



Mission Manager Training Part I



February 2015



**MASSACHUSETTS
MEDICAL SOCIETY**

Every physician matters, each patient counts.

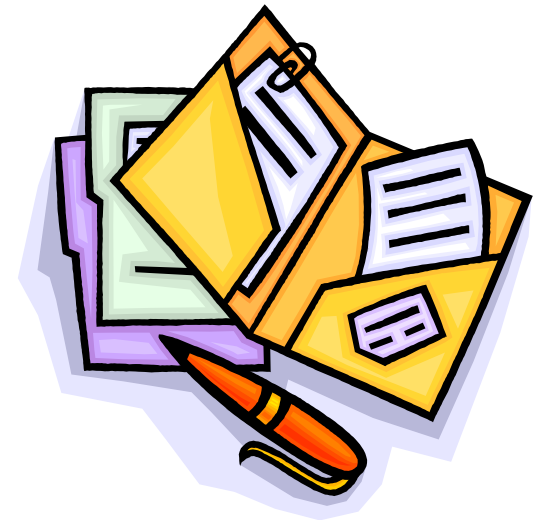


OFFICE OF
PREPAREDNESS
AND EMERGENCY
MANAGEMENT



WELCOME

- Housekeeping
- Introductions
- Agenda Review
- Packet Review



TRAINING OBJECTIVES

1. Create a Mission
2. Set up a Deployment Group
3. Create and send an Availability Request Message to Qualified Responders
4. Track Availability Request Responses

WHAT IS MISSION MANAGER?

Mission Manager is a module within the MA Responds system. It has its own tab on the MA Responds homepage. Mission Manager allows you to:

- **Manage Missions**
- **Manage Deployments**
- **Manage Requests**
- **Manage Responders**

from pre-deployment through demobilization

MISSIONS OVERVIEW

Create a Mission



Set up Deployment Groups



Request Availability



Assign Responders



Notify Responders

VIEWING CURRENT MISSIONS

- The Missions Homepage displays all Active Missions. The system's default for Missions is for “Active Missions” only.
- Use Sort By option to control the order that missions appear on the page.
- Use Display Filter option to display only missions that meet certain criteria.

The screenshot displays the 'Mission Manager' interface. At the top, there is a navigation bar with tabs for Home, My Profile, Missions (selected), Messages, Organizations, Responders, Administration, and Configurations. Below this is a sub-navigation bar for Mission Manager, including Schedule Manager, Position Library, Time & Attendance, My Availability, and My Schedule. The main content area is titled 'Mission Manager' and shows 'All Missions'. There is a 'Create Mission' button and a 'Missions' section with filters: 'Sort By' (Last Updated), 'Display Filter' (Status: Active), and 'Mission Type' (All). Below the filters, there are two mission entries: 'Tornado Clean-up' and 'Hurricane Jane'. Each entry shows the creator (Gloria Bowers), creation date, and staffing status (0 Assigned / 4 Needed). A warning message is displayed: 'Warning: You have not created deployment groups for this mission.' with a 'Create Deployment Group' button.

MISSION STATUSES

- **New Missions** do not have Deployment Groups yet.
- **Staffing Missions** have start dates in the future.
- **Deployed Missions** have at least one Deployment Group which has already begun.
- **Complete Missions** have all Deployment Groups ended, but not closed.
- **Closed Missions** have all Deployment Groups closed by an administrator.
- **Archived Missions** have been formally archived by an administrator.

CREATING A MISSION

- A mission can be created for an event of any scale for which responders need to be deployed
- A mission may be created for training purposes as well as for an exercise
- Any system administrator can create a mission

Learning Exercise 5: Creating a Mission

WHAT ARE DEPLOYMENT GROUPS?

- A Deployment Group is a set of responders serving in a common location for a common purpose.
- Must have at least 1 deployment group for a mission.
- May have several deployment groups for a mission.
- Set up a deployment group for each response location associated with a mission.

