



Telemedicine in Motion

Support for those who respond at a moment's notice

Avel eCare

South Dakota Department of Health



SOUTH DAKOTA
DEPARTMENT OF HEALTH

Background

Workforce challenges, South Dakota survey, and Governor Noem's Vision

Challenge: Workforce

Crippling shortage can impact entire communities

2020 American Ambulance Association survey of 258 EMS agencies found:

- Annual turnover rates ranges from **20 to 30 percent**
- **100% turnover rate** over a four-year period
- **1/3** of the EMS workforce left after less than a year, **11%** left **within the first three months**



48% of agencies have 10 or less members on their roster

63% of agencies do not view the current staffing model as sustainable

73% of agencies use volunteer labor

Only 40% of agencies view local service as having adequate numbers for safe and humane staffing

30% of volunteer agencies were aware of delayed or missed calls in past 2 years due to staff availability

Here to Meet the Need

From the RFP:

"The Department of Health Office of Rural Health is seeking a vendor to provide telehealth services to Emergency Medical Services (EMS) in South Dakota including hardware, software, implementation, training, and professional services."

From Governor Noem's Budget Address:

"Telehealth services will allow collaboration between hospital, medical professionals and EMS personnel to improve efficiencies in patient assessment, treatment, and transportation to definitive care centers."

Additional Considerations:

- Support existing EMS workforce and reduce burnout
- Create a pipeline to improve the recruitment of new EMS personnel across the state

South Dakota
EMS 

TELEMEDICINE IN MOTION

Telemedicine in Motion

- Harnessing Avel eCare's three decades of experience to install and operate telehealth-enabled iPads in the back of EMS agency ambulances across the state of South Dakota.
- Whenever the EMS professionals need help, they can quickly call and interact with doctors and nurses while in transit.



How it Works

1. EMS crew calls Avel eCare to initiate a video encounter



2. Within moments, Avel's ER team responds to assist



3. Team of board-certified ER doctors and nurses stay on the call for as long as it takes



What Can Avel Help With?

Consulting services for EMS Ambulance Services

- Triage
- Airway/Ventilation/Oxygenation
- Circulation, hemorrhage or other cardiovascular needs
- Trauma care
- Medication decisions as included in the BLS & ALS scope of practice
- Guidance on ECG placement and interpretation as available for remote reading
- Peer-to-peer consultation
- Procedural decisions
- Review of or advisement on diagnostic tests

