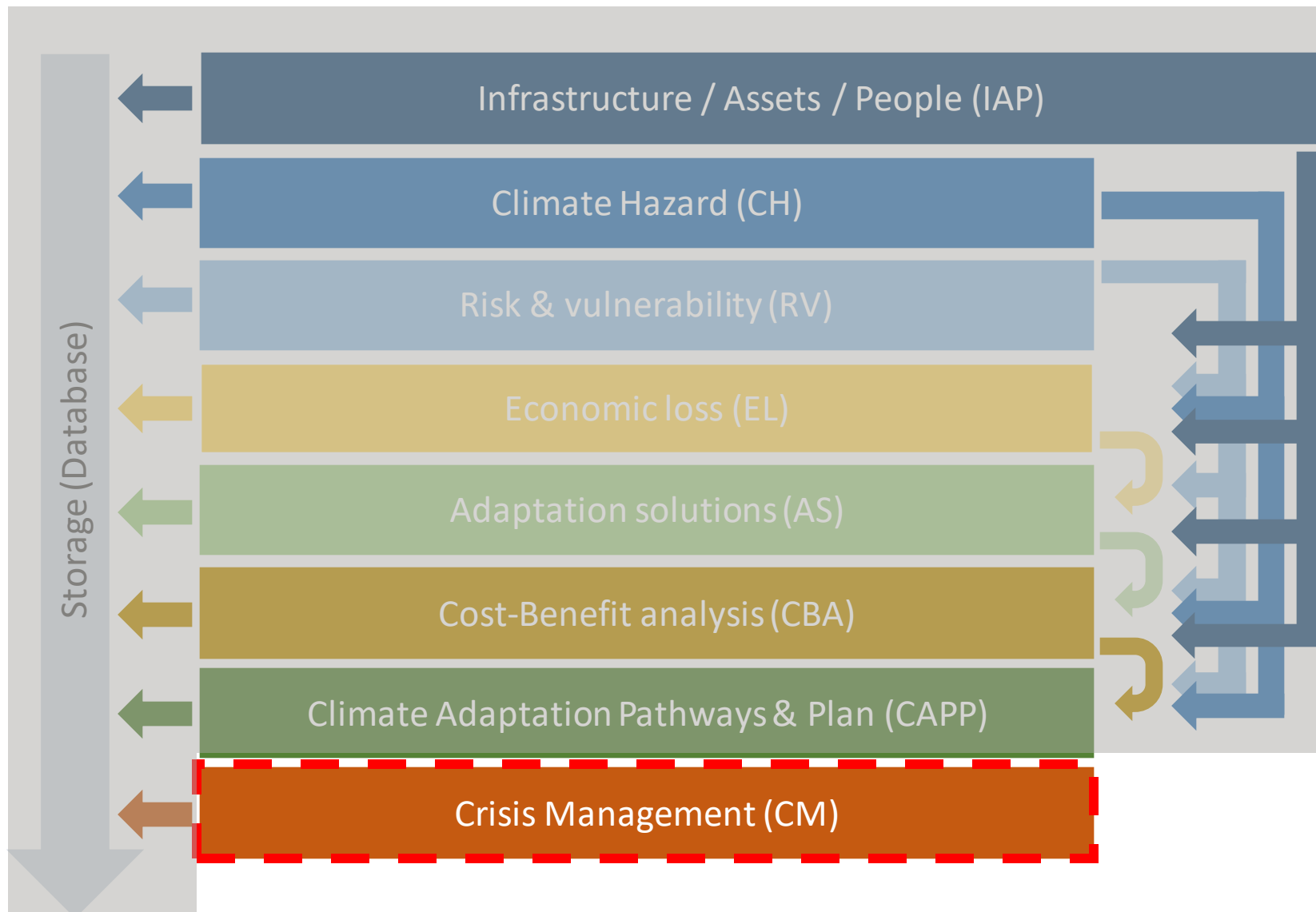


# MODULE 7

Guillaume DESPIERRES



# LIFE RESYSTAL TOOLBOX

Climate Risk, Adaptation, Cost-Benefit and Crisis Management for Health sector

DEMO





1. CrisiSoft
  2. MenKorn CALL
  3. Life Project
-



## Davy Murgue - Founder

Emergency doctor  
Medical Director SAMU  
Expert in strategic crisis management (INHESJ).

2010 – 2014 : Prototype  
2014 – 2015 : Preliminary studies  
2016 – 2017 : MenKorn NOVI development  
2018 : MenKorn CALL development (Alert & Recall)  
2019 : Development MenKorn WHITE (White Plan)  
2020 : Provision of free of charge MenKorn COVID



*Efficiency in CRISIS MANAGEMENT relies first and foremost on secure procedures, anticipation of all stages of the process, cooperation of actors, training of personnel and effective supervision.*

### EDITION

MenKorn range  
5 health & rescue oriented products

Team  
1 CTO  
2 developers  
1 ergonomist

Infrastructure  
High availability,  
secure and hosted in France.

### ACOMPANIMENT

Services  
Audits  
Consulting  
Exercise simulation  
Retex  
Hardware solutions

Experience  
10+ "real life" exercises  
900+ Simulations

### TRAINING

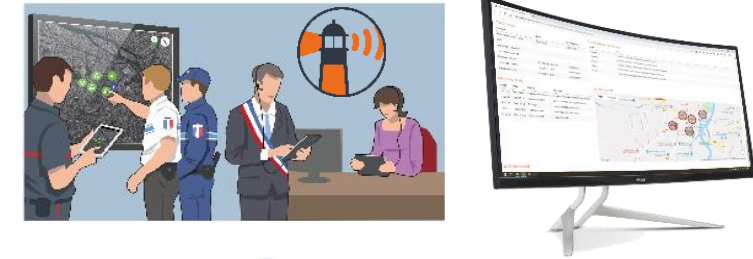
Content  
Individual and group simulation  
Crisis management  
MenKorn solutions

Team  
7 trainers



OPERATIONAL TOOLS FOR TACTICAL INFORMATION AND STRATEGIC DECISION-MAKING... *or how to strengthen existing institutional tools with effective solutions on the ground!*

## Strategic decision-makers



## Tactical Echelons



- Device sizing
- Alert, Recall, Engagement
  - Management of resources and beds
  - Flow management and mapping
- Activity tracking
- Reports, statistics, observatories
- Current regulation SI interface
- API
  - Partnership Telecom Exos

Partnership

Exos

- Real-time information
- Reports, statistics, observatories Aide à la décision
  - Information enriched from external sources
  - Visual Analytics

Partnership

sas

## Operational field staff



- Management of field resources  
Care of victims
- Identification
  - Medical care
  - Evacuation

Partnership

Atos CitySafe

- +
- Team preparation
- Simulator
  - Forecasting
  - Exercise and training management



