

Emergency Operation Centers (EOCs) as a critical Arrangement for Disaster Management

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Introduction: An emergency operations center (EOC) is a central command and control facility responsible for carrying out the principles of emergency preparedness and emergency management, or disaster management functions at a strategic level during an emergency, and ensuring the continuity of operation of a company, political subdivision or other organization. So, exact knowledge of these entities could help us improve our healthcare system.

Materials & Methods: This paper is a review study which the information gathered by searching internet (Google, GoogleScholar, ScienceDirect, Medline, Chochrane), where inclusion criteria were English language documents which published during Jan. 2005-Apr. 2016, with key word emergency operations center (EOC). Among credentials most related ones to basic concepts of EOCs and with a managerial approach to them were reviewed and selected blinded-separately by two reviewers, as well as papers which have had actual benefits of such arrangements. All entered papers were controlled by an expert.

Findings: An EOC is the physical location where an organization comes together during an emergency to coordinate response and recovery actions and resources. The purpose of an EOC is to ensure that departmental response capabilities are maintained and authoritative information is disseminated to the general public. A properly designed Emergency Operations Centers (EOC) should serve as an effective and efficient facility for coordinating emergency response efforts. During an EOC activation, the planning function is critical to the success of field operations and overall situational awareness. Assessments of how well the response operations met objectives and recommendations for correcting gaps or weaknesses, and plans for improving response operations are also vital .

Discussion & Conclusion: The management and performance of Iran's emergency and disaster organizations could be advanced by learning from the best practices of the EOCs around the globe especially from developed countries, including establishing united chain of command, setting clear integrated goals and tasks, standardized management, technology, and structure, boosting the human capital competencies and reinforcing information and communication management and technology esp. technology acceptance and information quality.

Keywords: Emergency Operation Center (EOC)| Management| Structure| Design| Planning

