

EMS MANAGER[®]

Online Scheduling – Workforce Management.



Wisconsin EMS Agencies Modernize Their Scheduling & Workforce Management With EMS Manager from Aladtec.

These EMS Agencies found numerous benefits from embracing the adage “out with the old and in with the new.”

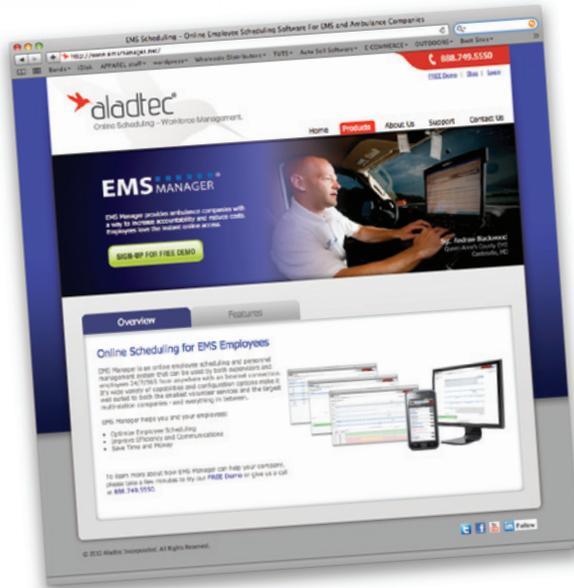
The old ... refers to paper and pen, a giant whiteboard, a too small calendar or an Excel spreadsheet to schedule employees. The old also refers to constant phone calls back and forth, posting announcements at the office (hoping everyone will see them) and keeping a cabinet (or 2) full of files with certification due dates, vaccinations and other required documents on each employee.

The new refers to all scheduling, communications and documents in one place accessible by anyone from anywhere 24/7/365. In other words, the new replacing the old is an online employee scheduling and workforce management system from a SaaS (Software as a Service) provider.

In brief, SaaS is a software program you access and use directly over the Internet versus a software program you can only access and use from your computer's hard drive. SaaS products are typically purchased by a subscription paid either monthly or yearly.

Baraboo District Ambulance Service (BDAS) switched from spreadsheet scheduling to SaaS provider EMS Manager, from Wisconsin based Aladtec, a year and a half ago. “EMS Manager has simplified the entire scheduling process. It also allows the management staff to track crew & station scheduling, orientation, training and special events. Crew trades and vacation openings are easy to manage and are automatically documented so that there is never any confusion as to who is supposed to be on shift,” explains Chief/EMS Director Dana Sechler. “Employees no longer call in to the office to ask, “When am I on shift, or are there any openings today?” Instead, they access the EMS Manager program via the Internet, or from their cell phones and they immediately know the most up-to-date schedule.”

With EMS Manager user responses ranging from “very positive” to “they love it,” using an online employee scheduling system keeps shift assignments equitable – each shift sign-up, time-off request and availability submission is time-stamped eliminating the debate of who put in the first bid. “Members are now in charge of doing most of the leg work where in the past, even once paperwork was submitted, the responsibility was still on the administrator,” shares Rob Lulling, Director of Operations at Ryan Brothers Ambulance Service of Dane County.



“EMS Manager has simplified the entire scheduling process.”

– Dana Sechler, Chief/EMS Director



Dana Sechler – Chief/EMS Director
Baraboo District Ambulance Service
Baraboo, Wisconsin

Many larger services, like Ryan Brothers, also utilize EMS Manager's time clock option. It provides time and attendance features which compare scheduling to actual time worked, eliminating overtime issues. In addition, the time clock enforces compliance requirements with built-in clock in/out rules and integrates with payroll systems eliminating the need to fill out separate payroll forms. "We use the time clock in all of our seven locations which helps guarantee employees are on time whether a manager is there or not. It's also easy to generate payroll reports for the accounting department – very easy," adds Lulling.

This particular SaaS system also serves as a vital communication hub for an entire agency. It allows schedule changes to be made and communicated instantly. The administrator can reach out to everyone at once by sharing the events calendar, important documents and any required forms through the library feature. In turn, through the built-in messaging system, e-mail and text messages can also be sent to all staff simultaneously via any computer, mobile device or smartphone.

Jim Cedarwall, Chief of EMS at Pardeeville District Ambulance Service (PDAS), uses the messaging system in EMS Manager to send messages and notifications to all his members, saying it's simply "how we get our messages out." He adds a "large percentage [of his staff] access EMS Manager through their mobile phones."

In the case of the SaaS product EMS Manager, it also allows administrators to maintain current member data, certifications and equipment information all in one location and share it immediately with anyone they choose. According to Lulling, "Having everything electronic got rid of all paper forms and provided us with consistency – much better than what we had in the past. Our record keeping is better and scheduling is much faster."

For Andrew Klock, Lieutenant and the administrator of EMS Manager system for BDAS, the big payoff is in "spending a lot less time on scheduling and having everything just easier." He goes on to say that there is instant return on investment with "the ease of tracking employee shift times and any changes with vacation and sick time for payroll."



Ryan Brothers Ambulance Service
Dane County, Wisconsin



Pardeeville District Ambulance Service
Pardeeville, Wisconsin



Andrew Klock – Lieutenant
Baraboo District Ambulance Service
Baraboo, Wisconsin

Whether your service has 30 or 100 EMTs and performs 2,000 or 13,000 runs a year, it's easy to see why an agency should go out with the old "off-line" system and in with the new "online" system. Klock recalls, "We had our staff log into EMS Manager and go through the training videos built-in to the system. We set dates for when the system would go live and a few weeks later, all expectations were met and everyone was ready to go."

In addition to ease of use, by investing in a SaaS product to help with the busy work, your department will increase efficiencies, improve productivity and ultimately save your department money ... allowing your crew more time to concentrate on being the stewards of public safety they signed up for.

To get your \$200 PAAW member discount on your first year's subscription, call 888.749.5550 or visit www.emsmanager.net for a free trial.

Aladtec is based in Hudson, WI, and they currently serve 95 Wisconsin EMS Agencies. They have over 800 customers across North America and have been offering online employee scheduling and workforce management systems to the public safety sector since 2002.

Visit Aladtec.com to learn more about their full line of products:

