Chisago County, Minnesota has a population of more than 55,000 residents and covers an area of roughly 452 square miles. Chisago County is located approximately 30 miles north of St. Paul and Minneapolis in the east-central region of Minnesota.

PROBLEM

Chisago County needed to comply with regulations that require public health agencies to be able to respond to all health and staff alerts within one to two hours.

SOLUTION

Everbridge gives Chisago County the ability to contact, instruct, and deploy staff efficiently and effectively during a public health emergency while delivering a return on investment and meeting compliance requirements.

“We improved our drill alert systems significantly by switching to Everbridge. As a result, we improved our alert efficiencies and timeliness, saved on labor costs, and met state and federal alert response time requirements.”

Jodi Budde
Chisago County Public Health
**Q&A with Jodi Budde of Chisago County Public Health**

**HOW DOES EVERBRIDGE HELP YOU COMPLY WITH FEDERAL AND STATE REQUIREMENTS FOR PUBLIC HEALTH AGENCIES?**

The federal government and the State of Minnesota Department of Health (MDH) require public health agencies to be able to respond swiftly to all health and staff alerts within one to two hours. In addition, the U.S. Department of Health and Human Services Office of the Assistant Secretary for Preparedness and Response (HHS/ASPR) and the Centers for Disease Control and Prevention (CDC) measure state and local health department emergency preparedness and are strengthening the current system’s focus on operational efficiency. The Everbridge system generates reports that meet both federal and state reporting requirements. It saves us hours previously spent on paperwork and enables us to measure improvements and trends over time.

**WHAT ADVICE WOULD YOU GIVE TO IMPROVE COMMUNICATION DURING EMERGENCIES?**

Use multiple calling tools such as phone, email, cell, fax, and so forth and allow variable reply methods. Do not rely on one contact or reply method. Experience has shown us that people answer and reply through a variety of contact methods with no single method preferred over another. In addition, have someone whose voice and/or title people recognize record the message. People pay more attention to a message and are more likely to take action when it comes from a credible source they recognize. Set the Caller ID and callback number to a familiar number.

**HOW DO YOU INCORPORATE EVERBRIDGE INTO YOUR EMERGENCY PREPAREDNESS EXERCISES?**

We train and drill staff to become familiar with Everbridge. Our staff knows what the system is and what it does, and our drills improve results and ensure that staff will respond effectively in a true emergency.

**About Everbridge**

Everbridge is a leading unified critical communications platform trusted by corporations and communities of all sizes that need to reach the right people for immediate action, collaboration, and decision-making. Connecting millions of people and internet-connected devices, the company provides reassurance that secure, compliant messages are delivered, locally and globally, received and responded to, no matter the recipient’s location. Everbridge is based in Boston, Los Angeles, San Francisco, Beijing and London.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.