

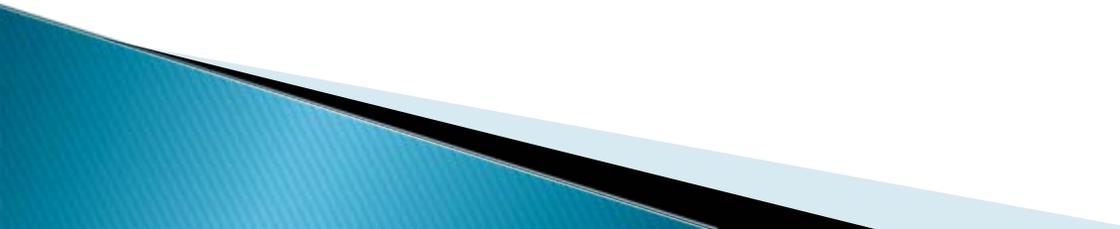
State of EMS

Electronic Report Writing for Agencies

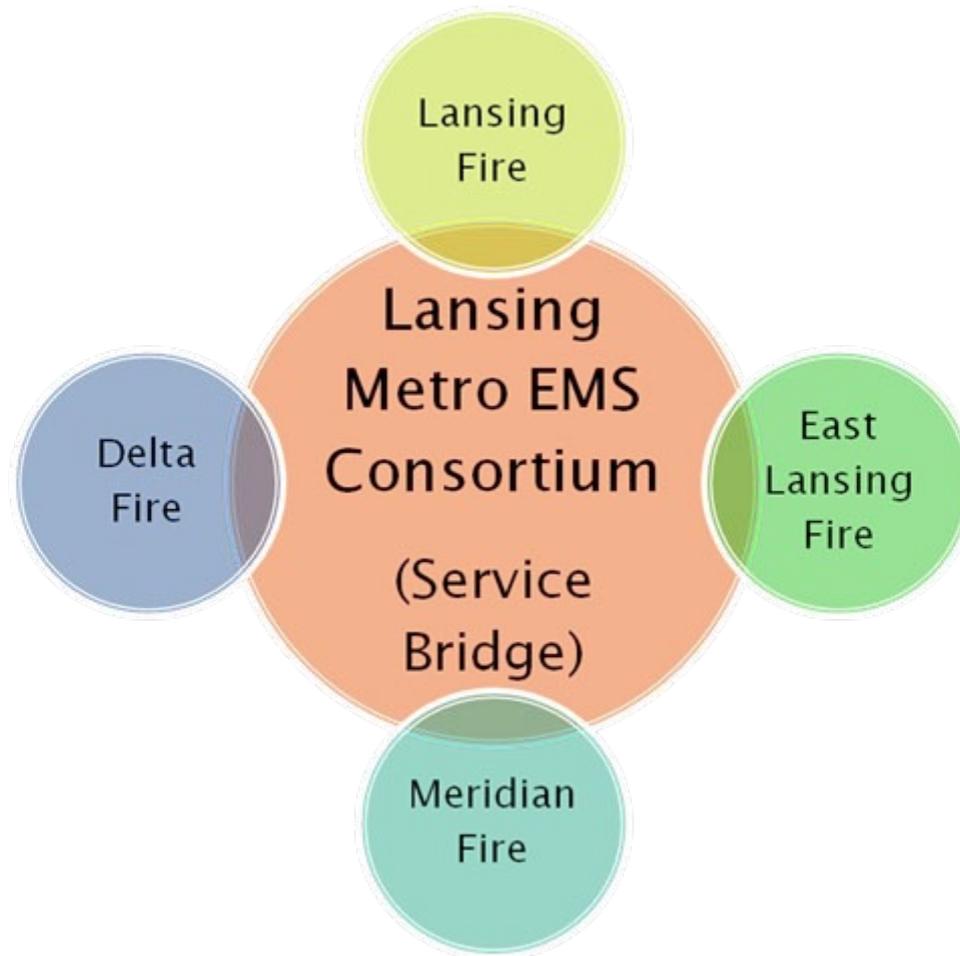
Michael Roberts

Delta Township Fire Department

ImageTrend

- ▶ Largest state contracted software company
 - ▶ State, service, field, hospital bridge
 - ▶ Beta tested in 2003 (Burnsville FD, MN)
 - ▶ Live in 2004 (Warsaw/Lincoln Ambulance, MO)
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Area agency cooperation (2006)



