

CASE STUDY

How University Medical Center EMS Modernized Crew Communications to Expedite Emergency Response and Improve Performance



THE OPPORTUNITY

University Medical Center (UMC) EMS was using a PC-based application to help crews navigate to their calls. While the software had served them well, the service area was growing, and crews were getting lost too often because of outdated maps or were being delayed by unanticipated construction or traffic. As a result, response times were creeping up, causing the agency's performance to fall short of the National Fire Protection Association (NFPA) standard.

In addition, crews required specialized devices to run the application and had to toggle between multiple tabs and screens to access the information required to get to the scene. Accurate trip mileage was difficult to capture, potentially leaving earned revenue on the table when claims were submitted. UMC EMS recognized the need for a highly reliable and intuitive navigation solution that would help them reach patients more quickly.

THE SOLUTION

UMC EMS selected ZOLL® Respond, which includes real-time, Google map-based routing and traffic and integrates seamlessly with their computer-aided dispatch system, RescueNet® Dispatch. Crews soon realized that with ZOLL Respond, everything they needed to get to a call by the fastest, most direct route possible and communicate their progress to dispatch was available on a single screen. The user interface reflected the way crews work and made it easy to move efficiently through workflows and to log data. Real-time mapping improved routing accuracy and helped crews avoid bottlenecks.

[SEE THE RESULTS >](#)

“I always knew that Respond was going to be exactly what we needed. When we assign a call and crews respond, it's instantaneous. All the data from ZOLL Dispatch CAD goes across seamlessly because the systems are designed to work together. It has been beneficial for us to be able to see the map overlay and be able to identify the businesses in the area or use the satellite view to visualize the destination, or to know if the location is on a dirt road and when it's raining, there are going to be delays.”

— JERIN TYLER, COMMUNICATIONS CHIEF

THE RESULTS

Feedback from crews and supervisors is overwhelmingly positive. They find ZOLL Respond easy and intuitive to use, and they trust the reliability of the routing and navigation. They prefer the single-screen display and report faster connectivity — saving up to 30 seconds on each call.

Agency leadership appreciates the positive impacts on operational and financial performance. Data accuracy has improved. Crews mark when they start a trip, arrive at the scene, and arrive at the hospital, rather than communicating times verbally to a dispatcher. Accurate mileage data flows to the billing department for inclusion on claims. Between the improved workflow efficiency, increased revenue potential, and lower device costs, ZOLL Respond has delivered significant value.

Results to date highlight the impact of using ZOLL Respond:



Improved Dispatch Efficiency

- 5% reduction in routing errors
- Permanently resolved mapping issues using Google Geocoder



Improved Response Time

- Saved precious minutes with intuitive navigation interface and 30 seconds' faster connectivity, on average



Improved Financial Performance

- Leveraged accurate mileage data to improve revenue capture
- Reduced per-unit device expense by 90%

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