



A paramedic in an orange uniform is looking at a tablet. In the background, another person in an orange uniform is using a pipette. The scene is set in what appears to be an ambulance or a medical facility.

AUTOMATED ePCR DELIVERY

AGENCY SURVEY

SPRING 2022

PREPARED BY



INTRODUCTION

Kno2 conducted an annual survey soliciting feedback from agencies that are actively using Kno2 for the automated delivery of electronic patient care reports (ePCRs) to their hospital emergency department destinations.

The feedback is critically important as Kno2 ensures connectivity and improves the exchange of information between EMS and the rest of healthcare, including hospitals. Improved connectivity supports better patient care in the field, more efficient workflows and quality reporting that will positively impact patient care - most especially for patients that are impacted by time sensitive events, both now and in the future.

The survey focused on the following objectives:

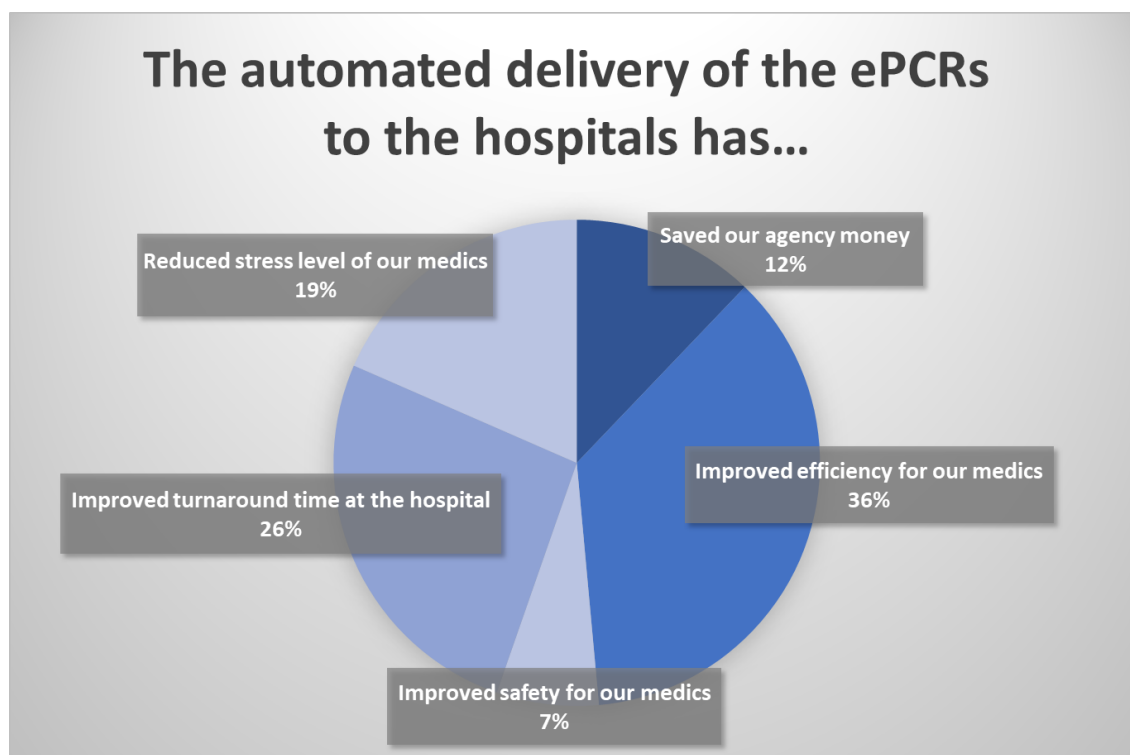
- Understand how Kno2 is improving the daily routine for medics
- Identify measurable improvements in daily operations
- Identify areas of improvement
- End user satisfaction with the overall solution

Thank you to all of the participants who responded to the survey.



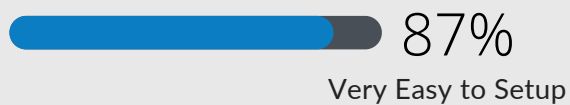
RESULTS

There are numerous benefits associated with automating delivery of ePCRs to hospitals, but according to the respondents of the survey, improved turnaround time at the hospital and improved efficiency for medics stand out the most. A highlight of the survey is the number of respondents who indicated that Kno2 is relieving stress for medics, which is a critical factor.

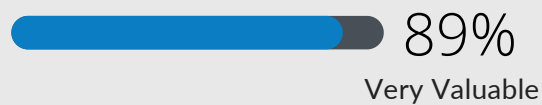


In addition to being affordable, Kno2 strives to make the solution simple to use. With 87% of respondents stating that this workflow is easy to setup, the benefits of automatic ePCR delivery can be achieved very quickly. Furthermore, 89% of those surveyed say that automated delivery of ePCRs is very valuable for their organization.

How would you rate the EASE of setting up this workflow?

