




High-Performance High-Value EMS Technology Systems



Jon Washko
Assistant Vice President
Northwell Health Center for EMS



Pete Rizzo
IT Director
Medstar Mobile Healthcare



Rob Lawrence
Prodigy EMS
Pro EMS



Matt Zavadsky
Past President, NAEMT
Chair, AIMHI Education Committee
Chief Transformation Officer,
Medstar Mobile Healthcare





Frank Gresh
CIO and Interim COO
EMSA




Mike Taigman
Improvement Guide
FirstWatch

FEBRUARY 16, 2022 | 12:00-13:30 PM ET | WWW.AIMHI.MOBI | THIS SESSION IS BEING RECORDED.

1



Like (or ♥) the stream!
Ask questions in the comments.



Submit questions through the
Q&A function.

2


THIS SESSION IS BEING
RECORDED.



The archive will be emailed to all registrants tomorrow.

3

About AIMHI



ORGANIZATIONS WITH
HIGH PERFORMANCE
DESIGN FEATURES

- Sole provider
- Externally accountable
- Full cost accounting
- Control center operations
- Revenue maximization
- Flexible production strategy
- Dynamic Resource Management

VISION

To improve patient health and experience of care by promoting excellence in mobile healthcare system effectiveness and efficiency.

FORMERLY

Coalition of Advanced Emergency Medical Systems (CAEMS)

National Association of Public Utility Models

4


CURRENT AIMHI MEMBERS

Emergency Health Service Halifax, NS	Medic Ambulance Vallejo, CA	New Hanover EMS Wilmington, NC	Pinellas County EMS Authority/Sunstar Paramedics Largo, FL	Three Rivers Ambulance Authority Fort Wayne, IN
Emergency Medical Services Authority Tulsa & Oklahoma City, OK	MEDIC Emergency Medical Services Davenport, IA	Niagara Emergency Medical Services Niagara-On-The-Lake, ON	Regional EMS Authority Reno, NV	Learn more about membership at www.aimhi.mobi!
Mecklenburg EMS Agency Charlotte, NC	MedStar Mobile Healthcare Fort Worth, TX	Northwell Health Center for EMS Syosset, NY	Richmond Ambulance Authority Richmond, VA	
	Metropolitan Emergency Medical Services Little Rock, AR			

5

Confessions of an EMS CIO


Things That Keep Us Up At Night



6

Confessions of an EMS CIO

Things That Keep Us Up At Night



W k h
W r s
v l {
O l v w

7

#6

The Internet of Things!

(Lots and lots of things!)

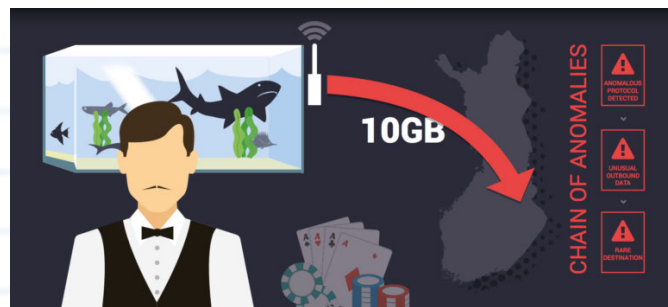
8

The Internet of Things

- Lots of things...
 - Smart <fill in the blank> (Home, Watches, Scales, Speakers, refrigerator, fan, thermostats, etc.)
 - Health Care Devices
 - Sensors
- More data, more opportunity, more risk!

9

Casino Hacked Through Fish Tank



The tank's communications with the casino's network appeared normal enough. The data it was pumping through to the outside was highly suspect. It was the **only casino system that ever sent data to the remote server in Finland** that it was communicating with. It also did so using protocols that are normally used for streaming audio or video.

10

#5 The “Cloud”

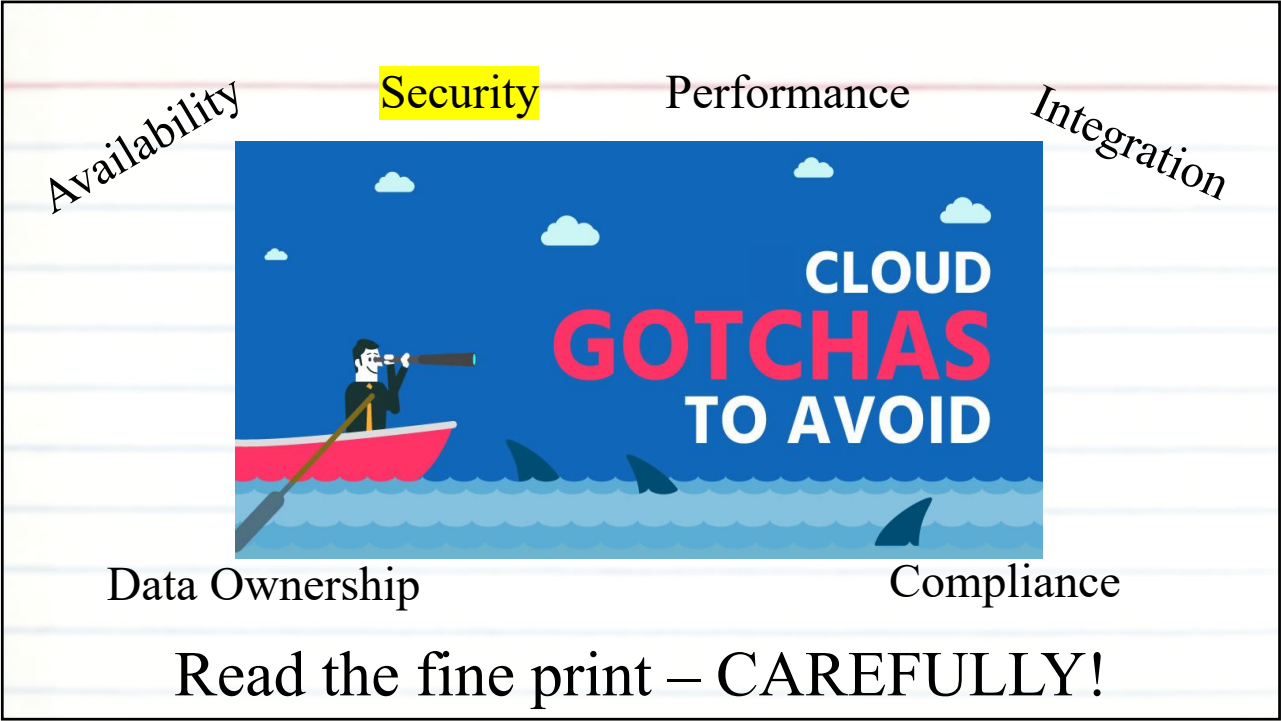
11

The Cloud

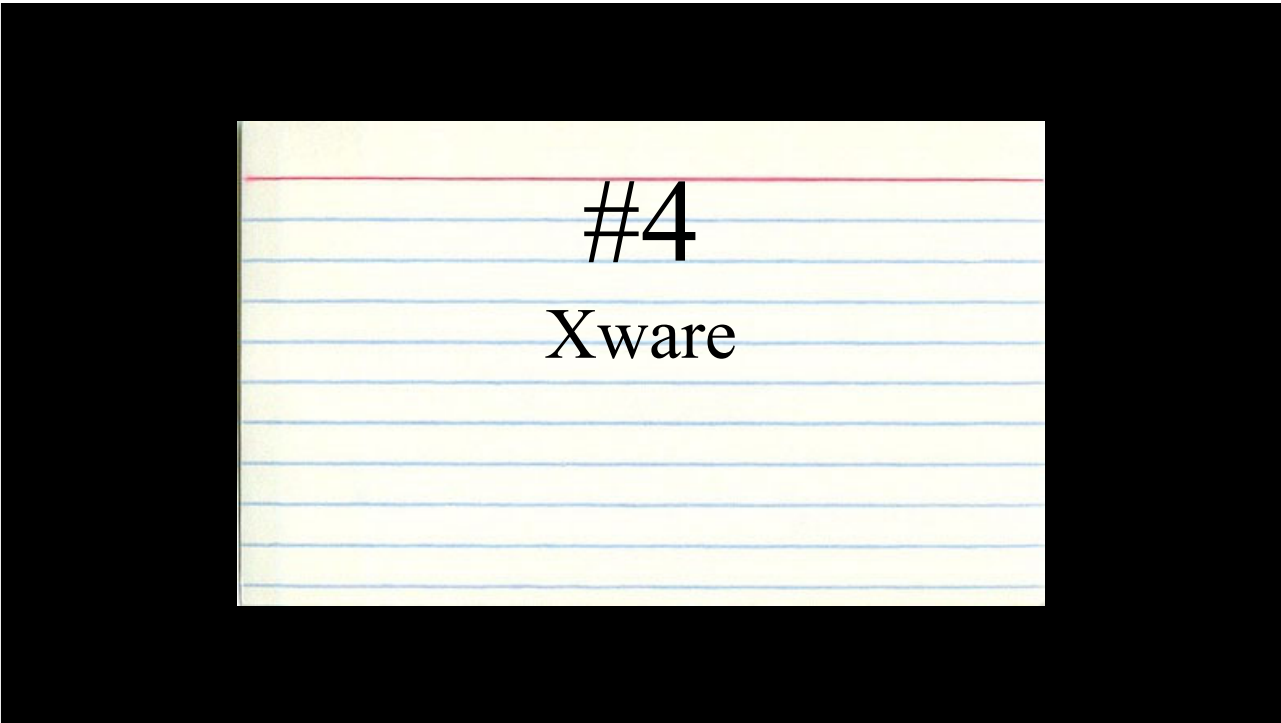
- Not a question of if anymore, it's when!
- Gartner market estimate of \$331.2 billion by 2022
- How safe is The Cloud?
 - It's as safe as you make it/pay for it
- All core EMS functions are available
 - Computer Aided Dispatch
 - ePCR
 - Billing
 - Fleet
 - Inventory
 - Scheduling
 - You name it...



12



13



14

Xware...

- Malware, Ransomware, Spyware, Adware, and Scareware... OH MY
- Trojan Horses
- In The Wild
- Zero Day Exploits
- Let's not forget plain old hacking too...

Types of malware

A central computer monitor displays a collection of colorful icons representing different types of malware. Surrounding the monitor are labels with numbers 1 through 9, each connected to a specific icon by a line. The labels are: 1. Virus, 2. Adware, 3. Rootkit, 4. Spyware, 5. Ransomware, 6. Trojan horse, 7. Remote access, 8. Worm, and 9. Keylogger. The icons include a virus, a dollar sign, a key, a horse, a padlock, a key, a key, a key, and a key.

15

Georgia Public Safety Agency Hit with Ransomware Attack

The attack, which was discovered late last week, is the latest in a string of cyberincidents targeting government agencies of all sizes. State officials say they are working to get systems back to normal.

BY LUCAS RODEK / JUL 23, 2019

The Georgia Department of Public Safety has fallen victim to a ransomware attack, according to state officials.

Ransomware forces 3 hospitals to turn away all but the most critical patients

"A criminal is limiting our ability to use our computer systems," hospital officials warn.

DAN GOODEN / 10/10/2019, 1:26 PM

Wanna Decryptor 1.0
Oops, your files have been encrypted!
What Happened to My Computer?
Your important files are encrypted.
Many of your documents, photos, videos, databases and other files are no longer accessible because they have been encrypted. Maybe you are busy looking for a way to recover your files, but do not waste your time. Nobody can recover your files without our decryption service.
Can I Recover My Files?
Sure. We guarantee that you can recover all your files safely and easily. (But you have not so enough time.)
You can try to decrypt some of your files for free. Try now by clicking "Decrypt". If you want to decrypt all your files, you need to pay.
You only have 3 days to submit the payment. After that the price will be doubled. Also, if you don't pay in 7 days, you won't be able to recover your files forever.
How Do I Pay?
Send \$200 worth of bitcoin to this address:
15xGqZCTrydeGjME3DpGjK6QWVv1
Check Payment Decrypt

Federal authorities helping with investigation of ransomware attack that is slowing city services

News Confidential and Kelly Schmittman Tulsa World / May 11, 2021 Updated May 11, 2021

St John Ambulance hit by ransomware attack

09 July 2019 by Liam Kay
The first-aid charity says it dealt with the situation in 30 minutes and no data was lost

A Huge Ransomware Attack Messes With Texas

A coordinated strike against 23 local governments is called the largest such hack from a single source.

16

#3 Shadow IT

17

Shadow IT (it's a real thing!)

- What is shadow IT?
- It's happening right this second, and you don't know it!
- It's what happens when you don't keep up with <whatever>
 - Technology
 - Peoples needs
- Learn from it (as in what can we do better to support our users)?
- Remember the fish tank thermometer?



18

Top 10 Shadow IoT Wireless Risks

802secure

The availability of IoT devices is causing employees to bring these devices into corporate and operational facilities. The majority of IoT devices are wireless, making them more difficult to detect, creating a blindspot for organizations, an evolution known as Shadow IoT. If left unresolved, Shadow IoT devices and networks can impact Operations, Facilities, Physical Security, Network Security, Data Privacy, and Safety of employees, customers, or patients. The following is a list of common Shadow IoT risks.

Wireless Thermostats



Attackers can connect to open or unconfigured thermostats, adjust the temp and overheat datacenters, hospitals, etc.

Wireless Thumb Drives



Thumb drives are now wireless. Employees commonly leave these unconfigured, allowing anyone to steal the data.

Voice Assistants



Vulnerabilities have been found in these allowing eavesdropping on conversations. Many act as a bridge to the Wi-Fi network.

Surveillance Cameras



Surveillance Cameras are becoming more wireless and now vulnerable to wireless attacks, interception, eavesdropping and disruption.

Drones



Drones can be used to disrupt wireless networks, cause a facility for break-ins or attacks, or drop a pathogen causing safety risks.

Smart TVs



Smart TVs are everywhere. If left unprotected, hackers can access the TV to plant malware, steal credentials, or eavesdrop on a board meeting.

Wireless Printers



Wireless printers are now in every office. When left open, attackers can connect and access print jobs, facsimiles, plant malware, or backdoor the network.

Medical Devices




Medical devices are susceptible to a variety of wireless risks including disruption and access to patient data, all causing safety issues for patients.

Spy Cameras




That wall charger, clock, or bulb may be a spy camera. These wireless IoT devices allow secret surveillance commonly transmitted to a mobile device.

Rogue Cell Towers



Rogue cell towers have been documented in DC, Las Vegas, and other cities. Recent reports in 2019 revealed 4G and now 5G are also vulnerable to attacks putting devices at risk.

Impact



- Data Center Disruption
- Malware Infestation
- Data loss, credential theft, and privacy exposures
- Power or Operations Outage
- Eavesdropping, IP Theft, Espionage
- Safety including fires, pathogens, floods

© 2019 802 Secure, Inc. All Rights Reserved - Learn more at www.802secure.com

19

#2

What's going on?

20

Academy of International Mobile Healthcare
Integration | www.aimhi.mobi

10

What's going on...

- Do you have a reliable monitoring system?
 - Intrusion detection
 - Geographic traffic monitoring
- Do you have systems in place for knowing what is happening with Email?
- Do you know where your cloud-based files are being accessed from?
- Remember the previous slide about monitoring for shadow IT?

21

#1

It just takes one...

22

It takes just one...

- You are potentially one click away from doom and gloom!
 - One link or file in an email
 - One malicious piece of software downloaded

23



← All This
vs.
Only One →



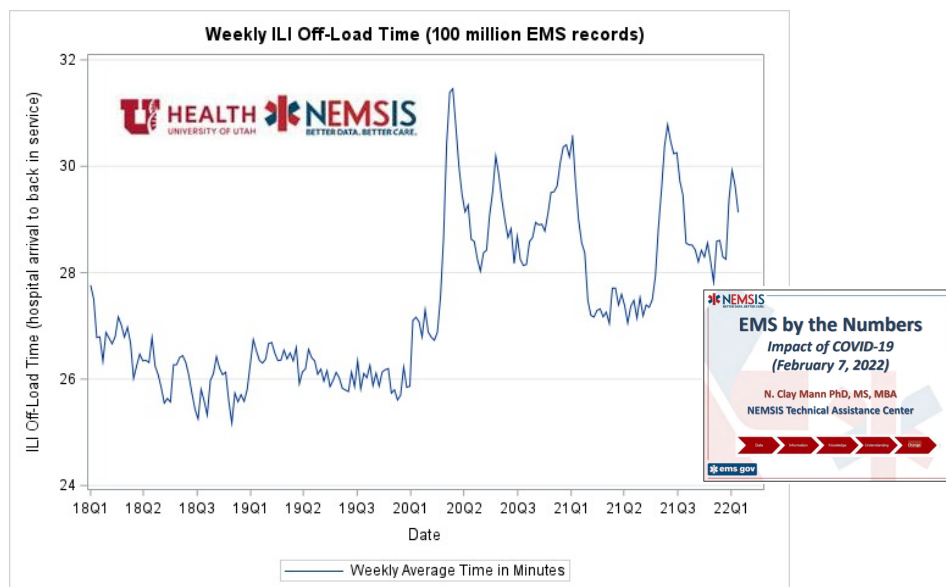
24

It takes just one...

- You are potentially one click away from doom and gloom!
 - One link or file in an email
 - One malicious piece of software downloaded
- You are one shadow IT application or service away from the HIPAA police or worse
- Train your team, talk about it, send out reminders, send out examples, keep them informed!
- This is what really keeps me up at night



25



26



Rockingham
COMMUNITY COLLEGE

Emergency Medical
Services


HOME / CONTINUING EDUCATION / COURSES / EMERGENCY MEDICAL SERVICES




Emergency Medical Technician

Home > Academics > Emergency Medical Technician

27



READY,
SET,
RECERT!



