

Pulsara and FirstNet® Improve Patient Care and Treatment Times

Learn how North Texas Regional EMS is transforming communication and care coordination in time-sensitive situations.

BACKGROUND

North Texas Regional EMS (NTREMS) is an on-demand emergent critical care ambulance service providing top-notch transitional care to free-standing emergency rooms and micro hospitals in the greater Dallas-Fort Worth metroplex.

PROBLEM

NTREMS is a mobile-first ambulance service with a core belief that the healthcare landscape is continually evolving. They embrace technology, believing in its ability to increase efficiency and communication.

With multiple free-standing ERs and micro-hospitals, transferring patients with time-sensitive treatment needs to hospitals for definitive care—and at the same time keeping caregivers on the same page—can be challenging. Patient hand-offs between various providers create several opportunities for miscommunication and information loss. At the same time, cellular connectivity throughout the response area has caused communication challenges in the past.

NTREMS recognized the critical need for a communication tool and cellular network that connects every member of the care team for each patient while supporting their mobile-first mission.

SOLUTION

North Texas Regional EMS decided to utilize a powerful two-part technology combination, including:

- » Pulsara—a mobile application that is FirstNet Listed™, designed to streamline patient care among health care teams.
- » FirstNet—America’s public safety communications platform, designed with and for public safety and first responders, including EMS and hospitals.

The first step for NTREMS was to implement Pulsara. “It was super important for us to have Pulsara here from the beginning. It helped us differentiate from our competitors and absolutely improve patient care,” said Paul Fuller, NTREMS Deputy Chief.

Pulsara replaces legacy systems like pagers, radios and fax machines and removes silos by connecting care team members and simplifying the communication process to improve outcomes for patients experiencing time-sensitive emergencies like heart-attacks and strokes.

Then, NTREMS decided to move to FirstNet to provide a new level of network connectivity. With always-on priority and

preemption, FirstNet gives reliable access to the connection they need—even when the network is congested—helping to keep Pulsara and other technologies employed by the EMS service accessible.

“We have to make sure Pulsara, or any tech, works when we need it. These are emergency patients that are having heart attacks and strokes. We must make sure the team is on the same page and there is no failure in network connectivity. That’s why we implemented FirstNet,” said Fuller.

RESULTS

NTREMS’ use of Pulsara on the FirstNet communications platform has paid dividends in quality of care, patient outcomes and efficiency of care coordination.

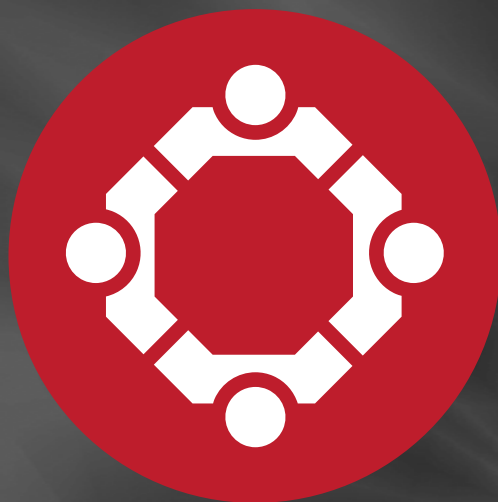
Most notably, after implementing Pulsara and FirstNet, NTREMS improved its stroke treatment times and holds the record for fastest Door-to-Door-to-Needle time by bypassing the Emergency Department.

Case in point: A patient experiencing heart attack symptoms walked into the emergency room and the severity of his condition was recognized right away. “Our crew happened to be on site, so the ER staff alerted the crew, Pulsara was activated immediately which alerted the STEMI team at the treating facility, and the patient was receiving intervention 30 minutes later,” shared Fuller.

The national benchmark for door-to-needle in STEMI cases is 90 minutes. This is a difficult goal to meet when a patient presents to the emergency room at a PCI facility. Using Pulsara and FirstNet, the NTREMS team was able to facilitate a record-breaking door-to-door-to-needle time of 30 minutes. As a result of a strong team effort among all the care providers who are empowered with more efficient communication and coordination, the patient is doing well today.

“Being mobile-first is incredibly important to us, and we knew implementing Pulsara and FirstNet would improve patient outcomes,” said Fuller. “It’s life changing for so many patients.”





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