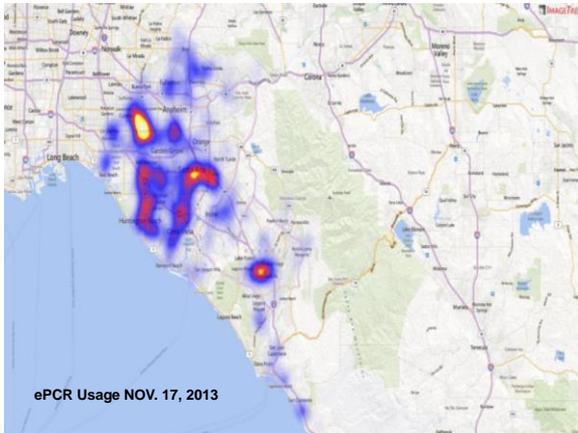
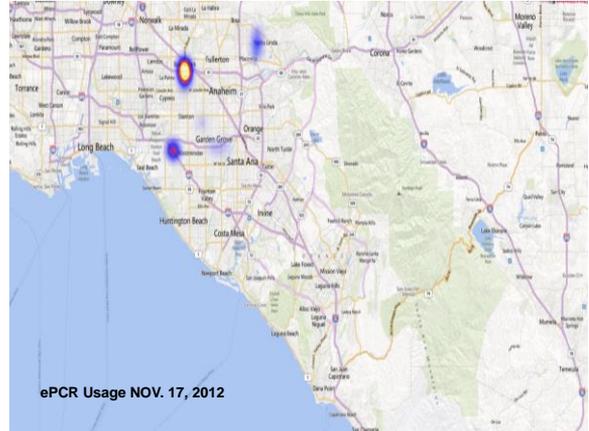


# Local EMS Agency Success Story

Health Information Exchange (HIE)  
Summit  
November 20<sup>th</sup>, 2013



## Objectives

- Where we've been
  - Planning
  - Marketing
  - Funding
  - Implementing
  - Training
- Where we are
  - Support / Sustainability
  - Policies / Procedures
  - Lessons Learned
- Where we're going
  - NEMESIS 3
  - HIE



## About the speaker

- Laurent Repass
    - Paramedic
    - EMS Coordinator, Orange County EMS
    - OC-MEDS Project Leader
- A BIG COMPUTER GEEK**



## 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
- 35 Ambulance Companies
  - 643 Licensed Ambulances
- 25 Emergency Departments
  - 7 Base Hospitals
  - 3 Trauma Centers
  - 14 STEMI Centers
  - 9 Stroke Centers

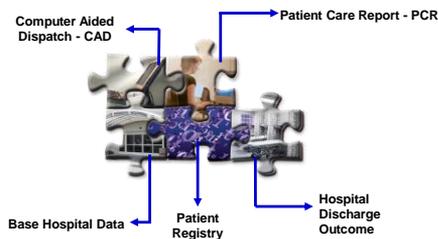


## How do we go from this...



## To this...

"Relevant data to follow the continuum of EMS Patient Care..."



## Planning

- It's all his fault
- Planning began in 2006
- Formed a taskforce of EMS stakeholders to define a future integrated data system
- Developed a comprehensive Scope of Work
- Began researching possible funding options
- Formed a 5 Step Implementation Plan



## Implementation Plan

- Phase 1 – CAD Integration
- Phase 2 – ePCR / eBHR Implementation
- Phase 3 – EMS Licensure Implementation
- Phase 4 – Patient Registry Implementation(s)
- Phase 5 – Hospital Integrations / HIE



## Marketing / Collaboration

- Initiated Steering Committee
- Formed Implementation Taskforce Groups
- Gained support from the community
  - Orange County Ambulance Association
  - Orange County Fire Chiefs Association
  - Hospital Association of Southern California
- Published a Monthly Progress Report / Newsletter
  - [www.ochealthinfo.com/ems/ocmed](http://www.ochealthinfo.com/ems/ocmed)



## Creative Funding

- Approved / Initial
  - UASI 2009
  - UASI 2010
  - UASI 2011
  - OTS
  - PHER
  - HPP
  - EMS Fund (SB1773/Maddy)
- Ongoing
  - EMS (Maddy)