# Global approach : Use cases

**MANAGE**

**TRAIN**

**ALERT & INFORM**

**DIMENSIONING**

**ASSESS**

**MOBILIZE**

**TRACKING**

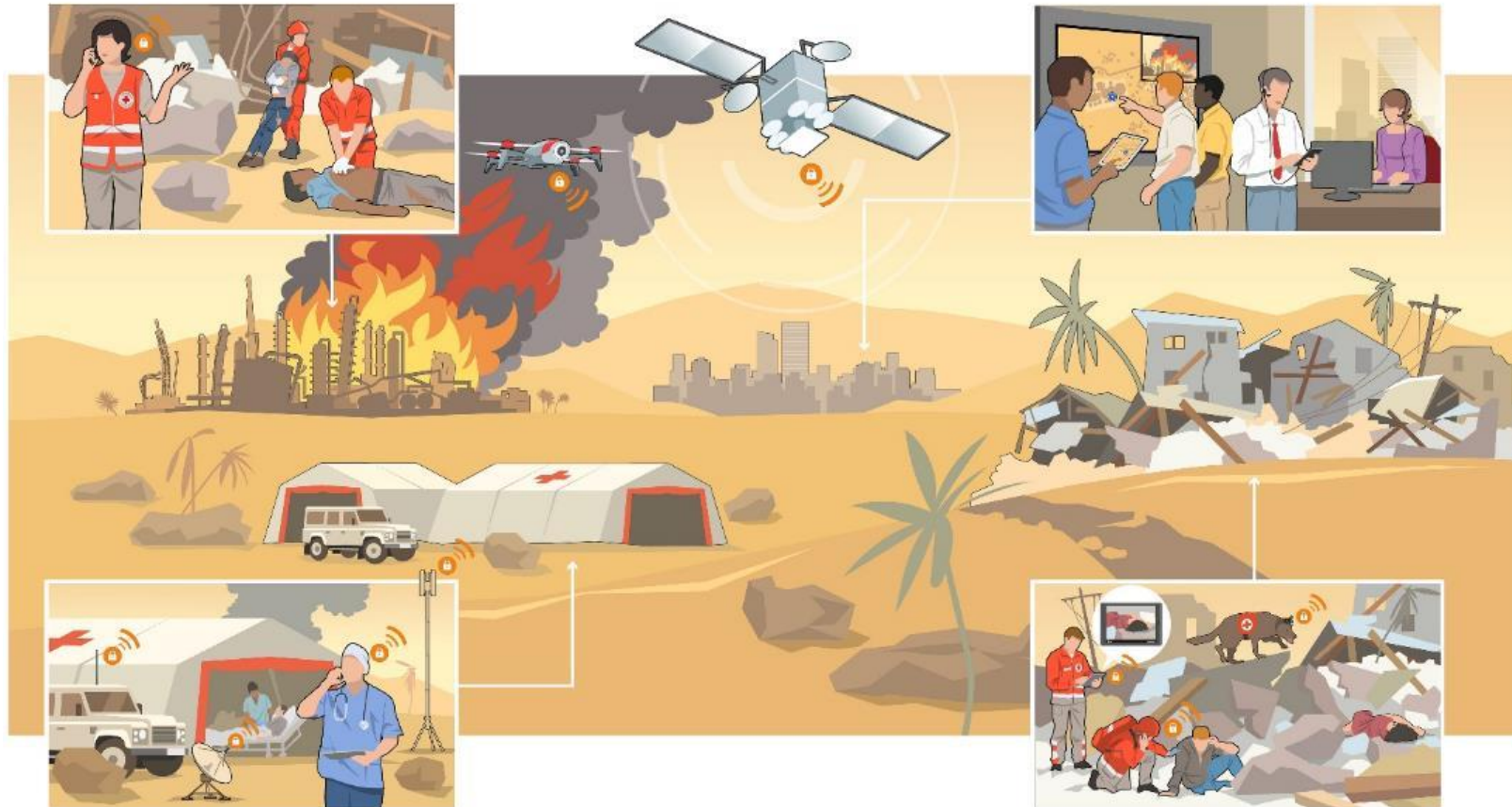
**SOLICIT**

**CARE & EVACUATE**

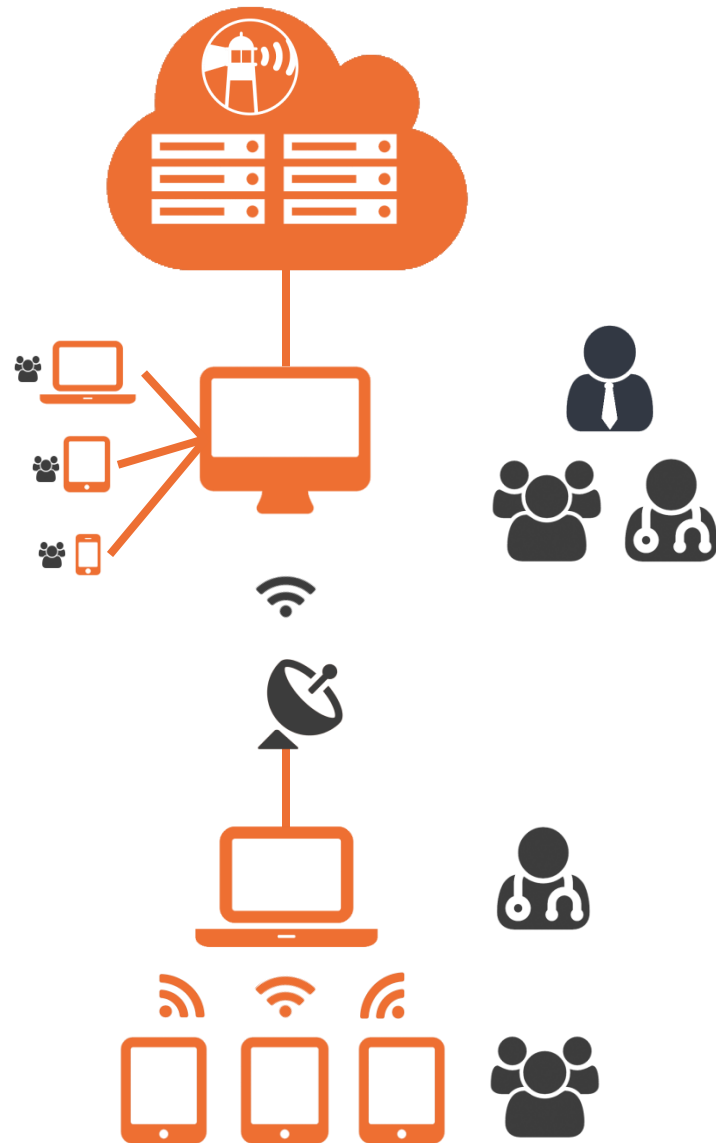
**OPERATE**

**IDENTIFY & SURVEY**

**COMMUNICATE**







**MenKorn**, full-web solution hosted on secure and redundant servers.

**AGILE and PARAMETRICAL solution** via a full Manager. Interfacing API's.

**Ergonomic device management interfaces** and customisations + **partner interfaces** for information and provision of resources.

**Integrated simulator** for individual and/or group training and major exercises.

"**Default downgraded mode**" and resilient local network to ensure operational activity of actors on site.

