

HOW THE CHAMBERS COUNTY EMS TEAM SAVED \$25K IN COSTS WHILE ENHANCING CARE



Revolutionizing Emergency Services



We used to do all of our inventory through Google Sheets, which worked sometimes, but other times... it didn't. We'd mis-key a number and it'd throw off the entire database and account.







- Chamber County EMS Coordinator & ESO Customer

Chambers County EMS, an emergency medical services provider in Texas, faced a daunting but familiar challenge: Efficiently tracking their inventory while accounting for disposable supplies and equipment. After attempting to improve the process with another provider, the team brought on ESO Inventory in Spring 2022, which provided the comprehensive solution they were looking for.

They now had complete visibility into their inventory and consumable processes, which **enabled them to proactively identify oversupply and items nearing expiration, reducing both costs and the time spent performing checks.**

LET'S TALK RESULTS

Within the first six months, the team saw **\$25,000 in inventory savings**, among other important improvements:

 <p>66% reduction in spending (from \$10,000-12,000 to \$3,000-4,000 per month).</p>	 <p>Stock checks were now around 93% accurate.</p>	 <p>Stock room optimization - Reduced some items on hand by up to 60%.</p>
 <p>Elimination of manual, error-prone documentation processes.</p>	 <p>A single source for both inventory management and reordering.</p>	 <p>Invaluable peace-of-mind that stations and trucks were response ready.</p>

The ESO suite also made life easier for supervisors and admins. Logistics management was no longer a day-long group sport, and team leaders could quickly see the status of inventory across their department.

With ESO, I can log in, see what's on par, and make my orders right away. I can even switch from truck to station to main supply room easily and see all expirations across every place. We can get caught up in one spot.

- Chamber County EMS Coordinator & ESO Customer

WHY ESO?

With 20+ years of EMS experience, the team's emergency services coordinator was no stranger to other technologies trying to solve this problem. In fact, he had attempted three other solutions before finding ESO. For him, it came down to affordability, reliability, and intuitive workflows that didn't interrupt his teams' day-to-day operations.

AFFORDABLE

With 4 trucks, 3,000 calls a year, and an average supply budget of \$105,000, the Chambers EMS team is a smaller service. Since they have limited administrative resources, inventory management can be especially challenging and expensive, if not managed correctly. Because of this, they needed something that was efficient but wasn't too costly. ESO not only delivered, but continued to help add a little to the bank each month.

RELIABLE

The biggest challenge with any manual inventory process is trusting that the information is accurate, up-to-date, and reviewed by the necessary parties. Before ESO, team leadership wasn't always confident the numbers in their inventory spreadsheet were correct, which often led to mis-ordering and expired goods.

INTUITIVE

ESO is built by former EMS professionals, so the built-in workflows seamlessly integrate into the daily lives of paramedics and leaders. When medics log in, they get an overview of the readiness of their apparatus, which allows them to quickly verify if their truck is stocked, above or below par, or has any items expiring or expired.

Compared to the three other softwares I've tried, ESO is the easiest to manage. It's not as intrusive to my teams as the others have been. For us, as a smaller service, it's been a huge asset. I can only imagine what an asset it will be for even larger services.

- Chamber County
EMS Coordinator &
ESO Customer

WHAT'S NEXT?

Community-centered and patient-focused, the team will soon build a new 45,000 square-foot station that will serve as their EMS headquarters, emergency warehouse, and new county Emergency Operations Center. By dedicating themselves to continuous growth, education, and equipment improvements, the Chambers County paramedics can better work towards enhancing health and safety in their community. The ESO team is honored to be a part of their work.

About ESO

ESO (ESO Solutions, Inc.) is dedicated to improving community health and safety through the power of data. Since its founding in 2004, the company continues to pioneer innovative, user-friendly software to meet the changing needs of today's EMS agencies, fire departments, hospitals, and state EMS offices. ESO currently serves thousands of customers throughout North America with a broad software portfolio, including the industry-leading [ESO Electronic Health Record \(EHR\)](#), the next generation ePCR; [ESO Health Data Exchange \(HDE\)](#), the first-of-its-kind healthcare interoperability platform; [ESO Fire RMS](#), the modern fire Record Management System; [ESO Patient Registry](#) (trauma, burn, and stroke registry software); and [ESO State Repository](#). ESO is headquartered in Austin, Texas. For more information, visit www.eso.com.

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