Distributive Education limits removed for the recertification cycle
ending March 31, 2022 (EMT, AEMT, Paramedic) and September
30, 2022 (EMR)

28



29

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
<div>Field Triage - MCI 10:00AM</div> <div>Cricothyrotomy 11:00AM</div> <div>Acute Coronary Syndrome 12:00PM</div> <div>2 Additional Classes</div> <div>13</div>	<div>Ventricular Assist Devices 9:00AM</div> <div>Congestive Heart Failure 10:00AM</div> <div>Pedi Transport 11:00AM</div> <div>8 Additional Classes</div> <div>14</div>	<div>Trauma Triage 9:00AM</div> <div>Basic Mechanical Ventilation 10:00AM</div> <div>Cardiac Arrest 2 11:00AM</div> <div>8 Additional Classes</div> <div>15</div>	<div>OB Emergencies 9:00AM</div> <div>Infectious Diseases 10:00AM</div> <div>Acute Coronary Syndrome 11:00AM</div> <div>8 Additional Classes</div> <div>16</div>	<div>Field Triage - MCI 9:00AM</div> <div>Ambulance Safety 10:00AM</div> <div>EMS Provider Hygiene 11:00AM</div> <div>8 Additional Classes</div> <div>17</div>	<div>Medication Administration 10:00AM</div> <div>Special Healthcare Needs 1 11:00AM</div> <div>Tox Emergencies-Opioids 12:00PM</div> <div>2 Additional Classes</div> <div>18</div>
<div>Chest Pain 10:00AM</div> <div>Basic Neonatal Resuscitation 11:00AM</div> <div>Post-Resuscitation Care 1 12:00PM</div> <div>2 Additional Classes</div> <div>20</div>	<div>Ventilation 1: Basic Airway Management 9:00AM</div> <div>EMS Research 10:00AM</div> <div>Affective Characteristics 11:00AM</div> <div>8 Additional Classes</div> <div>21</div>	<div>Neurological Emergencies & Seizures 9:00AM</div> <div>Capnography 10:00AM</div> <div>Medication Administration 11:00AM</div> <div>8 Additional Classes</div> <div>22</div>	<div>Ambulance Safety 9:00AM</div> <div>Infectious Diseases 10:00AM</div> <div>Pedi Cardiac Arrest 3 11:00AM</div> <div>8 Additional Classes</div> <div>23</div>	<div>OB Emergencies 9:00AM</div> <div>Immunological Diseases 10:00AM</div> <div>Ventricular Assist Devices 11:00AM</div> <div>8 Additional Classes</div> <div>24</div>	<div>Chest Pain 10:00AM</div> <div>Post-Resuscitation Care 2 11:00AM</div> <div>Special Healthcare Needs 2 12:00PM</div> <div>2 Additional Classes</div> <div>25</div>
<div>STEMI Mimics 10:00AM</div> <div>Basic Neonatal Resuscitation 11:00AM</div> <div>Evidence Based Guidelines (EBG) 12:00PM</div> <div>2 Additional Classes</div> <div>27</div>	<div>Post-Resuscitation Care 1 9:00AM</div> <div>Pedi Cardiac Arrest 3 10:00AM</div> <div>Chest Pain 11:00AM</div> <div>8 Additional Classes</div> <div>28</div>	<div>Cardiac Arrest 1 9:00AM</div> <div>Hemorrhage Control 10:00AM</div> <div>Central Nervous System (CNS) Injuries 1 11:00AM</div> <div>8 Additional Classes</div> <div>1</div>	<div>Pain Management 9:00AM</div> <div>Stroke 1 10:00AM</div> <div>Fluid Resuscitation 11:00AM</div> <div>8 Additional Classes</div> <div>2</div>	<div>Neurological Emergencies & Seizures 9:00AM</div> <div>Cardiac Arrest 2 10:00AM</div> <div>Central Nervous System (CNS) Injuries 2 11:00AM</div> <div>8 Additional Classes</div> <div>3</div>	<div>Cardiac Rate Disturbances 10:00AM</div> <div>Oxygenation 11:00AM</div> <div>Stroke 2 12:00PM</div> <div>2 Additional Classes</div> <div>4</div>
<div>Evidence Based Guidelines (EBG) 10:00AM</div> <div>Field Triage - MCI 11:00AM</div> <div>STEMI Mimics 12:00PM</div> <div>6</div>	<div>Ventilation 2: Respiratory Distress & Failure 9:00AM</div> <div>Central Nervous System (CNS) Injuries 1 10:00AM</div> <div>Affective Characteristics 11:00AM</div> <div>7</div>	<div>Neurological Emergencies & Seizures 9:00AM</div> <div>Basic Neonatal Resuscitation 10:00AM</div> <div>Immunological Diseases 11:00AM</div> <div>8</div>	<div>At-Risk Populations 9:00AM</div> <div>Pedi Cardiac Arrest 3 10:00AM</div> <div>Chest Pain 11:00AM</div> <div>9</div>	<div>Culture of Safety 9:00AM</div> <div>Ambulance Safety 10:00AM</div> <div>Trauma Triage 11:00AM</div> <div>10</div>	<div>Endocrine Emergencies 10:00AM</div> <div>Pedi Cardiac Arrest 2 11:00AM</div> <div>Tox Emergencies-Opioids 12:00PM</div> <div>11</div>

30

PRODIGY

Springfield FD

Dashboard

Class Catalog

Calendar

Transcripts

Training Plans

Certifications

Assignments

Bundles

Resources

Back

Medic Mindset - Thinking: Lift Assist

Today, 80,000 Americans aged over 65 will fall

Overview

Materials

Class Type: Distributive

Credit Hours: 1 hour

In this episode of the "Medic Mindset" podcast, Ginger Locke interviews Dr. Mala Dorsett on how she thinks about the Lift Assist patient.

Dr. Mala Dorsett is an EM and EMS Physician at the University of Rochester Medical Center. She completed her EMS Fellowship at Washington University in St. Louis. Her primary interests are EMS Education and Quality Improvement initiatives aimed at encouraging patient-centered care, both outside and inside the hospital.


She wrote this [blog post](#) on the NAEEMSP blog about the approach to the "Lift Assist."

CE for this episode is supported by:

Mangar

HEALTH

Mangar Health is a world leader in the design and manufacture of inflatable moving and handling and bathing equipment and has been helping people with the independence, dignity and what we would like to think of as an improved quality of life since 1981.




[Veteran Talks About How PTs and OTs Helped Him Overcome His Circumstances](#)

Darren Swift lost both his legs and sustained other injuries when he was

31


#Refresh2021



#REFRESH2021

FREE NREMT NCCP

EMT AND PARAMEDIC REFRESHER



PRODIGYEMS.COM

Free. Online. On Demand.


@Refresh2021

EMT/Paramedic Refresher

NREMT's NCCP Program

30 National Hours

Airway/Respiration/Ventilation: 3.5 Hours		
Ventilation Capnography Pre-oxygenation	Dr. Jim DuCanto Robbie Murray Dr. Jeff Jarvis	@jducanto @76murray @drjeffjarvis
Cardiovascular: 8.5 Hours		
Post-Resuscitation Care Ventricular Assist Devices Stroke Cardiac Arrest Pediatric Cardiac Arrest Heart Failure Acute Coronary Syndromes	Tom Bouthillet Robert (Steve) Cole Dr. Jason McMullan Dr. Betty Yang Dr. Peter Antevy Dr. Patrick Snowman Tom Bouthillet	@tbouthillet @Croaker260 @nmrs244 @betty0 @HandtevyMD @pjsnowman123 @tbouthillet
Trauma: 3 Hours		
Trauma Triage Traumatic Brain Injury Spinal Motion Restriction Hemorrhage Control Fluid Resuscitation	Dr. K. Sophia Dyer Dr. Babak Sarani Robert (Steve) Cole Dr. Paul Pepe and Dr. Peter Antevy Dr. Brendon Drew	@SophiaDyer9 @saranimd @Croaker260 @HandtevyMD
Medical: 8.5 Hours		
Special Healthcare Needs OB Emergencies Infectious Diseases Medication Delivery Pain Management Psychiatric and Behavioral Emergencies Toxicological Emergencies – Opioids Neurological Emergencies – Seizures Endocrine Emergencies – Diabetes Immunological Emergencies	Dr. Will Krost Dr. Stephanie Louka Dr. Cornilla Sasson Dr. Paul Banerjee Dr. Christopher Colwell Dr. Clement C. Yeh Robert (Steve) Cole Dr. Kenneth A. Schepke Dr. Corey Slovis Rom Duckworth	@wkrost @StephLoukaMD @comilla_s @talisman6912 @Croaker260 @CoreySlovis @romduck
Operations: 6.5 Hours		
At-Risk Populations Ambulance Safety Field Triage – Disasters/MCI EMS Provider Hygiene, Safety, and Vaccinations EMS Culture of Safety Pediatric Transport Crew Resource Management EMS Research Evidence-Based Guidelines	Dr. Kelly Bouthillet Dr. Doug Kupas Dr. Paul Pepe and Dr. Peter Antevy Dr. Megan C. Marino Brian LaCroix and Shelby Cox Tom Bouthillet Paul LeSage Dr. Remie Crowe Dr. Chris Martin-Gill	@barefootNP24 @paemsmd @HandtevyMD @LaCroixEMS @JohnPaulSCGS @rpicrowe @cmartingill
Bonus Content		
Pediatric Respiratory Distress Violence Against EMS Providers Medical-Legal Considerations Managing Agitated Patients	Dr. J. Joelle Donofrio-Ödmann Joseph Zalkin Samantha Johnson and Nick Adams Dr. Thom Dunn	@PEMEMS @jzalkin @srjattorney, @nickadams @profmdunn



Steering Committee

- Peter Antevy, M.D.
- Kelly Bouthillet, D.N.P.
- Tom Bouthillet
- Remle Crowe, Ph.D.
- James DiClemente
- Brian LaCroix
- Rob Lawrence
- Paul Pepe, M.D., M.P.H.
- Mike Taignan, J.E.D.I.
- Keith Griffiths

SIGN UP HERE

[link.prodigyems.com/refresh2021](#)

Thank you

To EMS

professionals

everywhere!

32

Academy of International Mobile Healthcare
Integration | www.aimhi.mobi

16



33

Going from worst to best...

The Tale of a Technology Enhanced Employee Engagement Improvement Journey

EMS Based Software vs. Software Based EMS Agencies

Jonathan D. Washko, MBA, FACPE, NRP, AEMD
AVP for Pre-hospital Innovation

 Northwell Health™

34

34

- Established in 1993, CEMS provides air & ground BLS, ALS, SCT, CCT & 911 services
- Largest health system based ambulance services in NY Metropolitan area & one of the largest in the US
- Triple accredited agency: CAAS, ACE & CAMTS
- 900+ EMTs, Paramedics, CCTs, CPs, EMDs, RNs, MDs with over 140 available response units across NYC, Nassau & Suffolk
- Utilize the Advanced Medical Priority Dispatch System
- 200K+ Annual Call Volume
- **Our value is driven by our amazing people, fortified by technology**



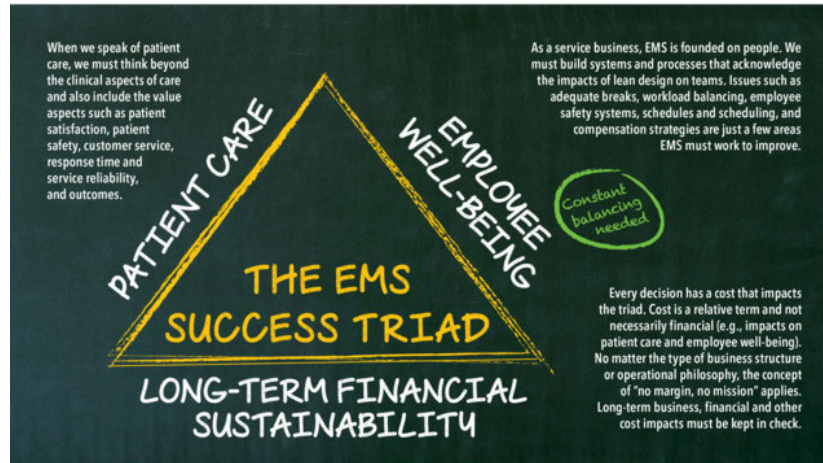
35

Being a Smart vs. Soulful HPEMS System



36

Smart vs. Soulful EMS Organizations



37

Smart vs. Soulful Organizations

1. Being "Smart"

- Sound business practices & acumen
- Data driven decision making
- Predictive analytics & systems optimization
- Lean business processes
- Financial and productivity drivers
- Revenue optimization & expense control
- Granular margin analysis
- Quantification of everything

38

Smart vs. Soulful Organizations

1. Being “Soulful” = Engagement & Wellbeing

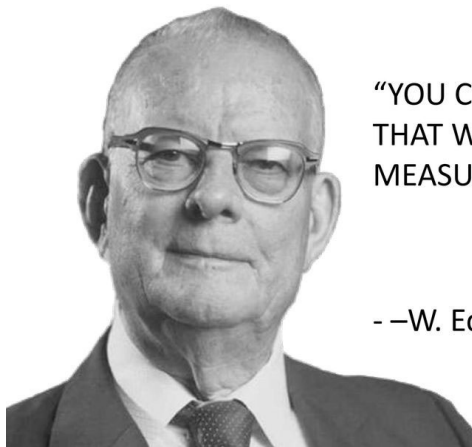
- Acknowledging employee emotional, physical & financial needs
- Having a culture that breeds desired traits & values
- Answering “why”
- Embracing diversity
- Aligning talents and skills with functions
- Transparency, trust & respect
- Lead, follow or get out of the way



39

39

The Problem



“YOU CAN’T MANAGE
THAT WHICH YOU DON’T
MEASURE”

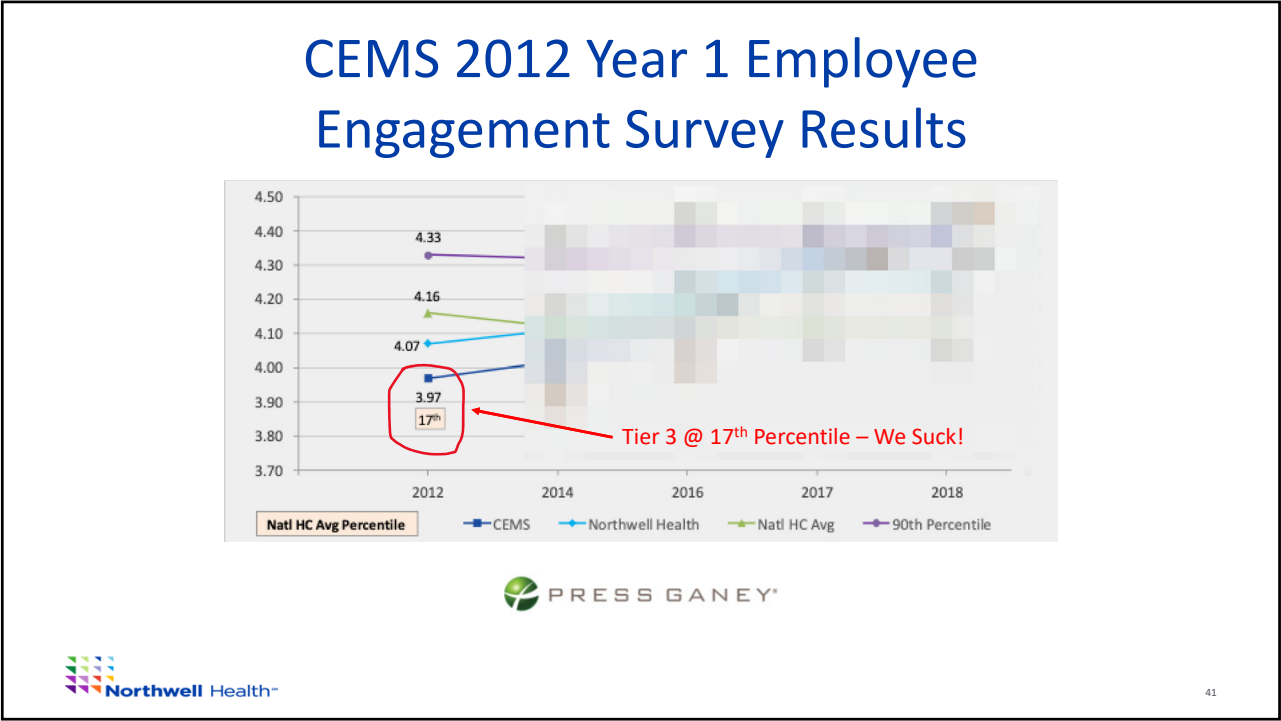
- W. Edwards Deming

4

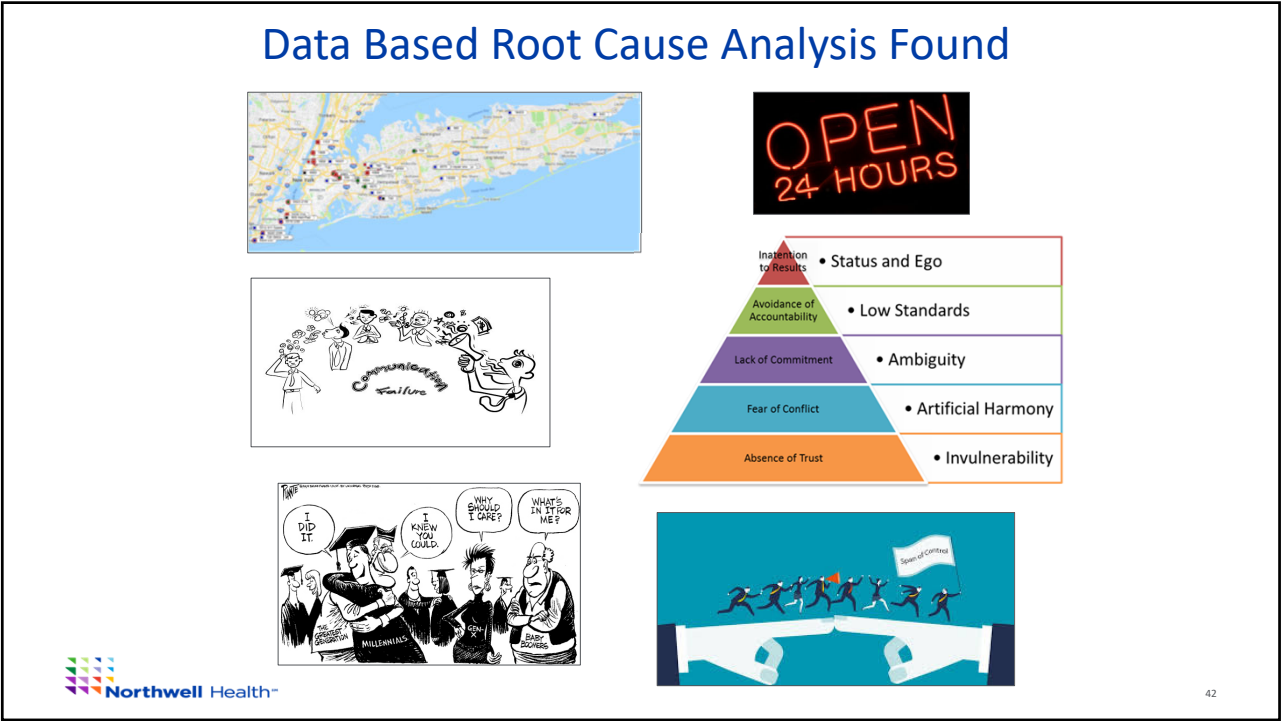


40

40




41



42

The Methods | Tools | Talent Used in “Finding a Soul”





43

43

PDSA Projects In Various Domains

Improvement Science Methodologies



44

44

LEARN

LEAD

ORGANIZATIONAL

PSYCHOLOGY

INDIVIDUAL

SELECTION

EMOTIONAL INTELLIGENCE

GOALS

INDUSTRY

TECHNOLOGY

RESEARCH

EMPLOYEES

CONSULTING

TRAINING

WELL

TEAMS

HEALTH

GROUP

BEHAVIOR

WORK

NEEDS

ORGANIZATIONS

CONSULTANT

PERSONNEL

ORGANIZATION

RELATION

ANALYSIS

TASKS

INDIVIDUAL

ONE

SELECTION

MENTORING

GOAL

DIRECTION

ADVICE

MOTIVATION

COACHING

TRAINING

SUPPORT

SUCCESS

NF

Possible

NT

Valuing

Understanding oneself and others

Field Marshal

Valuing

Understanding oneself and others

Field Marshal

Personal

Logical

SF

Relating

Understanding oneself and others

Present

ST

Directing

Understanding oneself and others

ENFJ	INFJ	INTJ	ENTJ
Teacher	Consultor	Mastermind	Field Marshal
ENFP	INFP	INTP	ENTP
Champion	Healer	Architect	Inventor
ESFP	ISFP	ISTP	ESTP
Performer	Composer	Operator	Promoter
ESFJ	ISFJ	ISTJ	ESTJ
Provider	Protector	Inspector	Supervisor

45

45

Facebook @Work for Team Communications

Department Wide

Northwell Health

Jonathan Washko

News Feed

Notifications

Workplace Chat

Shortcuts

Department Wide

Lost & Found

Collaborative Care Co...

CME and Call Review

FDNY EMS Operating...

Explore

Groups

Create Group

Add People

Admin Panel

Department Wide

Open group

About

Discussion

Members

Files

Events

Videos

More

Write Post

Add File

Create Doc

More

Write something...

Add Photo/V...

Tag coworkers

Add Location

NEW ACTIVITY

Ivan Barrenechea

February 6 at 10:25 AM

Can an intercom system be set up in the new 1900 and 911 extended cab buses to communicate with the tech in the patient compartment? Something that we would be able to talk to and hear? You can barely hear

Alan Schauberg was live in Department Wide.

June 26, 2018

83 Comments

300 Views

ADD MEMBERS

Import

Enter name or email address...

SHARE AN INVITATION LINK

https://fb.me/j/shotugpa/aimhQ05P

MEMBERS

835 Members

ADD A DESCRIPTION

Tell people what this group is about.

GROUP TYPE

Discussions

YOUR TOP GROUPS

Department Wide

20+ new posts

FDNY EMS Operati...

1 new post

Quality Metrics

M.E.R.I.T.

Protocols

Administration

GROUP CONVERSATIONS

Create New Group

CONTACTS

Anthony L. Quintana

C.W. Schwalbe

James Jackson

Bernard Robinson

Neural Communications

Live Broadcasting

Transparency

Nothing Off Topic

Northwell Health

83 Comments

300 Views

Department Wide

Open group

About

Discussion

Members

Files

Events

Videos

More

Write Post

Add File

Create Doc

More

Write something...

Add Photo/V...

Tag coworkers

Add Location

NEW ACTIVITY

Ivan Barrenechea

February 6 at 10:25 AM

Can an intercom system be set up in the new 1900 and 911 extended cab buses to communicate with the tech in the patient compartment? Something that we would be able to talk to and hear? You can barely hear

Alan Schauberg was live in Department Wide.