Examples of deployment groups:

- **High School Shelter**
- **Point of Dispensing Site**

POSITION LIBRARY

- Positions in the Position Library are helpful for “frequently used” Positions
- Only System Coordinators can create Positions in the Position Library
- Local Administrators can create Custom Positions within a specific Mission
- Custom Positions are stand-alone and will not appear on the Position List for other Missions
 - Shelter Staff = Medical Assistant + RN + Data Entry Clerk
 - Healthcare Worker = EMT + Nurse + Physician Assistant

Learning Exercise 6: Setting up Deployment Groups

LUNCH BREAK

SENDING AN AVAILABILITY REQUEST MESSAGE

- Ask specified responders if they are available for the Deployment Group
- Multiple delivery method options include e-mail, phone, pager, fax and text message ***
- Can send normal or high priority message type
- Responders will not see deployment until a formal request is sent
- Can make changes to Deployment Group without sending repetitive messages to responders
- Easy for responders to indicate availability without a computer

*** associated fees incurred

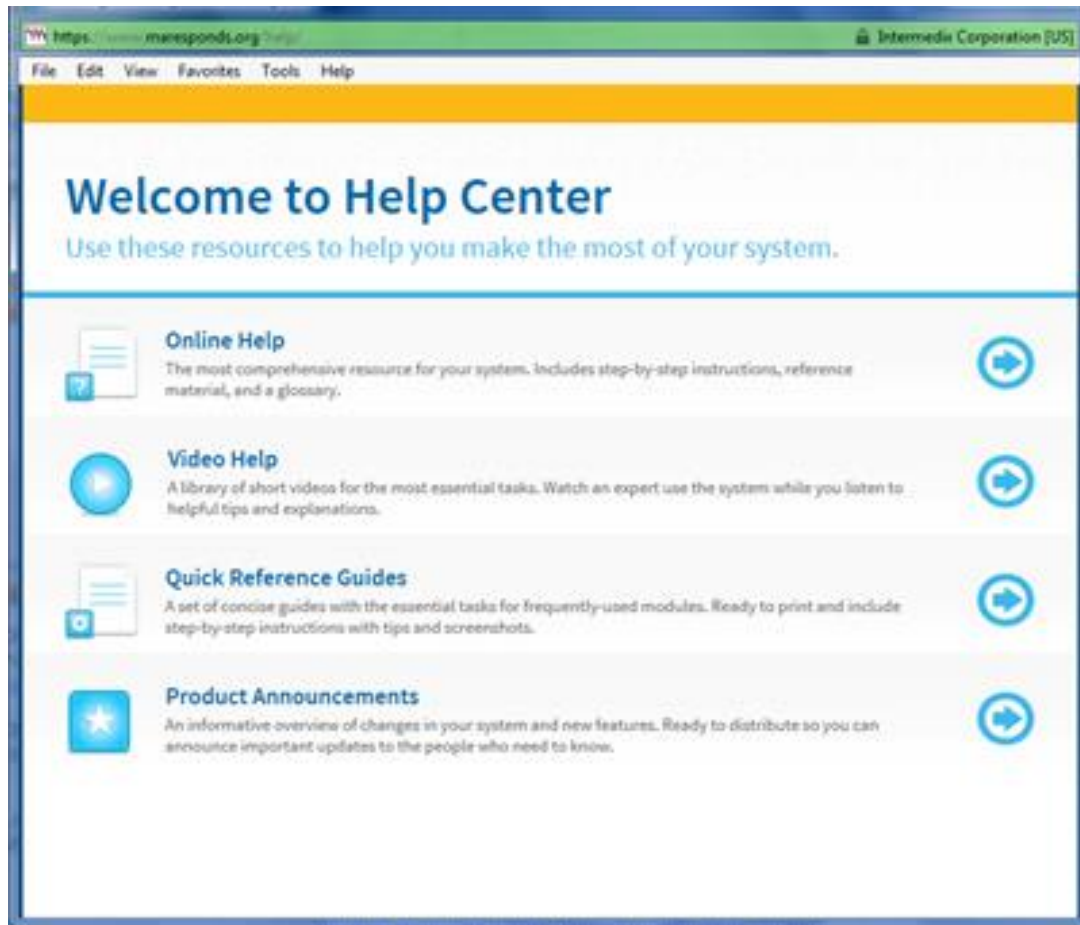
Learning Exercise 7: Sending an Availability Request Message

