Administrator On Call (AOC) and Emergency Preparedness Programs

2019

Need: All hospitals and clinics are required to have an emergency preparedness plan in place to ensure the safety or patients and employees during minor/major emergency situations. Many organizations implement an Administrator On Call (AOC) program that requires a method of communication often addressed as a binder. This binder contains information such as Disaster plans, Contingency plans, Situational Policies/Procedures as well as contact information for administration, department heads and other poignant personnel that may be contacted in case of emergency.

It is necessary that this binder is transferred from administrator to administrator and over time the binder begins to deteriorate, and pages may get shuffled or lost.   Frequently, there is a need to update the contents of the binder results in new information being stuffed in, old content not being removed and directories becoming outdated.   Additionally, information often gets shuffled during a prior emergency and is not replaced. These situations cause both risk and a headache for the next administrator dealing with a situation and unable to find needed information.

Solution: We quickly and easily deployed the Quris® Healthcare Companion and streamlined the way information is managed, tracked, kept up-to-date and automatically made available to all relevant staff members. Quris® takes AOC content and emergency preparedness plans and places them in a central repository. The information is available via website and app in a format that is intuitive to easily navigate.   Content is always available to Administrators both on and off line via their phones or tablets anywhere.

Information changes are done centrally and pushed to all platforms at the push of a button resulting in content being updated everywhere with everyone having the most recent and accurate information. No more shuffled binders or combing through pages to find the needed information.

Benefit: Quris® was used to improve the way staff access information and resources used in emergencies, and increased the level of assurance that the most up-to-date information was always available.   Additionally, governance over the management and updating of critical resources was improved through robust processes and update/review functions built into Quris® . With the push of a button or swipe of a screen, administrators can have information that is up-to-date right at their fingertips, even when cell service or internet connections are unavailable. It keeps personnel in compliance with what their policies and procedures dictate and is quickly becoming a way of ensuring best practice in emergency response and preparedness.

Quris® can be easily deployed into an organization and supports the following:

- **Works offline** – no cellular of internet connection required.
- **Measure usage** – analytics provide insight for review and improvement.
- **Instant Alerts** – notify your personnel instantly to important changes/updates.
- **Secure** – can be integrated with your existing security/login systems.
- **EHR/EMR integration** – can be integrated with your clinical systems.
- **Cloud-based** – easy set-up with no demands on existing IT departments.
- Cost effective – **monthly/annual license** fee with minimal start-up cost.