Additional Benefits



Time stamping of documentation



Coordination of care

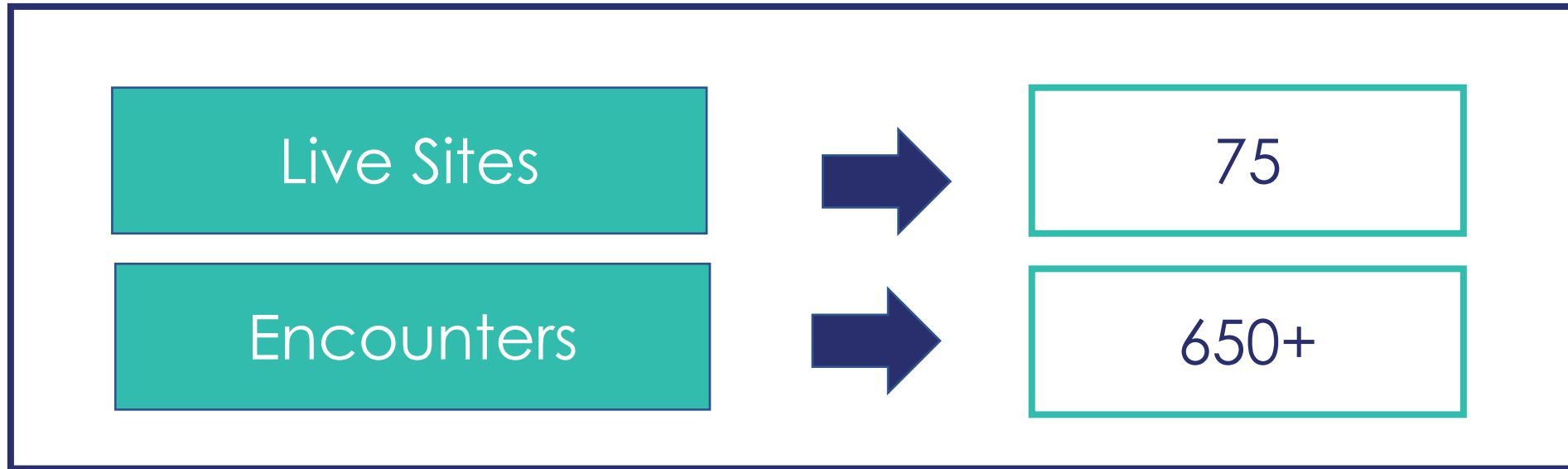


Calling report to the receiving facility

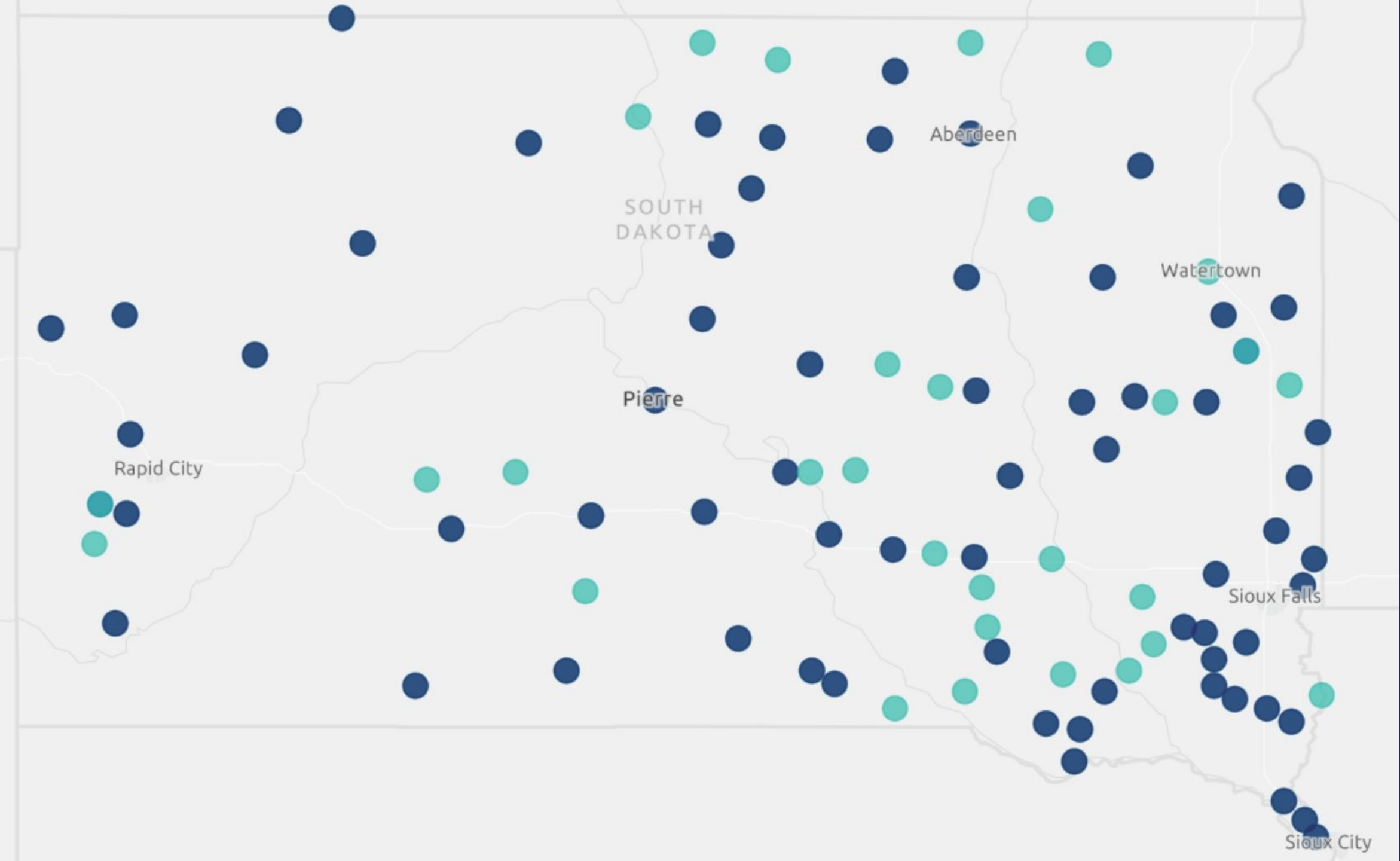
Current State

Live Sites, reporting and data, and success stories

