

RICKSHAW

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News

THE PREMIER NON-EMERGENCY TRANSPORT MANAGEMENT SOLUTION

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COMMUNITY PARAMEDICINE – THE NEW EMS FRONTIER

Don't let the name mislead you. Community Paramedicine (CP) includes all EMS levels - First Responders, EMTs as well as Paramedics. It further extends into other para-professionals and volunteers that assist in caring for individuals with chronic health issues or simply in need of a helping hand because they live alone or need assistance with their activities of daily living. All CP activities are part of mobile integrated healthcare (MIHC) which uses mobile resources in the out-of-hospital environment to deliver patient-centered healthcare services.

CP services can vary greatly and are driven by two key factors – community need resulting from a

thorough needs assessment and capacity of the EMS organization matched to meet any one of those needs. Examples of programs include wellness checks on newborns and their parents, checking on patients recently discharged from the hospital, assisting other at-risk patient populations or simply checking on the elderly living alone.

Why should you consider starting a program or expanding your community involvement activities? Emergency department visits are costly. A significant percentage of patients traditionally transported to the hospital ED could be better treated at home or at an alternative facility such as urgent care centers or clinics. The result is improved patient satisfaction and less cost to the system. Patients are already making those decisions today by visiting urgent care centers for their day-to-day healthcare issues. Increased patient satisfaction, expanding community awareness of your business and the simple goodwill these services will bring to your organization are just some of the reasons to implement a CP program.

As insurers begin contracting with healthcare systems to manage the wellness of the covered individuals, EMS can position themselves well to be part of the delivery model. Those EMS operations with a CP program in place will be more likely to have success contracting with the healthcare system for those services.

One of the first Community Paramedicine programs is EMed Health based at the Center for Emergency Medicine in Western Pennsylvania. Dr. Dan Swayze has been instrumental in fostering programs in many areas of the country (emedhealth.com). Community Life Team, part of the Pinnacle Health System and Lancaster EMS Association, both located in Central Pennsylvania, have created exemplary community paramedicine programs.

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EMS can play varied roles dependent upon their mission. Some will be focused on public safety. Others will be part of the healthcare system. Both types have an opportunity to embrace community paramedicine to expand their mission and community involvement.

Want more information?

(See last page for full hyperlinks)

- NAEMT - naemt.org
- MedStar Health, Fort Worth TX - medstar911.org
- EHSF - ehsf.org
- Pinnacle Health - pinnaclehealth.org
- Lancaster EMS Association - lemsa.com
- Minnesota - health.state.mn.us
- Western Eagle County, Colorado - wecadems.com/cp.html

Operational Tip: Use the RICKSHAW™ transport management solution to schedule your community paramedicine resources and schedule patient home visits.

EVOLUTION OF RICKSHAW™:

BUILD IT OR BUY IT

The RICKSHAW™ transport management solution evolved out of customer need. A group of medical transportation professionals identified the need for a better tool that will meet a majority of their operational needs. After evaluating what existed in the marketplace, the decision was made to build the solution rather than buy it off-the-shelf. This eclectic group of project participants includes 911 providers, hospital-based and private for-profit and non-profit organizations. In August 2012, RICKSHAW™ version 1.0 was released and installed at First Aid and Safety Patrol in Lebanon, PA.

THE RICKSHAW™ NAME

Bryan Ebbert managed the RICKSHAW™ software development project and came up with the name as the programming progressed. The EMS services are managing the movement of people from one point to another whether by wheelchair, stretcher or bed. The name just seemed natural and resonated well to the development group. And it doesn't hurt that the president's first name is Rick.

RICKSHAW™, a shortened form of jinrikisha, popularized by Kipling, from Japanese words jin "a man" + riki "power" + sha "carriage." Defined by the Japanese: "human-powered vehicle", two-wheeled vehicle with a doorless, chairlike body and a collapsible hood, that holds one or two passengers and is drawn by a man between two shafts. It was used widely in the Orient but was largely superseded by the pedicab (q.v.), a ricksha driven by bicycle.

CLIENT SERVER MODEL

RICKSHAW™ is a client-server model residing on your network to keep your business up and running regardless of your internet connection. Additional features may be used if an internet connection is available. RICKSHAW™ utilizes a SQL database for reliability and flexibility.

RICKSHAW™ FEATURES AND UPDATES

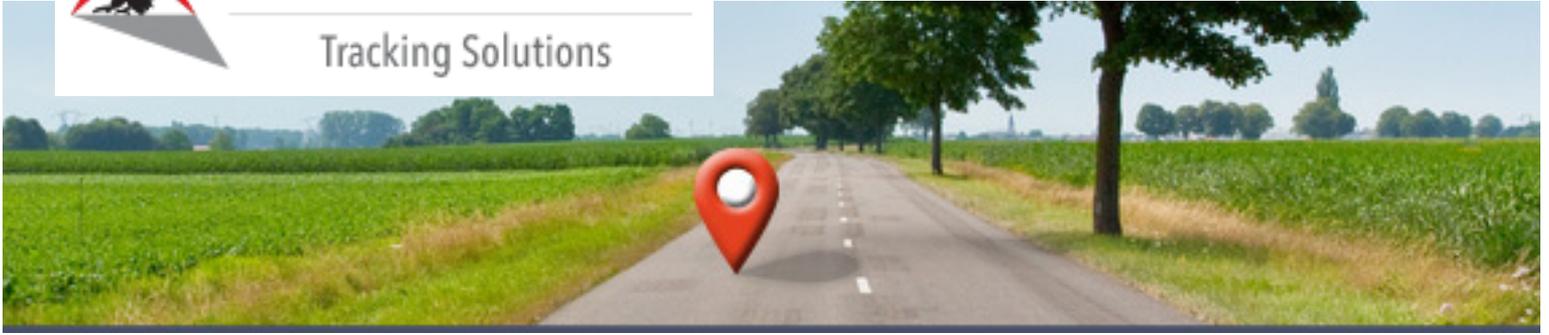
The RICKSHAW™ development team regularly updates the software based on plans made during the year. Customer requests, industry trends and new features are considered regularly during the software development meetings. Work is prioritized and implemented based on the most benefit it will provide to our user base.