June 26, 2018

83 Comments

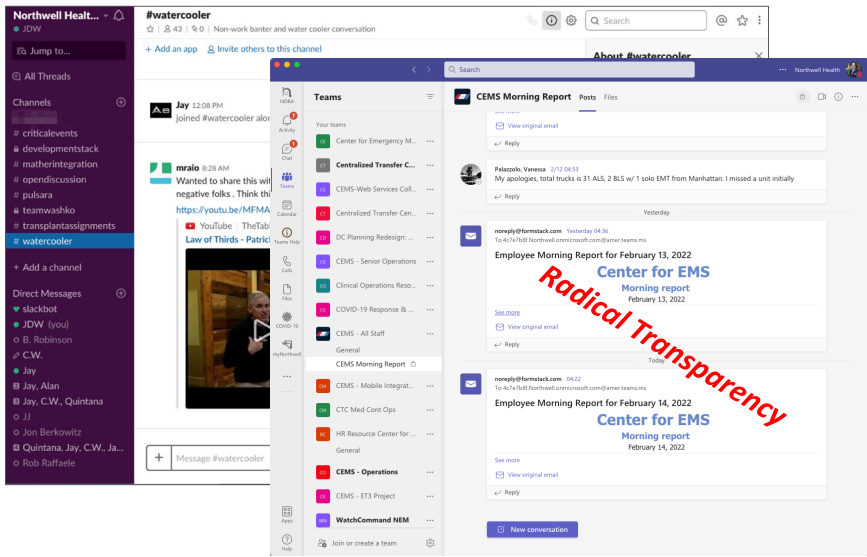
300 Views

46

Academy of International Mobile Healthcare
Integration | www.aimhi.mobi

23

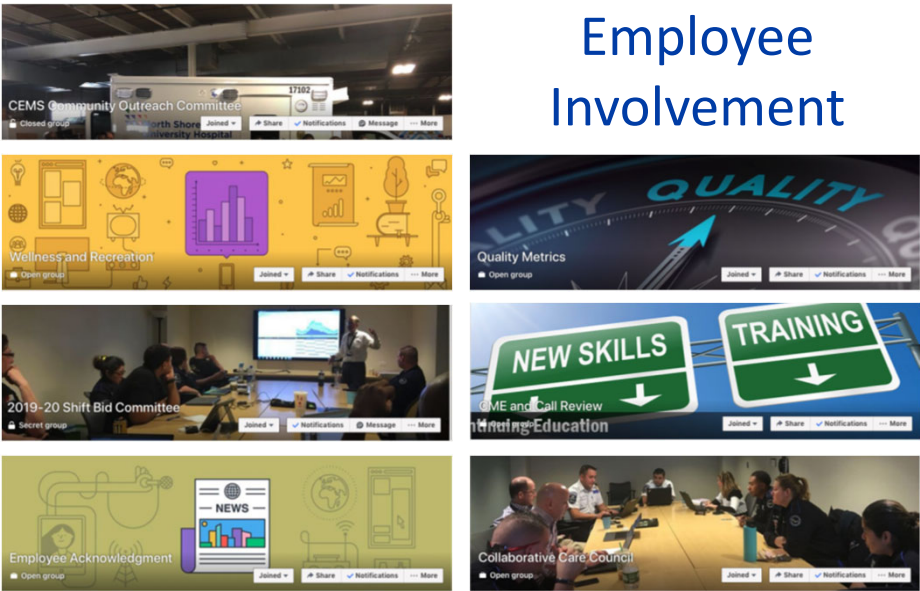
Using Slack / TEAMS for Leadership Team Communications



47

47

Employee Involvement



48

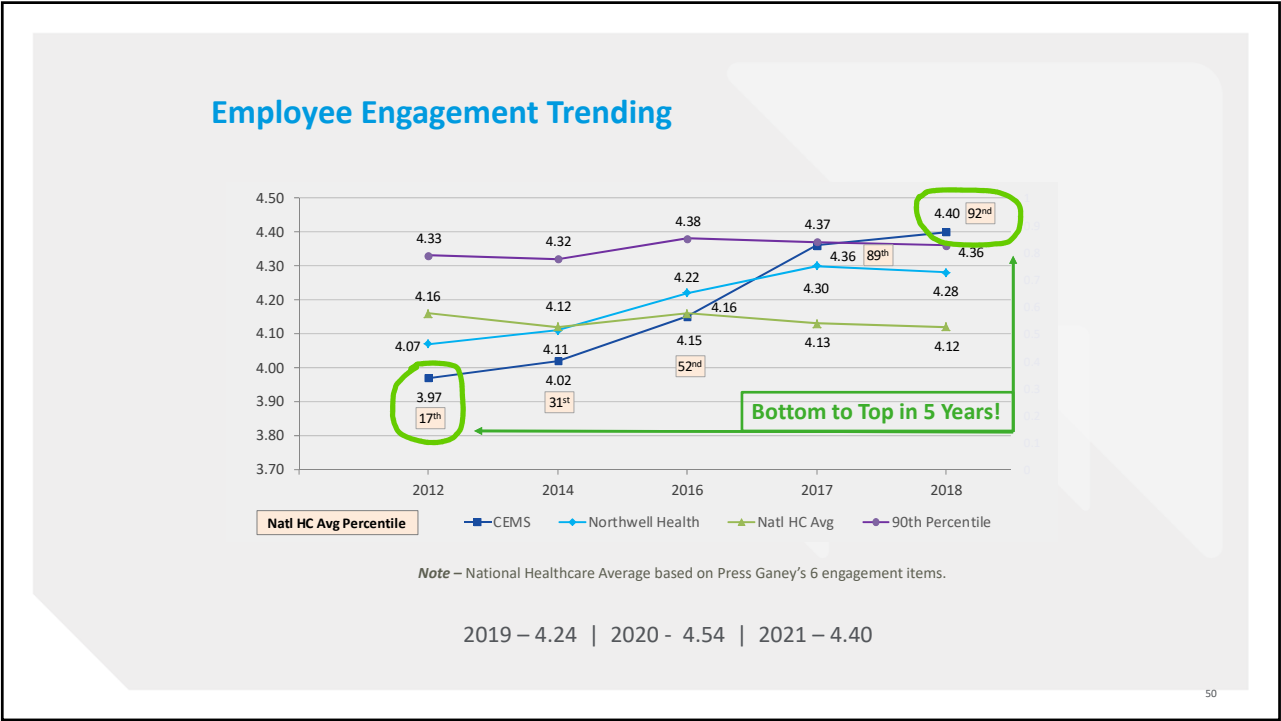
48

Results...



49

49



50

Return on Investment:

1. Lower turnover rates
2. Easier recruitment & direct advocacy
3. Employees like to work for us and with us
4. Focus on provider resiliency
5. Improved triad processes and outcomes
6. Intentional cultural shift
7. Career ladder development & succession planning

All in a HIGH PERFORMANCE EMS SYSTEM!



51

51

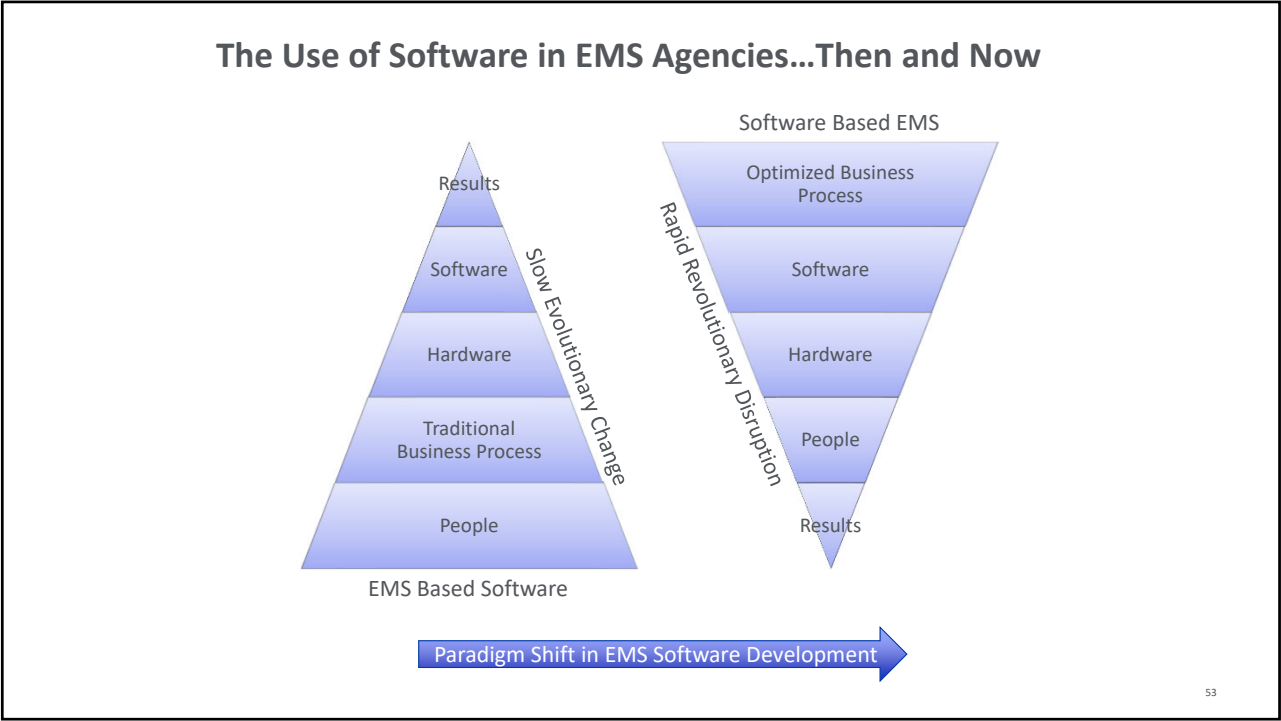
EMS Based Software vs. Software Based EMS Agencies

A shifting paradigm



52

52



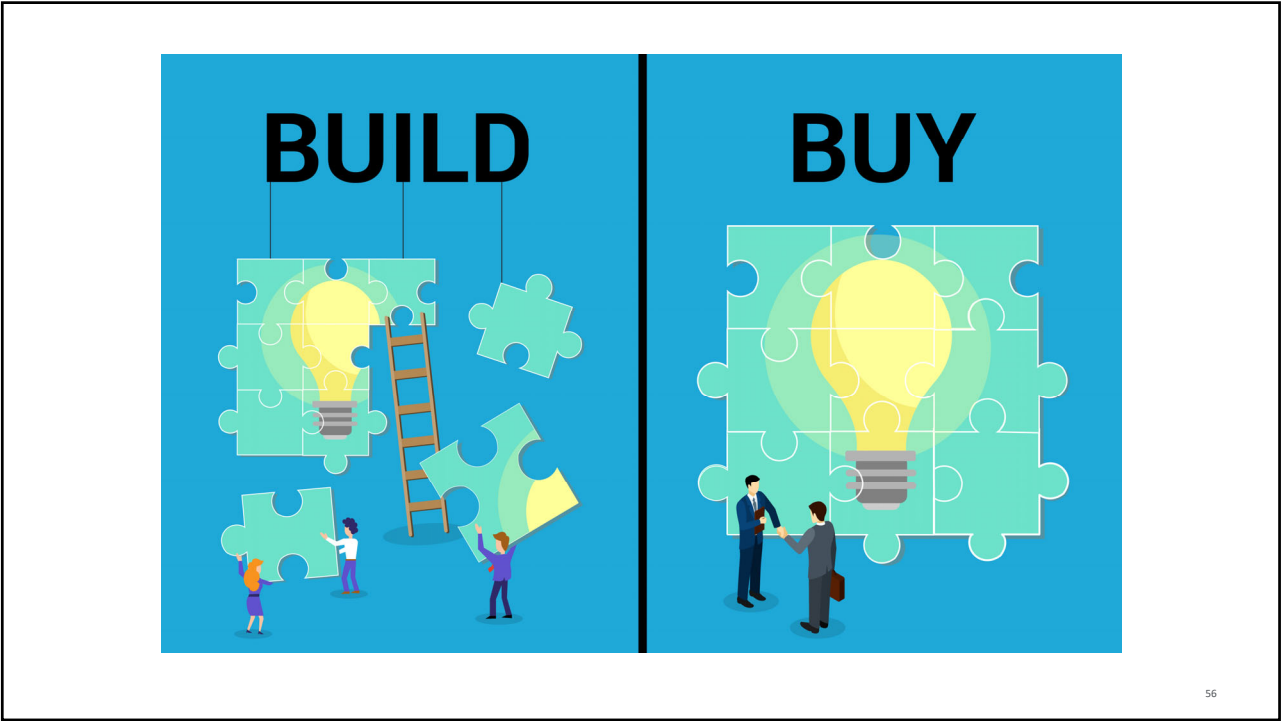
53

The top image shows a group of people changing a tire on a car in a desert, with the text 'Changing the Tire on a Car Going 60 Miles an Hour is Difficult and Slow'. The bottom image shows a yellow pencil on lined paper with the text 'STARTING FROM SCRATCH' and 'Allows you to Build it Right the First Time and is Agile'. The Northwell Health logo is in the bottom left corner. A small '54' is in the bottom right corner.

54



55



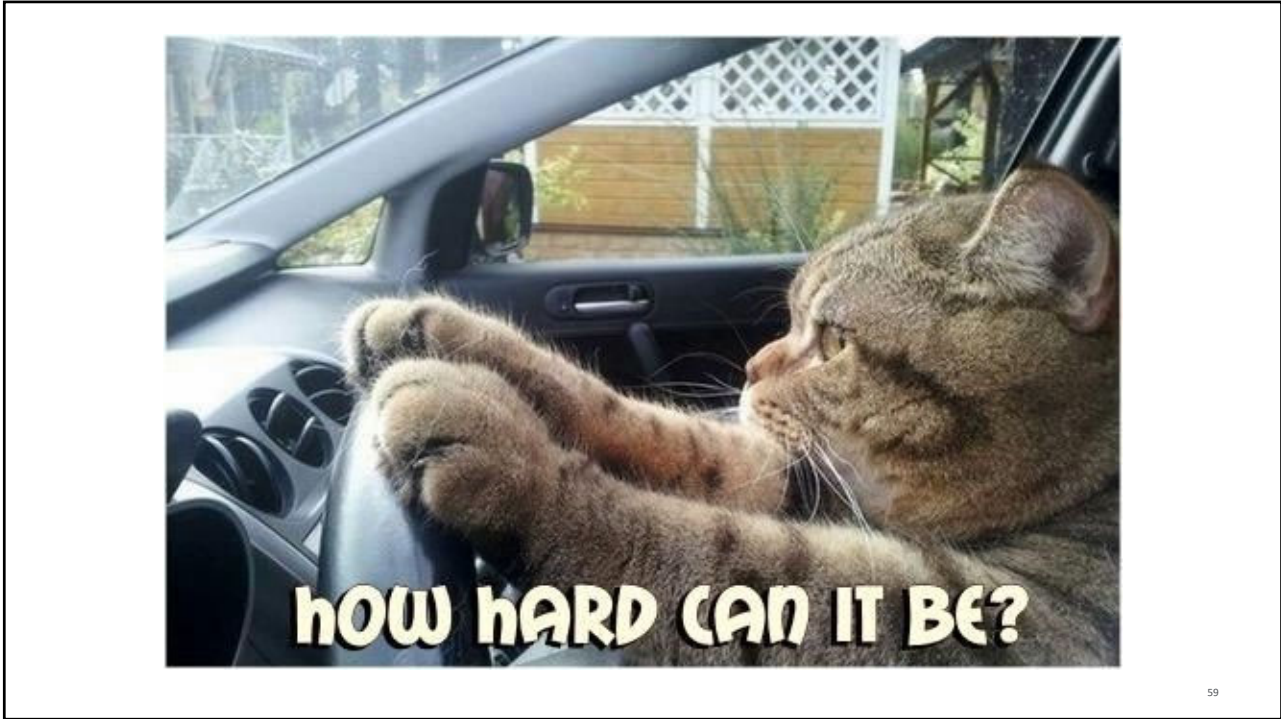
56



57



58



59

There is a Lot to Building Your own Solutions

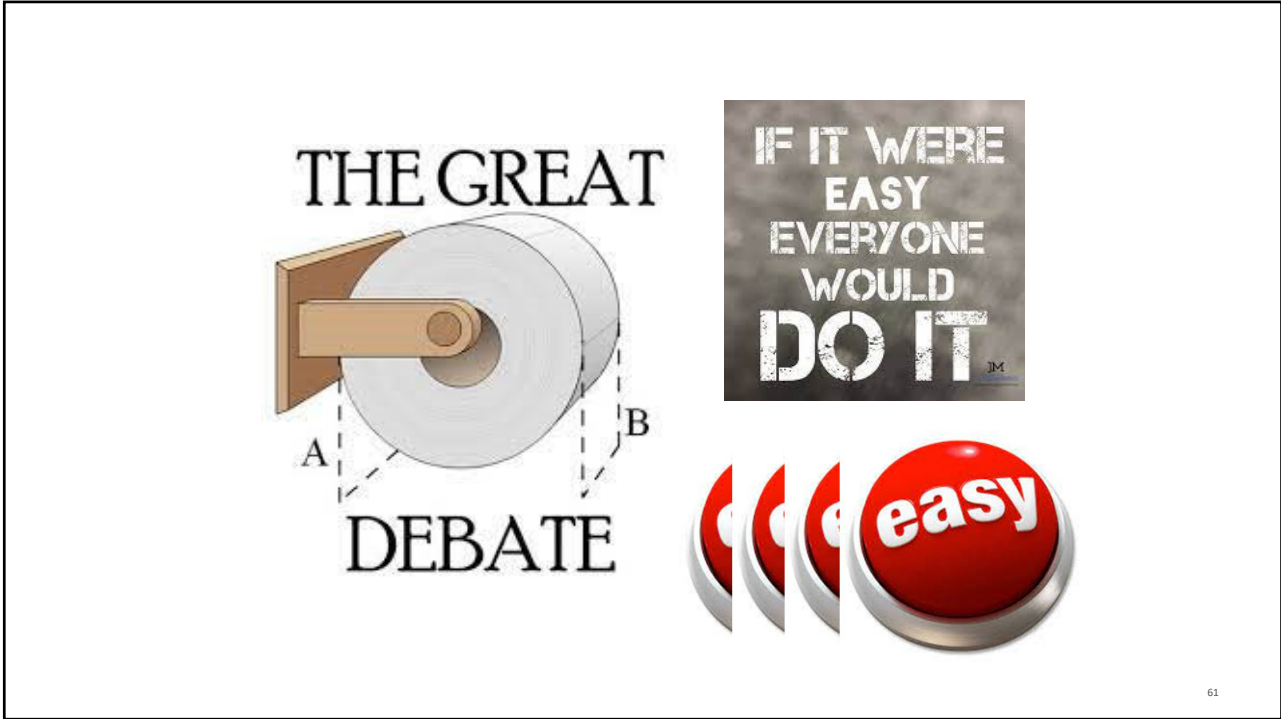
Making your own software requires you to become a software company...



