

# HOSPITAL MCI NOTIFICATIONS EXPANSION INITIATIVE: GUIDANCE TO SUPPORT INTERNAL HOSPITAL PLANNING (2021 UPDATE)

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## TRANSITION OF FDNY MCI NOTIFICATIONS TO THE GNYHA SIT STAT PLATFORM

In November 2019, the New York City Fire Department (FDNY) began using GNYHA's Sit Stat platform to make notifications to hospitals when a mass casualty incident (MCI) occurs within the vicinity of the hospital. Notification is provided in accordance with [protocols](#) in use since August 2016. Previously, FDNY Emergency Medical Dispatch (EMD) Citywide dispatchers made manual calls to hospitals to provide these notifications.

Using Sit Stat, FDNY Citywide dispatchers create an MCI event, resulting in notifications to the appropriate hospital ED Red Phones. Additionally, hospitals have the option to identify a number of critical roles within the facility to receive notifications at the same time as the ED. These critical roles comprise the hospital's Core MCI Notification Group.

This document explains the notification process and assists hospitals in thinking through internal notification and activation procedures.

## EMERGENCY DEPARTMENT (ED) RED PHONE NOTIFICATIONS

MCI notifications to the ED Red Phone are delivered via a computer-aided voice message that contains general information about the nearby mass casualty incident including: the type of event (i.e., fire, motor vehicle accident, etc.), MCI level (A, B, C, or D), and an Event ID (Borough Abbreviation + FDNY CAD number). The Event ID serves to distinguish simultaneous events and support FDNY's internal incident tracking and reporting. At the end of the message, the hospital staff person answering the notification call will press the #1 button on the phone to formally acknowledge receipt of the notification.

If the MCI level changes or additional pertinent information is obtained, FDNY can send an event update notification to the ED Red Phone. A stand down notification will also be made to the ED Red Phone when additional incident-related patients are no longer expected. Both FDNY and hospital Emergency Management staff are able to run facility-level Sit Stat notification reports for MCI events.

**ALL notification calls made to the ED Red Phone require acknowledgement by pressing the #1 button.**

If a voice notification made to an ED Red Phone is not acknowledged, the system will call the number back for a total of three attempts. To prevent multiple calls being made to your ED, hospital Emergency Managers should ensure that the appropriate ED staff are trained to not only answer, but to acknowledge all MCI notifications.

If ED staff misunderstand or do not hear an MCI notification call in its entirety and need to hear the information again, they can repeat the message by pressing star (\*) on the ED Red Phone. The system will repeat the notification message.



*GNYHA is a dynamic, constantly evolving center for health care advocacy and expertise, but our core mission—helping hospitals deliver the finest patient care in the most cost-effective way—never changes.*

For unforeseen situations, or for circumstances in which ED staff need to communicate crucial information directly to FDNY, facilities may contact the FDNY EMD Dispatch Commander at (347) 250-6362. FDNY stresses that this number should be used for urgent inquiries ONLY.

In order to notify FDNY and GNYHA of changes to the ED Red Phone number, facilities must complete the [Hospital Request for Change to ED Notification Phone Number](#) form and submit it to FDNY.

### STANDARD MCI NOTIFICATION LANGUAGE

The chart below outlines the 16 MCI event types as defined by FDNY, the Sit Stat equivalent, and the standard notification language for each event type. The most common MCI event types (Fire and Major MVA) are highlighted in blue. A series of sample notifications for a fire event can be found on the following page.

FDNY Event Type	Sit Stat Event Type	Standard Notification Language
Active Shooter	Active Shooter	FDNY emergency personnel are responding to a report of an active shooter in your area. Your facility may receive patients. Expect additional patients to arrive at your facility by means other than EMS.
Aircraft Incident	Aircraft Incident	FDNY emergency personnel are responding to an aircraft incident in your area. Your facility may receive patients.
Civil Disturbance	Civil Disturbance	FDNY emergency personnel are responding to a civil disturbance in your area. Your facility may receive patients.
Confined Space Incident	Confined Space	FDNY emergency personnel are responding to a confined space incident in your area. Your facility may receive patients.
Construction / Demolition Incident	Construction	FDNY emergency personnel are responding to a construction or demolition incident in your area. Your facility may receive patients.
Correctional Facility Incident	Prison Incident	FDNY emergency personnel are responding to an incident at a prison or other correctional facility in your area. Your facility may receive patients as a result. Expect patients to arrive with additional public safety personnel.
Explosion	Explosion	FDNY emergency personnel are responding to an explosion in your area. Your facility may receive patients.
Fire	Fire	FDNY emergency personnel are responding to a fire in your area. Your facility may receive patients.
Hazardous Materials Incident	Hazardous Materials	FDNY emergency personnel are responding to a Hazardous Materials incident in your area. Your facility may receive patients. The level mentioned here is the MCI level. This does not indicate the PPE level that may be required for response. Please prepare for a Hazardous Materials response that may require decontamination and additional protocols to protect your facility.
Major MVA	Major MVA	FDNY emergency personnel are responding to a major motor vehicle accident (MVA) in your area. Your facility may receive patients.

