Medical Surge Survey Report

Frequently Asked Questions:

Q: Why are we being asked to complete this information:

A: Due to the current COVID-19 response we are using this information to inform surge planning.

Q: Why are we completing this information in ReadyOp if similar information is collected in Continuum?

A: Although Continuum has been the standard hospital bed reporting tool, it does not have the flexibility to collect some of the data points that we need AND provide the data back to us in a manner that we (HPP) can present in a dashboard updated daily. **At this time, we are asking hospitals to report in the daily survey and not in continuum***. There is no need to report in both places.*

Q: Why are you asking us about the current surge planning?

A: We are using this survey to provide us with triggers for statewide response to COVID-19 and provides information that can help us better support our healthcare infrastructure.

Q: How is this trending data going to help our hospital?

A: The data is being used to show any patterns in regions. This will assist in making any determinations on resources if needed. There are several limitations of being able to provide real-time data for patient-placement that include, but not limited to: 1. Would require a system that would allow real-time bed status to be automatically fed via API into the system; 2. Many facilities do not want to share their actual numbers, although they want to see what other facilities have available, i.e.: proprietary information. 3. Legal agreements would be required of all agencies that feed data into the system

Q: What is the Emergency Department Average Census?

A: Please list the census from the last 24 hours.

Q: Can I change who receives the daily email and reminder?

A: Yes, just provide the updated contact either by entering the information here: https://nc.readyop.com/fs/4cez/2fd7 and/or emailing kimberly.clement@dhhs.nc.gov. There is no limit to the number of people who can receive the reminders

Q: I have units that are not specifically listed (e.g. Obstetrical Unit) where do I enter that information?

A: The "total staffed bed capacity" should include all bed types that are licensed and currently staffed within your facility. This number includes open beds and occupied beds. Additionally, "total census" should include all bed types that actually have a patient in them. The breakdown of ICU, Med/Surg and PICU are to provide us a picture of those specific unit types for percentage of capacity available.

Q: How long are we going to be asked to do this report on a daily basis?

A: The goal is to complete this report daily through the COVID-19 response

Q: Is this report required?

A: The main purpose of the report is to help determine when there are concerns for capacity issues within the region and across the state (i.e. lack of ICU beds) to help with coordination. Trying to gather the information after the medical surge is already too high may result in a reactionary decision instead of proactive coordination. The higher the percentage of hospitals reporting within a region provides a better picture of the capacity and allows for good situational awareness and resources coordination. While the report is not required by any specific statute it does align with our HPP Mission & Goals to help with resource coordination, situational awareness and augmentation of medical surge.

If there is anything that we can do to help you with completing the survey please do not hesitate to reach out to your healthcare coalition staff.