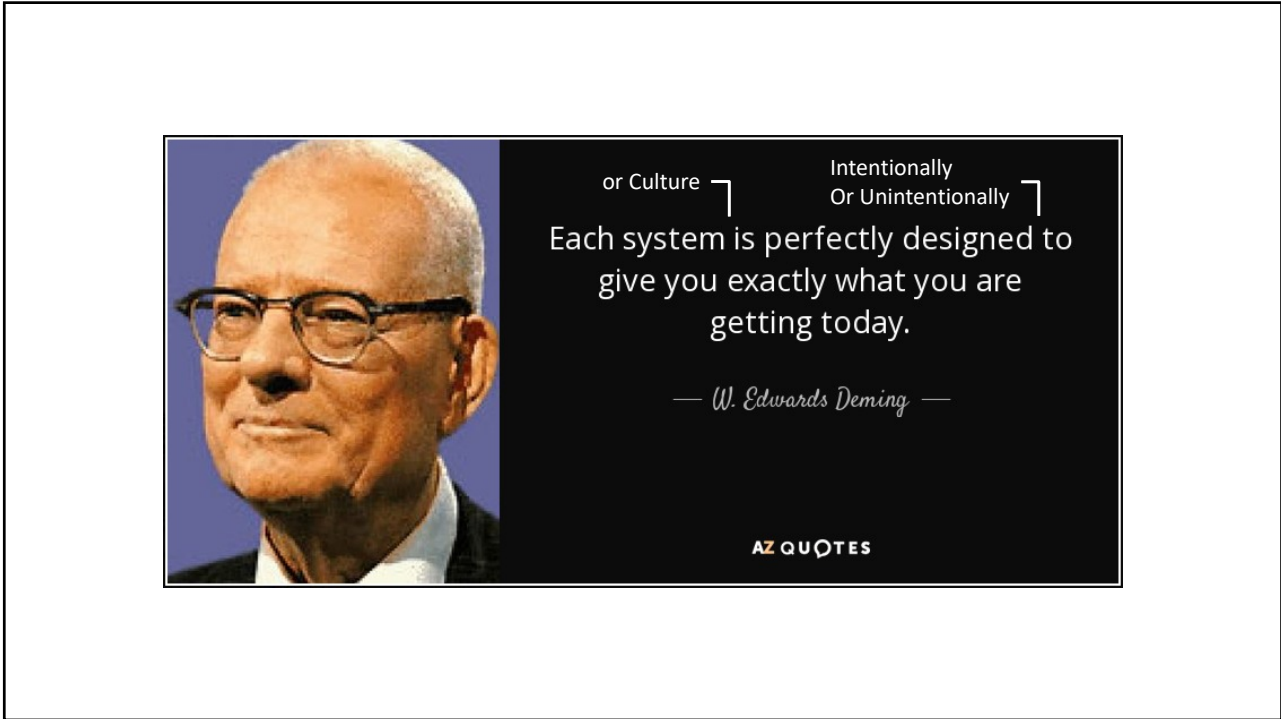
- Talent & expertise
- Knowledge of the software business
- Maintenance & bug fixes
- 24x7 Support
- Development roadmap management
- Source code control & coordination
- Bug testing
- Deployment planning & execution
- Business continuity planning
- Fault tolerant architecture
- Scaling & efficiency needs
- Solutions training
- Succession planning
- Funding & capital