Marine / Harbor Incident	Marine Incident	FDNY emergency personnel are responding to a marine or harbor incident in your area. Your facility may receive patients.
Medical Facility Evacuation	HCF Evacuation	FDNY emergency personnel are responding to a healthcare facility (HCF) evacuation in your area. Your facility may receive patients as a result.
Other	MCI	FDNY emergency personnel are responding to an MCI in your area. Your facility may receive patients.
Power Failure / Blackout	Power Failure	FDNY emergency personnel are responding to a power failure or blackout in your area. Your facility may receive patients as a result.
Rapid Transit / Rail Incident	Transit Incident	FDNY emergency personnel are responding to a rapid transit or rail incident in your area. Your facility may receive patients.
Structural Collapse	Structural Collapse	FDNY emergency personnel are responding to a structural collapse in your area. Your facility may receive patients.

**Standard Stand-Down Notification Language:** This is a Stand-Down notification. No additional event-related patients are expected at this time.

**SAMPLE INITIAL MCI NOTIFICATION**

The individual who answers the ED Red Phone will:

- Hear a computer-aided reading of the MCI notification message sent by FDNY. For example:  
**Event Started. MCI Notification: Fire - Level A (Alpha) ID: BX1234**  
*Please listen to the entire message.*  
*FDNY emergency personnel are responding to a fire in your area. Your facility may receive patients.*  
*Press 1 for: Acknowledge receipt of this message. Press star for: Repeat message.*
- Press #1 to acknowledge the notification** and then take internal actions as dictated by the facility's mass casualty response or patient surge plan.

**SAMPLE UPDATE NOTIFICATION (FOR EXAMPLE, IF THE MCI LEVEL CHANGES)**

The individual who answers the ED Red Phone will:

- Hear a computer-aided reading of the MCI notification message sent by FDNY. For example:  
**Event Updated. MCI Notification: Fire - Level B (Bravo) ID: BX1234**  
*Please listen to the entire message.*  
*FDNY emergency personnel are responding to a fire in your area. Your facility may receive patients.*  
*[If FDNY has any additional event-related information, they may share it here.]*  
*Press 1 for: Acknowledge receipt of this message. Press star for: Repeat message.*
- Press #1 to acknowledge the notification** and then take internal actions as dictated by the facility's mass casualty response or patient surge plan.

## SAMPLE STAND DOWN CALL NOTIFICATION

The individual who answers the ED Red Phone will:

1. Hear a computer-aided reading of the MCI notification message sent by FDNY. For example:  
**Event Ended. MCI Notification: Fire - Level B (Bravo) ID: BX1234**  
*This is a Stand-Down notification.*  
*No additional event-related patients are expected at this time.*  
*Press 1 for: Acknowledge receipt of this message. Press star for: Repeat message.*
2. **Press #1 to acknowledge the notification** and then take internal actions as dictated by the facility's mass casualty response or patient surge plan.

## SELECTION OF THE CORE MCI NOTIFICATION GROUP (OPTIONAL)

In addition to calling the ED Red Phone, FDNY can simultaneously notify additional roles/departments within a facility via webpage pop-ups, email, voice, text/pager, and/or mobile app notifications. Each facility has [the option](#) to create a Core MCI Notification Group, consisting of a pre-identified set of entities involved in MCI response. Members of the Core MCI Notification Group receive corresponding communications (webpage pop-up, email, text, voice, and/or mobile app notifications) for *all* FDNY MCI notifications (event start, update, and stand down). These notifications contain the same information delivered in the notifications made to the ED Red Phones.

Because the Core MCI Notification Group will be notified each time the ED Red Phone receives an alert (initial notification, event update, and stand-down call), GNYHA recommends limiting inclusion in this group to 24/7 roles within the hospital that need immediate situational awareness for *all* MCI events (Levels A-D) and play a role in response. Notification beyond this group should be achieved using separate internal notification protocols such as mass notification or paging systems.

Recommended roles/departments for the Core MCI Notification Group include:

- ED Nursing Station
- ED Triage Station
- Hospital Telecomm
- Central Security Station
- 24/7 Emergency Management function
- Director or Administrator on Call

Many hospitals have a designated email or cell phone number for the above roles. If a shared phone number or email does not exist, hospitals may want to consider creating one for this purpose and developing complementary operational protocols.

## NOTIFICATIONS TO THE CORE MCI NOTIFICATION GROUP

Core MCI Notification Group members can be notified in a number of ways. The options for notification methods are described on the following page and may differ depending on the device being used. When selecting notification preferences, one or multiple notification delivery methods can be selected.

