ZOLL | DATA SYSTEMS

CASE STUDY
How TransCare Medical Transportation Services
Improved Patient Care and Access to Wellness
Services With an Integrated EMS Software Solution

TransCare
Medical Transportation Services
A Division of the Crisis Center of Tampa Bay

THE OPPORTUNITY

TransCare Medical Transportation Services (TransCare), a division of the Crisis Center of Tampa Bay, was (and is) driven by their mission, "To ensure that no one in our community has to face crisis alone." Through a 211 telephone contact center, care coordination, and a community paramedicine program, the organization acts as a gateway that helps connect people in the Tampa Bay area to various community resources for needs like food, shelter, and behavioral health resources. TranCare performs over 30,000 medical and behavioral health transports each year. TransCare staff encounter numerous situations where the patient has essential needs that are beyond the transport and many of these situations contribute to increased utilization of ambulances and hospitals. Agency leadership wanted to be able to analyze combined patient and operational data from their dispatch and patient documentation software. They hoped to be able to identify patients who required specialized resources, as well as reveal systemic clinical and operational improvement opportunities that they could target to reach more people in need of care.

THE SOLUTION

TransCare selected an integrated solution suite that includes computer-aided dispatch (CAD), crew communications, and patient documentation software. Together, RescueNet Dispatch and Dispatch Pro, ZOLL Respond, and RescueNet ePCR enable the agency to respond efficiently to emergency situations and to gather data which they can analyze to identify individual and community needs, match patients with resources in the Crisis Center's 211 database, and explore operational enhancements to help them further their mission.

SEE THE RESULTS ❯

> "Our mission doesn't end when we drop the patient off at the hospital. We, as first responders, have a close-up view and a unique opportunity to assess the situation: Do they need additional resources? Are there things they need to be educated on? Can we help them more while reducing strain on the emergency care system? We've used ZOLL Data Systems software and data to refer patients beyond the transport and into longer-term solutions."
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> — BILL WALLACK, *OPERATIONS MANAGER*

THE RESULTS

TransCare leadership made data analysis a priority and used it to improve both operational efficiency and patient care. They added custom fields to track KPIs most relevant to their organization, including social determinants of care, community paramedicine encounters, and wall time. The agency leveraged data from their CAD and ePCR software to inform decisions focused on improving clinical care and connecting individuals to wellness services. Examples include:

- Analyzing 911 call patterns and ePCR data to identify patients in crisis and in need of housing assistance, in-home care, ambulatory assistance, chronic disease management supplies and tools, and more
- Optimizing crew positions in the field, seasonally and by time of day
- Pinpointing COVID-19 hot spots to anticipate staffing and equipment needs
- Tracking inefficiencies and calculating the opportunity costs and impact to the community
- Staggering shifts and hiring staff to replenish truck supplies

Results to date highlight the impact of using integrated ZOLL Data Systems solutions:

Reduced Unnecessary Calls

- Analyzed dispatch and ePCR data to reduce non-emergent 911 calls and connect patients to extended care services

Strengthened Collaboration

- Improved coordination of resources with hospital, social services, and crisis care community partners

Improved Quality

- Decreased the volume and duration of in-service delays
- Improved response times
- Expanded access to care and improved patient outcomes

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