**Specific mobile apps** : advanced medical post, resource pooling centre, pharmacy,..





1. CrisiSoft
  2. MenKorn CALL
  3. Life Project
-



# MenKorn CALL



MenKorn CALL is a collaborative web-based solution for mobilising and engaging staff.

MenKorn CALL is aimed at organisations wishing to launch multi-service staff recall campaigns by controlling the flow and allocation of mobilised staff.

MenKorn CALL enables the distribution of staff mobilisation tasks at different hierarchical levels between directorates, departments and services.

Flow management makes it possible to mobilise only the necessary resources and to direct people to geographical areas, missions, teams and intervention vehicles.

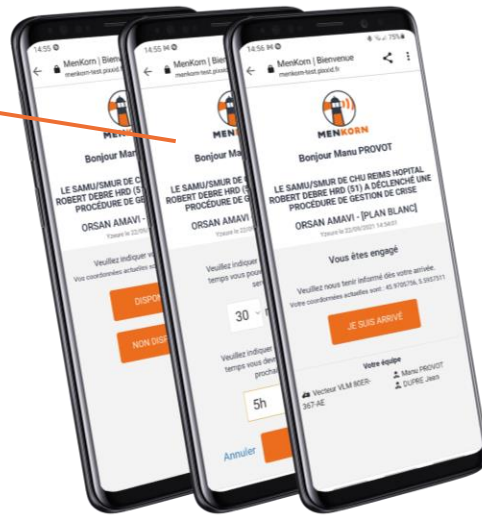
Communication and supervision functionalities complete the solution.

