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I. Policy

This policy establishes the Health Alert Network (HAN) for the Florida Department of Health, (DOH). The HAN provides a uniform alerting and notification system capable of rapid distribution of health alerts, secure collaboration among a defined set of public health professionals involved in an outbreak or event, and the broad sharing of information with the public. The HAN application is the Everbridge Mass Notification System.

The HAN will comply with federal alerting and notification requirements as outlined in the Centers for Disease Control and Prevention Public Health Information Network (PHIN) Partner Communications and Alerting (PCA) requirements.

The Florida State Surgeon General and each DOH division, office, county health department (CHD) and Children's Medical Services (CMS) clinic, will be the primary contact for alerting and notification within the public health emergency response system to ensure as public health professionals and key response partners have relevant and timely access to information necessary to respond to incidents or events that may be of urgent public health consequence.


II. Authority

- A. 42 U.S.C. 247d-3
- B. CDC Preparedness Goal 6: Control, Critical Task 7
- C. Chapter 252, Florida Statutes: "The Emergency Management Act"
- D. Chapter 381, Florida Statutes

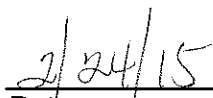
III. Supportive Data

- A. Public Health Information Network <http://www.cdc.gov/phinf/index.html>
- B. PHIN Certification <http://cdc.gov/phinf/resources/certification>
- C. Florida Department of Health Information Security and Privacy Policy, DOH Policy 50-10-10.

IV. Signature Block with Effective Date



Kim E. Barnhill, MS, MPH
Chief of Staff



Date

V. Definitions

- A. Everbridge SERVFL - The application for the Health Alert Network.
- B. HAN - Health Alert Network is a national program that provides vital health information and the infrastructure to support the dissemination of that information at the state, local and national levels.
- C. PCA - Partner Communication and Alerting is a nationwide network of integrated communications systems capable of rapid distribution of health alerts, secure collaboration among a defined set of public health professionals involved in an outbreak or event, and the broad sharing of information with the public.
- D. PHIN - Public Health Information Network is CDC's vision for advancing fully capable and interoperable information systems in the many organizations that participate in public health. All systems were required to be certified by 2010.
- E. PHIN Certification - PHIN Certification helps the CDC determine whether partner systems can meet the specific high-level functionalities and detailed key performance measures required to support public health activities.
- F. DEPCS - Division of Emergency Preparedness and Community Support
- G. Everbridge Group Managers - Personnel trained to manage a specific list of users within the Everbridge Application.
- H. EOP - Emergency Operation Plan.
- I. Contact - Individual designated to receive notifications from the Everbridge application.
- J. Everbridge University - An online learning system used for training.

VI. Protocol**A. Roles and Responsibilities**

1. The State Surgeon General and Secretary of the Department of Health will direct all HAN Department personnel (including contract staff) to participate in the HAN.
2. The Bureau Chief of Preparedness and Response, within the Division of Emergency Preparedness and Community Support is responsible for implementation of the HAN.
 - a. The Bureau Chief will appoint a HAN Coordinator.
 - b. The Bureau Chief will ensure the HAN meets Department of Health and Human Services, PHIN requirements.
 - c. The Bureau Chief is responsible for maintaining the Alert and Notification Annex of the Department of Health's Emergency Operation Plan.
 - d. The Bureau Chief is responsible for implementation of the HAN application.
3. Each DOH division, office, CHD, and CMS clinics, will participate in the HAN by:
 - a. Appointing members of their organizations to staff/carry out the Everbridge Group Manager and backup responsibilities as defined in #5.
 - b. Identifying additional staff to be assigned and trained to participate in the HAN.

- c. Ensuring each Group Manager has received appropriate training.
- d. Acting as a key stakeholder in the HAN.
- e. Identifying who has authority to send alerts/notifications within the HAN.
4. The HAN Coordinator is responsible for the overall management of the HAN and shall:
 - a. Act as the Primary Point of Contact (POC) for the DOH, HAN.
 - b. Develop, maintain and distribute the policies and procedures for the HAN.
 - c. Develop and implement a plan for statewide user training.
 - d. Conduct quarterly statewide drills of the alerting system.
 - e. Represent Florida on national HAN working groups.
 - f. Recruit key stakeholders.
 - g. Create and maintain the user database.
 - h. Provide support to the user community.
 - i. Act as the POC with the HAN vendors.
5. The local Everbridge Group Manager is responsible for the management of the HAN at the local organizational level and shall:
 - a. Maintain the local list of contacts.
 - b. Train the local users.
 - c. Initiate alerts and notifications for their local organization.
6. As of January 1, 2014 the Everbridge Mass Notification System is the HAN application for DOH.

B. Training

1. Everbridge Managers must complete additional training on system capabilities provided by the Everbridge University.
<http://everbridge.force.com/clientportal>

C. Privacy and Security

1. Sensitive roles can be assigned to restrict those who can view users with security issues.
2. The alerting and notification system shall not be used to communicate confidential health information exempt from public records under Florida Statute or Public Law.
3. Any transmission of confidential information is a violation of state and federal laws, including but not limited to, sections 381.0031, 381.004, 384.29, 392.65, and 456.057, Florida Statutes and Public Law 104-191 (HIPAA).
4. The DOH leadership and HAN Coordinator have the right to suspend or terminate an account and refuse any and all current or future use of the system.

D. Data Sharing

1. Information used for alerting and notification shall be maintained and shared in accordance with DOH Information Security and Privacy Policy 50-10-10.

2. Access to the Everbridge SERVFL system is based on the privileges assigned to the user's access level, as defined in the Everbridge User Manual located at <http://servfl.com>

E. Public Records Requests

1. Identity and contact information contained in the Everbridge databases and systems are defined in Section 119.071(3) (a), Florida Statutes, is security sensitive information and exempt from public record requests.
2. Requests for information will be processed according to the DOH Request for Public Information Procedure, DOH Policy 30-1-08.

VII. Procedures

Procedures for the operation of the Everbridge application are found in the Everbridge User Guide in the Everbridge University.

VIII. Distribution List

Deputies
Division Directors
Executive Office Directors
Bureau Chiefs
County Health Department Directors/Administrators
Children's Medical Services Medical/Nursing Directors
Web Manager
Records Management Liaison Officers

IX. History Notes

This policy replaces DOHP 310-1-08, "Health Alert Network," dated May 31, 2008.