

CASE STUDY

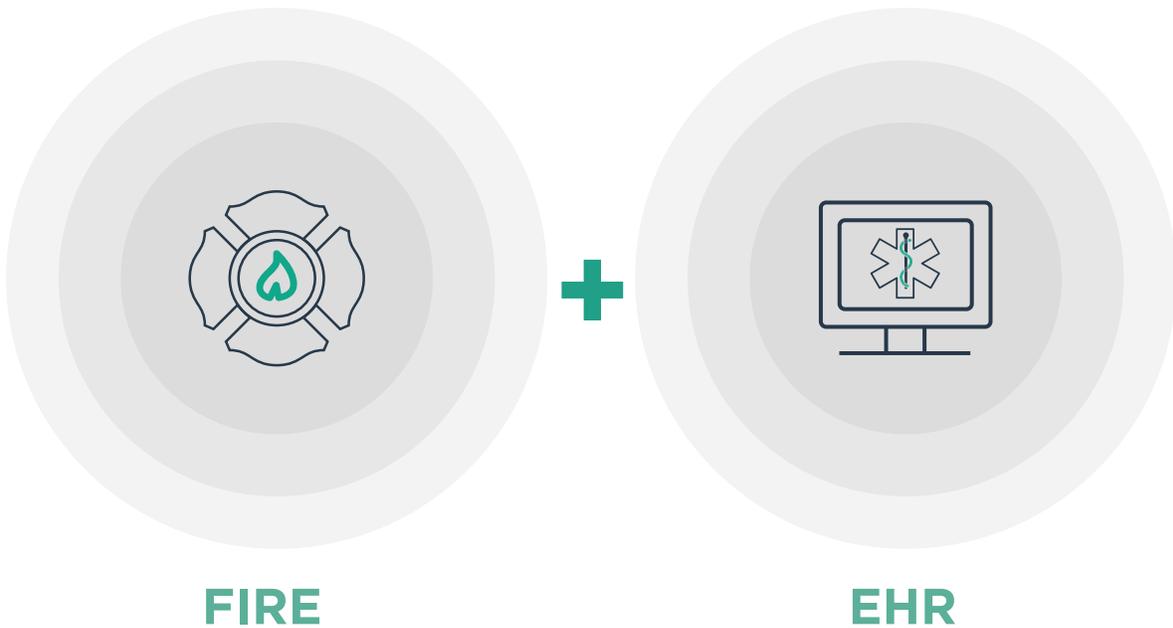
IONA-MCGREGOR FIRE DISTRICT

Selecting ESO Fire to Save Time and Ensure Compliance

eso

EXECUTIVE SUMMARY

Iona-McGregor Fire District needed a software solution that would help simplify and automate reporting and compliance requirements to ensure no quality issues existed in data being submitted to NFIRS and NEMSIS. Based on an informative, thorough and hands-on selection process, the District chose ESO's [Fire Incidents](#) and [EHR](#) solutions.



THE CHALLENGE

Like many EMS agencies and fire departments around the country, Iona-McGregor Fire District is experiencing subtle – and not-so-subtle – changes when it comes to being measured on positive patient outcomes, as well as when and how money is spent. The increased scrutiny is also coupled with the need to ensure compliance when submitting NFIRS and NEMSIS 3 reports. “We were seeing gaps in our ePCR system and the reports we were submitting,” said Division Chief Tracy McMillion. “We oftentimes were having our reports returned to us by the state due to errors in reporting or a lack of quality around the reporting. This was a huge time waste for us.”

The team was looking for an easy-to-use software solution that would guide responders to put in the essential data that would improve quality and meet the reporting needs of the different reporting bodies, as well as automate data submission to ensure compliance and save time.

“With more than 12,000 calls a year, we needed a solution that was going to help use be more efficient and effective,” added McMillion.

QUICK STATS

42 Square Miles



5 Stations

12,000
Calls Per Year



8 ALS Apparatus



~100 Staff



Goals for Implementing ESO Resources



Save time submitting reports



Improve quality of reporting to ensure compliance



Automate submission process for NEMSIS 3 and NFIRS



Leverage data and insights to improve patient outcomes and department responsiveness



Highlight value to community

A three-person team at Iona-McGregor Fire District began exploring new software solutions and options by looking at what different agencies and departments around the area were using and doing. “We wanted to know what was good about the software other agencies were using, as well as the shortcomings,” noted McMillion.

As part of the process, the District turned to ESO for consideration. The ESO team quickly set up a sandbox environment for the team, providing McMillion and his colleagues a real-world experience with the software. The opportunity to field test the software helped build enthusiasm for the change and empowered the team in the decision-making process. Additionally, the team noted the sophisticated and modern feel of the software, and the fact that the mobile-based applications would appeal to younger members. “We are now basically able to do the things we are used to doing at home with smartphones and tablets at work. It’s great,” added McMillion.

An additional benefit identified by the team during the selection process is the automated updates provided by ESO when NEMSIS makes changes. “With other software we previewed, the burden fell on the user to make changes around NEMSIS,” pointed out McMillion. “With ESO, they will do it for us. It seemed like a no-brainer.”

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4-Step Selection Process

- 1** Define your “must-have” and “nice-to-have” criteria
- 2** Seek peer recommendations
- 3** Engage a short list of providers
- 4** Field test as a team before you buy

WHY ESO:



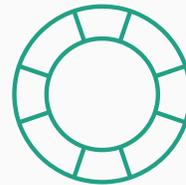
Heavy lifting around compliance requirements handled by ESO



Automated updates to ensure software is constantly aligned with current compliance requirements



Modern, easy-to-use interface that mimics everyday behavior and usage patterns of smartphones and tablets



Easy access to data for improved reporting and quality management

LEARN MORE:

ESO SUPPORTS FIRE DEPARTMENTS ACROSS THE COUNTRY WITH SOFTWARE FOR PATIENT CARE RECORDS, NFIRS REPORTING, PREPLANS, INSPECTIONS AND MORE.

TO LEARN MORE ABOUT ESO PRODUCTS FOR FIRE DEPARTMENTS, VISIT [ESOSOLUTIONS.COM/FIRE](https://esosolutions.com/fire).