Workstation / Laptop Notification Options	Cell Phone / Mobile Device Notification Options
<ul style="list-style-type: none"> <li>Email notifications</li> <li>Webpage pop-ups</li> </ul> <p><i>Note: User must be logged into Sit Stat website to receive alerts in real-time, and the webpage pop-up may only show on the front of the computer screen if the Sit Stat platform is open in front of other open windows.</i></p>	<ul style="list-style-type: none"> <li>Email notifications</li> <li>Text notifications</li> <li>Pager notifications</li> <li>Voice notifications</li> <li>Mobile app notifications</li> </ul>

### ADDING OR REMOVING MEMBERS FROM THE CORE MCI NOTIFICATION GROUP

GNYHA will conduct formal reviews of the Core MCI Notification Groups at each 911 receiving hospital on an annual basis. However, modifications can be made at any time. To create or request changes to a Core MCI Notification Group, please contact Samia McEachin ([smceachin@gnyha.org](mailto:smceachin@gnyha.org)).

### SIT STAT NOTIFICATION CONTACT INFORMATION

Sit Stat notifications will be delivered from the addresses below. Please save and distribute this information to members of your Core MCI Notification Group.

- Email notifications: [no-reply@appmail.juvare.com](mailto:no-reply@appmail.juvare.com)
- Text notifications: +1 (877) 352-9726
- Voice notifications: +1 (877) 352-9726
  - If your facility uses a VOIP system with a span blocker, it may block calls from this number. Telecommunications and/or IT department staff will need to whitelist this number so that notifications can be properly delivered.*
  - Caller ID on some cell phones may also identify notification calls from Sit Stat as a potential spam call. For this reason, staff within the Core MCI Notification Group should save the numbers listed above as a contact in their phones.*

### INCORPORATION OF MULTIPLE MCI NOTIFICATIONS INTO INTERNAL HOSPITAL PROTOCOLS

NYC 911-receiving hospitals who establish Core MCI Notification Groups should ensure that appropriate communication and activation/escalation protocols are in place to responsibly receive and manage information about nearby MCI events delivered via Sit Stat.

The questions below are meant to guide emergency managers, ED leadership, and others through the process of modifying internal procedures where necessary. GNYHA also encourages hospital staff to review the attached infographic which visually displays the ability to utilize a Core MCI Notification Group to expedite internal notification, activation, and escalation procedures.

### MONITORING OF THE ED RED PHONE

- Who within your ED currently answers the Red Phone?
- How are you training staff in that role to respond appropriately?

### ACTING ON INFORMATION RECEIVED

- When an MCI notification is received via the ED Red Phone, what steps are staff answering the phone expected to take?
  - Is there a procedure for determining what actions should be taken?
  - Does the procedure vary based on the level of the incident?

- Are different actions taken by staff during business hours vs. at night and on weekends?
- If a staff change occurs while an MCI event is ongoing, what are the handoff procedures?
- Because additional roles will also receive notification via the new notification process, how should internal procedures be altered?
- Are there actions that the ED staff person currently does which will not be done by someone in a different role?

#### ACTIVATION & ESCALATION

- How do designated staff (e.g., AOD, Emergency Managers) determine what actions need to be taken in response to the receipt of an MCI notification?
  - How do these actions differ based on MCI level?
- Does an MCI notification alone trigger activation of the Hospital Incident Command System (HICS) or is other information required before such a decision is made?
- How are updates and stand down calls integrated into activation and demobilization decisions?
- Given the roles that you have selected for the Core MCI Notification Group, are there activation and escalation actions that each role is expected to take? If yes, what are they?

# USING SIT STAT TO EXPEDITE CURRENT NOTIFICATION PROCESSES

## Example 1:

Current Process	MCI → FDNY	<p style="text-align: center;"><b>1</b></p> <p>ED Charge Nurse answers <b>ED Red Phone</b></p>	<p style="text-align: center;"><b>2</b></p> <p>ED Charge Nurse calls Telecom</p>	<p style="text-align: center;"><b>3</b></p> <p>Telecom sends mass notification to internal staff*</p>
Sit Stat Process	MCI → FDNY	<p style="text-align: center;"><b>1</b></p> <p>ED Charge Nurse answers <b>ED Red Phone AND</b> simultaneous notification made to Telecom</p>		<p style="text-align: center;"><b>2</b></p> <p>Telecom sends mass notification to internal staff*</p>

\* Internal mass notification group may vary based on MCI level

## Example 2:

Current Process	MCI → FDNY	<p style="text-align: center;"><b>1</b></p> <p>ED Charge Nurse answers <b>ED Red Phone</b></p>	<p style="text-align: center;"><b>2</b></p> <p>ED Charge Nurse calls Emergency Manager on Call</p>	<p style="text-align: center;"><b>3</b></p> <p>Emergency Manager briefs Admin. on Call and Nursing Administrator</p>	<p style="text-align: center;"><b>4</b></p> <p>Emergency Manager sends mass notification to internal staff*</p>
Sit Stat Process	MCI → FDNY	<p style="text-align: center;"><b>1</b></p> <p>ED Charge Nurse answers <b>ED Red Phone AND</b> simultaneous notifications made to Emergency Manager on Call, Administrator on Call, and Nursing Administrator</p>			<p style="text-align: center;"><b>2</b></p> <p>Emergency Manager sends mass notification to internal staff*</p>