

DC FIRE & EMS CASE STUDY

Striving for excellence in emergency preparedness, education and response to enhance customer-focused innovative initiatives.

OVERVIEW



75% Increase
Decreased the distribution of EpiPens by 75%



In-Depth Reporting
Reporting became available anytime, anywhere



Faster Turnaround
Fewer restocks resulted in faster service time

About DC Fire & EMS

The District of Columbia Fire and EMS Department is made up of 34 departments serving the District of Columbia area. Their mission is to preserve life and promote health and safety through excellent pre-hospital treatment and patient transportation, fire prevention, fire suppression and rescue activities and homeland security awareness.



**Intelligent
Dispensing
Solutions**

CHALLENGES

The District of Columbia Fire and EMS Department receives over 180,000 calls every year between 34 fire houses, so they demand clear visibility and control over their medication and pharmaceuticals.

01

Lack of Visibility to Inventory Usage
DC Fire and EMS was able to track the amount of product being distributed, but not how much was being utilized by each member.

02

Hoarding Issues
Members sometimes take too many medications, such as EpiPens, without knowing if they actually needed them or not, resulting in hoarding issues.

03

Inefficient Manual Inventory Counts
Prior to implementation, individual members took inventory on products and place an order based on how they thought the station should be stocked.



In the words of Don Lottes, Firefighter/ Paramedic with DC Fire & EMS, “Before the system was put in place, we weren’t able to identify how much product was actually being utilized. We could track how much product we were distributing, but we couldn’t track how much was actually being utilized by our members”.

THE PROCESS

When looking for a system to help DC Fire and EMS, the district’s medical director worked with his network of emergency physicians to discover UCapt. Each unit discovered minimal downtime and service time while the machines were being installed, resulting in being able to do their job faster and more efficiently. In fact, the easability was one aspect that stood out to the DC Fire and EMS team.



Through iQ Technology, the brain behind the UCapt system, users are able to pull a number of reports on each machine. DC Fire and EMS has been able to run restock reports, usage reports and inventory consumption reports to streamline their ordering procedures. Additionally, they have restricted access to medications and supplies through codes based on the level of care. The care provider can dispense necessary supplies using the code.

Lottes further explained “It has been a lot easier to restock from the machines because we have the medications readily available, rather than trying to hunt down different medications and supplies through the District of Columbia. The system has also made the agency’s management of supplies easier by taking the human factor out of guessing how much supplies we are going through. Now we have a hard data report, which we can rely on.”

THE RESULT

Overall, the implementation of the UCapt system for the DC Fire and EMS department has been a success. In fact, within one year of implementation, the department was able to realize the cost savings and tracking advantages that the system offers.



Recouped machine cost in three months.



Significantly reduced inventory shrinkage and hoarding.



Maximized visibility and accountability.

The department has been able to reduce overall shrinkage and hoarding numbers through better accountability and visibility over who utilizes the machines and what medications are dispensed from the machines.

UCapt machines have helped cut costs, improve accountability, and place the power of real-time data on the availability of supplies, in the hands of first responders like DC Fire and EMS.

Would securely and conveniently dispensing harm reduction supplies help reduce health risks associated with drug use in your community? If so, contact UCapt to schedule a live, personalized demo to see how our iQ Technology can help your organization.



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