

First Responder Intelligent Patient Tracking System

Grand Central Terminal Case Study



Summary:

In October 2017, Emergency Services Group International's <u>FLING</u> patient tracking software was evaluated at Grand Central Terminal in New York City by the Department of Homeland Security's Science and Technology Directorate's National Urban Security Technology Laboratory and associated public safety entities.

The exercise was designed to simulate a critical large scale incident resulting in a number of injured victims. The FLING platform was successfully utilized by several operational first responder elements in multiple locations, both within and outside Grand Central Terminal. FLING leverages the use of COTS technology for first responders to realize the whereabouts of victim during disaster and mass casualty events.

ESGI Overview

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Emergency Services Group International, LLC (ESGI) was founded with the mission to develop and deliver the highest quality operational training and emergency management consulting. Comprised of professional responders and academic thought leaders, we create programs and solutions for organizations to effect positive outcomes and optimize efficiencies when facing emergencies and atypical disasters.

We are keenly aware of the current pitfalls of triage systems and the impediments to their proper implementation. We sought to design an easy-to-use patient tracking tool centered around the end-user that provides value to incident commanders and administrators. We believe FLING is the next logical step in patient tracking, incorporating biometric recognition into the process. This concept represents a novel use of traditional triage techniques that is beneficial to multiple layers of emergency and non-emergent response.

Contact Information

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We know that having the right technology in the hands of a first responder can save critical minutes or seconds and reduce injuries and save lives."

-William Bryan, Secretary DHS S&T

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Challenges:

Triage and patient tracking processes utilized at present are inefficient and not optimized for first responder success. Knowing where the patient is located, from the point of injury all the way through treatment, and eventually reunification is critical. The ability to effectively manage this expectation of the public is sadly not a current reality and is a noted issue in many after action reports. Biometric identification coupled with cloud-based architecture is a more scalable way forward, instead of paper or bar code based systems currently utilized.

Our process, called FLING, uses off-the-shelf capture technology inherent to most persons through their personal mobile device and is completely customizable in real-time.

Solution:

Our solution is a simple, fast, secure, and off-the-shelf technology for patient tracking. FLING uses a smart device and biometrics to easily track patients throughout the incident.

Case Study:

The Grand Central Terminal exercise, sponsored by DHS, was a complex problem with multiple agencies participating, to include the New York Police Department (NYPD), Metropolitan Transportation Authority Police Department (MTA- PD), New York State Police, National Guard and Fire Department of New York (FDNY). The incident showed the reality of both indoor and outdoor patient tracking of over fifty patients in a simulated active shooter event utilizing both Wi-Fi and cellular systems. FLING successfully captured and matched all patients using the facial imaging technology and provided real-time situational awareness to the command post.

