

# Everbridge

## Health Alert Network (HAN) Group Manager & Dispatcher Best Practices

## What we'll cover today:

- Contact Account Management
- Geocoding and Map-Based Notifications
- Optimizing Notification Settings
- Customizing Message Delivery
- Data Analysis via Notification Reports
- Future HAN Policy Developments
- Blue Ridge Health District Best Practices

## Contact Account Management

- Understand how Group Managers create accounts using mandatory fields, the importance of External IDs to prevent duplicates, and the critical 72-hour window for contacts to complete their registration via the invitation email.

## Geocoding and Map-Based Notifications

- How to use Static Locations and geocoding to enable targeted, map-based messaging through the use of "Shapes" to select specific contacts.

## Optimizing Notification Configuration Settings

- Review Configuration Settings such as Intervals Between Delivery Methods, Broadcast Duration, and Contact Cycles to ensure notifications are active long enough to receive confirmations.

## Customizing Message Delivery

- Create Custom messages (work around to the 160-character SMS restriction and 2500-character message restriction)
  - use the "Add Web Page" feature (SMS)
  - use Custom Emails with images and tables.

## Data Analysis via Notification Reports

- Utilize Active History to access graphs and lists detailing confirmation status (on-time vs. late), unreachable contacts, and specific delivery method responses.

## Future HAN Policy Developments

- There is a new HAN policy forthcoming that will focus on mandatory staff accounts, the inclusion of non-work contact methods, and required training for Group Managers and Dispatchers.

