



Introduction to WATrac and Frequently Asked Questions

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What is WATrac?

WATrac is a web-based application serving the Washington healthcare system by providing two distinct functions: 1) daily tracking of agency or organizational status, bed availability, and specialists and 2) incident management and situational awareness for disaster planning and response.

Daily, WATrac provides hospital summaries, regional overviews and real-time search capabilities on facilities across Washington State. Users can sign up to receive alerts and be immediately notified of diversion status changes. The Bed Availability feature within WATrac shows bed type availability. Daily familiarity with WATrac, along with disaster preparedness drills, supplies Washington healthcare agencies with the tools to manage and coordinate communications, resources, and patient care with their partner agencies. In times of limited resources or great need, WATrac is a tool that assists healthcare provides lifesaving support to the public in the event of a disaster.

How is WATrac managed and administered?

WATrac is managed by the DOH and administered by the healthcare coalitions, REDi Healthcare Coalition and the Northwest Healthcare Response Network. A statewide steering committee made up of hospitals and Fire/EMS partners on system configuration decisions and strategic direction of the tool as a statewide platform. [Advisory committees facilitated by each healthcare coalition](#) are made up of hospital, skilled nursing facility, EMS/Fire, public health, emergency management partners who provide direction and input for the use, development and implementation of the WATrac system.

How does REDi HCC administer WATrac?

As a regional entity, REDi HCC administers the system by building local importance to regional strength. Ideally, WATrac will align with REDi HCC plans and procedures, exercised to practice regional plans, and improved based on regional findings. To ensure the system stays up-to-date, the WATrac administration program consists of the following that is carried out by REDi HCC staff:

- Ensure WATrac user accounts are created with consistent practices in mind to create a quality experience
- Audit WATrac accounts for better data management
- Release updates in spring and fall to improve system usage and create consistencies
- Facilitate and lead WATrac trainings in each catchment hub
- Develop and update virtual WATrac training materials
- Update printed training materials along with software updates
- Provide 24/7-hour WATrac support during emergencies through the REDi duty officer
- Facilitate an advisory committee to provide input on operational use of WATrac in eastern Washington
- Co-facilitate a state steering committee to provide direction on the use of WATrac in Washington state

Who has access to WATrac?

Healthcare partners, public health, emergency management, and EMS/Fire partners gain access to WATrac by signing up for an agency profile. By participating in the program, users adhere to the [regional use expectations](#) set forth by the WATrac advisory committee. To advance permission levels within the system, users must attend a WATrac training. [All trainings are advertised via the HCC Eventbrite page.](#)

What costs are associated with WATrac?

The Washington State Department of Health (DOH) and participating regions support statewide implementation using federal funds. This includes funding for staff, training, and yearly support and maintenance to host the data on remote servers.

Is training available?

There are a variety of online training materials available on Document Hub on WATrac, on the REDi HCC website, and provided with a user sign up notification. The REDi HCC offers two in-person training curriculum for users wishing to advance their capability within the system. More information about the trainings, intended audience, additional prerequisites can be found on the [REDi HCC website](#) and on the [REDi HCC Eventbrite page.](#)

Sign up for WATrac:

- If your agency is a current participating agency with WATrac, [please fill out the WATrac user request form](#) found on the [REDi HCC website.](#)
- If your agency is new to WATrac, please make sure to sign up using the agency request form instead. This form can also be found on the [REDi HCC website.](#)
- Unsure of what form to fill out? Give us a call at 509-324-1407 or e-mail us at hcc@srhd.org

Request a WATrac Training:

Any partner in any catchment area can request a WATrac training or patient tracking workshop. However, in order to provide facilitated discussion as well as hands-on training a computer lab with more than ten computer terminals and an overhead projector is required. Centrally located host locations are essential to allowing access throughout each catchment area. If interested in scheduling a WATrac training, please e-mail us at hcc@srhd.org. We'll ask a couple of clarifying questions upon your request to ensure we can host at your location.

Thank you for your interest in WATrac!

WATrac Module Descriptions

Bed Availability and Agency Status

- These features are the backbone of the system. Agencies input their bed availability and diversion or facility status on a daily basis. The data is viewed on the Availability Status screen by WATrac users statewide to aid in daily patient placement and situational awareness during an emergency.

Specialty Availability

- Provides real-time availability of surgical specialists for trauma patient care in Washington. The module helps improve the ability to rapidly transfer patients to the closest appropriate care.

Availability Status Screen

- This screen displays bed availability, agency status, specialty availability as well as providing access to specific information about each agency. By making selections from the type of data they wish to see, e.g. Tri Cities, hospitals, ICU beds, etc., a user can define which data is displayed on the screen.

Alert Manager

- The Alert Manager provides the ability to send instant alerts to users of the system regarding emergency events or advisories within a region or across Washington State. Alerts can be sent via email, text message, or pager. Preferences for receiving alerts are customized by each user.

Command Center

- Command Center is WATrac's online chat room feature. This module allows users to create topic specific chat rooms for day-to-day activities, during times of preparedness or during a response. The room creator selects participants and invites those users to join. Command Center is available on- demand 24/7, with no special permission required.

Report Writer

- This feature allows a report to be created using data entered into the system. The user can run a precreated report or create a custom report and then export and save the data.

Patient Tracking

- A HIPAA compliant module used for tracking patients during mass casualty incidents (MCI). In the event of an MCI, the WATrac Patient Tracking module connects emergency medical services, hospitals, public health, and other healthcare agencies for the purpose of documenting the condition, location, and disposition of victims.

History of Statewide Implementation

Summer 2007

- King County Healthcare Coalition purchased the web-based application Resource Bridge to provide communication, situational awareness, and resource tracking tools for a coordinated healthcare response. Rebranded KHealthTrac.

Spring 2008

- Washington Department of Health adopted KHealthTrac as the statewide bed tracking solution. Contracted Public Health-Seattle and King County to manage the system. State implementation team identified. KHealthTrac rebranded WATrac.

Fall 2008

- Phase 1 configuration and training began for interested Regions - Bed & Status updating.

Spring 2009

- Phase 2 configuration and training began for interested Regions – Communications modules.

Winter 2012

- Fully implemented statewide for participating hospitals

Spring 2012

- Patient Tracking workgroup formed and the Patient Tracking pilot project initiated.

Winter 2014

- King County Healthcare Coalition became the non-profit organization, Northwest Healthcare Response Network. WATrac is managed by NWHRN

Summer 2014

- Patient Tracking Pilot Project is completed. Recommendation is made for Statewide implementation.

Summer 2015

- Patient Tracking used during U.S. Open at Chambers Bay, Pierce County and during the Aurora Bus Crash, King County

Summer 2016

- Administration and management of WATrac moves to the Washington State Department of Health.

Winter 2017

- Patient Tracking used during Amtrak Train Derailment in Dupont, Washington WATrac system administration moves to two healthcare coalitions in Western and Eastern Washington.

Fall 2018

- Formation of advisory committees in eastern Washington

MISSION

To prepare for, respond to and recover from crisis using all available resources to provide patient care at the appropriate level in the most efficient manner for the best patient outcomes.