Northwell Health™

60



61



62



Disclosure

Mike Taigman
Improvement Guide





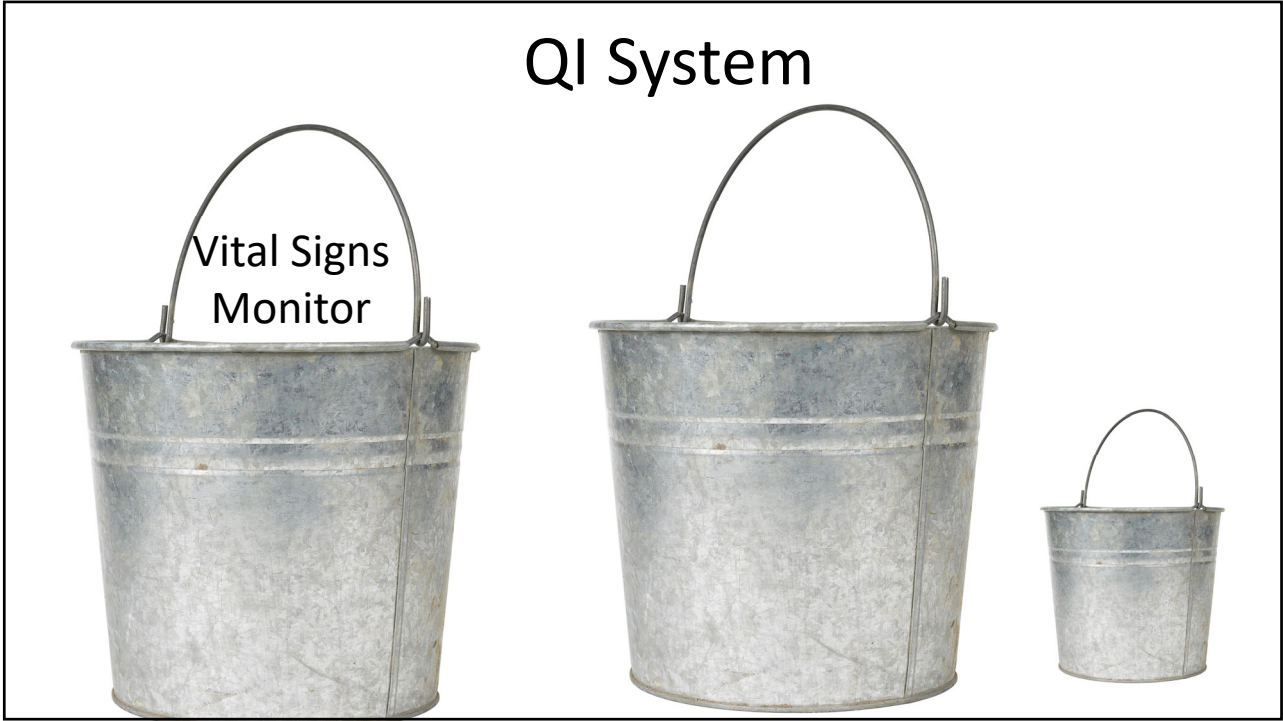


63

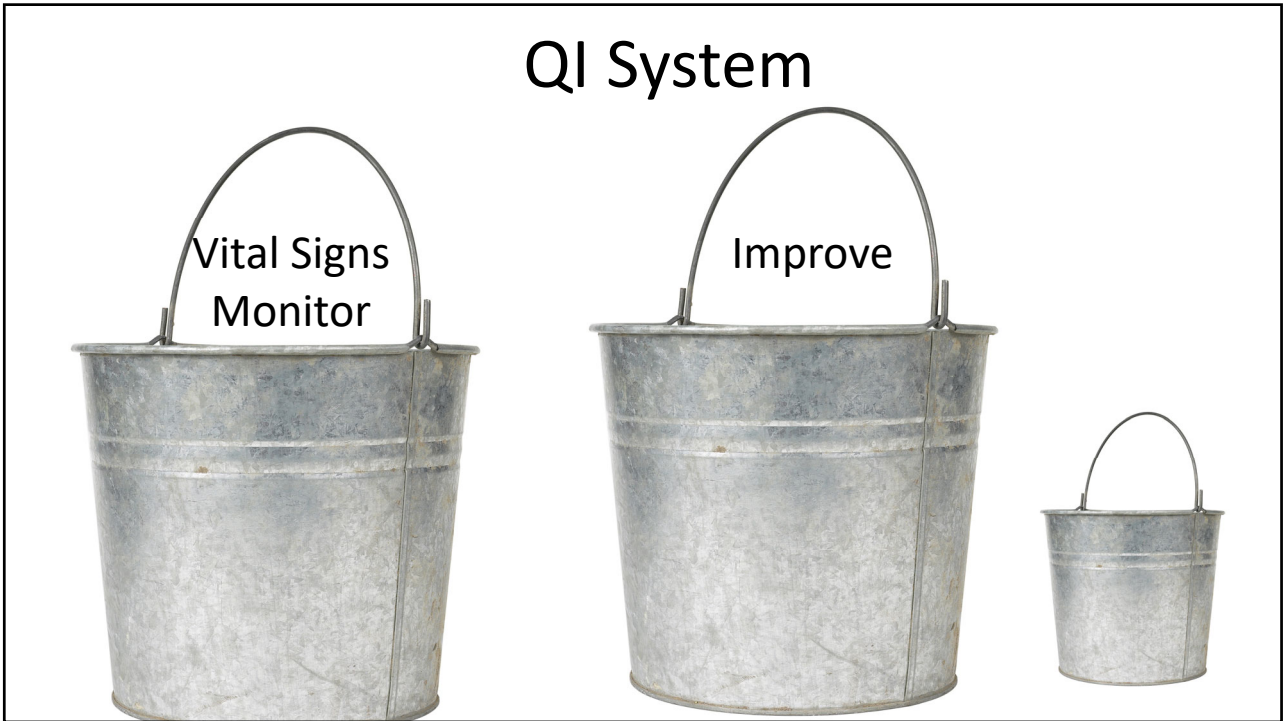
QI System



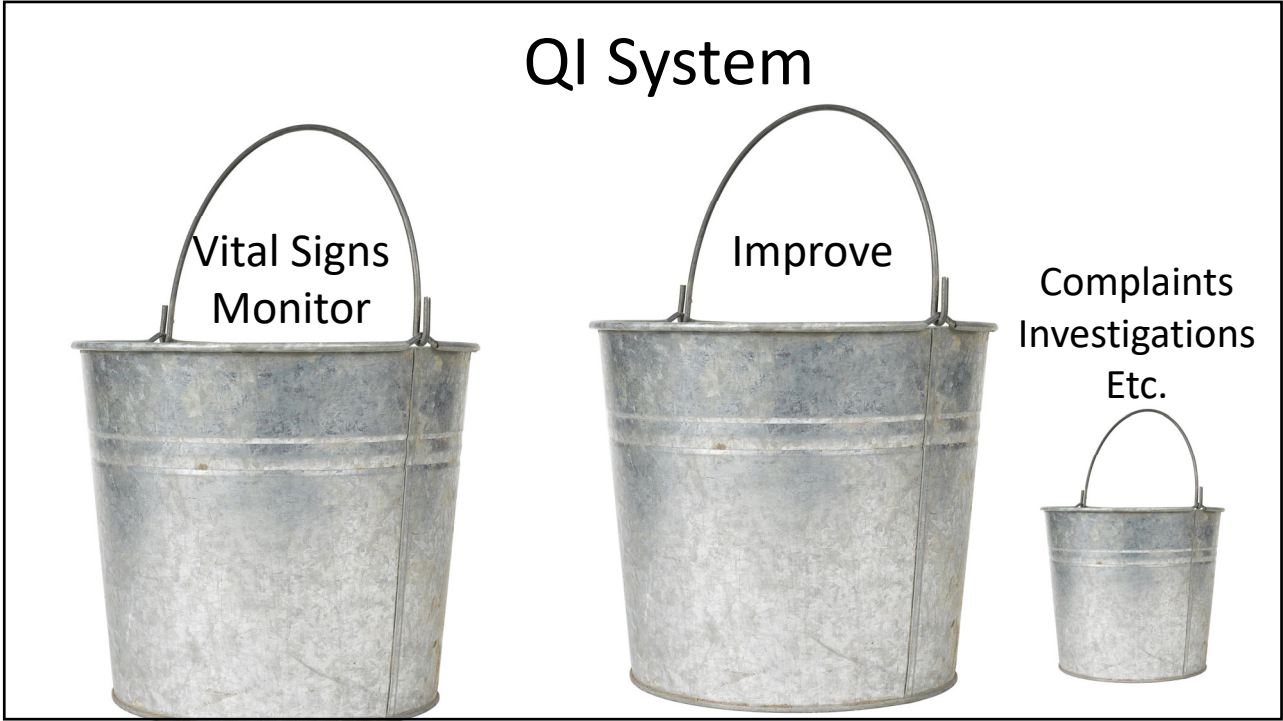
64



65



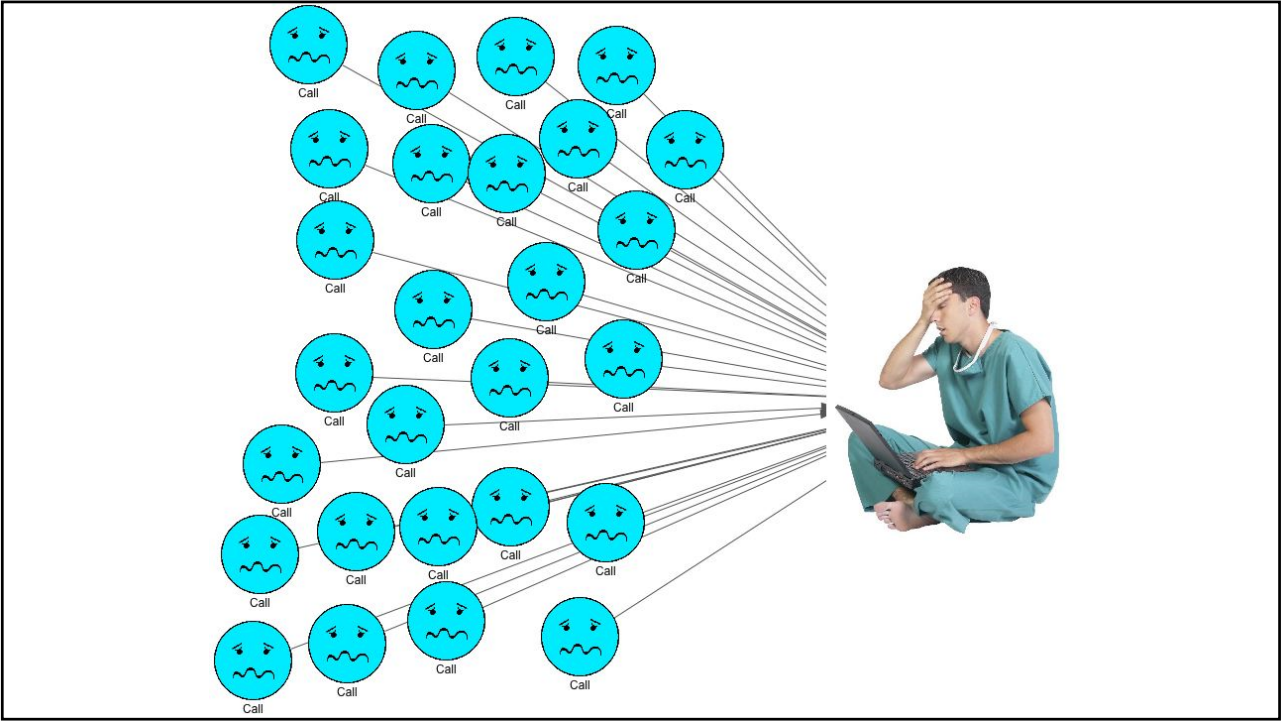
66



67



68



69



70

ACS Bundle

ASA

12-Lead


O2 is Sat Low

NTG if bp over 100

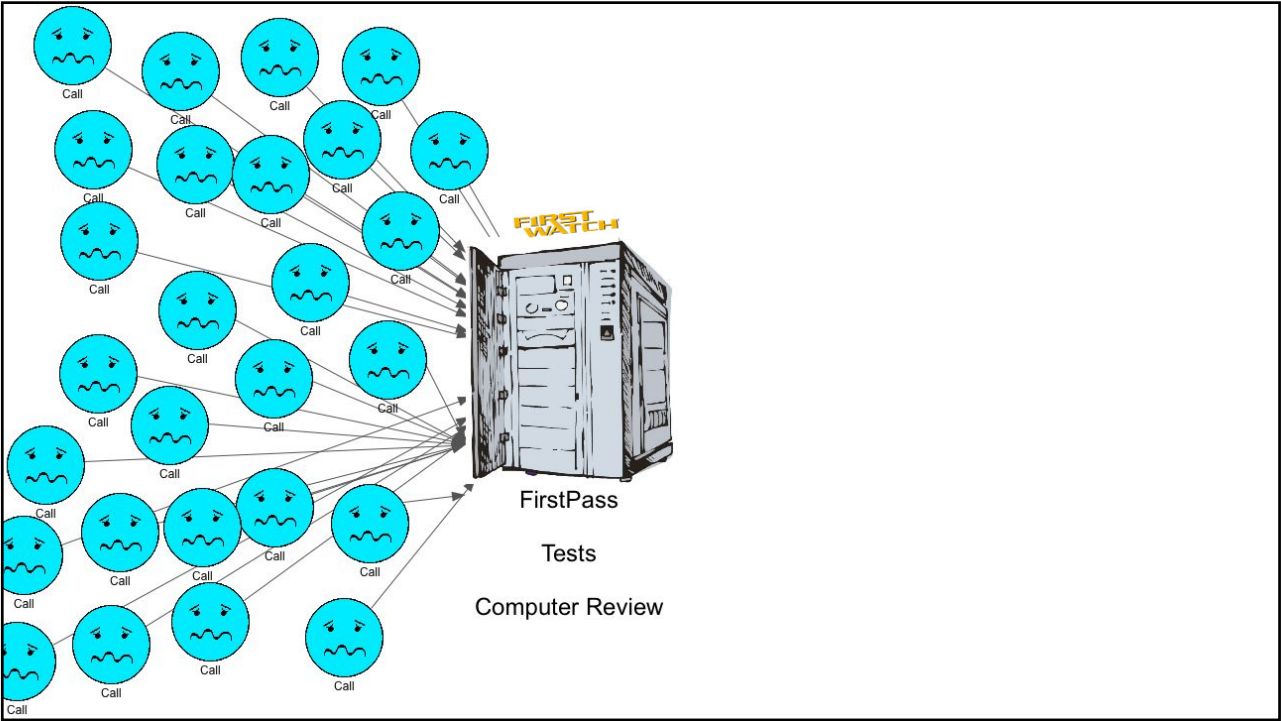
Short Scene Time

Pain managed effectively

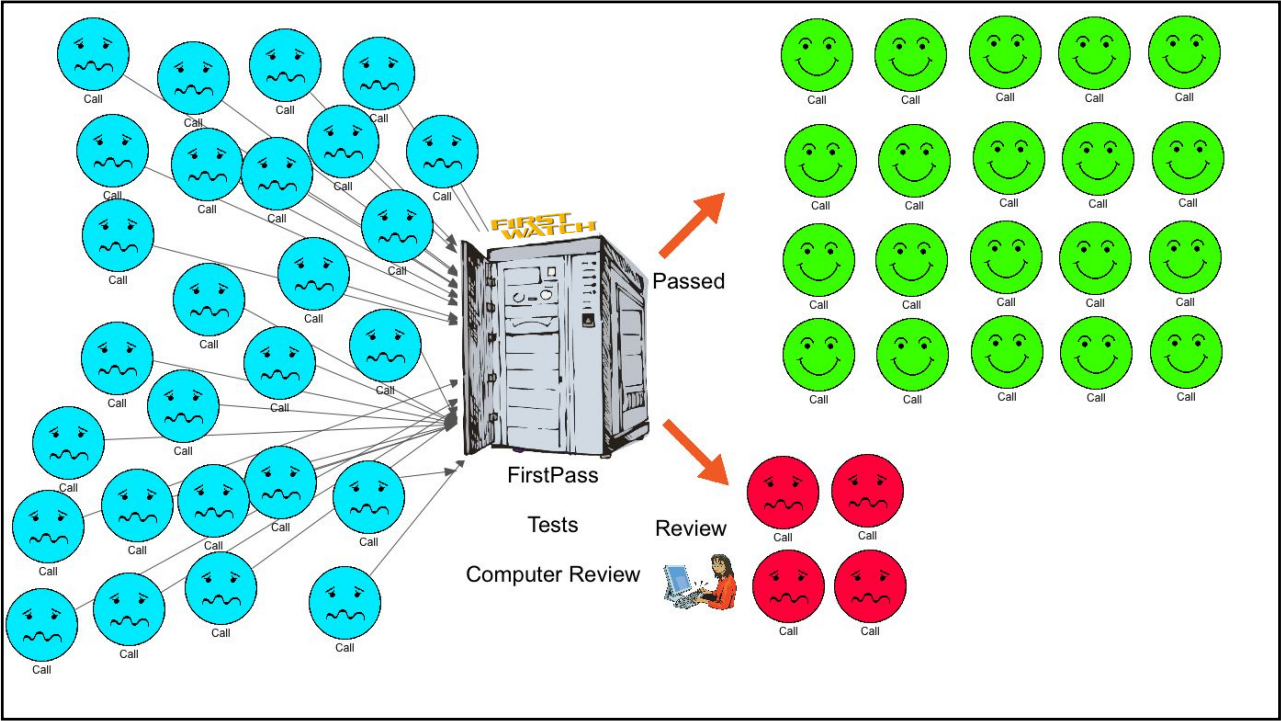
STEMI Notification



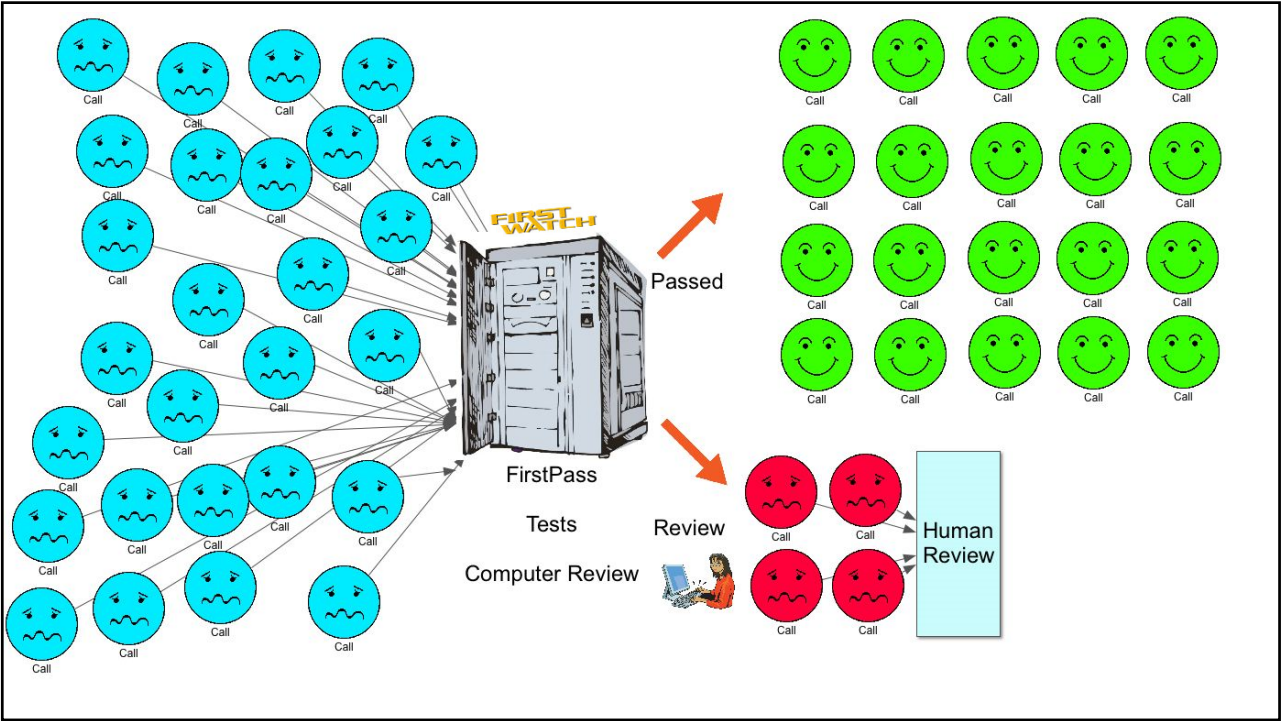
71



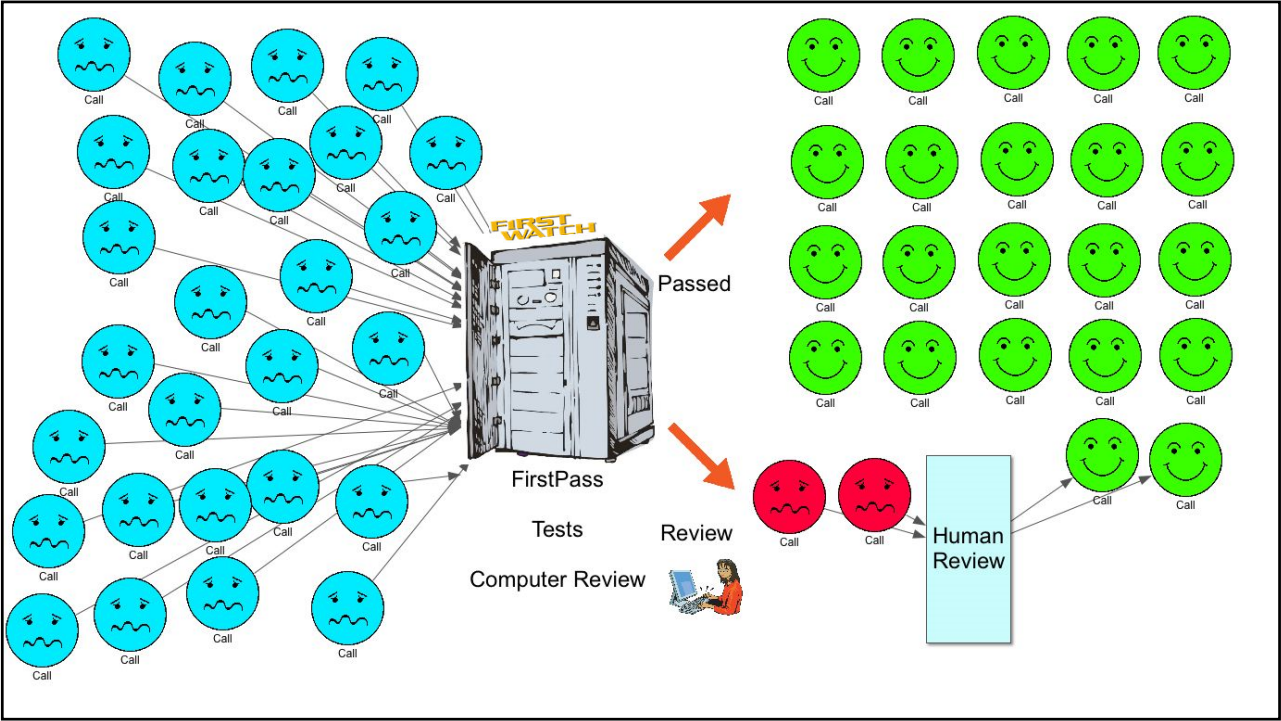
72



