# KICS White Paper

## Introduction

KICS will replace almost any paper form with a customized web form that is completed on-line by staff, 3rd party or the public.  KICS gives you the benefit of locating completed forms effortlessly, without the time-consuming task of shuffling through stacks of paper.  Duplicating blank forms and the storage of completed forms will be eliminated.

Electronically stored data now gives you the ability to perform analysis on the answers provided by the respondents.  Built-in features allow you to establish workflow processes where an electronic form can be automatically transferred among staff members as certain conditions are met.

*Document legend:*
> Template: Is used to design a form. Once completed it is published and becomes a form for use.
> Form: The on-line document that is available to people for completion.
> Respondent(s): The person or persons who answer/respond to the form questions.
> Submissions or Responses:  Forms that have been filled-out and are now contained in the KICS data base.

## Features

- Electronic forms creation with document retention and reporting capabilities.
- Various question types are available to give you the most flexibility in collecting the data you require.
- Notifications to control emailing document details to individuals at various stages of the documents.
- For those who have the Parklane application there are integrations to specific Parklane modules and Employee Lookup functionality.
- Intuitive template editor to easily manage your template, and configure question properties.
- Apply your own company logo, plus change various colours and images using the branding features.
- Various authentication options are available, with robust features.
- Template permissions allow you to control what access user roles have to certain pages and processes.
- Customize questions to show/hide, based on answers from other questions.
- Apply calculations dynamically to display and store values from other questions.
- Reporting and exporting of collected data.
- Use KICS as a front-end input for internal applications that do not have on-line input capabilities.

## Types of Questions

Below is the list of questions you can choose from when building a template.  You select a question from the list and drop it into the template. Provide a label and customized the properties to suit your needs.  Questions can be easily moved around on a template if the order needs to be rearranged.

- First Name.
- Last Name.
- Address preformatted with Street Name, City, Province/Territory, Postal Code, Country.
- Telephone number preformatted as Area-code, Exchange, Number and a 5 digit extension.
- Short Answers are used for questions such as location, years of experience, name of witness, badge number, reason for visit, etc. Specify the maximum number of characters (up to 300) and whether it is a number or text.

- Long Answers are used where explanations or comments are required.
- Questions that require a Yes or No answer (with optional *Not Applicable* or *Unknown*).
- Dates that can be pre-define for editing: i.e. any date, past, today, future.
- Dates with a *Today* button.
- Time preformatted as hour and minutes am/pm and optional *Now* button.
- Combined Date and Time.
- Date and Time Ranges.
- Pick list answers where the form will provide a list of answers for the respondent to choose from.  You define whether they can select one answer or multiple. Answers can be shown as radio buttons, check boxes or listed in a drop-down box.
- Signatures from touch sensitive mobile devices, mouse, or Topaz signature pads.
- Upload file attachments with customizable options for file type and size.
- Capture GPS location on mobile devices.
- Email addresses that can be used by KICS automated emails. See below.
- Info-boxes for statements or instructions to respondents submitting a form.

## Other Cool Features

- You can allow for a single or multiple answers. Ex: List the names of your pets.
- Repeat Answers can be used to save an answer entered on a form and have it auto-fill on subsequent forms. Ex: Flu shots with auto-repeat on lot number, manufacturer, etc.
- Build an interactive template that gives a reply based on the answers provided by the respondent. Ex: Based on your qualifications given, we will not be providing an interview for the position.
- Multi-page support including conditional page locks.
- Define what type of respondent is able to see certain pages on a form.
- Retrieval & Export Filters can limit access to completed forms.
- Account Self Registration Process. See below.
- ADFS/AD/LDAP support. See Below.
- Page locks to ensure answers can't be modified after a respondent submits their form.
- Using the GPS location on mobile devices, KICS analytics can generate a map placing the locations of specific answers.

## Submission Retrieval

- Responses can be searched by the first 5 fields of a form.
- Permissions can be granted to allow a user to search for partial or completed forms.
- Retrieval Filters can be configured to control access to form responses based on a specific answer and a user's roles.  Ex:  Building A Manager can only retrieve responses for Building A.

