



**HALL AMBULANCE**

- Founded by Harvey L. Hall February 10, 1971
- First ALS provider in Kern County in 1975
- Serve 87% of Kern County
- 400 employees



**Complete Medical Transportation Services**

- 85 ambulances
- 1 ground Critical Care Team
- 1 air Critical Care Team



**Current Data Management Platform**

- Zoll Rescue Net Dispatch and Billing
- Zoll EPCR or Tablet PCR
- Zoll Extract Tool
- Zoll Data Warehouse



**Current Data Management Platform**

- Panasonic CF 19 Toughbooks
- In Motion Technology oMG
- Driver Tech Mobile Data Terminal



**A Provider Success Story**

- How do you measure success?
  - Enhanced Quality Improvement?
  - More Efficient Processes?
    - number of people?
    - time on task?
  - Shorter Billing Cycles?
  - Benchmarking?
  - Compliance Reporting?
  - HIPAA?



Yes

YES

YES



## Creating A User Success

- Define your goals
- Develop a plan
- Don't rush
- Don't reinvent the wheel
- Look at multiple solutions
- Don't trust sales people
- Speak to other users



## Creating A User Success

- Be open to altering your plan as technology changes daily
- Don't get stuck on "Return on Investment"
- Identify current and future needs/partners
  - NEMESIS/CEMSIS
  - County data warehouse
  - Hospital HL7
  - Telemedicine



## Creating A User Success

- Train
- Reassess
- Train
- Reassess
- Train
- Reassess



## What Will Our Next Success Story Include?

- Patient Protection and Affordable Care Act
- Community Paramedicine
- Accountable Care Organizations
- Direct Deposit of patient data into the hospitals record system
- Accessing records at the hospital from the street



## *What Will Your Success Story Include?*



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*For more information:*

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