

Healthy Chicago Data Brief

HAN Call Down Report Cards



What is a HAN Call Down?

The HAN (Health Alert Network) is a message delivery system that can quickly send out a message (call down) to many people at once. In the case of an emergency, PHEP/HPP Staff will be notified through a HAN alert of the nature of the emergency, where to go, what to bring, and what time to be there.

The Call Down is how we exercise the ability to be notified. Individuals register multiple phone numbers and emails and set up a cascade order of preference. The call down will cascade through the order until it has been acknowledged. This alert was set for after hours at 18:00 hrs. Alerts would wait 3 minutes before moving on to the next device. If still no response, it would cycle 12 minutes after the last attempt for a total of 2 Contact Attempt Cycles.

Name	Date	Time	Device	Status
Jose Gonzalez	06-25-2019	18:00:03	Primary Work Email	Email Sent
	06-25-2019	18:03:03	Mobile Phone	Disconnected
	06-25-2019	18:06:04	Mobile Phone	Left Message
	06-25-2019	18:09:04	Home Email	I acknowledge this message and can assemble in one hour
	06-25-2019	18:21:05	Primary Work Email	Email Sent
	06-25-2019	18:24:05	Mobile Phone	Call Completed-Message Played

What are the Response Options?

The Alert requests that individuals respond to one of three options as proof that they had received the message.

Option# Response:

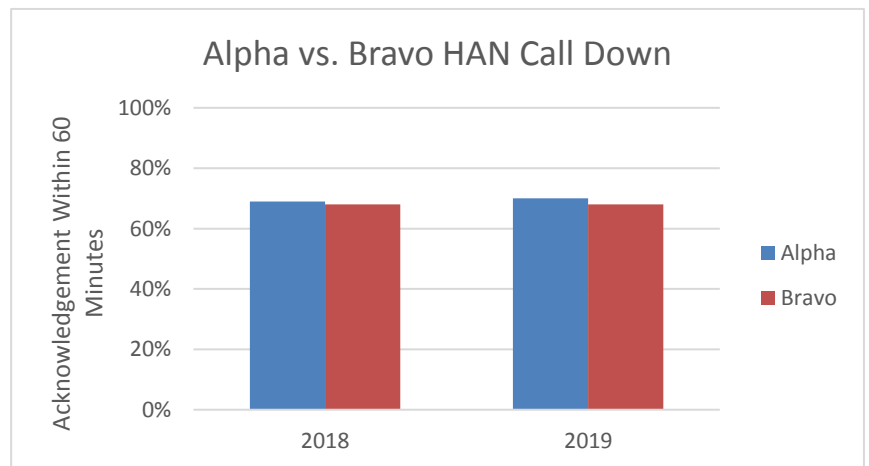
- [I acknowledge that this is not a valid option and will listen for the appropriate one](#)
- [I acknowledge this message and cannot assemble in one hour](#)
- [I acknowledge this message and can assemble in one hour](#)

3 I acknowledge this message and can assemble in one hour

5 I acknowledge this message and cannot assemble in one hour

How Do They Compare?

In order to maintain a 24/7 operation, PHEP/HPP staff have divided the program into Team Alpha and Team Bravo. This will ensure redundancy in Incident Command System (ICS) staffing during emergencies. As you can see, both teams are pretty even, with Team Alpha having a slight lead over Bravo.



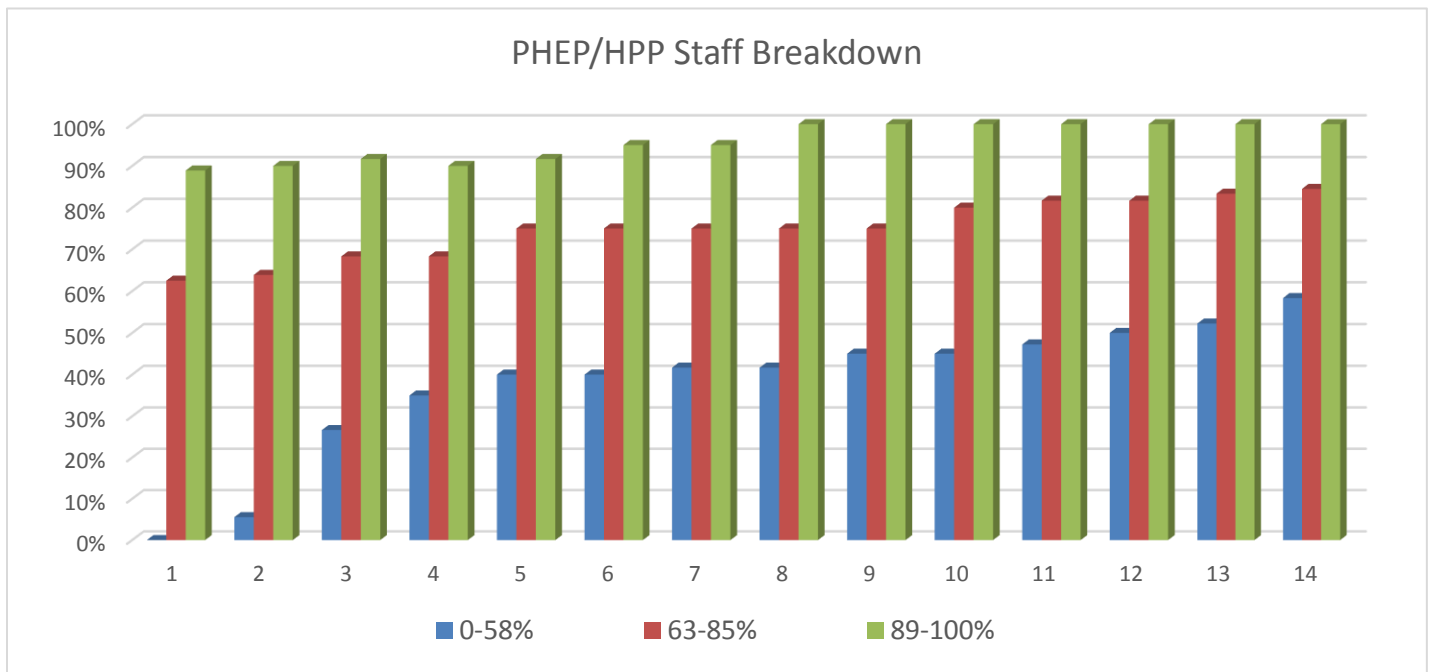
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Challenges

PHEP/HPP Staff grades were averaged from 2018 through June 2019. Staff tended to fall into one of three different grading groups. The Green Group (14) scored between 89-100%. The Red Group (14) scored between 63-85%, still passing. The Blue Group (14) scored below 58% on the Call Downs.



How Can We Improve?

In the case of an actual Public Health Emergency, all staff would play a vital role in the success of a Public Health Emergency. Incorporating roles for some of these individuals in year-round exercises and activations can increase sense of worth towards the fulfillment of the Health Department's Mission. This sense of purpose should lead to an increase in response rates for Call Downs, especially when it's connected to their role in the success of the program.

Distributing report cards on a quarterly basis and reminding staff to update their HAN notification preferences is sure to raise awareness and increase response rates.

