AutoResQ: Next-Gen Oversight for Ambulance & Crash Cart Readiness
HCL Avitas Pvt. Ltd., Noida

About the Organization
- Type & size of hospital: Polyclinic including Doctor, Nursing Services, diagnostic centers, Dental Services and occupational health setups across India.
- Location: Pan India (Corporate office in Noida)
- Type of Accreditation /Certification :NABH
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Problem Statement / Digital Challenge
- Limited visibility due to multiple locations, challenges in data validation, lengthy audit durations, and lack of staff accountability

Why was a digital solution required?
- To ensure 100% compliance with equipment checklist
- To eliminate manual errors in audits.
- To enable real - time visibility & traceability
- To Improve emergency preparedness.
- To Meet NABH standards

Stakeholder(s) most affected - Nurses

Key NABH quality indicators / aspects impacted
- Motivated structured documentation.
- Emphasized audit trails and readiness
- Ensured compliance and continuous improvement
- Strengthened audit preparedness

Digital Tool / Solution Implemented
- AutoResQ is a digital health innovation designed to streamline and automate the auditing process of ambulance and crash cart inventories within healthcare facilities.
- It is a mobile-enabled audit tool with real-time compliance tracking capability.
- In-house developed

Key features
- Mobile audits & dashboard
- Automated alerts & audit trails
- Real-time compliance tracking
- KPI-based reporting & CQI support

Digital Implementation Highlight
- Time taken for rollout:Oct 2024 – May 2025
- Staff trained :150+ Staff
- Internal champions that led the initiative: Lead Nurses

Digital Impact
- Operational improvements:Reduced Audit Duration, Improved Compliance & Accuracy, Zero stockout, Increased Staff Efficiency, Scalable Implementation and driving service excellence.
- Quality or safety improvements : Real-time Visibility & Traceability, Error Reduction, Enhanced Emergency Preparedness, fulfilling the ESG goals of the organisation.
- Enabled digital audit trails, compliance monitoring, readiness for NABH Digital Health Accreditation

Enablers
- Leadership support & governance
- In-house digital tool with mobile-enabled audits
- Strong collaboration between Quality, IT & Clinical teams
- Regular staff training & internal champions

Challenges
- Initial resistance to change in documentation practices
- Training large, diverse staff base across locations
- Aligning all departments to uniform digital processes
- Ensuring stable connectivity & infrastructure at remote sites

Top Learnings
- Digital audits improved readiness, compliance, and staff ownership.
- Strong adoption came from piloting first, then scaling nationwide.
- Emergency preparedness strengthened with frequent crash cart audits.

Suggestions for Other Hospitals
- Begin with small pilots before expansion.
- Provide training & handholding to staff.
- Secure leadership and cross-team support.

Replicability
- Scalable to multi-location hospital networks.
- Can be adapted for NABH digital health compliance and emergency preparedness monitoring.