

## Case Study – Yorkshire Ambulance Patient Transport Services use Talecom Wireless Delivered™ technology and CoPilot® Live™ Professional to enhance patient care, improve reporting efficiency and reduce the organisations carbon footprint

### Company Overview:

In addition to providing emergency response, the Yorkshire Ambulance Service (YAS) runs one of the UK's largest Patient Transport Services (PTS).

A fleet of more than 450 specialist vehicles supported by 700 dedicated PTS staff provide essential non-emergency patient transportation across the county.

Ranging from home to day care movements through to specialist transportation of acute patients to hospital, the services provided by the PTS are varied and complex.

### The Challenge:

With a goal of continuously improving patient care, YAS, like any other NHS service provider is subject to measurement against a range of Key Performance Indicators (KPIs).

In the case of YAS, accuracy in patient movement is a major KPI. The crews are measured on the vehicle arrival time, departure and how long the patient spends in transit – all of these are monitored by the NHS board of commissioners.

Before the implementation of Talecom's Wireless Delivered™ solution, reporting on the efficiency of the service was a manual process, as David Johnson, ICT Associate Director for YAS explains:

“Previously, the PTS crews would pick up their paper log sheets along with their vehicle prior to working the day's shift.

The log would list out in order the schedule of patient transportation and, as the day progresses, arrival and departure times would be hand written in by the crew, along with any specific data relating to the patient.

Apart from occasional contact from the on-vehicle radio or a mobile call, the crew worked the shift, returning the completed job logs with the vehicle at the shift end.”

With the exception of some crew members who used their own personal devices, none of the PTS vehicles were equipped with satellite navigation, leaving crew members to plan out their own daily routes.

Measurement was limited to a spot check of 10% of the job sheets that would be manually input and analysed monthly to meet with NHS KPI criteria.

This was proving to be a time consuming and inefficient method of measuring overall performance objectives.

### The Solution

An experienced supplier of technology to YAS and within the NHS, Talecom have provided a Wireless Delivered™ solution incorporating the existing backend patient planning system through to integrated CoPilot Live Professional satellite navigation on a multi-function Motorola Solutions ES400 mobile computer.

Utilising the existing back-end transportation and planning software, Cleric, a schedule of



patient appointments is passed remotely into Talecom's Wireless Delivered™ software on to the mobile computer.

Integrated into Talecom's solution is CoPilot Live Professional satellite navigation.

Taking lat/long co-ordinates directly from Cleric, CoPilot Live Professional generates a list of patient addresses for the day. Talecom's software displays additional information, such as the mobility of the patient and other special requirements.

To navigate to their first appointment, the crew driver simply selects the first patient name on the list within the Wireless Delivered™ application. CoPilot Live Professional then provides the driver with familiar audio and visual sat nav guidance to the patient's address.

Using Talecom's on-board software, the crew are able to record any patient notes on the mobile computer prior to launching CoPilot Live Professional and navigating to the next patient.



Yorkshire Ambulance Service

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### The Company

Yorkshire Ambulance Service provides 999 emergency and non-emergency patient transportation for Yorkshire NHS.

The Patient Transportation Services division is one of the largest in the UK, covering 6000 square miles, employing over 700 staff and deploying 400 plus specialist vehicles

### The Requirement

Improve the method of appointment allocation and subsequent reporting on patient movement conducted by the PTS in line with NHS Key Performance Indicators.

### The Solution

Over air scheduling of patient details and pick up times via Talecom's Wireless Delivered™ solution coupled with integrated, one touch CoPilot Live Professional satellite navigation

### The Technology

Software and services

- Cleric Transportation, scheduling and logistics software
- Talecom Wireless Delivered™ on-device mobile workforce application, tracking and geo-fencing
- CoPilot® Live™ Professional satellite navigation software

### The Hardware

- Motorola Solutions ES400 mobile computer running Microsoft® Windows™ Mobile 6.5

### Implementation size

- 700



A combination of Talecom's tracking service and geofencing technology monitors the progress of the vehicle and provides accurate timing of when the Ambulance arrives and leaves the patient's address with the details being flagged with the controller automatically.

### The benefits

One of the main benefits of the process is helping YAS maintain accurate records as a KPI. In addition to an almost 100% record of arrival and departure of patients, real-time monitoring enables other KPIs such as the maximum length of time that a patient remains on board the PTS vehicle.



As David explains.

“YAS covers a broad geographic area taking in both urban and rural locations. A PTS vehicle operating in Leeds can pick up five patients and be back at hospital within the designated two hour period.

In rural areas there is likely to be fewer patients on each journey but each patient is likely to spend longer on the vehicle. With the Talecom Wireless Delivered™ solution

and CoPilot Live Professional, we are looking to manage the PTS crew's workload more dynamically.

Our objective is to do more patient pickups per PTS route while taking into account variables like the maximum amount of time the first patient has been on the vehicle.”

### Easy to use

The crews driving at YAS are of a variety of ages with different levels of computing skills.

The Wireless Delivered™ solution has been well accepted by the crews as the software, CoPilot Live Professional navigation and Motorola Solutions ES400 are intuitive and easy to use.

### The future

David and his team at YAS have identified areas in which they want to improve the patient route planning by doing more of it on the device.

The route optimisation feature within CoPilot Live Professional will help YAS to reduce mileage and provide accurate timings between patient's pickups.

In addition, the YAS team are looking at the messaging facility within the Wireless Delivered™ solution as a way of communicating relevant information such as compliance directives and training courses to a workforce who seldom spend time in the office.

David concludes:

“This Wireless Delivered™ solution is demonstrating to our commissioners that we're reducing our carbon foot print through less mileage, removing the paperwork and improving reporting accuracy.”

For further information,  
on CoPilot Live Professional go to  
[www.copilotlive.com/professional](http://www.copilotlive.com/professional)  
or visit [www.alk.com](http://www.alk.com)

