

## Emergency Preparedness and the Joint Commission on Accreditation of Healthcare Organizations (JCAHO)

### Addressing JCAHO Requirements with e.Notify from Amcom Software

For more than 30 years, the Joint Commission on Accreditation of Healthcare Organizations has required healthcare providers to have strong emergency management protocols and a record of practicing those through drills, exercises and scenario-based training.

JCAHO's most recent batch of standards is contained in "Elements of Performance for EC.4.10," in a document referred to as "2006 Hospital Accreditation Standards for Emergency Management Planning, Emergency Management Drills, Infection Control and Disaster Management."

While the standards may seem daunting, new automation technology makes certification easier while improving your emergency preparedness. Amcom Software, Inc., offers two products that have several key applications for fulfilling JCAHO's standards.

Below, a chart describes JCAHO's requirements and how Amcom Software's sophisticated automation of emergency notification helps you and your organization meet the JCAHO's standards.

JCAHO Requirements	Amcom Solutions
The plan provides for a process of notifying staff when emergency measures get started.	In real time, e.Notify sends different messages to recipients based on their organizational role. The software uses a predetermined hierarchy to reach multiple contacts through multiple devices. e.On-Call contacts employees based on their availability.
The plan provides a process for response and recovery, including a description of how, when, and by whom the phases are activated.	e.Notify can notify all staff and authorities and direct them through messaging to assigned tasks. e.On-Call contacts employees based on their availability.
The plan has a process for notifying external authorities about emergencies.	e.Notify has the ability to notify important responders beyond your immediate hospital community.
The plan provides a process for identifying and managing staff to cover all essential staff functions during an emergency.	e.On-Call Scheduling and e.Notify allows you to contact people and assign them to departments, tasks and so forth through communications based on phone calls, emails, text messaging and wireless systems.
The plan has a strategy for evacuating buildings.	Amcom Software's "Alarms Monitoring" software enables automation of emergency notifications when alarms are triggered.
The plan provides a process for identifying care providers and other personnel.	Both e.Notify and e.On-Call Calendaring give healthcare providers a global look at where their staff is and how to best reach them.
The plan identifies backup internal and external communications systems in event of failure during emergencies.	e.Notify and e.On-Call Calendaring can operate from off-site locations and manage communications through wireless communications systems.
The Incident Command System (ICS) standard requires alternate roles be outlined for staff during emergencies, among them whom they report to in the command structure.	Users of e.Notify can modify messaging based on where employees work within the hospital. It can segment specific employee groups, directing half the nurses to return to work while moving 10 percent of them to an alternate location.
The plan requires communicating with alternate care sites.	e.Notify can contact alternate sites such as clinics, public health facilities and other institutions.
Channels should be available for the exchange of information.	Two-way communication is important in an emergency. Employees contacted through e.Notify have the ability to respond to messaging through phone calling or emailing.