

# MARVLIS: A Proven Track Record for Helping EMS Save Time, Money, and Lives

**MARVLIS®**  
 Mobile Area Routing and Vehicle Location Information System

## **Sunstar Emergency Medical Services 2007 Region 4 Governor's Sterling Award**

*"One of the improvement actions identified that would have the largest impact was to change our static post plan (where we position trucks) for the ambulance deployment to a dynamic one that changes every hour of the day. The implementation of a computer program called MARVLIS enhanced our placement of ambulances with its sophisticated ability to use historical data to determine high patient call volume areas and to calculate drive time.*

*However, the most significant result was **improving our emergency response time from 90.2% to now over 93%** in lieu of an increase in patient call volumes. This equates to ambulances arriving on scene more than 1 minute quicker. We additionally saw a **savings of \$400,000 in penalties** by exceeding our contractual goal of 92% and performing above 93% compliance."*

Sunstar Response Time Improvement Team

## **Mecklenburg EMS Agency - MEDIC**

*"It's what technology should do -- take the complex and present useful, straightforward information. It has helped us improve response times, resource utilization AND simultaneously reduce unnecessary post moves -- **your patients and employees will appreciate it!**"*

Joe Penner  
 Executive Director  
 Mecklenburg EMS Agency - MEDIC

## **Montgomery County Hospital District**

*"MARVLIS has given the front-line dispatcher the ability to effectively utilize both historical demand and impedance data to efficiently manage assets in the real-time world. The dispatcher can now deploy units for both system coverage and response needs, based on the time of day, with greater accuracy to provide the quickest response to the patient. The planning tools give us the flexibility to process and project needs and dynamic deployment plans based on our systems needs. We have had MARVLIS for several years but we still get that WOW factor every time we use it!"*

Omar Qassom  
 Communications Supervisor  
 Montgomery County Hospital District, Texas



MARVLIS in action at Mecklenburg EMS  
 photo by Paige Sheehan

## **Jersey City Medical Center EMS**

*"Positive patient outcomes are the goal for any EMS agency, and at Jersey City Medical Center, it is our guiding light. The Jersey City Medical Center's EMS Department has taken a leadership role in positive patient outcomes by examining real life scenarios. We made a self-realization in 2005 that the system as a whole was in need of improvement in a multitude of areas, and the most notable were our response time and asset deployment. With the help of Bradshaw Consulting and the MARVLIS system we were able, in less than a years time, to **reduce our response time by over two minutes**. With an in-house study we have undertaken, we have seen that the drop in response time has improved patient survivability. With the data collected so far we hypothesize that by reducing our response time by two minutes we will have the ability to return pulses to as many as **thirty more patients a year.**"*

Richard Sposa  
 MCC/EMS Communications Coordinator  
 Jersey City Medical Center EMS

## **Richmond Ambulance Authority**

*"Adapting to the rapid change in EMS is tantamount to our success as we move into the future, and technology is an important key to that adaptation. The implementation of MARVLIS has provided us with a plethora of keys, with the direct outcome producing higher performance with greater efficiencies."*

Jerry Overton  
 Executive Director  
 Richmond Ambulance Authority

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**Mecklenburg EMS Agency - MEDIC**

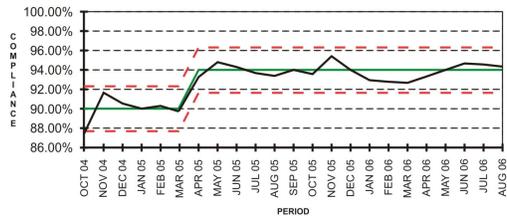
"If we, as an industry, are to be successful with both taking care of our customers and performing at a level that utilizes our resources optimally, we must have systems that provide real-time, accurate and reliable information. MARVLIS and its associated applications deliver this and more. The flexibility of the software has allowed MEDIC to shape the various applications around our ever-changing needs for data and place real-time mission critical information in the hands of our supervisors and managers in a way that allows them to make the best decisions possible. Ultimately, we are improving the work environment for our paramedics and enhancing the care that our patients receive."

Barry Bagwell  
Assistant Director of Operations  
Mecklenburg EMS Agency - MEDIC

**Sunstar Emergency Medical Services**

"The system allows us, in ways never achievable before, to more effectively manage all aspects of our emergency services. We have the flexibility to perform new and different types of analysis as needed, and we can constantly update our database to refine and re-assess our deployment plans. Commanders have a visual, real-time method for carrying out their daily tasks. And the usability of the system gives emergency responders the ability to quickly and easily use information and better help those in need. It helps us at the command center, in the ambulance, and at the incident."

**MONTHLY EMERGENCY RESPONSE TIME COMPLIANCE**



MARVLIS Implemented in March 2005

Jim Pennington  
Director of Information Technology  
Sunstar Emergency Medical Services

**Montgomery County Hospital District**

"The planning tools in MARVLIS revolutionized the way we manage deployment. For years, we used broad regions to tabulate where to put our units. The 'where' in our old methods was very coarse and little more than a best guess. Now, with the visualization tools provided by the MARVLIS suite, we can see with great precision where and when to place our assets. We can make post moves with greater confidence that it won't be a waste of time and fuel. Decision making is dynamic and real-time instead of following a static plan based on tabular data. We can evaluate our deployment every five minutes with a glance at a computer screen. Our old methods were so time intensive that we could only manage to do it once or twice a year."

Matt Folsom  
Communications Supervisor  
Montgomery County Hospital District, Texas

**Metropolitan Ambulance Services**

"We have been utilizing MARVLIS for a year now and have been amazed at the effect that it has had on our ability to plan our deployment and assist our crews in rapidly and accurately accessing calls. It has reduced our controllable late responses and allowed us to more accurately determine the root cause of late calls."

Gil Glass  
Director of Operations  
Metropolitan Ambulance Services Trust

Mobile Area Routing and Vehicle Location Information System

MARVLIS®