## Email Notifications

Automatic emails can:
- Be sent based on a form action (new, updated and completed).
- Be sent depending on an answer given on a form.
- Be sent to a static recipient, a KICS account or to an email provided on the form.
- Contain answers from a submission to help a recipient know what the email is for.
- Include a link to the response as well as a copy of the response in PDF Format.

## User Authentication

- Supports Local and Directory Authentication.
- Supports Dual Authentication methods for organizations who do not have all their employees in a directory system (ex: Employees = Directory, Volunteers / Guests = Local).
- Permissions to forms (templates and pages) and KICS actions (Form Entry, Retrieval, Exports) can be granted by KICS Roles.
- For Directory Authentication: Supports ADFS/SAML and LDAP for User Logins;  LDAP for User Management; Permissions to forms (templates and pages) and KICS actions (Form Entry, Retrieval, Exports) can also be granted by Directory Groups.
- For Local Authentication: User Accounts can be set up and managed within the KICS System;  Welcome Emails can be sent out for new accounts;  Password Policies in place (length, required character types, expiry, uniqueness);  Supports User Self-Registration;  Controls for Self Registration include: Account Moderation, Domain Filters and Email Validation.
- Public Access:  Forms can be configured to not require user authentication.

## SQL Export Option

The SQL Export gives you the capability to use KICS with other applications; it can create an SQL table that is specific to a form and update it real-time. Examples of usage would be:
- Convert your internal applications that require manual entry from paper, to an application that now has a front-end on-line entry form.
- Develop customized reporting and queries from submissions by using consistent extracts.

## The Cost of Using Paper

It has been estimated that every time $1 is spent on printing a document, another $6 is added simply for the handling, storing and distribution of that document. Between the hours spent in proper filing, retrieving and searching for documents, employee handling costs quickly add up. An organization spends $20 in labor to file each paper document, approximately $120 in labor searching for each misfiled document and $220 to recreate each lost document.
*Source: Price Waterhouse Cooper*

## Sample of a Kics Input Form

Use the link below to view/complete an actual on-line KICS form.
https://feedback.kicsdata.com/formentry.php?type=new&formId=54

## Testimonial

The University Health Network (UHN) in Toronto, Ontario has roughly 18,000 employees and 6,000 learners per year.

The COVID-19 pandemic brought on unique challenges that drastically impacted staff and patients in all areas of the hospital and research settings, including Occupational Health. These challenges and stressors required novel management to support staff and the organization, as well as reduce the burden on the limited staffing resources in the department.

The KICS web-form tool is an excellent resource to leverage technology to support many aspects of Occupational Health. This multifaceted tool can be utilized to support communicable disease management, new employee on-boarding, and a reporting instrument. During the mandatory COVID-19 Vaccination policy, all UHN staff and physicians needed to report both doses of their vaccine to Occupational Health. By utilizing the web-form, Health Service was able to collect thousands of documents and that could be uploaded immediately into our documentation system through one file transfer.

To assist the on-boarding of, at times, over one hundred new staff a month, the web-form was utilized to collect on-boarding information and documentation (up to 6 mandatory tests and vaccination documentation) that could seamlessly by uploaded into our documentation system again, through a single file transfer. This allowed Occupational Health to target necessary resources to those having difficulty obtaining with their on-boarding requirements.

One of the most pivotal supports the KICS platform has provided is in the management of COVID-19. During the height of the Omicron wave, it became apparent a process needed to be developed to provide standardized structured assessments, education, and manager/leadership advice in real time to protect both staff and patients and help manage the health human resource challenges. By automating the process, building in specific situational algorithms, and allowing real-time information to be sent to both the employee and their leadership regarding next steps and return to work guidance, Occupational Health was able to support targeted assessment and education to over 100 new COVID-19 positive health care workers and their managers daily. This guidance could be provided 24 hours a day as it was not restricted by clinic hours and physical nursing resources.

As new and rapidly changing guidelines were implemented by the provincial governing bodies, Occupational Health was able to implement these changes immediately through a simply form update to the existing built algorithms in the forms. Occupational Health, with the support of Parklane Systems, continue to look at new ways to utilize and optimize this technology and look forward to the ongoing partnership as we utilize technological advances to support the healthcare setting.

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