Richmond Ambulance Authority Implements Missing Patient Info Trigger

F1RST WATCH®

Overview:

Richmond Ambulance Authority (RAA) became the second ever EMS agency to implement the FirstWatch system in September of 2002. A long time customer and leader in EMS innovation, RAA is a forward thinking agency that looks to use the latest technologies available to improve patient quality of care in their community.

Richmond Ambulance Authority strives to provide its community with clinical excellence, while ensuring response time reliability and fiscal responsibility. With one of the highest call volume per capitas in the United States, RAA covers just 62 square miles with a popuation of 200,000 and responds to over 51,000 calls per year. RAA is one of only eleven systems in the United States that has received accreditation from both the National Commission on Accreditation of Ambulance Services (CAAS) and the National Acade my of Emergency Dispatch (NAED). These accreditations are considered by many to be the "gold standard" for ambulance services, certifying distinction for quality patient care and ambulance operations.

Challenge:

Next to providing the highest level of patient care, proper documentation is one of the most important things EMS first responders can do. Government and private insurance providers are making documentation requirements for billing collection increasingly tough. One missing data field can be the difference whether or not your organization gets paid for patient transport. Hundreds of thousands of dollars can be missed out on due to incomplete ePCR reports. It could take a billing office hours or even days to track down the information needed to complete a patient record. Rob Lawrence, COO of Richmond Ambulance Authority, recognized the immediate impact a FirstWatch trigger such as this could make on the organization's data collection process both in dollars saved and time spent. Richmond needed a real-time solution to make interventions right away rather than waiting to run a report. "This allows field providers to correct the missing ePCR information in real-time before the end of shift," says Lawrence.

Formed in 1991 under the Commonwealth of Virginia Act 'The Richmond Act'
Exclusive delivery of EMS to the City of Richmond
Delivers both Emergency and Non Emergency Ambulance service to the city
Had 52,000 Responses and 41,000 transports in 2011
Is a High Performance EMS system
Only Governmental EMS Agency accredited in VA
FACTS: Accredited Center of Excellence (ACE)

Resolution:

The Missing Patient Info trigger was implemented to provde a real-time solution to the problem using data they already had. Duty supervisors receive an alert for every incomplete ePCR that they can then immediately direct to the appropriate field crew member. "Time is precious for both our supervisors and crew members. The ability to correct the problem in real time before a crew member even returns to the station saves us a tremendous amount of time, effort and money. Managers no longer have to chase down crew members and operations folks are able to collect missing ePCR information before it even gets to billing." Since the triggers inception, missing ePCRs a day have gone from as many as fifteen a day to as few as zero a day.

the proof is in the data

Take A Look At Some Of The Ways This Trigger Has Made A Difference

Time Series by Day

Trigger
Implemented
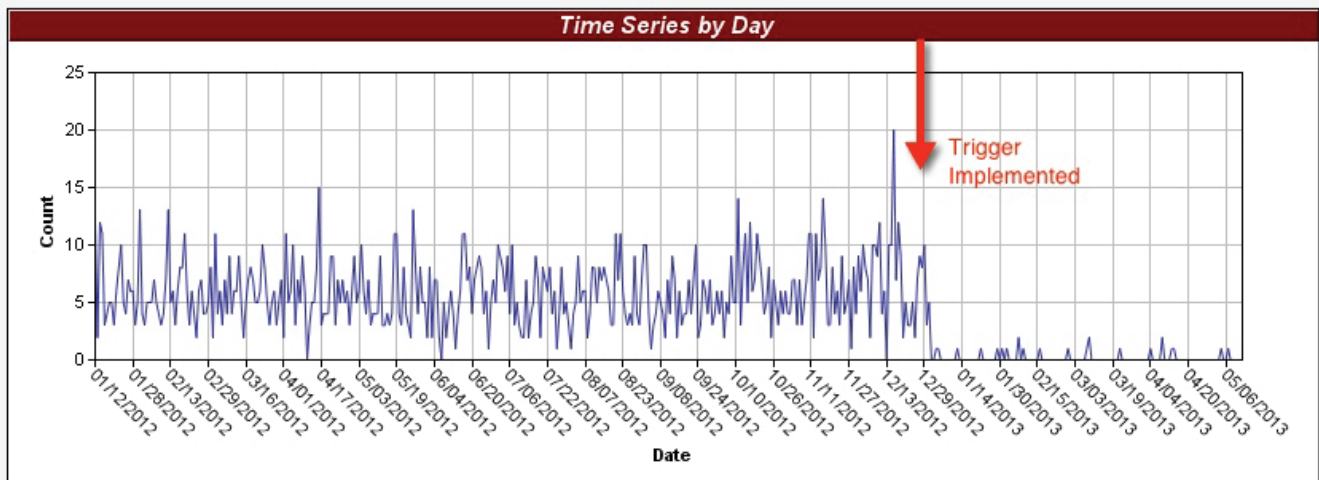
Missing Patient Info Trigger Implemented for RAA

Improved billing collection rates · Correctable and actionable information · Reduced time and effort spent
Decrease in missing information in ePCR reports · Less overtime work · Improved QA/QI analysis

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