National Healthcare Preparedness and Response Capabilities Update

ASPR plans to publish eight new Healthcare Preparedness and Response Capabilities (Incident Management and Coordination, Information Management, Patient Movement and Distribution, Workforce Resources, Operational Continuity, Specialty Care, Community Integration) in 2025. To introduce the Capabilities to ASPR stakeholders, the TRACIE Team is planning to host a webinar series that provides an overview of each capability and highlight the excellent work being done by healthcare entities, coalitions, academia, and other response partners specific to advancing the capabilities.

Medical Leadership in Disaster Preparedness and Response Conference

As previously mentioned, the ASPR TRACIE Team won the prestigious Pledge to Excellence award in 2024 for bringing those responsible for the medical direction of a healthcare entity in the event of a disaster together for the Medical Leadership in Disaster Preparedness and Response Virtual Conference, the first of its kind. In 2025, we are cohosting a second conference with the American College of Emergency Physicians.

Hospital Readiness and Response: An Online Guidebook

Based in part on the nature of TA requests, questions asked during the 2024 virtual conference, and input from our stakeholders, ASPR TRACIE's Senior Editor, Dr. John Hick, is spearheading the Hospital Readiness and Response Online Guidebook (HRROG). The guidebook is for those who are new to their positions or have been recruited to serve on a multidisciplinary team charged with developing and maintaining an emergency management program. HRROG focuses on operational aspects of preparedness, response, and recovery from a hospital lens across a variety of domains. Links to tools, templates, and other resources for additional information are included in each HRROG chapter. The guidebook will be released in phases; the first phase is in final development and includes chapters on cybersecurity, mass casualty incidents, scarce resources, and surge concepts.

The Disaster Available Supplies in Hospitals Tool

ASPR TRACIE and Healthcare Ready developed the Disaster Available Supplies in Hospitals Tool (DASH) in collaboration with the Health Industry Distributors Association, the Region VII Disaster Health Response Ecosystem, and our SME cadre in 2023. The tool will be moved to the ASPR TRACIE website in 2025. This popular tool received nearly 8,000 page views in 2024.

ASPR TRACIE DOMAINS AT-A-GLANCE

Each TRACIE domain (TR, AC, and IE) provides users with unique, tailored support. Demand for resources, technical assistance, and peer-to-peer support continued to increase in 2024.



TECHNICAL RESOURCES

- » A [self-service collection](#) of more than 12,500 disaster medical, healthcare, and public health materials, searchable by keywords.
- » Comprehensively updated **six** [Topic Collections](#) with SME input and internally updated **four**.
- » Created **28 new and updated 27 resources** (including webinars, speaker series presentations, quick sheets, and published TA responses).
- » Conducted **8 webinars and speaker recordings and 26 presentations** to stakeholders and partners.
- » Created one new [MOCCs resource page](#) and maintained our other topic-specific resource pages (e.g., [pediatric surge](#), [Mpox](#)).



ASSISTANCE CENTER

- » 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 **12,703 TA responses** since 2015: **829 in 2024 alone**.
- » Worked with our SME Cadre (over 1,300 professionals from all levels of government, academia, and the private sector) to maintain Topic Collections, answer requests for assistance, and develop new resources.
- » Access [select TA responses](#) through the years.



INFORMATION EXCHANGE

- » 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 **13,000 members**; popular discussion threads include COVID-19 and HCC resources.
- » Membership in the IE continues to rise steadily, with an average of **116 new IE members** per month.