Functional scope	MenKorn CALL
ALERT (mail, SMS, voice calls).	✓
SITUATION REPORTS with access to the event monitoring observatory.	✓
MOBILISATION OF STAFF (recall of personnel, automatic engagement/disengagement, orientation, assignment of missions...).	✓
REPORT available to all actors connected to the event.	✓
DEVICE MANAGEMENT Operational areas & mapping to size the device and distribute the teams and vectors.	✓
SUPERVISION (logs, communication, reports, statistics)	✓
SIMULATOR (training & exercises)	✓

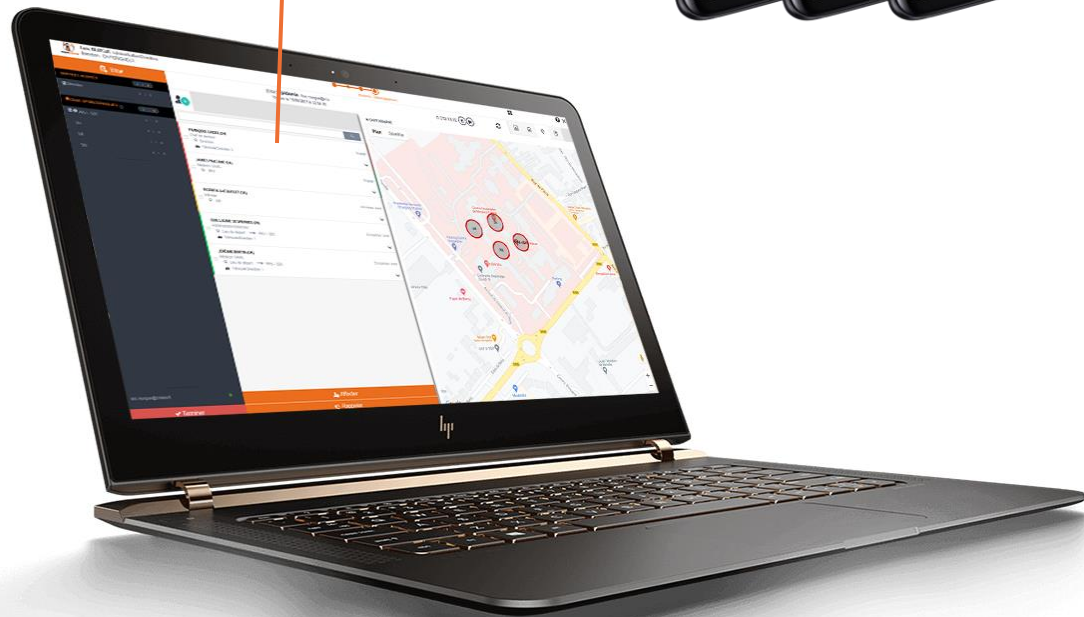


# MenKorn CALL

Email, SMS and voice call solicitations. Engagement & advance information via mobile.