Initial Implementation

- ▶ Equipment purchased – November 2005
 - ▶ Train the trainer – December 14th, 2005
 - ▶ Shift training – December 21st, 2005
 - ▶ Live – January 1st, 2006
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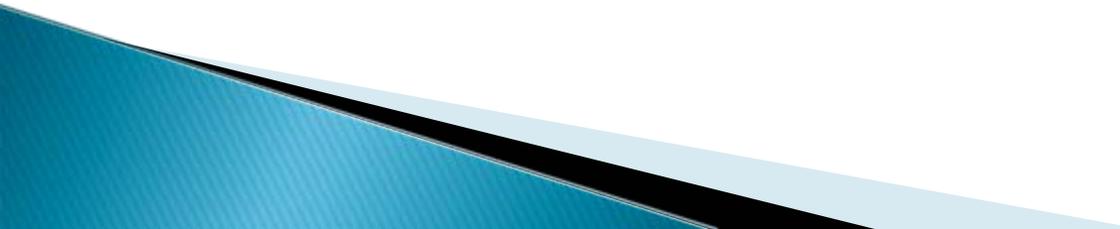
Initial Problems

- ▶ Rushed
 - Tablets
 - Wrong settings
 - Different icons
 - Bizarre software errors
 - Reports
 - Missing data
 - Incorrect data
 - Inconsistent data
- ▶ Created QI, billing, and legal concerns

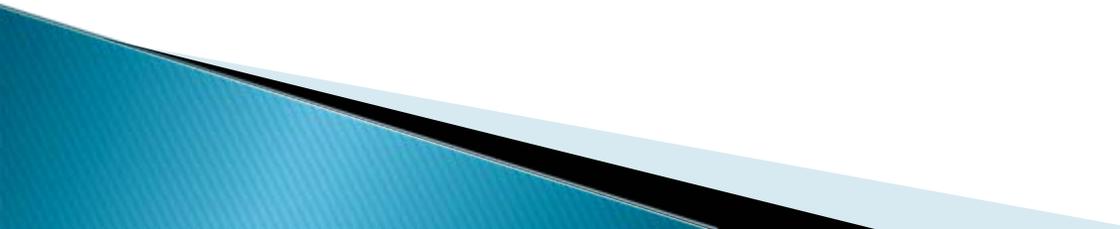
Internal Study

- ▶ Inconsistent computer backgrounds
 - ▶ No hardware orientation
 - ▶ No software navigation knowledge
 - ▶ No knowledge of standard data definitions
 - ▶ Poor initial tablet set-up
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Rebuilding the entire system

- ▶ Purchased proper equipment
 - ▶ Rebuilt station network
 - ▶ Updated software
 - ▶ Made every tablet look and operate the same
 - ▶ Basic computer knowledge course
 - ▶ Multi-level report writing class
 - ▶ **Developed a QI/QA process**
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QI/QA/QM

- ▶ Quality Improvement (QI)
 - ▶ Quality Assurance(QA)
 - ▶ Quality Management(QM)
 - ▶ A management techniques used to assess and improve internal operations
 - ▶ A process that audits the quality of a product or service and implements corrective action to remedy and deficiencies
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QI/QA/QM uses

- ▶ More efficient data mining
 - Build search queries once and use endlessly
 - What took months now used in minutes
 - Immediate detection of policy, training, or personnel deficiencies

Medical Control Comparison

(Cardiac Arrest Study, 50 random runs, 1 year, 1 agency)

