

MedStar Mobile Healthcare

MedStar Mobile Healthcare is at the forefront of adopting powered EMS technology at their services in the Fort Worth, Texas area. After implementation of our Power-PRO XT cots with Power-LOAD cot fastener systems, paired with additional training and education, MedStar saw:

Fewer injuries

89%
Decrease

Injuries related to ambulance cots have decreased over the previous years from 19 to 2 injuries

Back injury reduction

88%
Reduction

88% reduction in back injury related to cots in first full year of implementation of Powered Systems

Cost savings

\$32K
Savings

Cost savings of \$32,434 (in dollars paid out in correlation to cot related injury)

Stryker's Powered System helps bring injury reduction and cost savings

MedStar Mobile Healthcare serves the 436 square mile radius and over 978,000 residents of the Fort Worth, Texas metropolitan area. Their mission is "To provide world class mobile healthcare with the highest quality customer service and clinical excellence in a fiscally responsible manner." The service responds to around 125,000 emergency calls per year with their fleet of 57 ambulances and counting.¹ MedStar strives to keep employees and patients safe in the pursuit to provide optimal care day-in and day-out. As a performance driven, high value governmental EMS agency operating without tax subsidy, MedStar constantly innovates to improve efficiency and provide the best care possible for their patients.

In recent years MedStar identified a continuous issue with strain and sprain injuries related to lifting and loading manual ambulance cots. MedStar began to proactively seek alternative options for their employees.

MedStar By the numbers

57
Power-LOAD
cot fastener systems

60
Power-PRO XT
ambulance cots



338
field employees

57
ambulances

Taking a stand against strain and sprain injuries

In the years 2013-2015 MedStar recorded 49 manual cot related injuries totaling \$158,200 in workers' compensation costs. With this in mind, MedStar knew there must be an opportunity for improvement. MedStar was using a mixed fleet of Stryker manual cots and powered cots in the years 2014 and 2015. In 2015, the service decided a trial period gave them the best opportunity to test new powered equipment from both Stryker and Ferno. After both trial periods the decision was clear; Medstar partnered with Styker in 2016 to introduce a full fleet of powered EMS cots and cot fasteners, choosing Stryker's Power-PRO XT and Power-LOAD. MedStar anticipated the powered equipment would help to reduce injuries related to lifting and loading ambulance cots when utilized in powered mode.

One of MedStar's motivators for purchasing Stryker's Powered System was the opportunity to provide a tangible return on investment to their leadership. After one full year with the new Stryker powered equipment and the implementation of an ergonomic lifting program*, MedStar saw undeniable improvements in cot related injuries to their caregivers. MedStar went from 19 cot related injuries in 2015 to only two cot related injuries to medics in 2016, which is an 89% reduction in this category. MedStar also noted an 88% reduction in back injuries related to ambulance cots in the first full year of implementing Power-PRO XT with Power-LOAD. Reduction in injury accounted for \$32,434 in cost savings on the year.

*Additional procedural changes leading to improvements

In 2016, MedStar implemented an ergonomic lifting training for all medics. Medics were trained by a third party on proper body mechanics for lifting while on the job, helping to ease the strain placed on the body while out in the field. MedStar also uses Stair-PRO chairs to bring patients downstairs and out of buildings as standard procedure. New equipment, paired with additional training, helped MedStar start a new trend of injury reduction for their caregivers.

Added caregiver satisfaction on the job

Along with a reduction in caregiver injury and an increase in cost savings, MedStar has seen improvements in caregiver satisfaction. When medics from around the organization were asked if the Powered System has helped them on the job, the results were positive.

Sentiment from end users²

“I don't have to worry about dropping a patient.”

“Best investment we've ever made.”

“We can move larger patients much easier, even with just two people.”

“I don't know what we'd do without them.”

Shaun Curtis, the Risk and Safety Manager for MedStar Mobile Healthcare stated that the resounding response from the crew was “My back doesn't hurt anymore.” MedStar continues to push for excellence in employee satisfaction on the job, and adopting the Powered System is just one way in which they keep the interest of their medics in mind. The MedStar team is confident their investment in powered equipment has provided positive returns since implementation, and they are hopeful for continued improvements in staff satisfaction and efficiencies in the years to come.

1. <http://www.medstar911.org/about-us>

2. Statements made by employees of MedStar Mobile Healthcare, provided by Risk and Safety Manager, MedStar Mobile Healthcare