MESSAGE SUMMARY

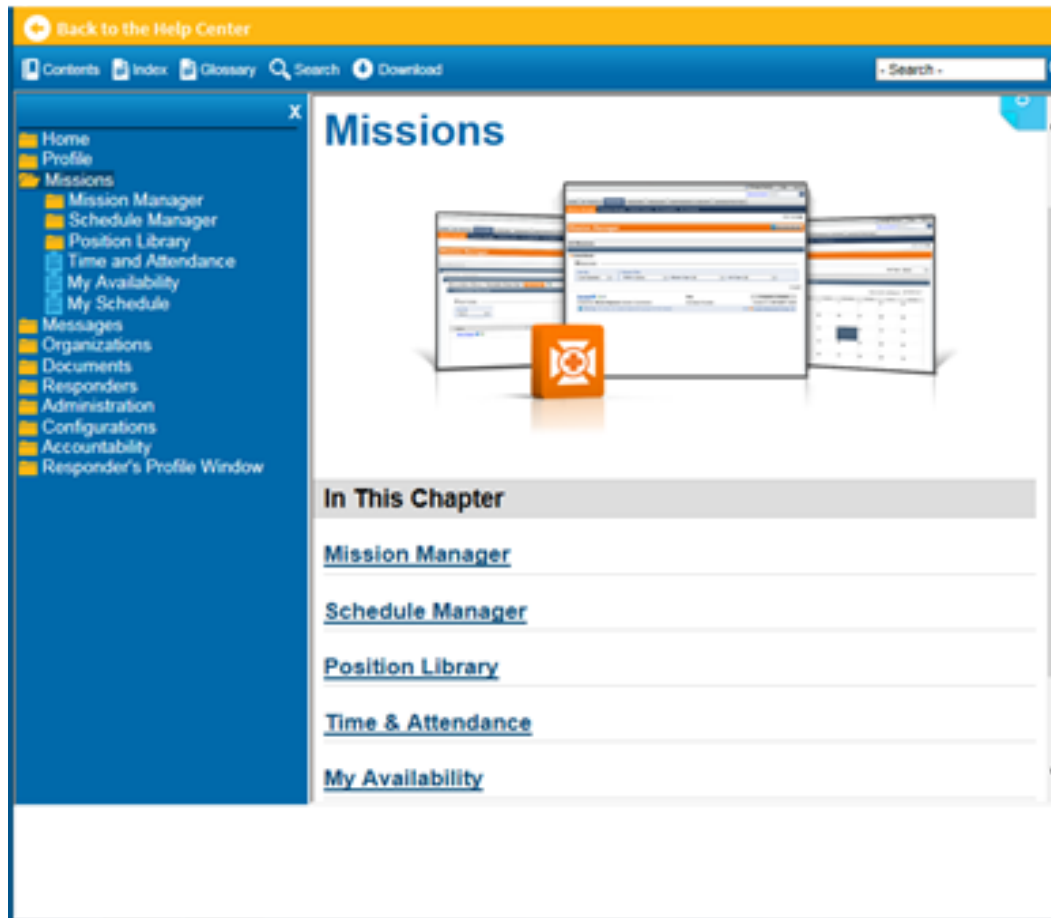
- Delivery Data
 - Message Status – Pending vs. Sent
 - Date/Time Message Sent
- Delivery Statistics
 - Messages Delivered
 - Response Recorded
 - No Response Recorded
 - Delivery Failed
- Recipient Data
 - Totals/Percentages for each Response Option
 - Date/Time and Response for each Recipient

