

## Making the Switch

The Plan for Upgrading Orange County to NEMSIS 3

November 19<sup>th</sup>, 2014



## Objectives

- Provide a "snapshot" of the OC-MEDS ePCR system as it exists today.
- Discuss reasons for transition to NEMSIS 3.
- Discuss the steps needed for the whole county to operationally transition to a NEMSIS 3 compliant system.
- Discuss the plan for the future...HIE.



## About Orange County

- **Population: 3,010,232**
  - 2010 Census
  - 3<sup>rd</sup> most populous county in CA
  - 6<sup>th</sup> most populous county in the US
  - More populous than 19 states
- **Area: 947 Square Miles**
  - 34 Incorporated Cities
  - 2<sup>nd</sup> most densely populated county in CA

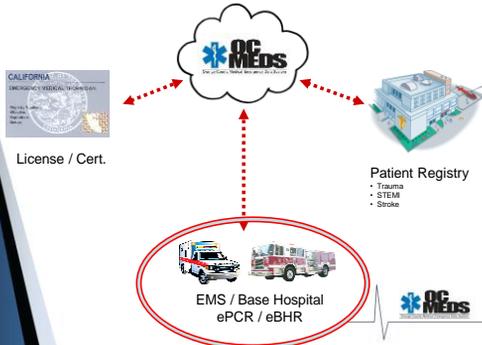


## Orange County EMS System

- 170,000+ 9-1-1 EMS Responses Annually
- 12 Fire Departments
- 40+ Ambulance Companies
  - 650+ Licensed Ambulances
- 25 Emergency Departments
  - 6 Base Hospitals
  - 3 Trauma Centers
  - 14 STEMI Centers
  - 9 Stroke Centers



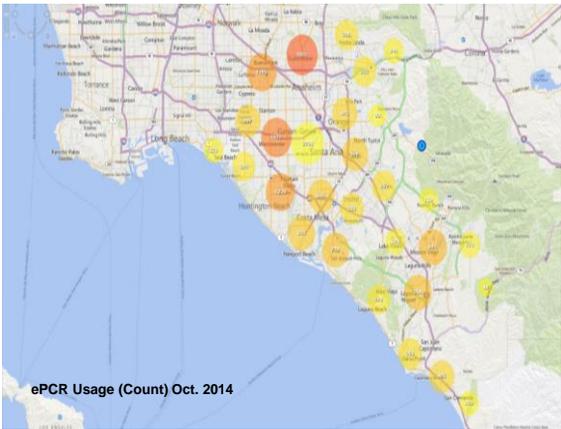
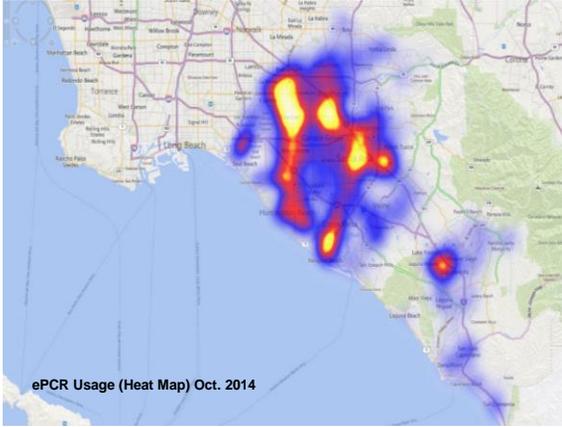
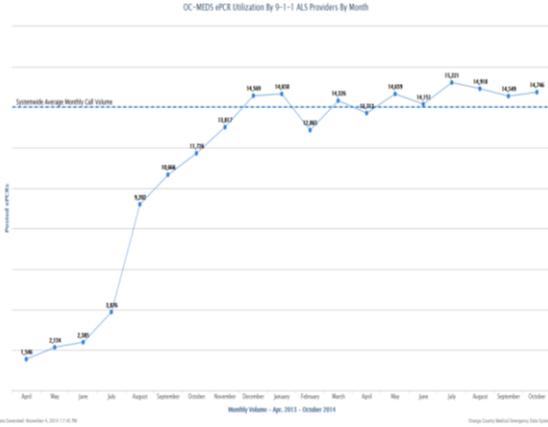
## Current System "Snapshot"



## Just the facts...

- Based on NEMSIS 2.2.1
- 6,000+ users
- ePCR Participating Agencies
  - 11 Fire Departments (98% - Since Dec.2013)
  - 8 Ambulance Companies (20%)
- eBHR Participating Base Hospitals
  - 6 Base Hospitals
- Hospital Dashboard Participants
  - 25 Emergency Departments (100%)





If everything is working,  
why change?