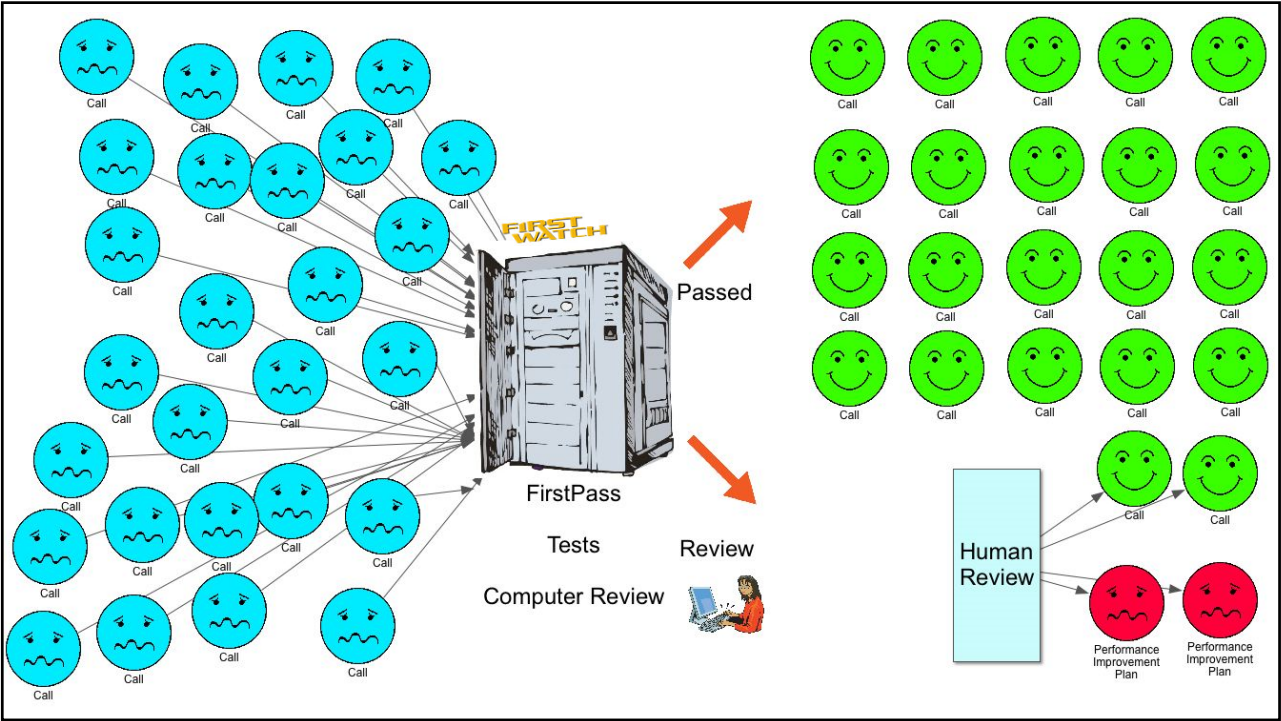
73



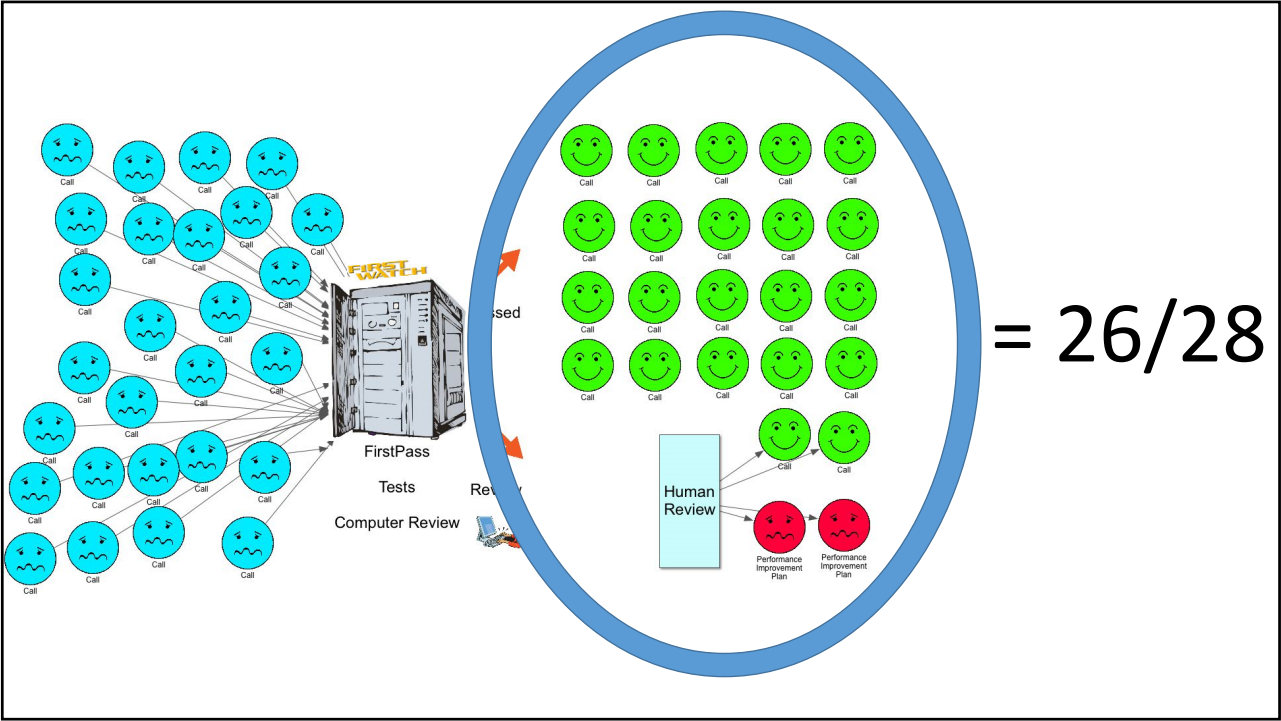
74



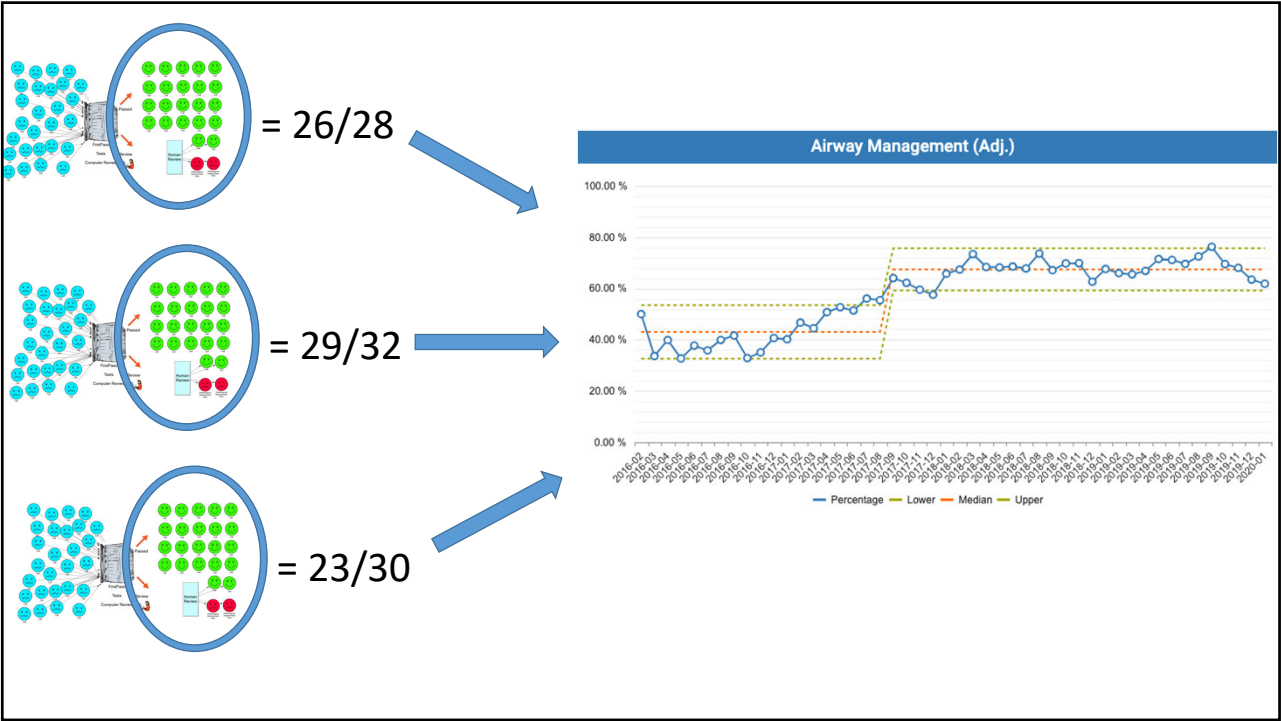
75



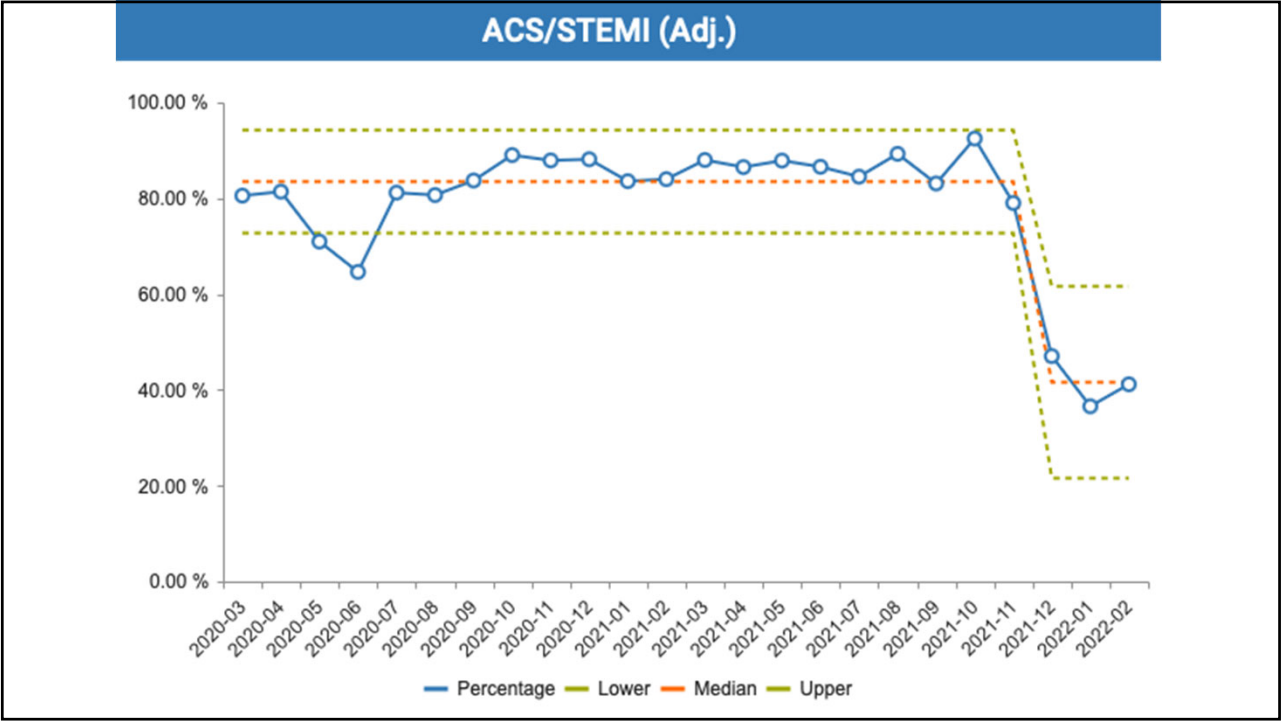
76



77



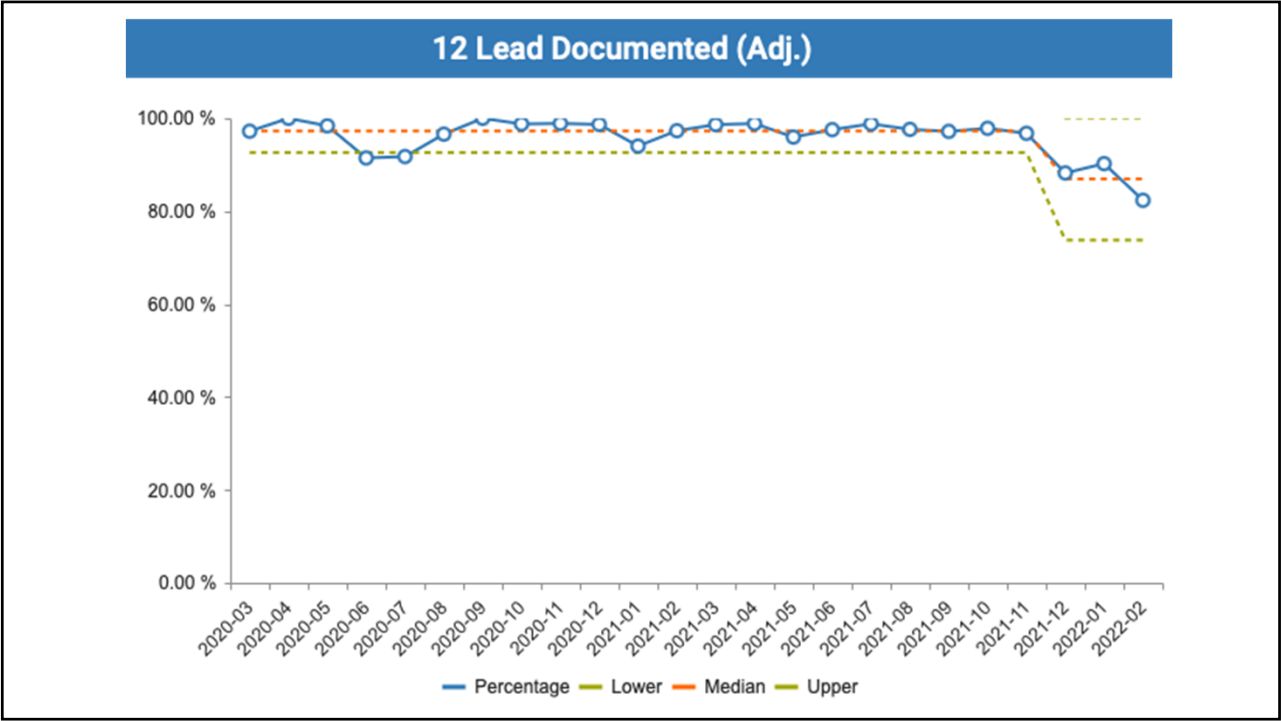
78



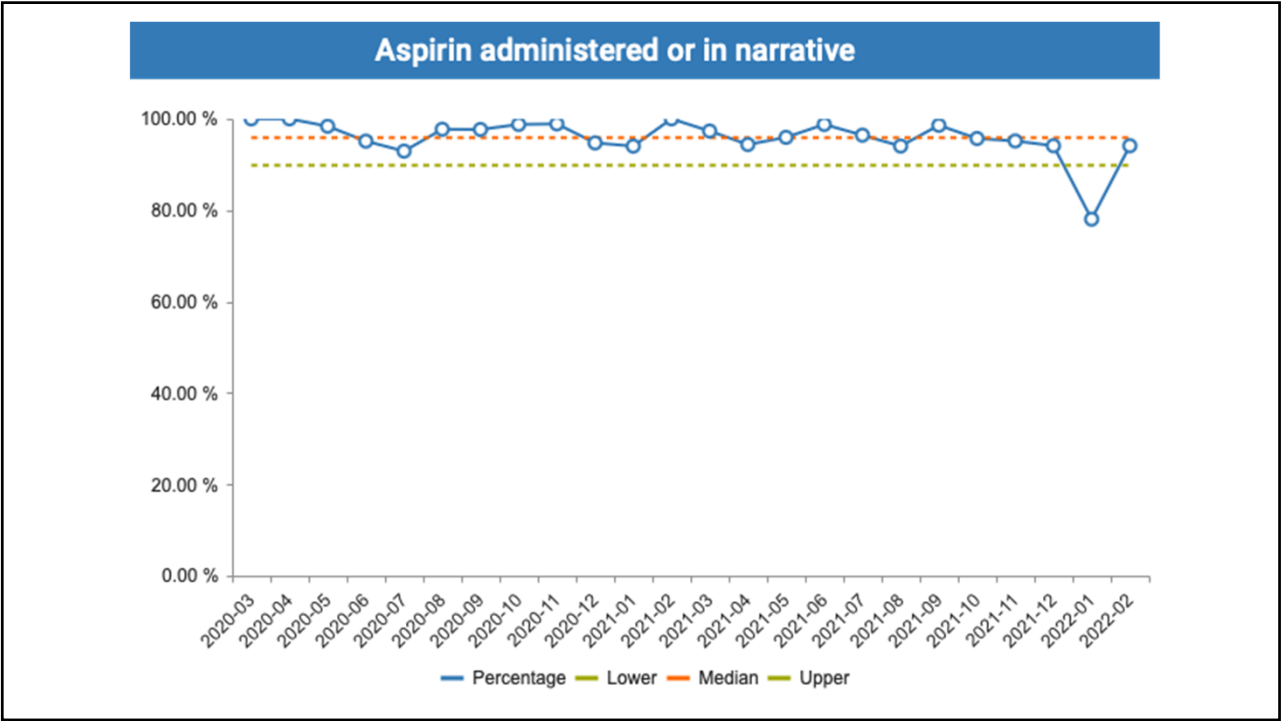
79



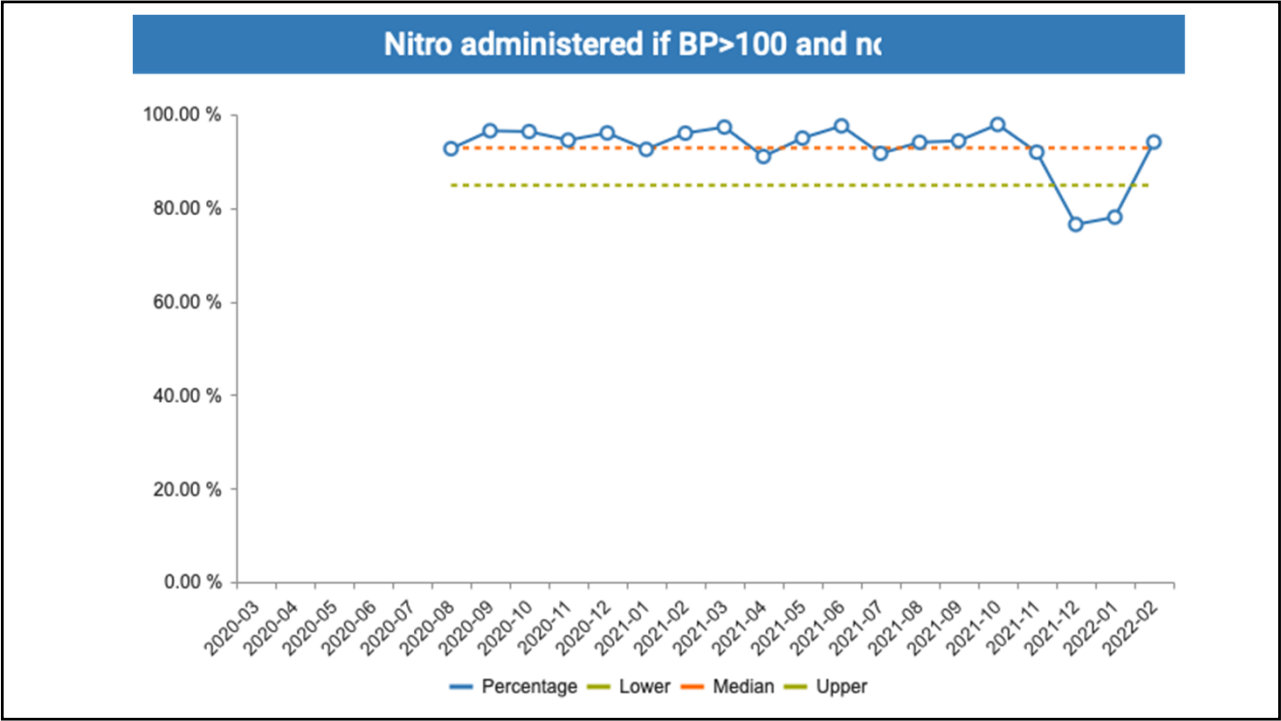
80



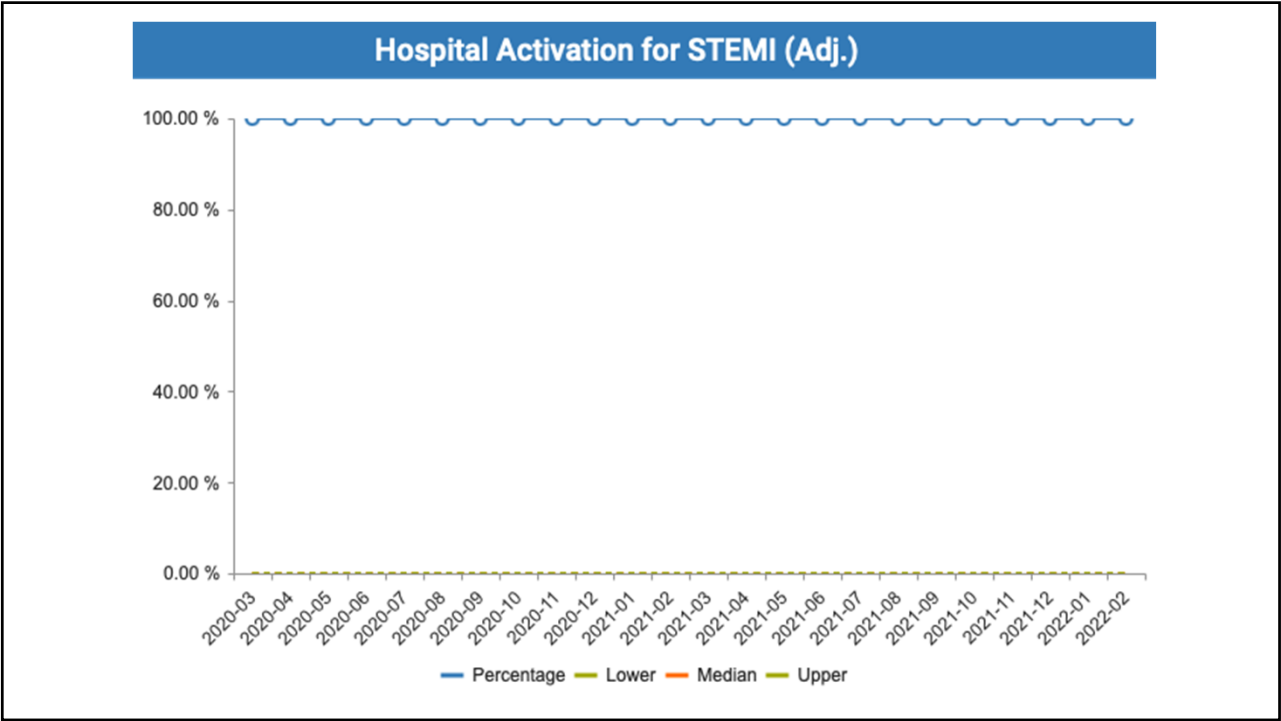
81



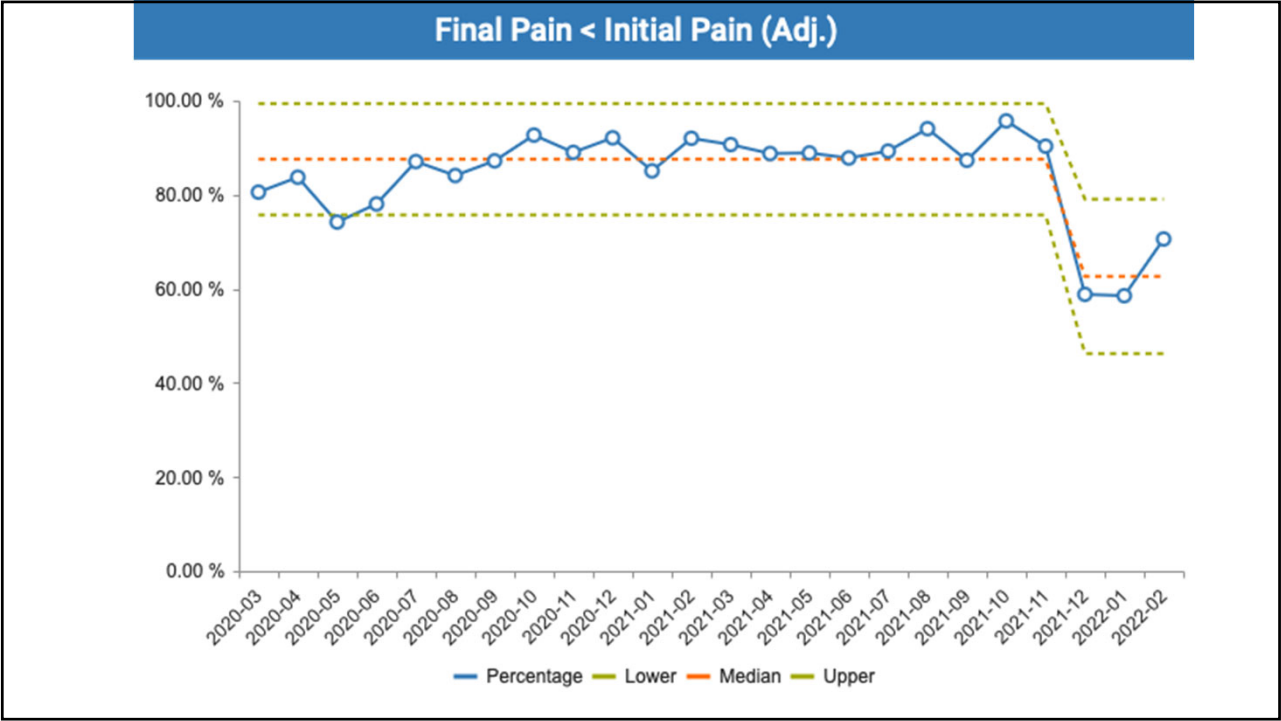
82



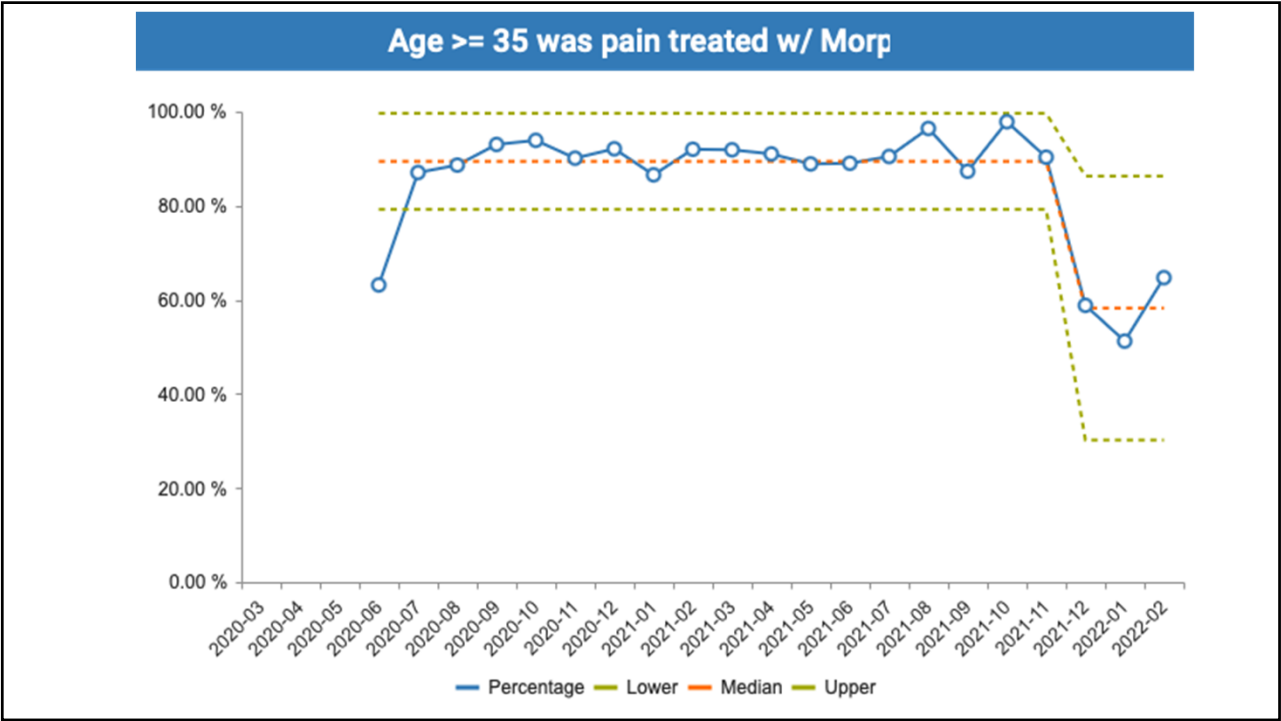
83



84



85



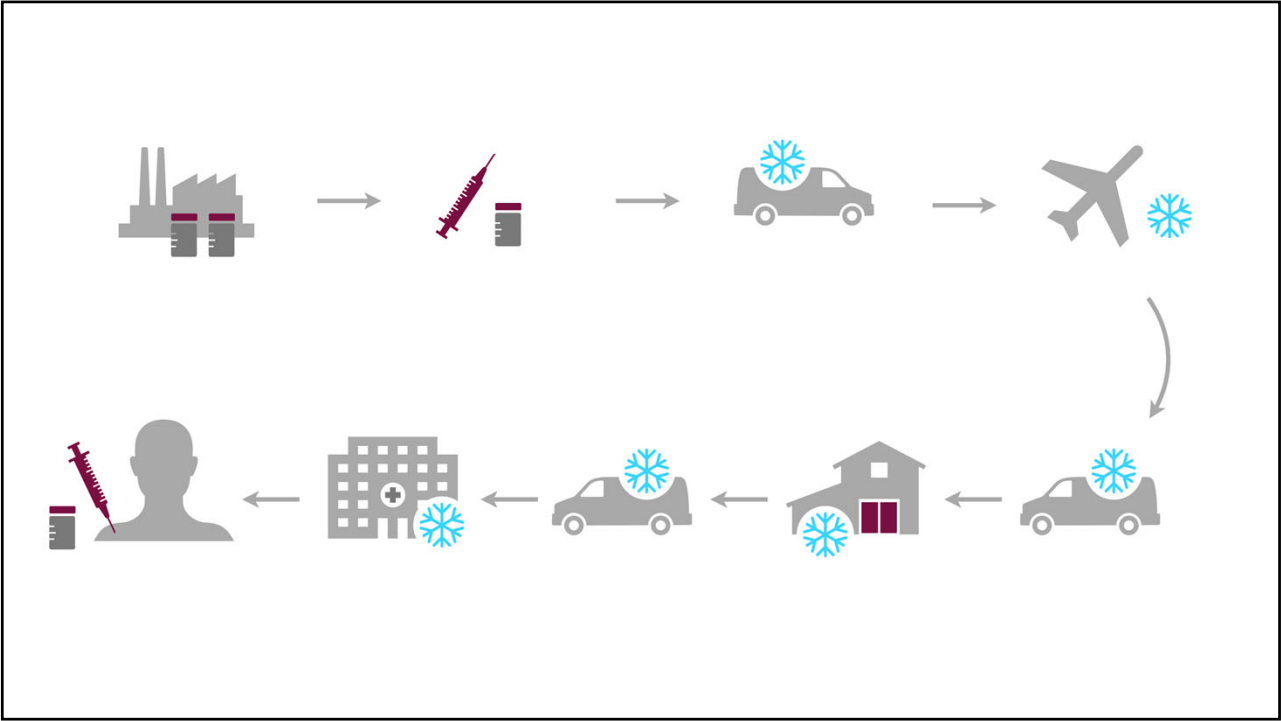
86



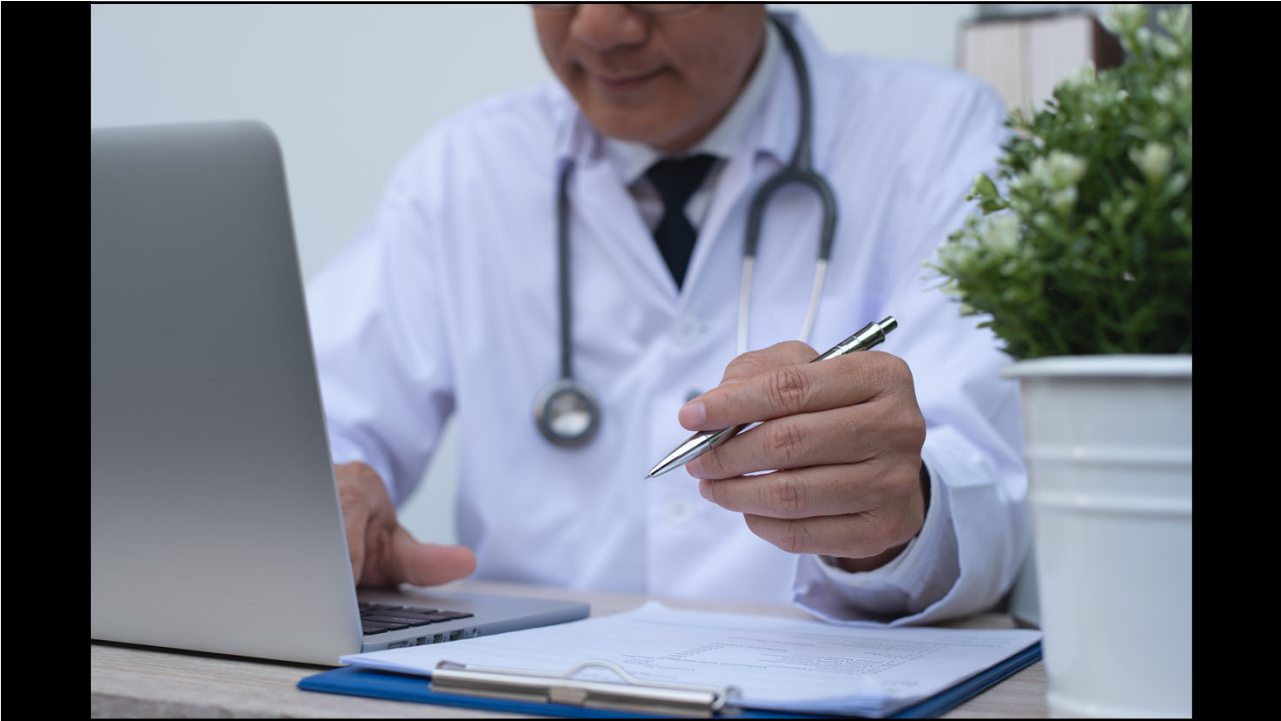
87



88



89



90



91



92



93

We'll Cover Today...