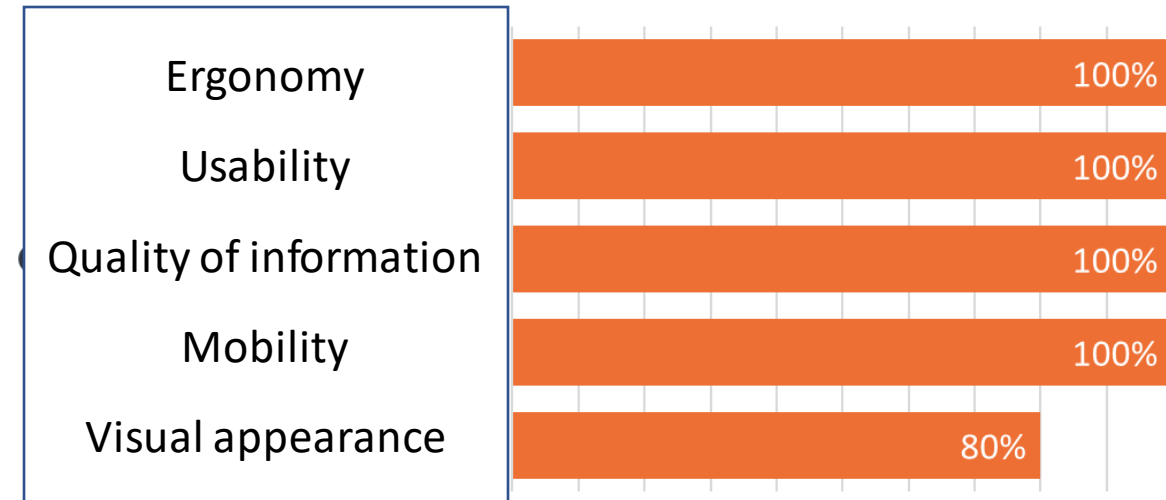
Simplified crisis room interface  
Multi-service cooperation



MenKorn CALL like all CrisiSoft solutions, is designed to facilitate the appropriation of processes and functionalities by operators in a context of tension.

A test carried out with actors not trained in the use of MenKorn, from the CHU of St-Denis de la Réunion produced the following evaluation by these personnel :

Satisfaction rate :



Survey carried out on 15/09/2021 with 10 users from ARS 974 and CHU St Denis, without prior training on the Alert, Situation Report, Personnel Recall, Hand-to-Hand, Request for Reinforcements, Victim Management, Flow Management and Device Sizing functions.



# MenKorn CALL

MenKorn CALL offers all the players connected to the event, whether they are staff from the departments involved in the event or the establishment's external partners (ARS, Prefecture, etc.) a "real-time" observatory that keeps everyone informed of the situation.

- Staff
- Vehicles
- The latest status report
- Responsibles / Managers
- Operational areas
- Mapping of the system
- The handrail

The screenshot shows a comprehensive emergency management dashboard. Key sections include:

- Victim List:** A table with columns for name, category, sex, age, zone, and status.
- Operational Info:** A list of key data points such as 'Météo', 'Niveau de la mer', 'Qualité de l'air', and 'État des lieux'.
- Engaged Resources:** A table listing vehicles and personnel with their respective counts and services.
- Found Beds:** A table detailing the status of beds in various locations like 'Gare St-Joseph' and 'Gare St-Jacques'.
- Key Posts:** A list of critical roles and their assigned personnel.
- Operational Zones:** A list of specific areas where operations are taking place.
- Map:** A geographical map showing the location of the incident and surrounding areas.
- Incident Log:** A section for recording and managing incoming reports.