HELP CENTER RESOURCES

FOR ASSISTANCE



ONLINE HELP



The screenshot displays the 'Missions' chapter page in the MA Responds online help center. The page features a blue navigation sidebar on the left with a search bar at the top. The main content area is titled 'Missions' and includes a graphic of three overlapping computer screens with a fire department emblem in the foreground. Below the graphic, there is a section titled 'In This Chapter' with a list of links to various mission management tools.

Back to the Help Center

Contents Index Glossary Search Download

Home

Profile

Missions

- Mission Manager
- Schedule Manager
- Position Library
- Time and Attendance
- My Availability
- My Schedule

Messages

Organizations

Documents

Responders


Administration

Configurations

Accountability

Responder's Profile Window

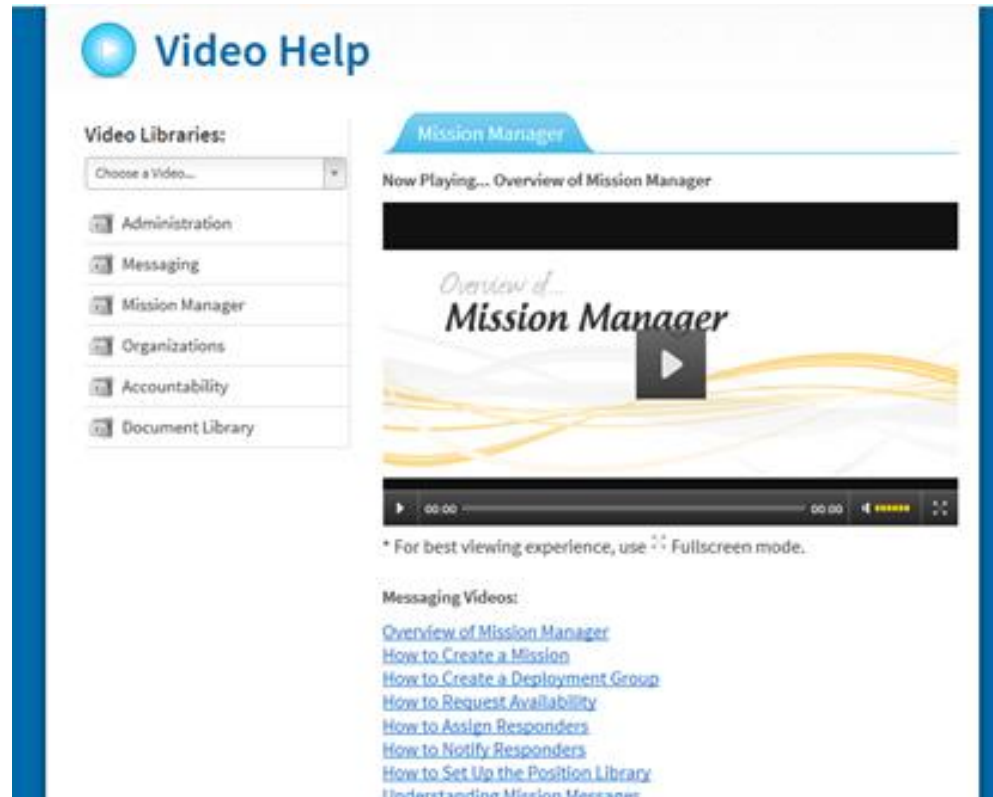
Missions



In This Chapter

- [Mission Manager](#)
- [Schedule Manager](#)
- [Position Library](#)
- [Time & Attendance](#)
- [My Availability](#)