## Emergency Preparedness & Response

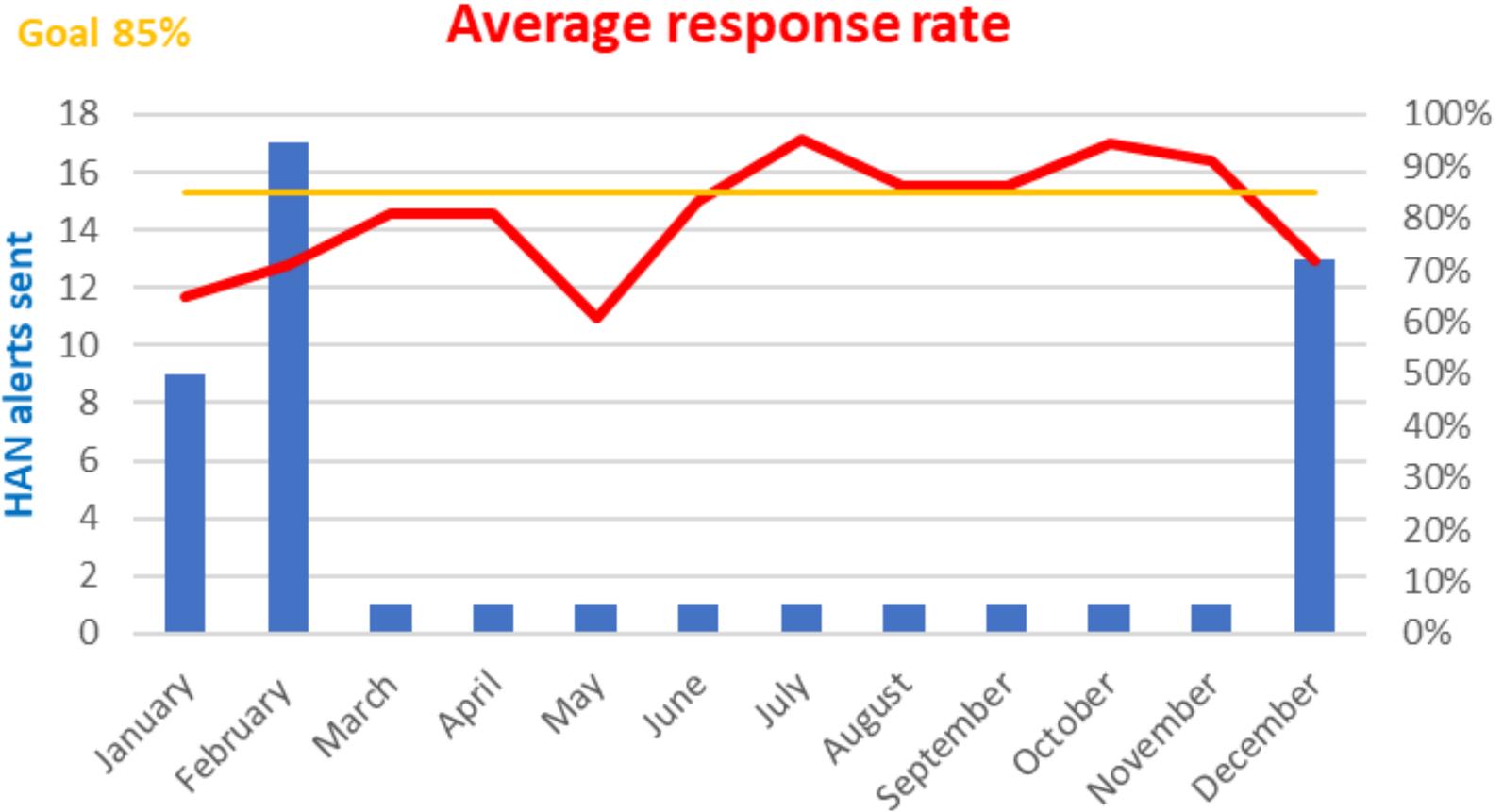


## Local Health District/Office perspective

Leanne Knox, Emergency Manager  
Blue Ridge Health District

- Work with management/leadership team to set goal for district/office response rate
  - Put it on a spreadsheet
  - Report out metrics regularly
    - To management/leadership
    - To all staff

- Helping leadership and staff understand the importance of acknowledging HANs
- Set up a process for HAN manager to know when staff are hired and when they leave



- Using the polling feature
  - BRHD used this during CrowdStrike
- Keeping it interesting
  - Example of training HAN
    - The example is CHEMPACK, but we have covered: Mass Fatality, Radiological, Shelter Operations, and Incident Command System.
  - Example of humor in HAN

## Computer or network issues today - please reply

Hi BRHD - we have several reports of computers crashing this morning in BRHD, VDH, and more globally. Please use the poll below to report the status of your computer. This information will be relayed to Corey and VITA. Thank you.

<b>Computer or network issues today - please reply</b>	<b>Computer issue 11-19-2024</b>	Nov 19, 2024 08:56:40 EST	Leanne Knox	105	
<b>DRILL - Great ShakeOut Earthquake - THIS IS A DRILL</b>		Oct 17, 2024 10:17:00 EDT	Amy Lane		
<b>CAHD closing early</b>	<b>Hurricane Helene 2024</b>	Sep 27, 2024 15:12:30 EDT	Leanne Knox		

Click for larger view

- 19 - Not Confirmed
- 0 - Unreachable
- 0 - Invalid Response
- 38 - My computer is working fine.
- 27 - My computer is not working fine.
- 21 - I am not sure or not able to check my computer within the next hour.

**Email sent 1 minute before HAN alert**

**HAN Alert TEST and CHEMPACK Training - Please Acknowledge**

Thank you for taking time to read these TRAINING emails and acknowledging the HAN alerts! If you have an Emergency Preparedness and Response (EP&R) topic you would like to learn more about, just let us know. **Be sure to respond to the HAN alert poll to confirm your participation in this training.**

## Ever Heard of a CHEMPACK?

It's a life-saving resource, and we have one tucked away right here in the Blue Ridge Health District! CHEMPACKs are part of the Strategic National Stockpile (SNS), basically, the nation's emergency medicine cabinet. These special containers are packed with antidotes for **nerve agents** and **organophosphates**. They're pre-positioned across the country so we can respond *fast* if something bad happens.



### Quick Science Break:

**Nerve agents** = super toxic, fast-acting, and deadly (used in chemical warfare)

**Organophosphates** = less intense, but still dangerous (commonly found in pesticides)

 3 Things You Should Know:

## 1. Speed is everything.

In a chemical emergency, people can get very sick, very fast... they need a LOT of medication! During the 1995 Tokyo subway sarin attack, 13 people died, over 1,000 were hospitalized, and thousands more were injured. Local hospitals can't handle that kind of surge alone—and waiting for backup from the national stockpile takes too long.

## 2. CHEMPACKs are ready to roll.

There are about 2,000 CHEMPACKs in 1,330+ locations across the U.S.—including 50 in Virginia. Most people in Virginia (84%!) live within a 30-minute drive of one. They’re stored in secure, climate-controlled spots like hospitals and fire stations.

## 3. Why should you care?

In a public health emergency, everyone at VDH/BRHD might be asked to help in ways outside their usual job. You probably won’t be hauling a CHEMPACK but knowing what it is and why it matters helps you understand the bigger picture.

