Emergency Response Medical Platform (EMRP)
The process of recruiting, onboarding and granting emergency privileges to healthcare volunteers nationwide is fragmented, leading to greater loss of life.
Recruiting Volunteers

**Not sustainable**
The current process to recruit volunteers happens at the local / state level.

**Not scalable**
Localized efforts are sub-optimal as the pandemic creates hot spots across the nation.

**Inefficient**
Current and retired professionals are available and willing to help, but there’s no easy way to marshal these resources.

Onboarding Volunteers

**No trusted source**
No single source to verify medical licensure exists across the nation.

**Compromised quality of care**
Patient safety still needs to be preserved during the emergency.

**Manual and time-consuming**
Documenting the steps taken by care facilities to grant emergency privileges is time-consuming – these steps need to be immutably captured for future reference.
One challenge; Many ways to help.

Mobilizing volunteers from across the street and across the nation; in person or remote.

Direct licensed individuals to where they can contribute based on geographic proximity and priority

Individuals who are geographically distant or not physically able to serve are directed to telehealth centers. Those able to serve are held in reserve to relocate to frontline care facilities if they are willing

Individuals with a social service background without a medical license are directed to regional centers for contact tracing
The Emergency Medical Response Platform (EMRP) streamlines the process of locating, onboarding, and granting emergency privileges to healthcare volunteers nationwide.
THE APPS

**Healthcare Professional Marketplace (HPM)**
An application connecting medical facilities with volunteer licensed practitioners and others from across the country who are available to help in a variety of roles.

**Emergency Volunteer Onboarding (EVO)**
An application to help medical facilities follow the Joint Commission’s guidelines for granting emergency privileges to volunteer licensed independent practitioners.
Volunteer Coordinators

Responsible for coordinating volunteers for a care facility or across their city, or state. They may work for a medical system or a state government agency.

Licensed Independent Practitioners

Individuals with medical credentials (e.g., medical doctors, nurses) who are interested in volunteering at a medical facility in need.

Medical Facility Human Resources Personnel

Works in a medical facility (e.g., hospital, clinic) credentialing office and is responsible for onboarding volunteer licensed independent practitioners.
THE PERSONAS

Bob
Hospital Volunteer Coordinator

Donna
Retired Registered Nurse (RN)

Tanya
Human Resources Coordinator
Bob uses the Healthcare Professional Marketplace (HPM) app to post the demand for volunteer licensed independent practitioners at his hospital.
**SCENARIO**

**Donna** is interested in volunteering. She opens the HPM app and sees that a hospital in her region needs nurses tonight.
When Donna arrives at the hospital for volunteer onboarding, Tanya reviews her proof points and grants her emergency privileges using the Emergency Volunteer Onboarding app.
With the EMRP in place...

**Single streamlined platform**
Care facilities and state agencies will have a single, streamlined platform to make their personnel needs known, eliminating bottlenecks

**Efficient coordination**
Volunteers can self-direct or be directed to locations where help is needed

**Trusted source**
Care facilities will have access to an app purpose-built to assist in granting emergency privileges, including primary source verification of medical licenses

**Immutable documentation**
Steps taken by a care facility will be immutably preserved if their decisions later come under scrutiny
Rapid turnaround
The first iteration will launch as soon as possible so that it’s immediately made available to use for the COVID-19 crisis

IBM
IBM will design, develop, and provide support for the EMRP

Proven technology
IBM will leverage blockchain technology and assets to support EMRP
If you agree the EMRP will help, please lend the voice of the NGA.
Appendix
Thank you.

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