



LGFCU
LOCAL GOVERNMENT
FEDERAL CREDIT UNION

2016 EXCELLENCE IN INNOVATION Awards Program

Project ID	HS-1
Title of Program	EMS Charts-IPAD Project
Program Category	Human Services
Submission Date	4/26/2016 9:48:34 AM
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Implementation Date	1/1/2015
FLSA Designation	Both (if applicable to a team)
Project Team Members	Tim Pennington (EMS), Greg Adams (IT)

Description of Productivity Improvement

Wilkes County EMS has worked with our patient care software vendor to deploy IPADS on each ambulance to increase our ability to accurately collect data in the field, while also improving the efficiency of our office staff who process call reports.

Description of why this project was initiated

Wilkes County EMS responds to approximately 12,500 calls per year. This results in 8,700 transports. Under previous conditions, paramedics and EMTs were required to gather a number of different paper forms for each transport. This often resulted in as many as 6-8 different pieces of paper or forms which had to be completed/collected. Patient care reporting however was being done online. This resulted in our two office staff needing to scan as many as 65,000 documents each year. This was obviously a time consuming and inefficient process.

With our rollout and implementation of IPADs for patient care reporting collection, we have decreased by approximately 50% the amount of document scanning which must be completed. This reduces the amount of time spent by our administrative staff scanning documents and allows them to focus on other aspects of their jobs. Our second phase of the project will allow communication between our patient care software and our Computer Aided Dispatch which should further reduce scanning by at least 25%.

Quantifiable results (sustainability, cost savings, cost avoidance and/or a higher level of service).

Indication of what resources were used and what was done with any accrued time savings

We estimate that scanning for each patient required a minimum of 2 minutes. This resulted in approximately 300 hours (7.5 weeks of work) annually on this effort alone. Our 50% reduction has returned 150 hours (or almost 4 weeks) back into the system.

Other descriptive information

For many years, our paramedics and EMTs collected patient information and signatures on paper. They then had to return to their station after the call and enter the same information that they had already collected. Our use of IPADs allows us to streamline this process, enabling crews to complete paperwork more quickly and accurately.