



Photo by Dave Kaiser, courtesy of www.visithermann.com

## Hermann Emergency Medical Services, Hermann, MO

Hermann EMS Director Doug Clark has always enjoyed managing people, helping employees grow and become more effective providers.

He didn't enjoy spending hours each month, staring at a stack of availability submissions and using pencil and paper to juggle them into a working schedule.

"It was a nightmare, laying those calendars out and going through every one. Now I have just one place where I go and look. Boom. That's just huge compared with looking through 20 different calendars."

"I was looking at ways to make scheduling better. I was also trying to figure out how I could consolidate everything into one place for everybody here, and something to give me some human resource management options.

"I didn't want to get into having a scheduling software, a Patient Care Reporting software, and a HR software -- all these different things," said Clark. Then he discovered Aladtec.

"We probably used it a little differently than other people -- at the same time, I wanted to move away from using servers internally, and use only cloud-based. At that time, that's kind of how things were going."

Five years later, Clark is still a fan.

"The scheduling is ideal. That saves me a huge amount of grief. But I also use it for the human resource tools -- especially the forms, and kind of use it like an intranet (internal private communications network)."



### Department Info:

**Roster:** 22 employees.

**Calls:** About 1,000 in 2017.

**Service area:** About 10,000, 350 sq. miles.

**Apparatus:** Three ambulances, command vehicle, mass casualty trailer.

**Special challenges:** Large rural coverage area, Amtrak corridor, large influx of seasonal visitors especially during Hermann's popular Oktoberfest weekends; Missouri River incidents.

**Aladtec users since 2013**

[www.hermannems.com](http://www.hermannems.com)

### Neighboring agencies also using Aladtec:

Hermann Police Department, Gasconade County E-911, Owensville; Marthasville Community Ambulance District, Marthasville; Warrenton Fire Protection District, Warrenton; Montgomery County Ambulance District, Montgomery City; Franklin County Communications, Union; Union Ambulance District, Union; Callaway County Ambulance District, Fulton; St. Clair Fire Protection District, Saint Clair; St. Clair Ambulance District, St. Clair; St Charles County Dispatch & Alarm, Wentzville; Lincoln County Ambulance District, Troy; Audrain Ambulance District, Mexico; and Metro West Fire Protection District, Wildwood.



Scheduling now takes Clark only a couple hours each month. Employees submit avails by mid-month and he usually publishes next month's schedule at least a week before it's live. "Everybody's pretty consistent," said Clark. "They give me X hours in a week, then I plug 'em in. Full time employees are scheduled out for a year, then gaps are filled with part-timers and myself."

Staff members appreciate the ability to request trades, submit time-off and check sick- and vacation balances at will.

For Clark, Aladtec is the go-to platform for every facet of Hermann EMS operations.

"It saved me a tremendous amount of time. Right off, just doing scheduling, it saved me a couple hours each month."

Prior to Aladtec, Clark maintained a separate database for tracking EMT licensing and various provider certifications. "So I had all these different (applications) I'd have to go to, where now, I come in the morning and open it up, and work from there. It saves me probably 10 hours a month."

While the City of Hermann is home to only about 2,500 people, the population within HEMS' rural coverage area -- approximately 350 square miles in portions of four counties -- is closer to 12,000 residents. Hermann EMS staffs two paramedic crews, 24/7/365.

Hermann, the county seat of Gasconade County, is a picturesque community situated on the south bank of the wide Missouri River. It's a thriving tourist destination that boasts the largest concentration of bed and breakfast inns anywhere in the state.

The City's website describes it this way: "Tucked away in the Missouri River Valley, about an hour west of St. Louis, Hermann is a picturebook village where clock towers and steeples rise above tidy brick cottages. When church bells toll, the imagination drifts easily from the banks of the Muddy Missouri to the Rhine..."

Hermann is on the third of seven stops on Amtrak's 250-mile leg between St. Louis and Kansas City. Trains pause in Hermann four times daily. The fare from St. Louis -- an hour to the east -- is just \$18, so there are lots of visitors.

Hermann holds a Maifest during the third weekend in May and an Oktoberfest the first four weekends in October. The region is also home to dozens of vineyards and distilleries. Assemblies of 10,000 people or more aren't unusual, Clark said.

Many Hermann EMS transports involve Hermann Area District Hospital, a 17-bed, critical access facility. It has an emergency department with a physician, nurse and paramedic always on-site. The facility does major and minor surgeries, hosts a full clinical lab, radiology department, respiratory care with a sleep clinic, rehab department with PT, OT, speech and cardiac therapies and a home health agency.

Hermann EMS responds to occasional emergencies on the Missouri River with the Hermann Fire Dept. -- which also uses Aladtec.

Aladtec "is my one go-to thing. Anybody that I've told about it... I

actually don't think people use it (as extensively) as they could. We've consolidated everything to it. You have an employee go to one spot, using their phone or their computer. They can clock-in and out; they can access their schedule, give me availability," said Clark. Familiarizing new staff members with Aladtec takes about an hour.

"We put links to everything we do right on the homepage so really, they have one spot to go to. I don't think people utilize it quite that way."

"One of the problems within EMS is, you become a chief but you don't necessarily know too much about human resource management or these types of things, then you're spending all this time with it. My thing is, there has to be easier ways," said Clark, who earned a graduate certificate in HR because he enjoys it, but when he started seeing all the things that HR specialists actually use, it was like -- "Gosh. Why are we not doing this? There's so many easier ways of managing human resources than the things we do, because nobody ever really taught you."

All Clark's emails and texts go out thru EMS Manager. He also utilizes the time clock, required messages, and usage reports.

"There's probably not any element that I don't use, to be honest. The report side is tremendous. I can track every element from vacation to their licenses."

"I will say that Aladtec is one of the better companies I've ever worked with, and I'm not saying that because I've got no (stake in its success or failure), but when I've called, or especially at the beginning if I had any questions, they're great to work with. A lot of people may not get it because they're not taking the time, or don't have the time."

"If they understood about EMS Manager all the greater things they could do," more agencies would benefit from the platform. "There are people who can't see spending money on a program for just scheduling, but what I say to them -- 'You're getting a whole package!' Don't just look at it as a scheduling thing."



### Doug Clark

Doug Clark has served as a critical care paramedic and director of Hermann EMS since 1993. A U.S. Navy veteran, Clark holds a BS degree in Paramedic Science from Siena Heights University, and a graduate certificate in Human Resource Management from Columbia Southern University.

Aladtec provides online employee scheduling and workforce management software to 2,000-plus organizations, primarily within the Public Safety Sector. Customers count on Aladtec constantly to help save time, improve efficiency and enhance communications. The company is headquartered in River Falls, WI. For information about our affordable platform or to try a free demo, please visit: [www.aladtec.com](http://www.aladtec.com)