MedStar by the Numbers

A Simple IT Maturity Model

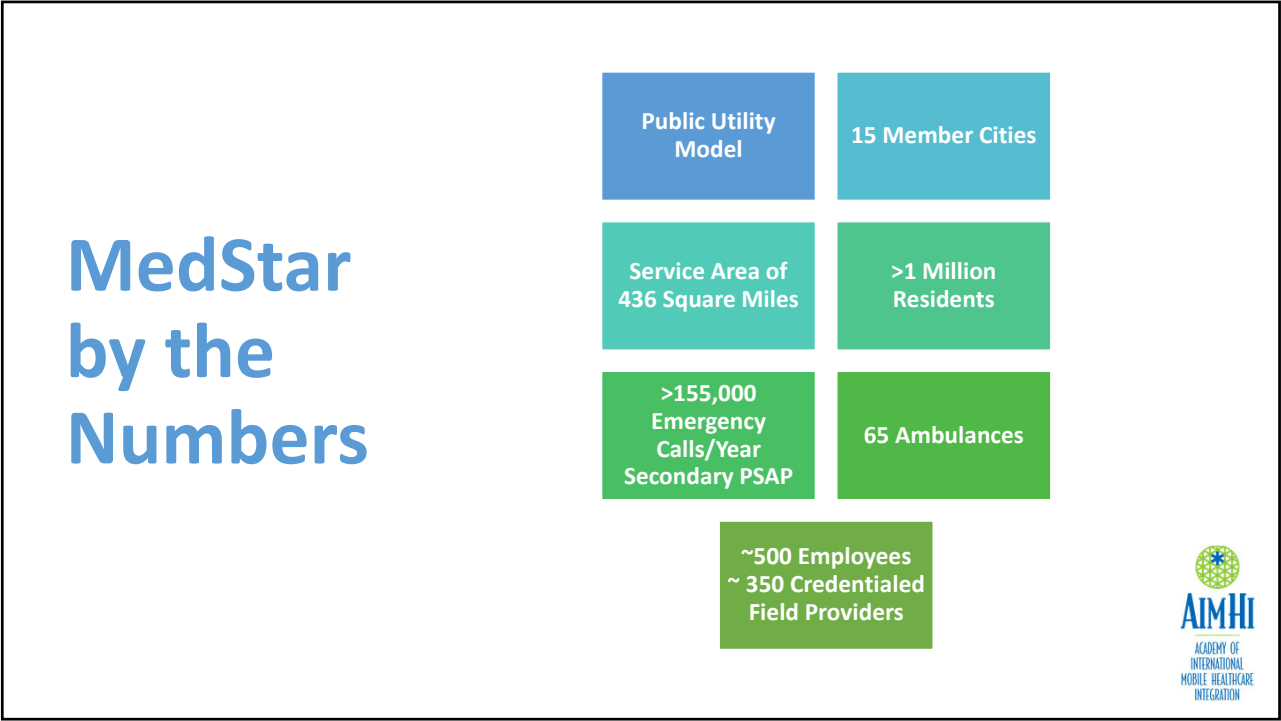
Our Journey to Rightsourcing

Metrics Dashboard

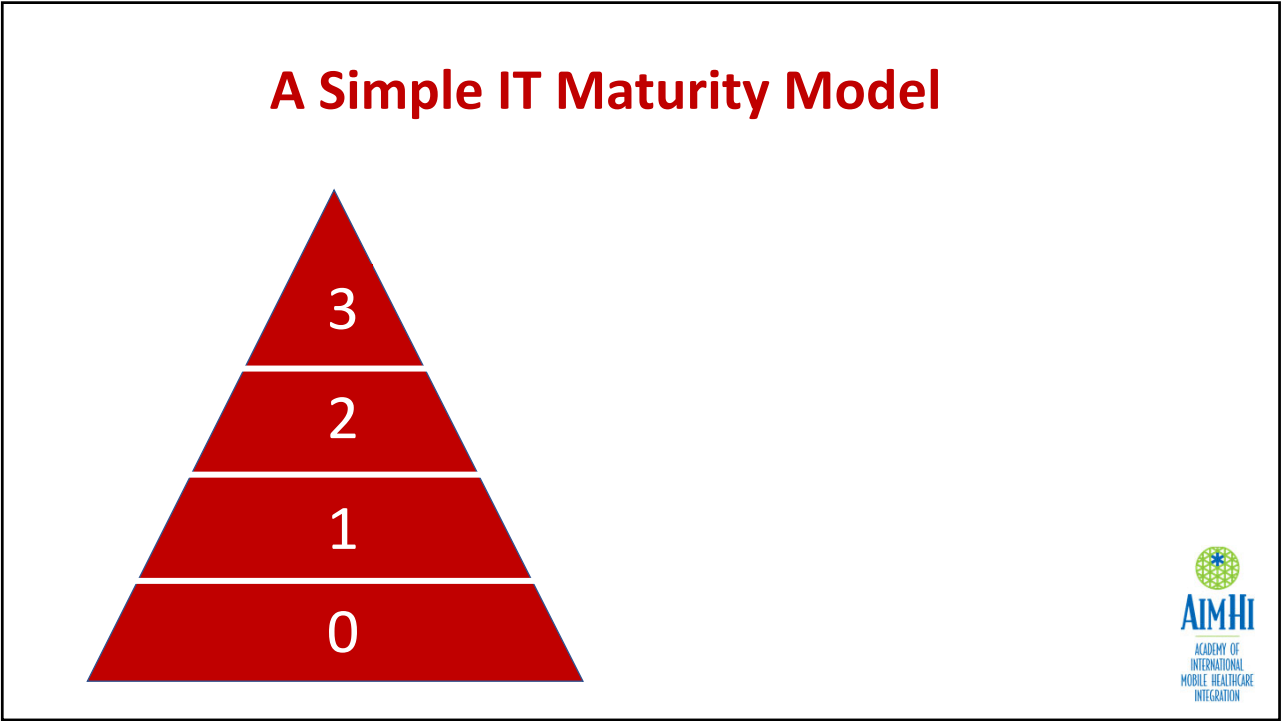
Benefits We've Realized

Lessons Learned

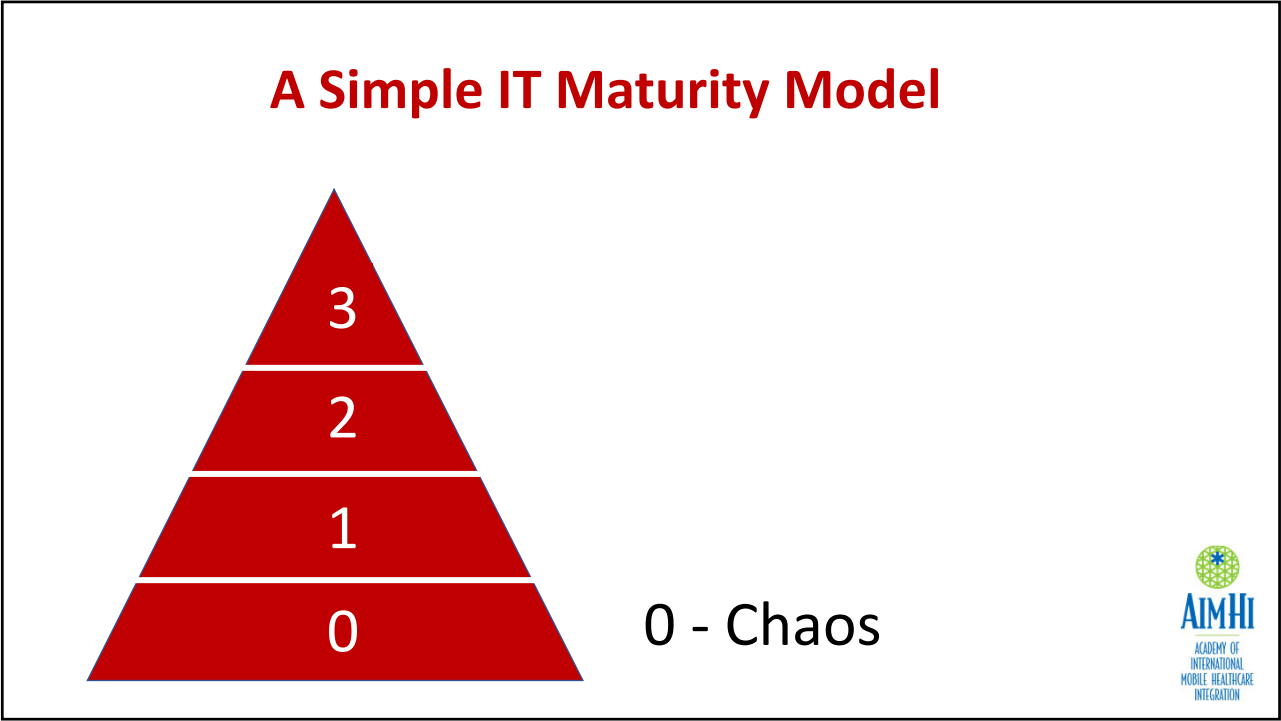
94



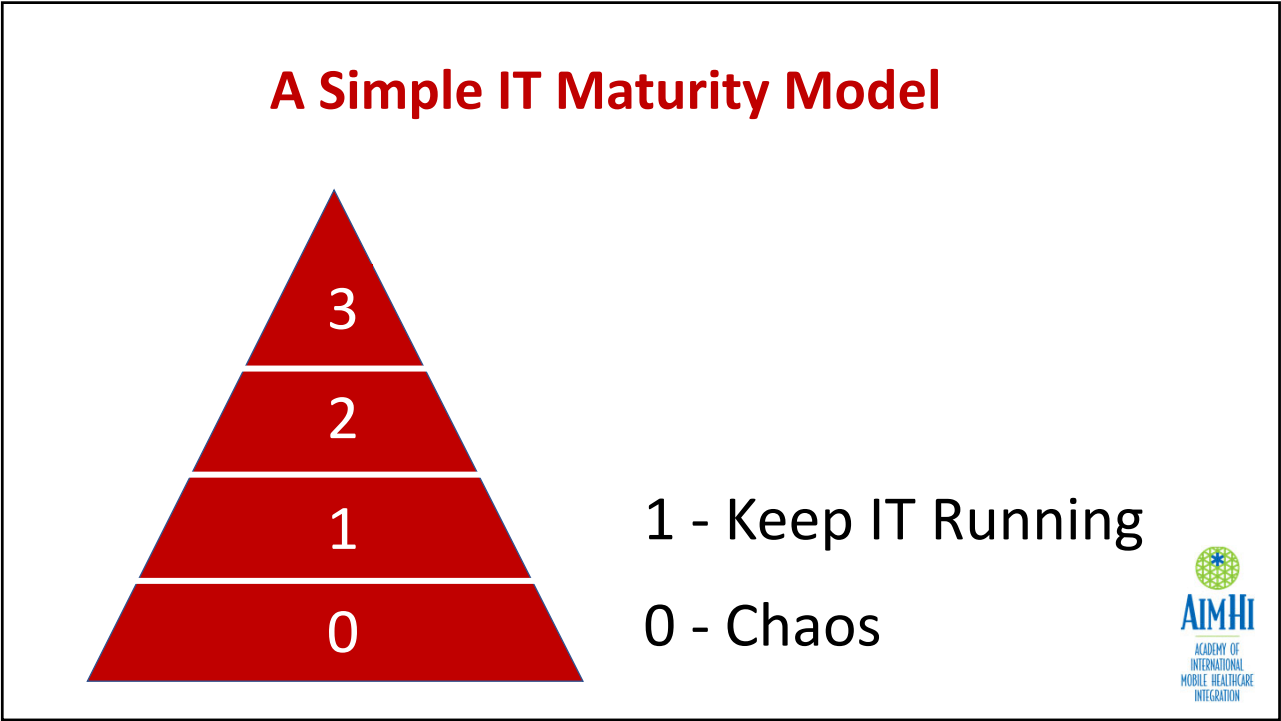
95



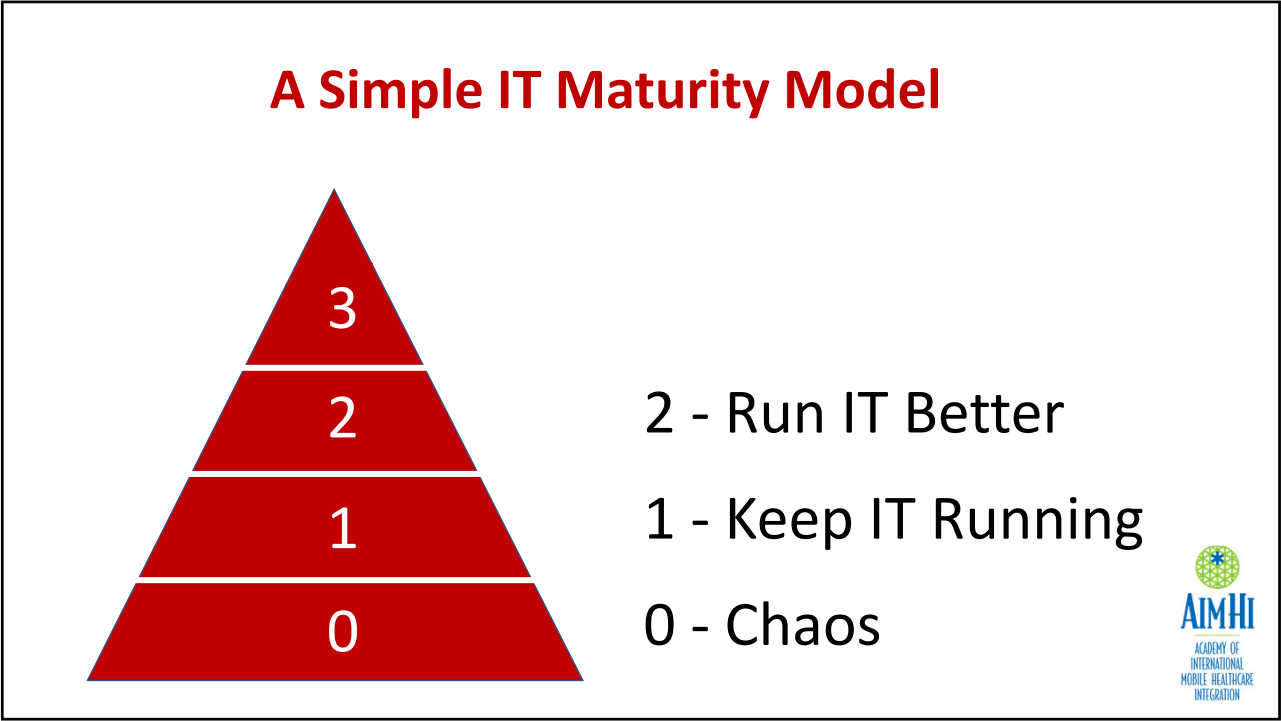
96



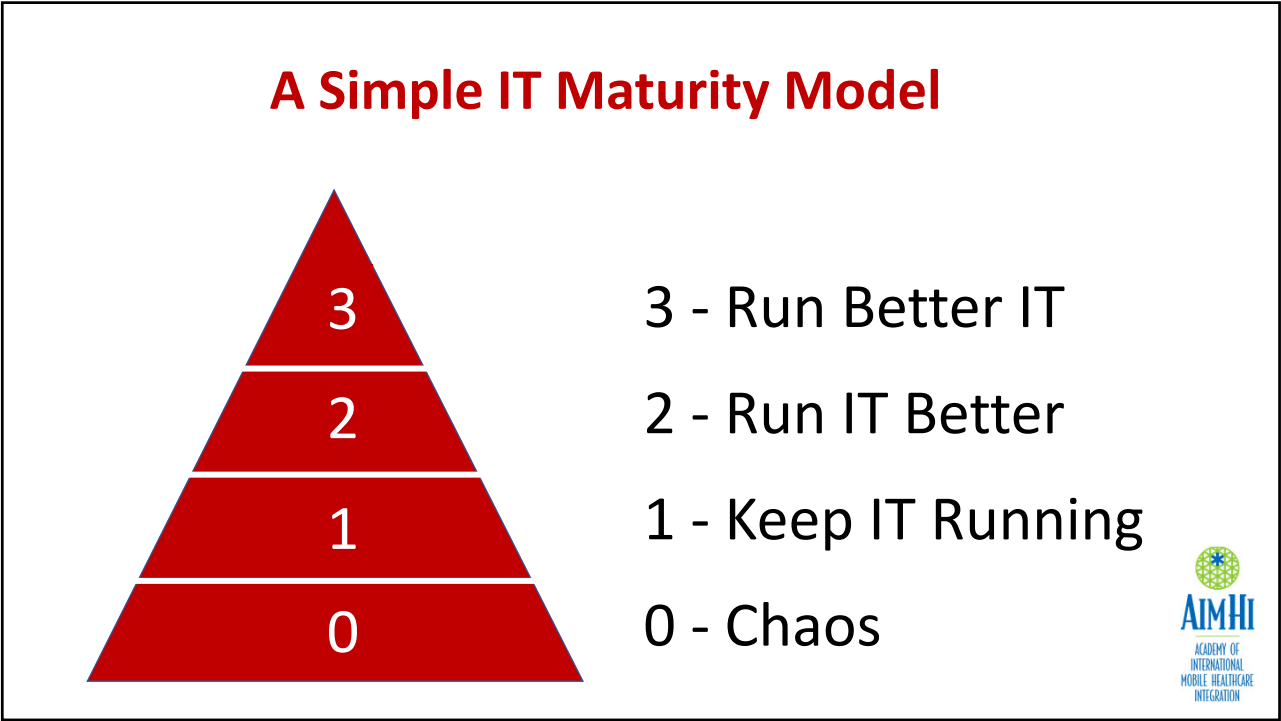
97



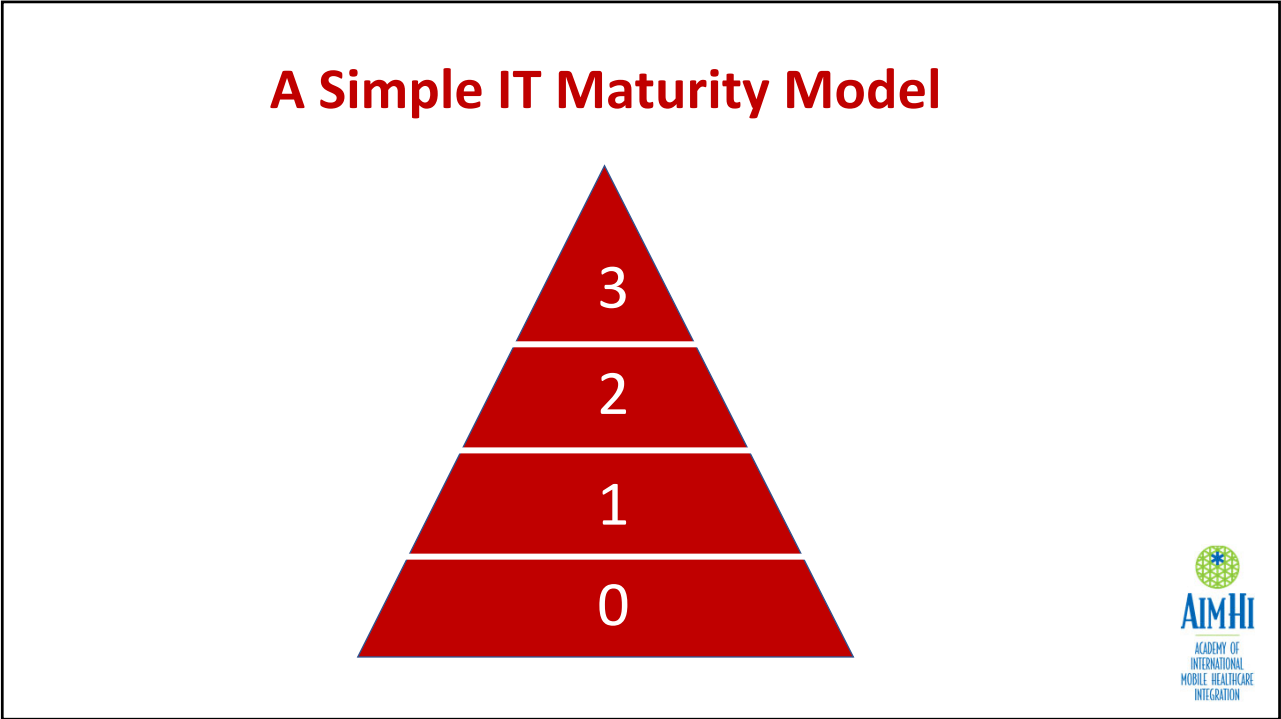
98



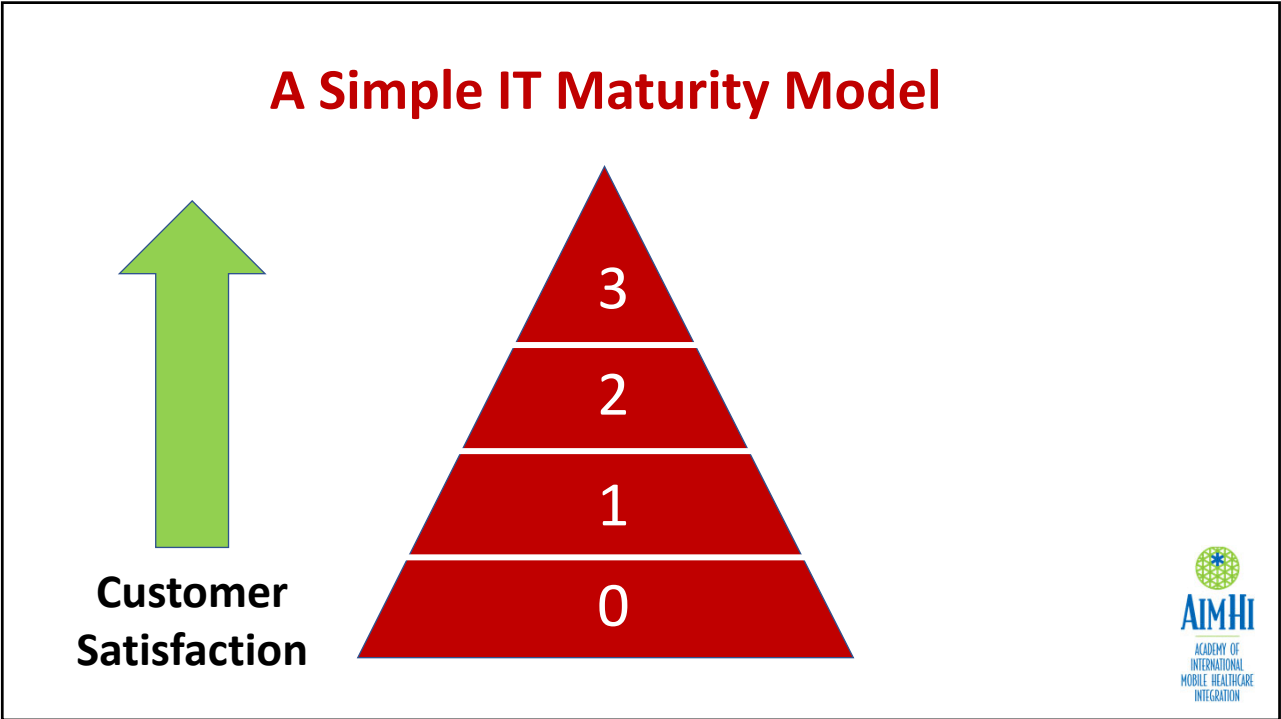
99



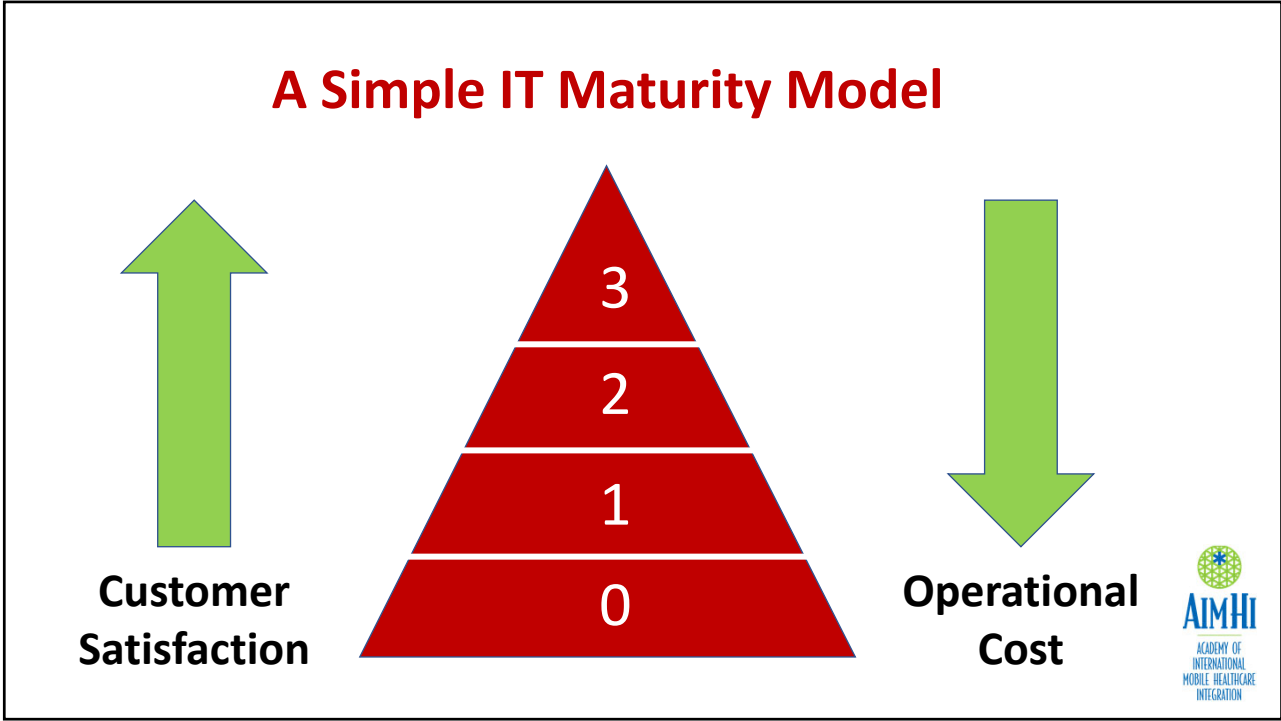
100



101




102



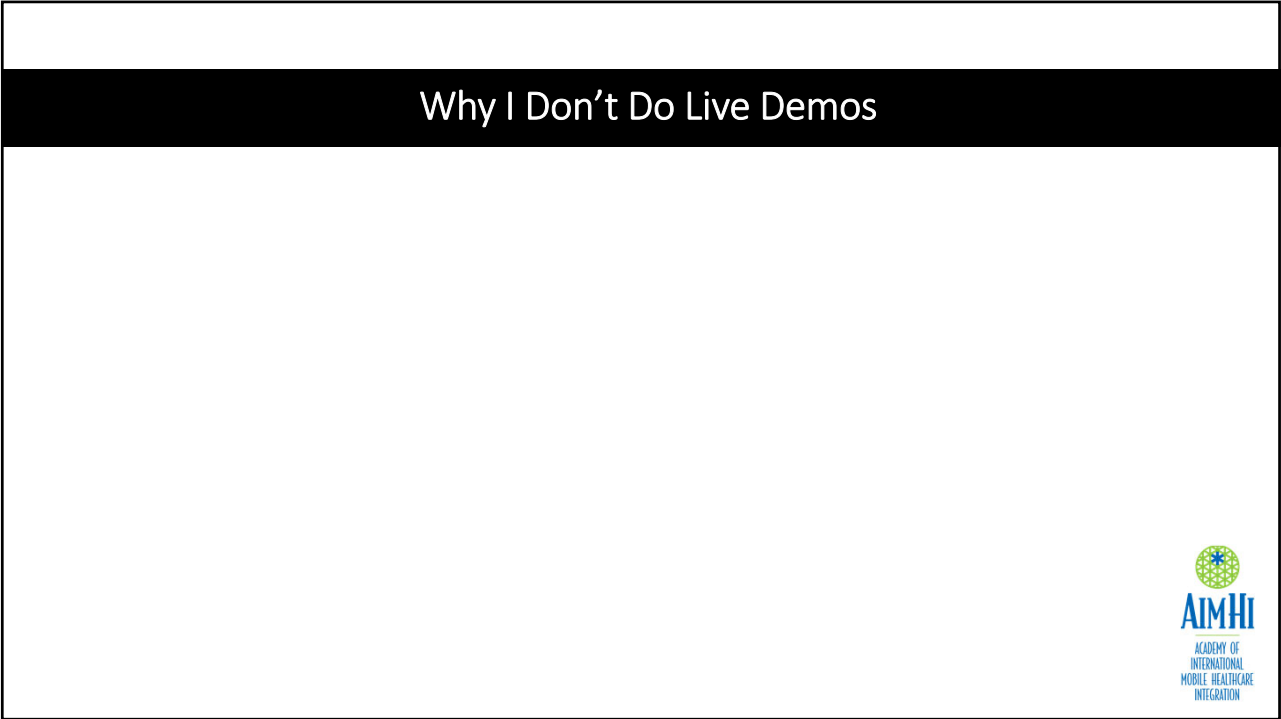
103

Our Journey to Rightsourcing

System	2017	Current
CAD	On-prem – MedStar Managed	Private Cloud – MSP Managed
ePCR	On-prem – MedStar Managed	SaaS
Productivity	On-prem – MedStar Managed	SaaS
Office Phone System	On-prem – MedStar Managed	PaaS
Help Desk	5 by 10 plus 1 on-call	24x7x365
IT FTEs	6	2



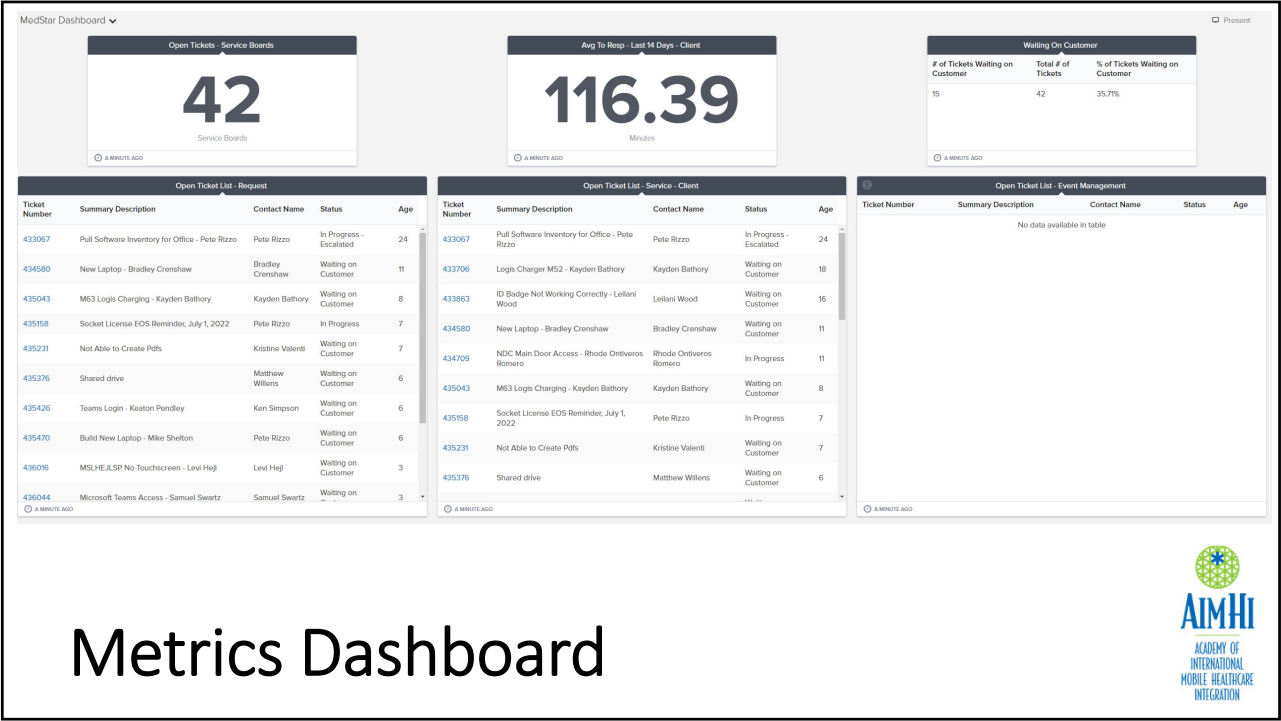
104



105



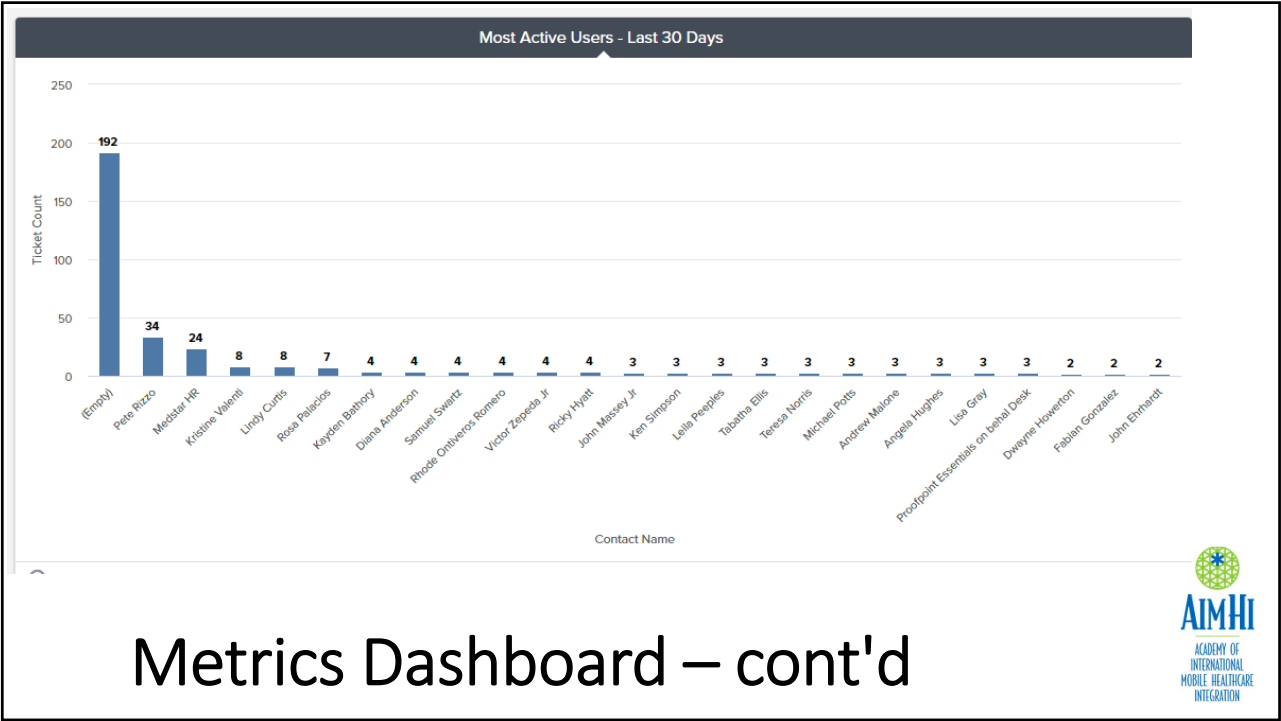
106



AIMHI

ACADEMY OF
INTERNATIONAL
MOBILE HEALTHCARE
INTEGRATION


107





108



Benefits
We're
Realized


 Lower IT Operational Costs


 Increased Customer Satisfaction





111

Benefits
We're
Realized

 Lower IT Operational Costs

 Increased Customer Satisfaction

 Fewer Unreported Issues



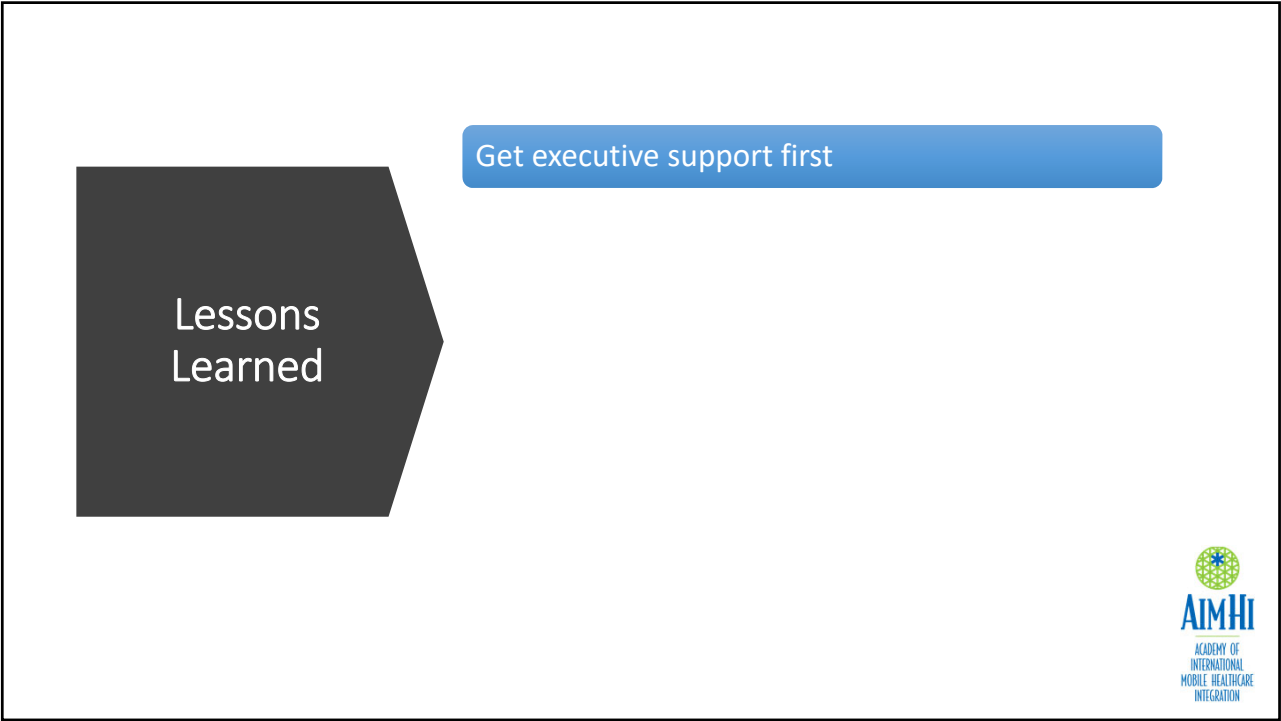
112

113

114



115




116

Lessons Learned

Get executive support first

Vet vendors thoroughly




117

Lessons Learned

Get executive support first

Vet vendors thoroughly

Outsourcing contracts need active management



118


Lessons Learned

Get executive support first

Vet vendors thoroughly