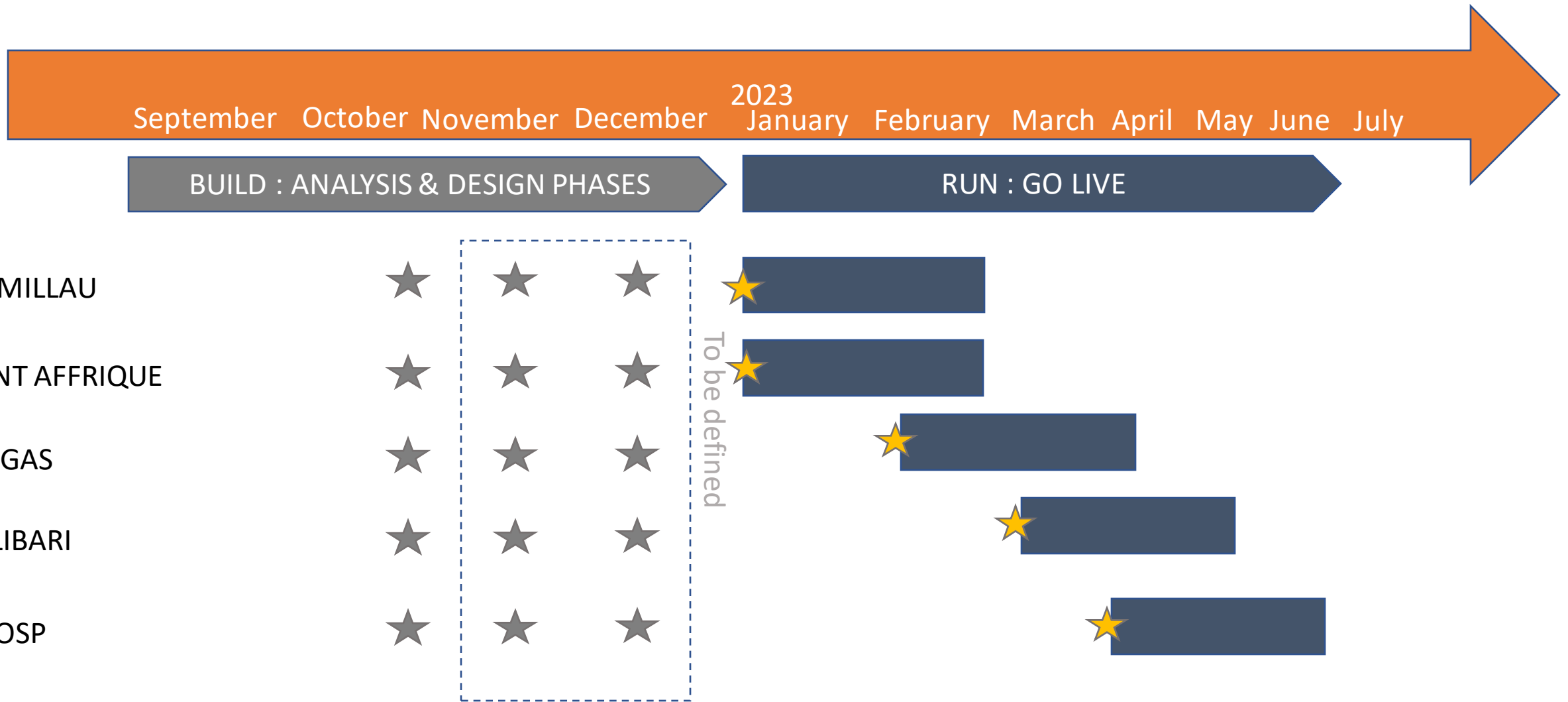
1. CrisiSoft
  2. MenKorn CALL
  3. Life Project
-



# Planning MENKORN CALL Implementation

- ★ Pilot Meetings
- ★ Training session

## Crisis Management tool development (module 7)





# Analysis & Design phases : requirements

## Crisis Management tool development (module 7)

To realise the analysis & design, we need for each pilot :


1. **Projet leader (face off)** : Name, Email address, Phone number
2. **Hospital organisation** : composition of the service hierarchy: divisions, departments, partners (ex : hospitals you are used to working with, private ambulances, institutions,...)
3. **Process of management crisis** : guidelines, operational areas (ex : crisis room, victim gathering area, pooling area for resources, sorting area, care area, evacuation area,...)
4. **Data collect** : contact details of all staff concerned (identity, job profile, department to which they are attached, e-mail address), partners
5. **Desired communication mode** : Email / Vocal / SMS

**For each pilot, we suggest to organise some project meetings (2 or 3) to discuss of this points**





Guillaume DESPIERRES  
**General Manager & Project Director**

 06 66 04 21 20

 [guillaume.despieres@crisisoft.com](mailto:guillaume.despieres@crisisoft.com)

 [@guillaumedespieres](#)

Estelle THEVENET  
**Trainer & Project Manager**

 06 87 16 54 38

 [estelle.thevenet@crisisoft.com](mailto:estelle.thevenet@crisisoft.com)

 [@estellethevenet](#)