The All Trips module in RICKSHAW™ allows the user to create reports on the fly that far exceed the capabilities of other products in its class and price range. One of the most important factors in RICKSHAW's™ continued success is the ease of reporting and the report engine that it is built on. Customers can run reports on data for months or years, combing through thousands of records in seconds.

DATA CONVERSION FROM LEGACY SOFTWARE

The RICKSHAW™ software developers have a process they use to convert data from legacy systems to be made available in RICKSHAW™ for historical purposes. The level of effort will vary from database type, vendor and size. Some business operations take the opportunity to start with new data once they switch to RICKSHAW™ software.

Want to see RICKSHAW™ in action? Call Tim at (717) 766- 1911 x110 to schedule a web demo and obtain more information.



PARTNER SPOTLIGHT: STREET EAGLE GPS TRACKING MADE BY INSIGHT USA



InSight USA, the developer of Street Eagle, is an employee owned technology company located in the Mid-Atlantic region. Their sole focus is the development and support of high value technologies that help small and medium sized businesses improve customer service and operate more profitably. InSight USA has over 15 years of experience in the industry designing solutions customized to meet their customer's business needs.

RICKSHAW™ INTEGRATION

Street Eagle and RICKSHAW™ interface with one of the most robust interfaces of any AVL vendor. Vehicles are displayed visually on a map. The closest available unit can be selected. Users have the choice of Bing maps, Google Maps and Microsoft MapPoint. Enhanced capabilities of two way messaging with the use of a Garmin device is available.

DRIVER BEHAVIOR

Aggressive driving lowers gas mileage by 33% on the highway and 5% around town. Every 5 MPH over the posted speed limit is like spending an extra 24 cents per gallon at the pump. Rapid acceleration and braking can reduce the life of tires and brakes by nearly 20%. (Source: fueleconomy.gov)

The Driver Behavior module in Street Eagle provides more information than other driver scorecards. Alerts can be sent to supervisors and mobile devices. The system allows for the comparison between individual drivers to overall fleet averages.

FLEXIBLE PLAN OPTIONS

Street Eagle has a plan to meet your needs. Many customers take advantage of the all-in-one monthly pricing including installation and equipment upgrades. This pricing plan reduces risk of outdated technology while keeping your crews and vehicles connected to the dispatch center. Are you in a hurry to get a GPS/AVL solution in place? From contract to installation, Street Eagle can get you up and running with little delay.

ADDITIONAL PRODUCTS

Street Eagle Transit is an advanced transit system solution utilized in the public transportation space. Street Eagle also has an Asset Tracking and Barcoding solution as well. Regardless of your tracking needs, Street Eagle by InSight USA is positioned well to meet any of your needs.

CONTACT

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RICKSHAW™ TESTIMONIAL

“This program takes ambulance dispatching to a new level of performance. I have been working with the Digital Planet Team for over a year now. They have been responsive to requests and are always available to help. I’m extremely pleased with the service and the program! Flexible, scalable, and meets our needs. **Digital Planet has once again proven to be industry leaders in EMS!** They use cutting edge technology and provide a simple, intuitive user interface that minimizes the learning curve and maximizes our productivity.”

James W. Slotterback, B.S. NREMT-P, Emergency Preparedness
Coordinator/Pre-hospital Services
Susquehanna Health System, Williamsport PA

IMPORTANT TECH NEWS:

**Windows XP Service Pack 3
and Office 2003 will no longer be
supported as of April 8, 2014.**

Microsoft has indicated that if you continue to use Windows XP after support ends, your computer will still work but it might become more vulnerable to security risks and viruses. Also, as more software and hardware manufacturers continue to optimize for more recent versions of Windows, you can expect to encounter greater numbers of apps and devices that do not work with Windows XP.

COMMUNITY PARAMEDICINE HYPERLINKS

NAEMT - http://www.naemt.org/about_ems/CommunityParamedicine.aspx

MedStar Health, Fort Worth TX - <http://www.medstar911.org/community-health-program>

EHSF - www.ehsf.org

Pinnacle Health - <http://www.pinnaclehealth.org/Conditions-Treatments/Services/Emergency-and-Urgent-Care/Resources/Community-Paramedicine-Program.aspx>

Lancaster EMS Association - www.lemsa.com

Minnesota - <http://www.health.state.mn.us/divs/hpsc/hep/transform/dec10documents/communityparamedic.pdf>

Western Eagle County, Colorado - <http://wecadems.com/cp.html>