QUARC

Communication Platform
For Patient Safety and Quality

What is QUARC?

As simple as paging. As convenient as texting. QUARC is your one secure solution for safe and efficient healthcare communications. Its modules include smartphone-based paging, secure texting, patient handoffs, on call scheduling, and mass alerts.

Designed by clinicians and administrators, QUARC's functionality, usability, and big data analytics were created to prevent medical errors, improve organizational efficiency, and provide an unmatched level of security.

Why Should I Care?

Out of date communication systems can expose patients to harm, impact quality metrics, hurt HCAP scores, and reduce operational efficiency.

Each year in the US, 17 million preventable medical errors occur and result in 200,000 deaths. 65% of these errors are caused by breakdown in communication: 1 in 7 pages go to the wrong individual, over 30% of pages are unanswered within 15 minutes of being sent, and 37% of patient handoffs are defective.

Quality metrics not only include adverse events, but also time based measurements that are impacted by delays in communication. These same delays may also negatively affect patients' perception of their experience at your institution.

Additionally, paging interrupts workflows, wastes an average of 46 minutes of your clinicians' day, and introduces unnecessary strain between doctors and nurses.

Key Features

Quarc enables your clinicians to safely, securely, and efficiently communicate with one another through their mobile device. Your clinicians will have the convenience of mobile communications while gaining functionality and usability that improves quality and safety outcomes.

- Helps ensure proper patient identification through patient centric messaging.
- Summarizes important messages into a patient digest so all members of the care team can stay up-to-date with important developments.
- Can help to improve response times through issue routing, message prioritization, and message escalation.
- Provides analytics around abnormal communication patterns to identify patient risk.
- Provides user analytics to inform quality improvement around paging.
- Helps to ensure that only the right doctors are messaged and gives them context on message receipt to prevent unnecessary workflow interruptions.
- Designed to improve inpatient and outpatient coordination of care and reinforce reliability/patient safety culture through handoff tools.
- Satisfies stakeholder needs through best-in-class security architecture and financial ROI.

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