

**North Carolina Association of County Commissioners
2005 Ralph W. Ketner Employee Productivity Awards Application**

County:	Scotland	Employee:	Mike Edge	Email:	medge@scotlandcounty.org
County Department:	Scotland County EMS	Employee Title:	Training and Operations Officer		
County Phone:	910-276-1313	County Mailing Address:	P.O. Box 1407; Laurinburg, NC 28353		
Is this project being submitted on behalf of two or more employees?				No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>

If yes, please provide below a listing of all project employees in Number 6. Employee & title as listed above should be for lead team member.

Fair Labors Standards Act Designation: In order for your project to be eligible, you MUST indicate one of the following. If you do not know, please contact your personnel director

EXEMPT: **NON-EXEMPT:** **BOTH (if applicable to team):**

1.	Productivity Improvement Title:	EMS Electronic Revenue Collections
2.	Implementation Date (must be between January 1, 2005 and December 31, 2005)	March 2005 to present
3.	Please describe the productivity improvement. (Please limit response to these 2 pages.)	
<p>Scotland County EMS has used electronic software for a trip reporting system for many years. In FY 2004-2005, a budget was approved that allowed for the purchase of additional software to address the issue of electronic billing and collections. The new software was purchased from the same vendor as the existing trip reporting software in order to utilize the existing trip data to populate the collections software data fields. In March of 2005, Mike Edge, with Scotland County EMS, undertook the task of interfacing the new collections software with the existing trip software. Mike was first able to implement an insurance billing element of the software to allow EMS Insurance claims to be sent electronically to a clearinghouse. He was then able to implement a second element of the software to allow for the electronic billing of EMS Medicaid claims. At the end of FY 2004-2005, the new electronic collection system was fully operational and EMS collections had increased \$50,000 to a total of \$550,000 for the year. In FY 2005-2006, EMS collection continued to show a marked improvement. The FY 2005-2006 Scotland County EMS collections will reflect total collection of over \$750,000. This is a \$200,000 increase in revenue with no increase in fees. The elected body has approved the addition of three new paramedic positions in the FY 2006-2007 budget. The increase in revenue collections will offset the cost of the new positions. The citizens will have an additional paramedic per shift to respond to emergencies at no increase in taxes, and the paramedic staff will have an additional staff member on each shift to eliminate "on-call" status for third calls which will increase moral of all EMS personnel.</p>		

4.	Please describe why this project was initiated or what problem it addressed:		
<p>This was a two-fold project. First, it addressed the need to increase the rate of collections for EMS provided to the public. It allowed for the continued use of the electronic data reporting system while utilizing that same data in an electronic collections program. This addressed the issue of a lower than desired collections rate, which was a concern of our elected officials. Secondly, it addressed the issue of paramedics having to be “on-call” for a third EMS call from the hours of 16:00 to 08:00 the following morning. Due to a lack of staffing, but the need to address the system’s ability to respond to three calls at the same time, paramedics that had just worked a 24-hour shift were required to be available to answer a third EMS call when it occurred. Though “Third Call” situations don’t happen everyday, it was still necessary for a paramedic to be able to answer the third call in a timely manner (8 minutes). The addition of the collections software addressed the issue of obtaining an increase in revenue collections; and the increase in revenue allowed the system to add paramedic positions and eliminate the “on-call” status of the existing EMS staff, all at no additional cost to the citizen. Net result—The increased use of electronic technology allowed an increase in untapped revenue resulting in an increase in personnel at no increase in cost to the citizen.</p>			
5.	Please quantify the improvement’s results in terms of cost savings, cost avoidance and/or a higher level of services provided.		
<p><i>(Please indicate what resources were used to achieve your results, and what was done with the time savings, if any accrued).</i></p>			
<p>Approximately \$4,000 was invested in the software purchased to develop an electronic revenue collection system compatible with existing trip reporting software. In its first full year of use, the new software enabled EMS to increase revenue collections by \$200,000. The billing clerk has been able to spend more time on older accounts and is able to stay current with everyday billing and posting of revenue. The increase in revenue collections has allowed the EMS system an increase of three paramedic positions, approximately \$150,000 per year, at no increase in cost (taxes) to the citizens the EMS system serves. The system has also saved approximately \$15,000 a year in “on-call” to paramedics who no longer are required to be “on-call”. Now, when a paramedic finishes a 24-hour shift, they are not expected to return to work for at least 48 hours. Long term, this should result in less burn-out of paramedics and a higher level of moral of EMS staff----resulting in delivery of better service to the citizen.</p>			
6.	Please provide any other descriptive information you would like to be considered by the review committee.		
<p>This is win-win-win situation. The citizen wins by receiving better service by having additional EMS staff to respond at no increase in cost. The County wins by providing better pre-hospital medical service to the citizen while receiving an increase in revenue but with no increase in fees charged or taxes collected. The EMS system wins by receiving an increase in staffing, a better knowledge of our electronic system—both reporting and revenue collections, and an expected lower turn-over rate of staff due to better moral-----all at no increase in cost to the public----only at an increase of the EMS system’s ability to be more effective in its delivery of service to the citizens of Scotland County.</p>			
County Manager’s Name:	John Crumpton	Supervisor’s Name:	Roylin Hammond