



Pridemark Paramedic Services Reduces Labor Costs and Improves Shift Compliance with Automated Scheduling

PRIDEMARK PARAMEDIC SERVICES

At a Glance:

- 10 years of service in Denver/Boulder, Colorado
- 50 vehicles
- Handles 50,000 calls per year
- Transports over 38,000 patients per year
- 320 employees

ZOLL Data Systems' solutions

- RescueNet Billing
- RescueNet Dispatch
- RescueNet Field Data
- RescueNet Crew Scheduler
- RescueNet Resource Planner

Benefits

- Improved shift compliance
- Increased on-time performance
- Single vendor for higher productivity
- Reduced costs
- Improved employee satisfaction

"RescueNet Crew Scheduler added a whole new dimension to the way we can analyze, interpret and actually use the data that comes from this automated scheduling solution to reduce costs and improve employee satisfaction."

—Jamie Bosten, Risk Manager

OVERVIEW

Pridemark Paramedic Services provides critical care, advanced life support, basic life support, bariatric, and wheelchair van transport services in the Denver metro and Boulder county areas in Colorado. Pridemark is a healthcare company that has been specializing in emergency and non-emergency medical care and transportation, serving as an integral part of the community 9-1-1 safety network, since 1997.

Based in Arvada, Colorado, Pridemark is the exclusive provider of 9-1-1 emergency medical transportation services in the cities of Arvada, Wheat Ridge, Edgewater, and the Fairmount Fire Protection District, and is the primary 9-1-1 provider in Boulder County. Each of these communities and the surrounding areas receive the additional benefit of non-emergency transportation.

Pridemark's nationally registered paramedics, EMTs and RNs provide critical care, advanced and basic life support ambulance services in addition to wheelchair transportation services. Pridemark also offers billing services to local fire agencies. Pridemark gives employees the opportunity to combine their personal interests with their clinical training. The result has been the formation of different types of teams that provide medical care to outdoor enthusiasts of all kinds including EMS bike, motorcycle, back-country rescue, wildfire medical support and special event response teams as well as tactical paramedics and working with the Boulder County Sheriff's department SWAT team.

Through close relationships with community leaders, safety experts and healthcare specialists, Pridemark enhances the value of the local safety network by analyzing the needs of each community. They offer a range of services that include a practical approach to applying state-of-the-art resources, management information systems, health promotion activities, flexible staffing and innovative emergency response programs.

BUSINESS CHALLENGE

Pridemark was using a spreadsheet as their scheduling tool and the scheduling process was done in two office locations. The static document could not be shared and each employee was given a schedule at the beginning of the week that would change constantly throughout the week. This caused communications issues and major inefficiencies. The operations team needed to manage the schedule minute to minute and the lack of automation was difficult. Schedules are dynamic, so not having an automated solution affected their bottom line labor costs and employee satisfaction and made scheduling a cumbersome process.

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CUSTOMER SUCCESS STORY: Pridemark Paramedic Services

"We can now pull up a report that shows who punched in, who arrived late, track lost unit hours—it added a whole new dimension to the way we can analyze what we're doing.."

—Jamie Bosten, Risk Manager

BUSINESS SOLUTION

In 2006, Pridemark Paramedic Services implemented the ZOLL Data Systems' RescueNet Crew Scheduler enterprise solution and hired a single, full-time scheduler who could work from home managing the scheduling process for the entire organization. Pridemark decided not to evaluate other scheduling solutions because they already had multiple RescueNet solutions and there were many benefits for selecting the integrated solution:

- One-stop shopping for all data management solutions and the ability to manage a single vendor.
- Technical support from a staff of experts with quick and knowledgeable assistance for upgrades and more.
- Continued partnership with ZOLL Data Systems that offered superior customer service.
- Total cost of ownership analysis revealed that the RescueNet solution was the best scheduling solution for an organization the size of Pridemark.

BUSINESS RESULTS

Pridemark Paramedic Services has improved the overall scheduling process dramatically. They can monitor employee performance, clock-in/clock-out times and reasons for those, codes to use, etc. They learned how to use the full functionality of the tool effectively and have improved operational efficiencies and reduced labor costs. They hit their targeted labor budget after implementing RescueNet Crew Scheduler; and they can now predict labor costs.

Labor costs are the single largest item on an expense report, so gaining control of this wildly fluctuating cost was a key benefit for Pridemark. When they changed their shifts to a new pattern with Crew Scheduler, labor costs came in line and tracking early and late punches came under control. Operations managers can now observe how efficient their operations are on a daily basis.

Keeping a fully staffed schedule not only affects the bottom line by increasing response times and revenue, but it also directly affects customer satisfaction. By allowing employees to bid on shifts as soon as they open, the schedule practically fills itself, allowing for the highest level of shift compliance with the minimum amount of work for the supervisors.

"Our customers experience benefits of Crew Scheduler that they do not realize. It allows everyone in the organization to know the status of the schedule and to fill open shifts themselves, and that helps us meet our goal of on-time performance," added Jamie Bosten.



Shift bidding with Crew Scheduler has been a huge asset to the crew members and the part-time workforce. It allows bidding as soon as a shift becomes available. Then examination of bids take place and needs such as qualifications, overtime issues, and certifications are taken into consideration. This ensures compliance and the fair distribution of overtime.

ZOLL Data Systems offers the RescueNet suite—computer-aided dispatch for fire and EMS, billing, field data collection, crew scheduling, fire records management, and mobile data software for the fire and emergency medical services (EMS) market. RescueNet is the only fully integrated information management system that allows fire and EMS organizations to manage critical information for maximum performance.

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