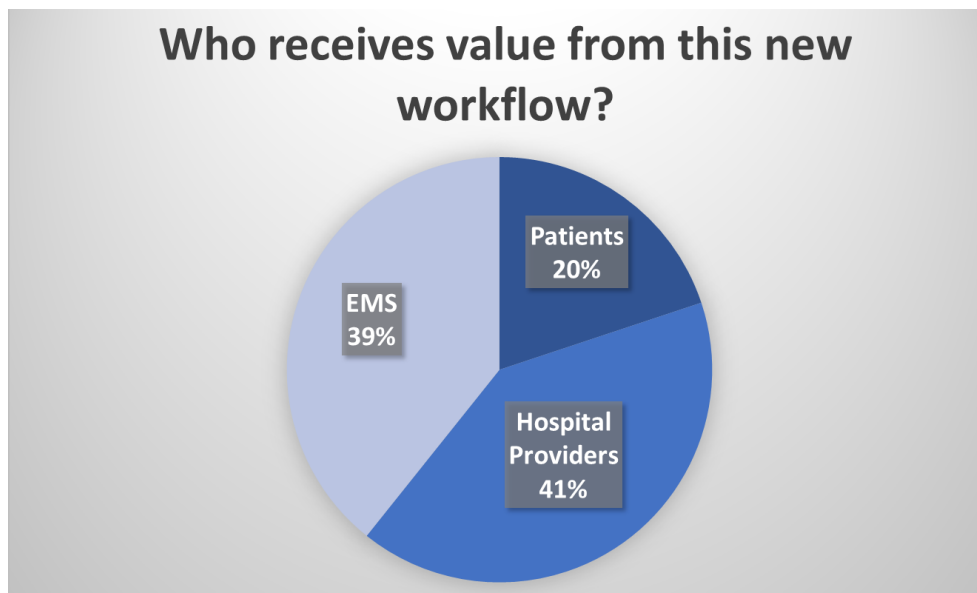


How would you rate the VALUE of the automated delivery of PCR workflow?



RESULTS

As seen below, EMS agencies, patients and hospital providers all receive value from this workflow.



What users are saying about automated ePCR delivery:

"The improvement in turnaround time at the hospital has kept our frontline ambulances available more often, lessening our dependency on mutual aid ambulances."

"Crews no longer have to deal with issues associated with printing paper copies. The ability to complete and submit an ePCR report from anywhere is a huge benefit in improving efficiencies. Submitting digital copies ensures the document is going to the appropriate location, every time."

"The ability to pull data from hospitals reduces charting time, creates more accurate demographics, and increases patient care due to the ability to pull medications and allergies in real time. Our paramedics have noticed at least a 10 minute decrease in charting when patient information is available to download. The documentation is more accurate and we have the ability to pull some information on current visits to ED which helps with treatments."

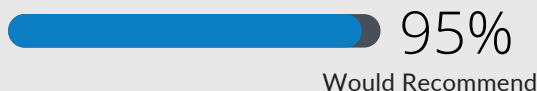
"This has eliminated the problem of ePCRs not getting to the hospital due to our personnel forgetting to fax them, too busy, lack of sleep, etc. It has taken one step out of many things to do after returning from a call and that is a huge deal to our ambulance staff!"

RESULTS

Key Learnings and Conclusion

In conclusion, respondents confirmed that electronic delivery of the ePCR is a more secure and reliable method of delivery that eliminates manual, time consuming workflows for both the transporting EMS agency and the hospital staff. EMS agencies are able to reduce the costs associated with manual transmission and experience faster turnaround times, allowing them to respond to more calls and reduce the need for mutual aid ambulances. With 95% of respondents stating that they would recommend this service to other agencies, the adoption of this technology continues to grow not just with agencies, but also among hospitals, states and other parties that operate within the EMS ecosystem.

How likely are you to recommend this service to other agencies?



It was impressive that most of the feedback from the survey was positive. At the same time, we took the opportunity to request recommendations for improvement to this connectivity workflow. Some respondents would like to leverage the automated delivery of ePCRs to sites beyond the hospitals, such as nursing homes and doctor offices. The good news is that these additional destinations can be requested through an included feature within the Kno2 integration. The most common enhancement request submitted by the responding agencies is for receipt of insurance and outcomes data from the hospitals. Kno2 provides this capability by connecting the agencies to the Carequality framework and the hospital's interface engine. We are actively educating hospitals about this simple connection and the resulting workflow that is enabled by the integration between the ePCR technology vendor and Kno2.

Kno2 democratizes healthcare communication for all, enabling the secure, effortless and maximized exchange of patient information. Currently, more than 950 US hospitals automatically receive ePCRs from Kno2 Connected™ EMS agencies. When Kno2 connects an EMS agency, they are connected to patient records in more than 4,200 hospitals and 50,000 clinics in the US. To learn more about how Kno2 is leading the future of healthcare communication, visit [Kno2.com](https://kno2.com).