

Addison Fire Protection District

Improving Medic Efficiency through Automated ePCR Workflows



About Addison Fire Protection District

Located 30 miles west of Chicago, the Addison Fire Protection District is an all-hazards emergency services organization providing fire, medical, rescue and safety educational services to the Village of Addison and the unincorporated areas surrounding the village.



The district resides in three fire stations professionally staffed with full-time, cross-trained firefighter-paramedics. Three advanced life support ambulances provide paramedic services and transportation to area hospitals.

The Challenge

In a typical year, the Addison Fire Protection District medics conduct around 2,800 transports to area hospitals. Like most EMS agencies in the area, the Addison medics submitted their patient care reports (PCRs) in paper form to the receiving hospital after transferring the patient.

This process involved connecting to a shared printer in the hospital, printing out the form, and delivering it to the ED staff for scanning and inclusion in the patient's electronic health record (EHR).

In theory, the process should be quick and simple. But as with any paper-based system, there were often problems:



Difficulties connecting to the printers



Printers breaking down or running out of supplies



Reports getting lost in the shuffle at the ED

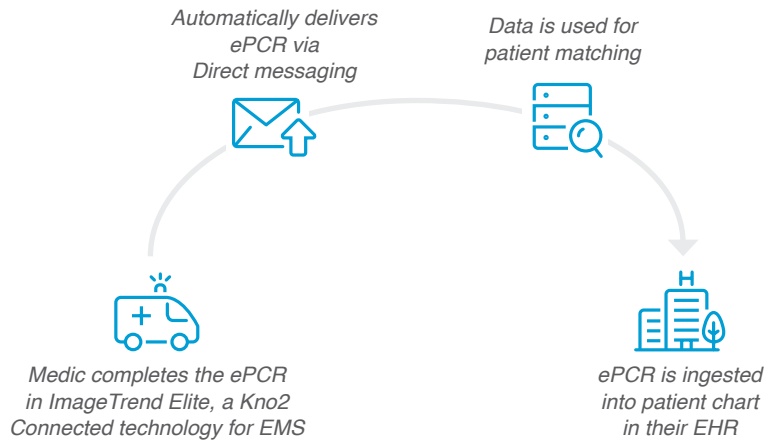
As a result, medics were delayed from returning to service and vital patient care information wasn't getting into the EHR fast enough to be useful to the ED staff.

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The Solution

The Addison Fire Protection District was using ImageTrend Elite to create ePCRs that were then being printed and left at the area hospitals. The area hospitals had the capability to receive records directly into their EHRs via Direct secure messaging, or they could choose to receive them as a fax. Either delivery method was automated and relieved Addison Fire from the burden of connecting to a printer at the hospital.



The connectivity that made this new workflow possible was **already included in the agency's Kno2 account**, which was integrated with their ImageTrend Elite system.



Once the Kno2 account was activated, the connections were verified with six area hospitals:

- AMITA Health Adventist Medical Center GlenOaks
- Alexian Brothers Medical Center
- Edward-Elmhurst Health
- Good Samaritan Hospital
- Edward Hines VA Hospital
- Loyola University Medical Center

The activation process took less than a month, and there was no heavy lifting from IT teams on either the agency or hospital side. Addison EMS teams could now **submit the ePCRs directly**, eliminating the printing of ePCRs altogether, and the ED staff had ready access to patients' treatment information.



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The Results

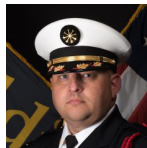
Right away, the Addison Fire Protection District saw improved turnaround time and improved efficiency for its medics. As Deputy Chief Erik Kramer noted, “Getting our medics back in service immediately upon cleaning/restocking has increased the potential of taking in the next medic call — and collecting that revenue that was normally lost.”

In addition to automating their ePCR workflows, the Addison Fire Protection District is an early adopter of the latest feature in the integration between ImageTrend Elite and Kno2. Kno2’s connection to Carequality provides connectivity to area hospital EHRs and the ability to query patient records in the field to support better pre-hospital care.

“Having the ability to see a patient’s current medications, allergies, and known issues is going to be a big benefit for our teams going forward,” said Kramer. “It saves us time and provides us an accurate history about this patient, which helps us deliver better care sooner.”

“*Having the ability to see a patient’s current [medical information] saves us time and ... helps us deliver better care sooner.*”

Deputy Chief Erik Kramer | Addison Fire Protection District



About Kno2

Kno2® is leading healthcare’s path to interoperability across every patient care setting with the capability to send, receive, find and use patient information with everyone. Through Kno2’s Interoperability as a Service™, common exchange methods including cloud fax, Direct secure messaging using the DirectTrust™ framework, patient information query with providers live on Carequality, including those connected through CommonWell Health Alliance®, IHE profiles, HL7 messaging, Fast Interoperability Healthcare Resources (FHIR), patient care networks (referrals, ACOs, HIEs), and other forms of exchange are standardized into simple send and receive workflows, from virtually any source. The innovative technology is smart enough to determine the most interoperable form of exchange to ensure that content flows freely between systems and providers. All this functionality is available to providers and technology vendors through a simple set of REST-based APIs or through a Kno2 portal.

To discover your path to interoperability, please visit <http://www.kno2.com> or call **888.390.6394**.