Monroe Ambulance Uses Intuitive Mobile ePCR App

To Slash Charting Time, Improve Compliance, and Boost Morale

Monroe Ambulance providers were frustrated with the slow, manual patient care reporting process and sought a more streamlined, compliant way to chart on scene.

The Opportunity

Monroe Ambulance (Monroe) is a commercial emergency medical services (EMS) agency located in western New York, serving the northern and western parts of Monroe County and the eastern and central parts of Orleans County. They provide 911 and inter-facility transports to a population of approximately one million people, receiving about 47,000 calls a year.

Monroe found that their providers often voiced frustrations over how long it took and how difficult it was for them to chart patient care reports (PCRs), still relying on pen and paper onscene. Repetitive, manual processes in documentation often led to duplication, as well as paramedics working longer than expected shifts. These longer shifts led to more risk for errors or lost information when charting, sprouting liability concerns for the agency. With longer charting times delaying the billing process, revenue was also being affected.

The Solution

When the opportunity came about to be a beta tester for the ZOLL® emsCharts® NOW mobile companion app — which could address these challenges — Monroe accepted. The app, built from the ground up for charting in the field, provides a cloud-based, more intuitive and user-friendly experience for the entire team.

Monroe began beta testing the ZOLL emsCharts NOW app in October 2022. The team's early adopters found it to be a much faster way to input data for electronic patient care reports (ePCRs). In only a short amount of time the beta users noticed they were spending less time on charting patient data.

Upon exploring the app more, the team made great use of the photographic documentation feature to aid in uploading copies of important paperwork, as well as for taking photos from car accidents or tracking injury severity or patterns. In addition, the team found the voice-to-text feature extremely valuable, enabling much smoother narrative notetaking. The team's user feedback submitted to ZOLL Data Systems during the beta testing period contributed to software updates that built on the positive momentum.

The Results

After only a short time, the beta testers measured a 10% decrease in the time spent completing ePCRs. Today, Monroe continues to roll out the ZOLL emsCharts NOW app to the rest of their team in phases and anticipates making it available company-wide to all agency iPads in the near future. Leadership has reported a boost in team morale, with many early adopters evangelizing the app and relaying positive word of mouth to other colleagues to encourage them to download the app and utilize its many features. Even less tech-savvy employees have been able to pick up on and transition to this mobile solution.

Monroe hopes to improve current employee retention with the help of innovative technology such as the ZOLL emsCharts NOW app. Moreover, they have goals to improve recruitment strategies by promoting their technology-first, forward-thinking mentality — evidenced by their influential role as beta testers.

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> *Being able to capture data right on scene without having to write it down on a piece of paper and then later type it is much easier. Just pull up my phone, type in the chart immediately; that saves having to duplicate actions.*
>
> – Rachel Weaver,
> Deputy Chief of Patient Care, Monroe Ambulance

Results highlighting the multi-faceted benefits of using ZOLL emsCharts NOW:

Time Savings
- Decreased patient charting time by 10%

Team Productivity and Feedback
- Reduced overtime expenses related to finishing incomplete charts and documentation
- Boosted employee morale and improved retention/recruitment policies

Complete, Accurate Documentation
- Improved compliance by capturing critical documents on-scene
- Improved situational and clinical detail documentation with image capture
- Improved contemporaneous narrative by utilizing voice-to-text

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