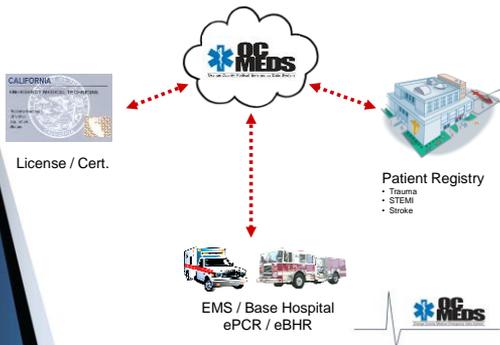


## Software / Hardware

- Software Vendor RFP in 2010
  - RFP panel comprised of EMS Stakeholders.
  - ImageTrend selected as vendor
- Formed Hardware Selection Taskforce
  - Facilitated computer vendor fairs
  - Purchased equipment that met the needs of EMS providers

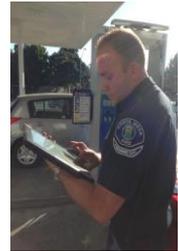


## A single integrated system



## CAD and ePCR

- Partnership with the Regional CAD2CAD Project for 9-1-1 Computer Aided Dispatch (CAD) Integration.
  - Coverage areas: Anaheim, Brea, Costa Mesa, Fountain Valley, Fullerton, Garden Grove, Huntington Beach, Newport Beach, Orange, and all 23 OCFA Member Cities: 94% Coverage
- An Electronic Prehospital Care Report (ePCR) is the computerized forms that are used by EMS providers to collect the patient care information.
- Data integrations exist to allow EMS providers to exchange records between themselves.
  - 11 Fire Departments participating: 98% 9-1-1 EMS Coverage
  - 3 Ambulance Companies: 75%+ 9-1-1 EMS Coverage



## Hospital Dashboard

- Every emergency department has been provided access to the "dashboard".
- Over 1,300 hospital personnel have been trained how to access and use the system.
- Provides real time notification of patients that they will be receiving from the EMS system and a mechanism to generate a printable report.



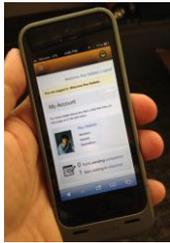
## eBHR

- Electronic Base Hospital Report (eBHR): Allows automated transfer of ePCR to a Base Hospital for on line medical control and documentation of MICN orders.
- Will begin piloting Jan. 2014.



## License and Cert

- Online License/Certification system went live on Dec. 17, 2012.
- OCEMS is using the software to locally certify / accredit EMTs and MICNs.
- Additional regulatory processes (i.e. ambulance licensing, hospital designations) are planned for a later date.
- 70+ walk-in applicants per week have been reduced to 4-6 and are now taken only by appointment.



## People make the system work

“You can have the greatest system in the world. But if no one uses it, then what is the point.”



## Challenges

- Scene Dynamics Changes
- Transferring ePCR between EMS Providers
- Real-time access to receiving hospitals
- Automation to facilitate business needs



## Training / Implementation

- Hired two contracted EMS Educators to technically configure the system and develop lesson plans for training EMS personnel.
- Provided On-Site set up assistance, training, and support for EMS providers.
- Developed custom user guides and training materials which are specific to Orange County – made guides available for download on the OCEMS website.
- Gained support from key field personnel dubbed “Super Users” to champion ePCR utilization.



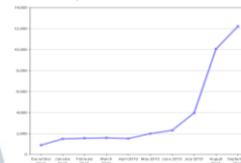
## Super Users



## Monthly ePCR Utilization Near 90%

N = 14,000

Number of Records by Date



Month	Number of Records
December 2012	200
January 2013	1,000
February 2013	1,500
March 2013	2,000
April 2013	2,500
May 2013	3,000
June 2013	4,000
July 2013	5,000
August 2013	7,000
September 2013	10,000
October 2013	14,000



## Support / Sustainability

- System has to be managed by the LEMSA
- OC-MEDS has morphed into its own “ecosystem”
  - OCEMS provides 24/7 “Tier 1” support.
  - “Tier 2” provided by vendor
- It’s changed everything
  - Policies/Procedures being rolled out / developed
- Long Term Project Funding
  - Currently funded by the discretionary portion of the Maddy / SB1773 EMS Fund
  - Future funding options currently being explored



## Lessons Learned

- Take it slow!
- Every EMS System is different. Manage your needs and your system. Do not depend on a software vendor to do it for you.
- Listen to your providers, they are the ones using the system everyday.
- The EMS system is operational 24/7, so the ePCR needs to be operational 24/7.



## Next Steps

- NEMSIS 3
  - Implementing new platform that is compliant with NEMSIS 3 and HL7
- Participation in one or more HIEs



Thank you for listening

Questions?