VIDEO HELP



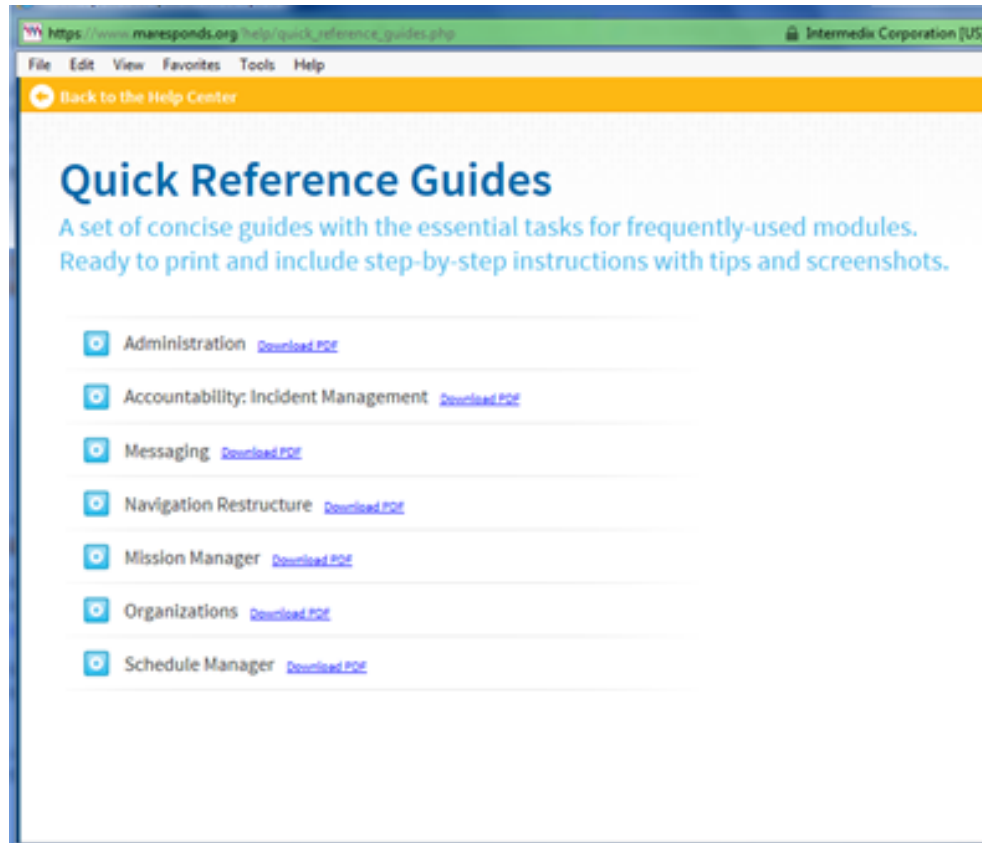
The screenshot displays a web interface titled "Video Help". On the left, there is a "Video Libraries:" section with a dropdown menu labeled "Choose a Video..." and a list of categories: Administration, Messaging, Mission Manager, Organizations, Accountability, and Document Library. The "Mission Manager" category is selected. The main content area shows a video player with the title "Now Playing... Overview of Mission Manager". The video player displays the text "Overview of Mission Manager" over a background of yellow and white wavy lines. Below the video player, there is a note: "* For best viewing experience, use ⌘ Fullscreen mode." and a section titled "Messaging Videos:" with a list of links: "Overview of Mission Manager", "How to Create a Mission", "How to Create a Deployment Group", "How to Request Availability", "How to Assign Responders", "How to Notify Responders", "How to Set Up the Position Library", and "Understanding Mission Messages".

Video: Overview of Mission Manager

1:52 min

https://maresponds.org/help/video_mission_manager.php

QUICK REFERENCE GUIDES



QUESTIONS

- Wrap-Up
- Evaluation
- Survey Monkey Link:



<https://www.surveymonkey.com/s/missionmanager>



<https://MAResponds.org>

maresponds@state.ma.us

Donna Quinn

Health Volunteer Program Coordinator

617.624.5193