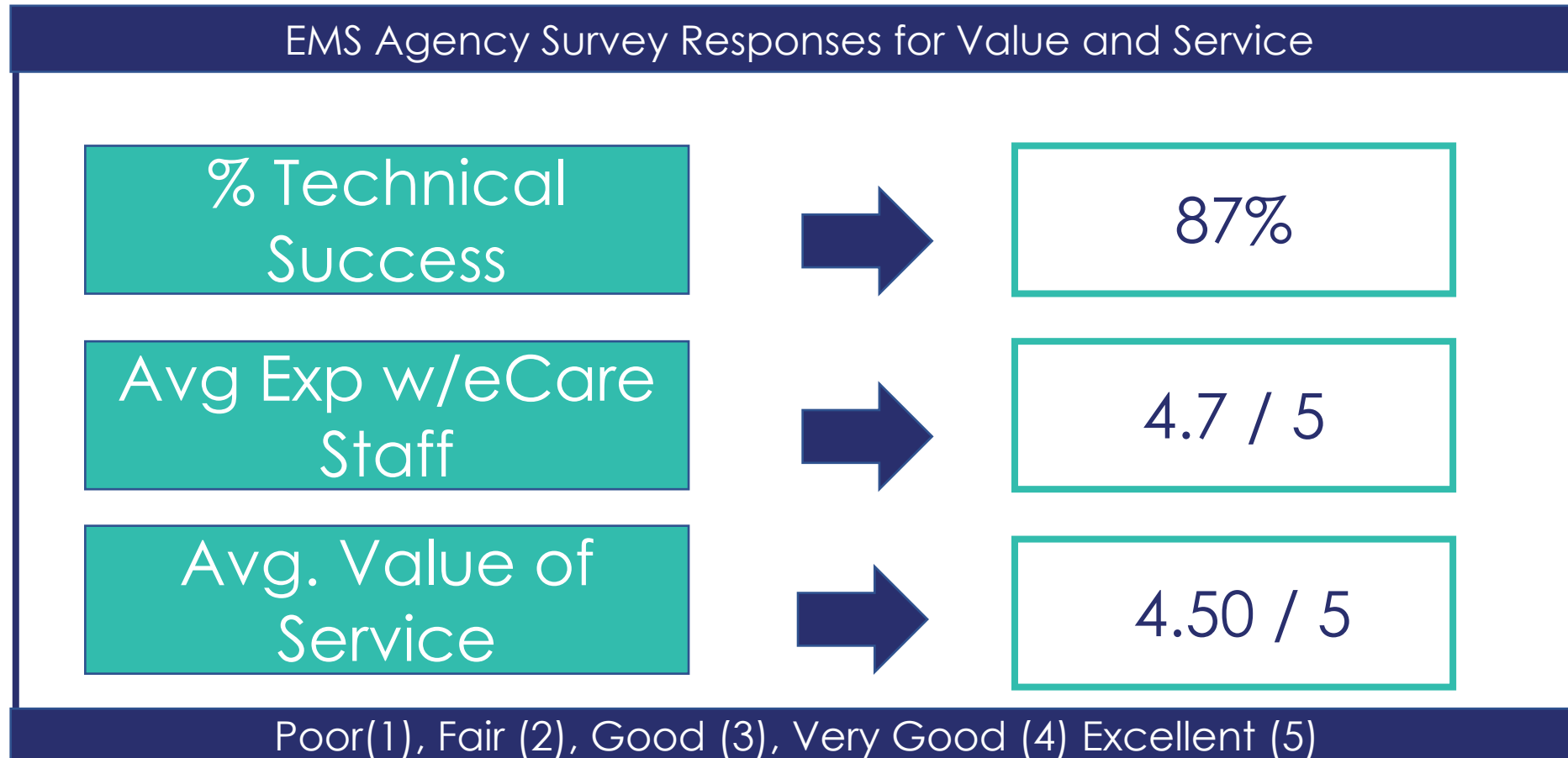
Current Statistics

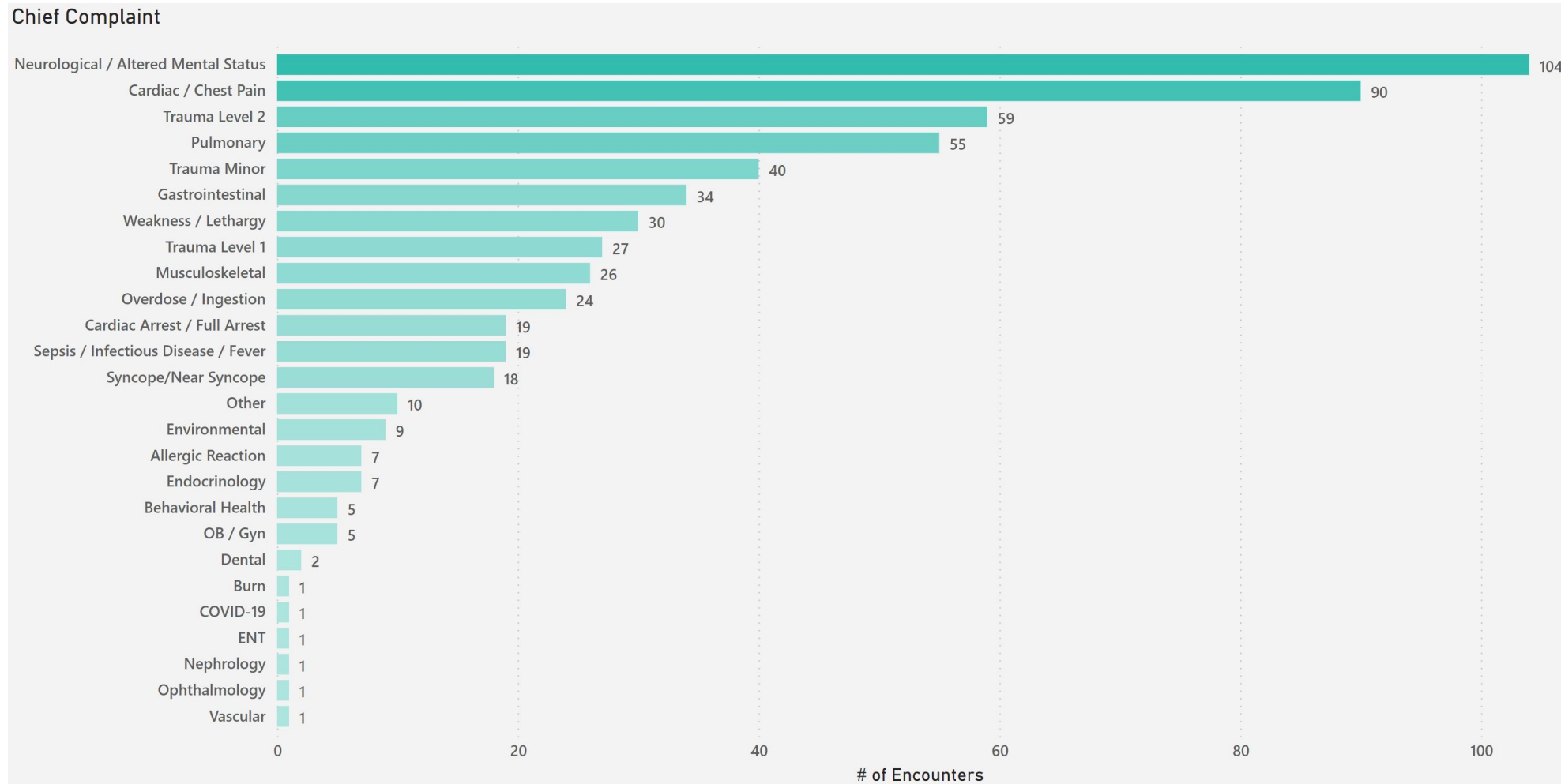


- We achieved our initial goal of 60 sites live by the beginning of June '23 and plan for 100 by the end of the implementation roll out.
- We have experienced a high level of interest in participation in the program with over 90% wanting to participate in the program



EMS Agency Survey Responses





Trauma is the number one chief complaint with Telemedicine in Motion



Where do we go from here

Future expansion, goals, growth and more

THANK YOU

We appreciate your time.