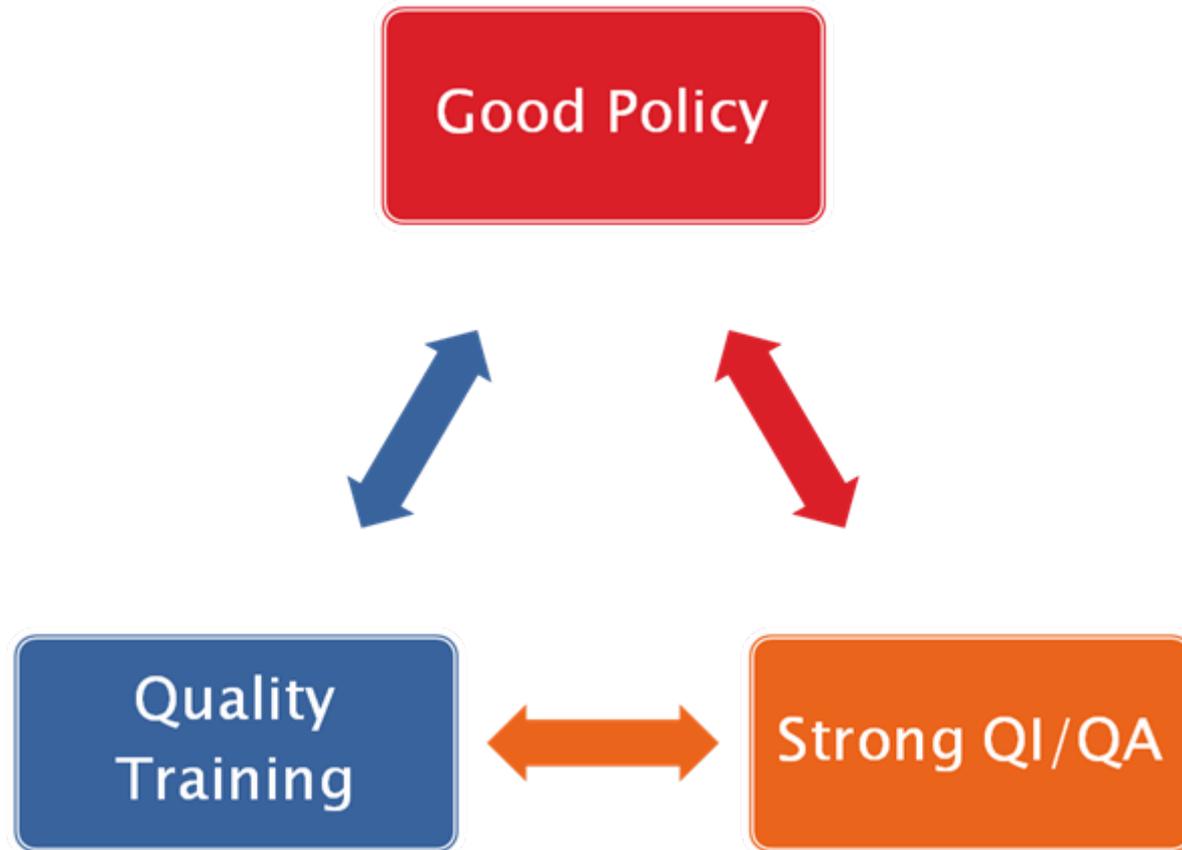
Paper Reports

- Pulling Reports - 3 hours
- Review for data points - 10 min/report (8.3 hours)
- Exporting data to spreadsheet - 2 hours
- Total QA/QI time - ~13 hours

ePCR's

- Build Search Query - 1 hour (one time only)
- Pulling Reports - instantaneous
- Review for data points - instantaneous
- Exporting data to spreadsheet - instantaneous
- Total QA/QI time - 1st- 1 hour, after - click of a button

Effective Operations



“Growing Pains”



Benefits

- ▶ EMTs / Paramedics
 - Consistent / thorough report
 - Eliminates handwriting and shorthand errors
 - Ease of future look-up and review
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Benefits

▶ Agencies

- Efficient and effective QI/QA
 - More time training than look-up
- Billing
 - Turnaround times
 - Collections

Questions / Comments?