If you want to make enemies,  
try to change something –  
*Woodrow Wilson*



**Why Change?**

- NEMSIS 3 is the new EMS data standard.
- The current system (Field Bridge / Service Bridge) is based on NEMSIS 2 standards and “out going” technology.
- The next generation system (Elite) is based on NEMSIS 3 standards and modern mobile computing platforms.
  - NEMSIS 3 is compatible with Health Level 7 (HL7) data standards which are currently used by the rest of the health care industry. This will facilitate direct Health Information Exchange (HIE) with hospitals and health care systems.



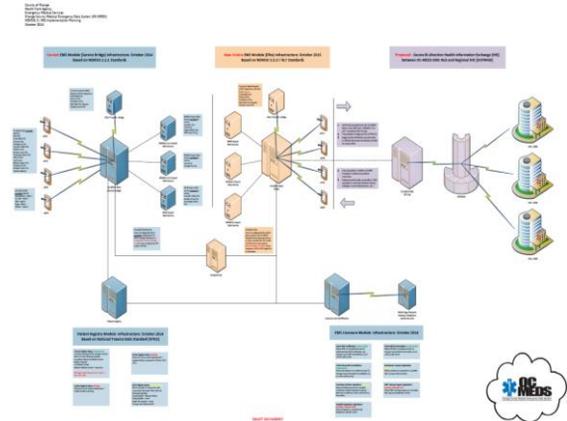
## Why Change?

- The new system will support multiple computing platforms (iOS, Android, Mac OS, Windows)
- Long Term Sustainability
  - Device Costs
  - System built from the ground up, making it more agile and more easily configurable.
  - Technical infrastructure is more robust and consistent with modern computing environments.
  - Will allow for sustainable / cost effective operations well into the future (10-15 years)
- Did I mention HIE?



## Benefits of HIE for EMS

- Real time availability of EMS PCR at ED
- EMS record available in hospital EMR
- Patient outcome data accessible and searchable to EMS administrators via HIE.
- Patient History, Allergies, Meds searchable via ePCR.
- Bi-directional data exchange to facilitate "one patient – one record"



## How do we make this happen?

“Study the past if you would define the future.”

— Confucius



## How do we make this happen?

- Vendor (ImageTrend) delivers NEMESIS 3 Software.
- Multiagency / Multidisciplinary collaboration and planning.
- Configure software to meet local “OC” needs.
- Testing / Training
- Structured “Go-Live” Roll-out



## Collaboration

- Form working groups comprised of EMS providers and hospitals to help shape where the system goes.
  - Considers the operational and business needs of EMS system stakeholders.
  - Ensures the data system is designed to meet the needs of EMS system as a whole.
  - Encourages long term community support.



## Super Users / System Testing



## Staff Training

- Hire contractor to provide set up and implementation assistance.
- Provide "Train the trainer" courses and on site training opportunities for EMS providers, base hospitals, and receiving hospitals.
- Develop custom user guides and training materials which are specific to Orange County – make guides available for download on the OC EMS website.
- Use "Super Users" to champion the transition at the user level and help ensure best practices are adopted.



## Staff Training



## Structured "Go Live"

- No matter what we do, there will be a time when we have some users on the NEMSIS 2 system and others on the NEMSIS 3 system.
  - Affects unit to unit field ePCR transfers.
  - Affects availability of PCR for hospitals.
  - Affects accessibility of posted PCRs by provider agencies.
  - Affects the ability to generate data reports through report writer.



