



Department of Health

ANDREW M. CUOMO
Governor

HOWARD A. ZUCKER, M.D., J.D.
Commissioner

SALLY DRESLIN, M.S., R.N.
Executive Deputy Commissioner

January 9, 2019

DHDTTC DAL 18-14

Dear Chief Executive Officer:

This letter is written to notify hospitals of an opportunity to participate in a quality improvement project related to stroke. The New York State Department of Health's Bureau of Emergency Medical Services and Trauma Systems, in partnership with the Department's Coverdell program, is making available a free, web-based portal called Hospital Hub (HH) for hospitals to utilize. Hospital Hub is already functioning in several areas of New York State.

Hospitals in the following counties are eligible to participate with the HH pilot: Niagara, Orleans, Genesee, Erie, Wyoming, Chautauqua, Cattaraugus, Allegany, Monroe, Livingston, St. Lawrence, Jefferson, Lewis, Madison, Oneida, Herkimer, Oswego, Cayuga, Tompkins, Cortland, and Onondaga.

Emergency Departments (ED) in hospitals with access to HH will be able to receive real-time, patient clinical information through the system from incoming EMS providers to alert the receiving hospital of incoming patients, including priority patients such as stroke, trauma or cardiac patients. Utilizing the information in these alerts will allow hospitals to activate their respective Stroke, Trauma or Cardiac teams prior to the patient reaching the hospital.

Hospitals with access to HH will also be able to access completed prehospital electronic Patient Care Reports (ePCR) on demand. HH will give hospitals the ability to access the ePCR whenever they are needed, reducing the challenge of misplaced paper PCR reports. Many EMS agencies in the target counties have migrated to HH. Therefore, Emergency Departments will need to communicate with their EMS agencies to determine how PCR reports will be shared on a go forward basis.

Hospital Hub is easy to use. It only requires a user name and password for authorized persons to access the system.

To participate, hospitals in participating counties will need to:

1. Identify a computer monitor in the ED to post the Hospital Hub (HH) dashboard;
2. Identify hospital staff to receive accounts to HH (Hospital Administrator and ED staff at a minimum);
3. Send staff names and email addresses to the Department's Coverdell Program at coverdell@health.ny.gov (staff names and email address);
4. HH users must attend a free instructional webinar (to be scheduled by the Department).

The Department strongly encourages participation in this free program. Should you have questions, or would like a demonstration of the program, please contact Krystal Parrigan at 518-473-8784 or at coverdell@health.ny.gov.

Sincerely,

Ryan Greenberg
Director
Bureau of EMS and Trauma Systems

Deirdre Astin, Director
Division of Hospitals and Diagnostic &
Treatment Centers

cc: Krystal Parrigan, NYS Department of Health, Coverdell