



An Integrated Solution from a Single Vendor Brings Measurable Benefits to Taney County Ambulance District

TANEY COUNTY AMBULANCE DISTRICT

At a Glance:

- 28 years of service in Taney County, Missouri
- 24 vehicles
- Handles 7,000 calls per year
- Transports over 5,900 patients per year

ZOLL Data Systems' solutions

- RescueNet Billing
- RescueNet Dispatch
- RescueNet TabletPCR
- RescueNet Nomad
- RescueNet Crew Scheduler

Benefits

- Improved clinical documentation
- Improved quality of service
- Increased accuracy and efficiency
- Centralized reporting for improved business processes
- Increased productivity

"The RescueNet suite from ZOLL Data Systems has put us ahead in the technology arena in southwest Missouri, and improved patient care by speeding up response times and providing more professional reports."

—Kevin Tweedy, EMT-P, CCEMT, Operations Manager, Taney County Ambulance District

OVERVIEW

The city of Branson (population 7,500 with 7.2 million visitors annually and growing) is located in southwest Missouri, 35 miles south of Springfield in the heart of the Ozark Mountains.

Taney County Ambulance District (TCAD) has 65 full-time employees and 35 part-time employees. They cover over 650 square miles, including a portion of Arkansas, and responded to over 7,000 calls this year with only one community hospital in the area. TCAD has one of the only critical transport units in the state, which is used between Branson and St. Louis (over 4 hours away).

TCAD is an EMS organization serving all of Taney County in Missouri. They provide mutual aid assistance to surrounding counties in Missouri & Arkansas. TCAD is one of the fastest growing services in the state with a wide area of coverage. TCAD was voted Administrator of the Year for 2000 and Service of the Year for 2003 by the Missouri Emergency Medical Services Association.

In 2004, TCAD completed its 28th year of service to Taney County residents and visitors. Their call volume has increased from 900 calls a year in 1976 to over 7,000 calls this past year. TCAD was the first in southwest Missouri to purchase Freightliner ambulances and they provide on-scene medical care for many large events in the community. TCAD is the official EMS service for the Men's NAIA Division II Tournament. First Responder education is provided to all fire departments. TCAD developed the Heart-Safe Community program, and the Public Access Defibrillation program with more than 80 AEDs distributed throughout Taney County.

The mission of TCAD is to provide the highest quality of emergency medical care to the residents and visitors of Taney County with consistent growth to meet the county's needs as resources allow. TCAD strives to provide this high standard of care with the resources of professionally trained dispatchers, emergency medical technicians, paramedics and the management staff working cooperatively under a total quality system.

ZOLL



“The benefit of having everything come from one company has been the most important thing because if there is a problem, there is just one source to deal with to get the issue resolved.”

—Steve Harris, EMT-P, Executive Administrator, Taney County Ambulance District

BUSINESS CHALLENGE

Some challenges that TCAD faced were the large amount of paperwork in their billing department, the tracking and dispatching of units, and the need for more professional reports. And they wanted all of this from a single vendor.

Paperwork was supposed to be picked up every day, but most of the time it could be 2-3 days before the paperwork arrived, which slowed the billing process down considerably. The units were polled to find their location, which used up valuable time and effort. And the dispatch and field crew information had to be entered manually.

BUSINESS SOLUTION

TCAD became familiar with ZOLL Data Systems through their association with the Missouri Ambulance Association. They liked the integrated feature of the RescueNet suite and its reporting capabilities. They looked at competitive solutions, but getting the complete system from a single vendor allowed for better sales and support service. They purchased RescueNet Dispatch and Billing first, then Crew Scheduler and TabletPCR came next. They are currently deploying the RescueNet Nomad solution.

BUSINESS RESULTS

The implementation process was seamless and the system has resulted in a measurable improvement from the paper system they used before. Also, the real-time data flow of the information from the field to the billing department increased collections and reduced days sales outstanding (DSO). The feedback from the crews has been positive and the use of RescueNet Crew scheduler has increased crew satisfaction. When technical support is needed, there is always responsive and knowledgeable service. The benefit of having everything come from one company has been the most important thing because if there is a problem, there is just one source to deal with to get the issue resolved.

Billing is out the door quicker than ever before, so there is a much faster return from Medicare and insurance companies. Cash flow has improved, response times have been reduced, and crews are not getting lost because the dispatcher can see where they are at all times. The RescueNet suite from ZOLL Data Systems has put us ahead in the technology arena in southwest Missouri and improved patient care by speeding up response times and providing more professional reports. The reporting, if involved in a lawsuit, can offer a great advantage because of the way the reports are created and their comprehensive content.

ZOLL Data Systems offers the RescueNet suite—computer-aided dispatch for fire and EMS, billing, field data collection, crew scheduling, fire records management, and mobile data software for the fire and emergency medical services (EMS) market. RescueNet is the only fully integrated information management system that allows fire and EMS organizations to manage critical information for maximum performance.

ZOLL

Microsoft
CERTIFIED
Partner

ISV/Software Solutions

www.zolldata.com

US Sales 800 474 4489 | US Fax 303 801 0001 | US Direct Dial +1 303 801 0000
Asia/Pacific +61 2 9420 8733 | Europe +44 (0) 1925 846400