Want to learn more? Click the links throughout this message or below:

CHEMM site

ASPR - CHEMPACK

VDH CHEMPACK Program Guidance

Please let us know if you have any questions,  
Leanne and EJ

**Acronyms:**

**ASPR:** Administration for Strategic Preparedness and Response

**BRHD:** Blue Ridge Health District

**CHEMM:** Chemical Hazards Emergency Medical Management

**EP&R:** Emergency Preparedness and Response

**HAN:** Health Alert Network

**SNS:** Strategic National Stockpile

**VDH:** Virginia Department of Health



## HAN Alert TEST and CHEMPACK Training - Please Acknowledge

This is a test of the BRHD Health Alert Network (HAN) notification system and a TRAINING. We are testing our ability to contact BRHD employees to ensure the system can provide you with important information should an incident occur.

Ever Heard of a CHEMPACK? It's a life-saving resource, and we have one tucked away right here in the Blue Ridge Health District! Read the email that has been sent at the same time as this alert, then respond to the poll to confirm your participation in this training.

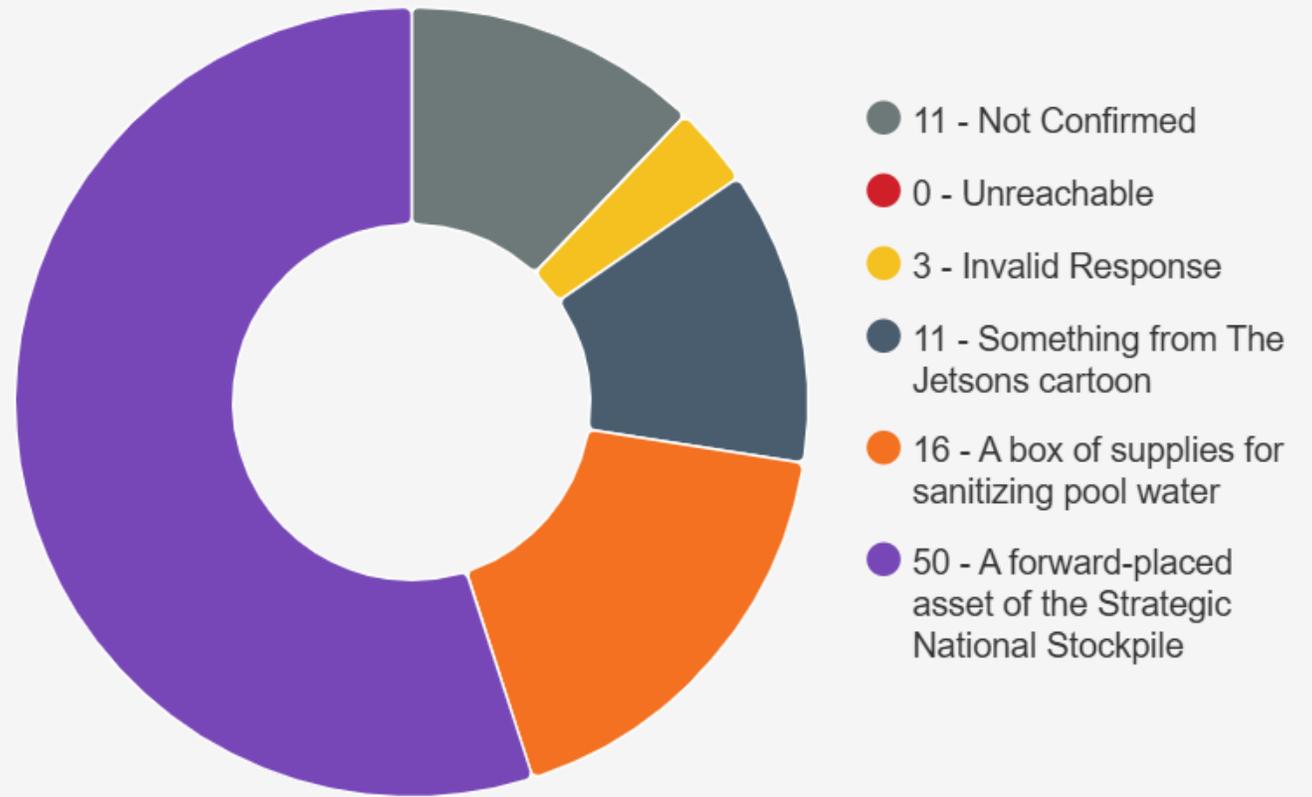


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Poll question: Before this training, I thought a CHEMPACK was...

Response rate: 88%

### HAN Alert TEST and CHEMPACK Training - Please Acknowledge



# Questions?