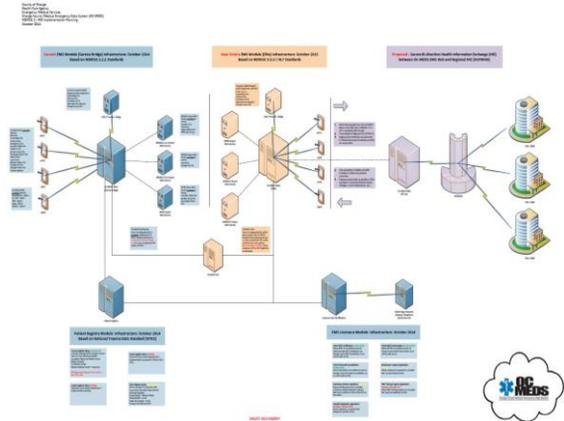
## Structured "Go Live"

- To help minimize these affects, it'll be best to structure the "Go Live":
  - By geographic region?
  - By agency?
- Agencies that frequently work together should plan to make the change at or about the same time to minimize compatibility issues.



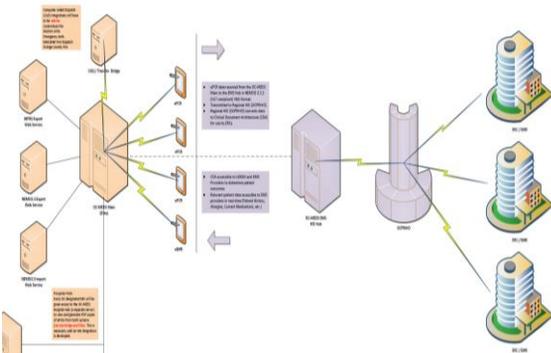
# Tentative NEMESIS 3 Timeline

- **October 2014** – Finalize Contract with vendor
- **November 2014** – Form Taskforce to design and test the new platform
- **January 2015** – Begin configuration of the new system with provider agency feedback – tabletop testing
- **March 2015** – Complete CAD Integrations
- **April 2015** – Begin to Roll-Out new “Hospital Hub” to replace existing “Hospital Dashboard”
- **June 2015** – Begin field level beta testing
- **October 2015** – Begin Super User “Train-the-Trainer”
- **January 2016** – Begin Phased “Go Live”



**Near Future** (EMT Module (EM) Infrastructure: October 2015)  
Based on NEMESIS 3.3.3 / HLT Standards

**Proposed** - Secure Bi-directional Health Information Exchange (HIE) between OC-MEDS EMS Hub and Regional HIE (OCPRHIO)



Thank you for listening

Questions?



**Welcome**

OCPRHIO / OC-Meds Discussion

November 19th, 2014

OC PRHIO

Better patient care through innovation.

OC PRHIO

## ERs in Orange County

- > AHMC – Anaheim Regional Medical Center
- > Children’s Hospital at Mission – Mission Viejo
- > Children’s Hospital of Orange County – Orange
- > Fountain Valley Regional – Fountain Valley
- > Garden Grove Hospital and Medical Center
- > Hoag Hospital
  - > Irvine
  - > Newport Beach
- > Huntington Beach Hospital
- > Integrated Healthcare Holdings Inc.
  - > Chapman Medical Center – Orange
  - > Coast Communities Hospital – Santa Ana
  - > Western Medical Center – Santa Ana
  - > Western Medical Center – Anaheim
- > Kaiser Foundation
  - > Anaheim
  - > Irvine
- > La Palma Intercommunity Hospital
- > Lakewood Regional Hospital
- > Los Alamitos Medical Center – Los Alamitos
- > Mission Hospital
  - > Laguna Beach
  - > Mission Viejo
- > Orange Coast Memorial Medical Center – Fountain Valley
- > Newport Specialty Hospital - Tustin
- > Placentia Linda Hospital
- > Saddleback Memorial Medical Center
  - > Laguna Hills
  - > San Clemente
- > St. Jude Hospital
  - > Orange
  - > Fullerton
- > University of Irvine - Orange