Outsourcing contracts need active management

SLAs are key



119

Lessons Learned


Get executive support first

Vet vendors thoroughly

Outsourcing contracts need active management

SLAs are key

Prepare for loss of control



120

Lessons Learned

Get executive support first


Vet vendors thoroughly

Outsourcing contracts need active management

SLAs are key

Prepare for loss of control

Maintain an in-house staff



121

Lessons Learned

Get executive support first

Vet vendors thoroughly


Outsourcing contracts need active management

SLAs are key

Prepare for loss of control

Maintain an in-house staff

Not a magic bullet



122

Questions


What is the one thing about cybersecurity that keeps you up at night?



123

Questions

How can we evaluate whether or not a technology enhancement is really worth the investment?



124

Questions

Looking through your binoculars, what's the big tech trend that is not in place in 2022 that you believe likely will be 5 years from now?



125

Questions

How do we bridge the 'bandwidth' gap between urban and rural areas? Some rural communities are lucky to have 3G cell service, if anything?



126



127



Thank You!



Jon Washko
Assistant Vice President
Northwell Health Center for EMS
jwashko@northwell.edu



Pete Rizzo
IT Director
Medstar Mobile Healthcare
prizzo@medstar911.org



Rob Lawrence
Prodigy EMS
Pro EMS
rlawrence@proems.com



Matt Zavadsky
Past President, NAEMT
Chair, AIMHI Education Committee
CTO, Medstar Mobile Healthcare
mzavadsky@medstar911.org



Frank Gresh
CIO and Interim COO
EMSA
greshf@emsa.net



Mike Taigman
Improvement Guide
FirstWatch
mtaigman@firstwatch.net

WWW.AIMHI.MOBI

128