



EMS AND HOSPITAL PARTNERS:
TRANSFORM THE WAY YOU COLLABORATE
WITH ZOLL® CARE EXCHANGE



The Case for EMS-Hospital Interoperability

Exchanging data is simpler than you think. Learn how to improve access to data, reduce manual processes, and make everyone's job easier from the initial encounter to billing and quality of care.

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Emergency medical service (EMS) and hospital providers are more dependent than ever on accurate, timely health information exchange. Communication and coordination between pre-hospital and hospital resources can have a significant impact on patient outcomes. Up-to-date, aggregated patient information from many sources is essential for continuity of care, as well as for revenue cycle efficiency and clinical quality improvement.



If you haven't had a conversation about bi-directional data sharing with your EMS and hospital partners, there's no better time than now to start one. HL7 integration makes everyone's job easier by facilitating interoperability between pre-hospital and hospital providers. ZOLL Care Exchange facilitates interoperability between emergency medical services, hospitals, and vendors with seamless, bi-directional data flow in near real-time. Onset times, procedures, medications, outcomes, and payor demographics originating from any EMS ePCR, hospital EMR, or vendor partner is readily available to your entire healthcare ecosystem through a single data channel.

Why Should Hospitals Embrace Integration With EMS Partners?

Hospital stakeholders, from clinicians, to EMS coordinators, to information technology leadership, to hospital administrators have a lot to gain when EMS data is standardized and seamlessly integrated into the electronic medical record (EMR). From faster door-to-STEMI, to compliance, to more efficient billing, and sending outcome data back to EMS, HL7 data exchange improves patient care, hospital workflows, and continuity of care.

Why Should EMS Agencies Embrace Integration With Hospital Partners?

EMS agencies receive many benefits from HL7 integration with hospitals. Clinicians can share ePCRs and EKGs with hospitals electronically, in near real time. At the emergency department, patient hand-off is streamlined with no wait time or need for barcode readers. Post-encounter, EMS billing departments receive patient demographic and insurance information from the hospital that can improve reimbursement rates while reducing manual data entry and searching. From patient care, to billing, to quality assurance, HL7 data exchange saves time, money, and lives.

The Case for EMS – Hospital Interoperability

For each pain point below, ZOLL Care Exchange offers distinct benefits. When you strike up a conversation about interoperability within your own organization or with your provider partners, consider the role of the person to whom you're speaking. We've outlined some of the common problems that bi-directional data exchange can solve. We hope you'll find this information helpful and persuasive in making the case for HL7 integration.



Pain Point #1:

Having to manage labor-intensive, manual processes to intake paper and faxed information from EMS agencies distracts staff resources from their primary responsibilities. Fielding requests for ePCRs and manually providing the necessary feedback to hospital and EMS stakeholders for compliance is time-consuming and difficult, especially with no standardized data from which to generate reports.



Roles Affected:

EMS Coordinator or Pre-hospital Coordinator, Health Information Management (Medical Records)



Solution:

ZOLL Care Exchange automates manual processes and provides access to combined ePCR and EMR data with a single, platform- and device-agnostic data HL7 data exchange tool. What's more, it's easy to convert ePCRs to EMRs without taking staff away from higher value activities. Benefits include:

- Better continuity of care and patient outcomes via closer collaboration between EMS and hospital clinicians
- Streamlines daily workflow and reduces errors by eliminating manual input of ePCR data into EMR
- Provides analytic tools for easier, standardized reporting
- Provides a valuable data to EMS and Fire organizations for quality assurance and billing
- Available 24/7/365



Questions to Ask:

- What is your process for getting ePCR data into the EMR?
- Is there a delay in importing the data?
- What percentage of ePCRs do you estimate introduce compliance risks (HIPAA) when manually imported into the EMR?
- What is the hardest part of working with pre-hospital data?
- Who in the hospital requests ePCRs?
- Whose job is it to reproduce a ePCR upon request?
- Is this within your team's normal scope of responsibilities?

Questions to Ask:

- How do you report on pre-hospital performance?
- Is the reporting comprehensive across all EMS agencies?
- Can you customize the reporting to support quality assurance initiatives?
- Do you receive automated performance reports?

Pain Point #2:

Hospital cardiac coordinators have little or no access to ePCR data in the EMR, and EMS and hospital data are not standardized. This data gap causes significant challenges in tracking stroke, STEMI, and trauma team performance against key performance indicators, as well as for quality assurance and education. Without an automated process for accessing data or providing feedback, coordinators sacrifice efficiency by having to manually track down pre-hospital records for performance measurement, quality assurance, and reporting.



Roles Affected:

Medical Director of ER and/or Hospital-based EMS, Chief Medical Information Officer, Chief of Quality, Stroke/STEMI/Trauma Coordinators



Solution:

ZOLL Care Exchange automatically standardizes and imports ePCR data into the EMR, meeting compliance requirements and providing clinician transparency. Clinical feedback and visibility into patient care are automatically provided to end users via a single, platform- and device-agnostic tool. Reporting covers all data for quality assurance and improvement operations. Benefits include:

- Mitigates risk and improves continuity of care
- Standardizes dataset (NEMSIS)
- Streamlines daily workflow and protects data integrity by eliminating manual entry of pre-hospital data
- Ensures compliance through automatic integration of ePCR and EMR data
- Provides ad hoc ePCR access from the hospital or health system portal
- Provides analytic tools for reporting on care
- Provides clinician transparency for quality assurance
- Provides valuable data to EMS and Fire organizations for quality assurance and billing



Questions to Ask:

- Is it important to you to obtain the pre-hospital report?
- How difficult or easy is it to obtain the pre-hospital report?
- How much time to you spend requesting and waiting for the pre-hospital report?
- How do you use the data, once you receive it?

Pain Point #3:

Executives need to report on combined pre-hospital and hospital quality and medical data to support strategic initiatives and clinical care quality. EMS uses NEMSIS and different workflows than hospitals. Without a standardized dataset for dispositions and outcomes, or effective reporting tools, leadership may be forced to rely on incomplete or subjective information to support high-level decisions.



Roles Affected:

CIO, COO, Healthcare Technology Manager, IT Business Analyst



Solution:

ZOLL Care Exchange standardizes and aggregates ePCR and EMR data in a single database. Clinical data from multiple sources is combined into a single instance. Robust analytic capabilities enable medical information and quality leaders to generate standardized reports to support data-driven decisions and initiatives.

Benefits include:

- Enables interoperability
- Facilitates close collaboration for better patient outcomes
- Fills technology gap by providing process to receive digitized ePCRs
- Automates labor-intensive processes
- Standardizes data and processes
- Requires minimal hardware maintenance
- Small IT footprint
- Proven software solution
- Enables focused quality assurance and improvement efforts
- Supports strategic decision making with built-in analytics based on comprehensive clinical data



Questions to Ask:

- How do you currently report on EMS and hospital data?
- Do you have gaps in the clinical continuity of care documentation?
- Do those gaps create inefficiencies?
- What are some of the projects you're working on now to improve care?
- How do you communicate outcomes to healthcare providers who were involved with the patient?



See How Much You Could Save With ZOLL Care Exchange

EMS agencies and hospitals alike save time and money when they implement bi-directional data sharing with ZOLL Care Exchange.

Visit www.zolldata.com/hl7 to learn more.

Be sure to try out our ROI calculators and see just how much you and your hospital partners could be saving.

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