



Denver (Col.) Health & Hospital Authority EMS

Denver Paramedics, a wing of the Denver Health and Hospital Authority, provides 911 services to the 680,000 residents of Denver, as well as the cities of Glendale, Sheridan, Englewood, the Skyline Fire Protection District and Denver International Airport -- a 52-sq-mile facility and the sixth busiest in the nation with 58 million visitors in 2016.

The public, hospital-based paramedic service is based at the 525-bed Denver Health Medical Center, a Level 1 Trauma Center.

The leadership team uses Aladtec's web-based software platform to manage schedules and communication for 215 paramedics and 20 emergency medical technicians (EMTs).

"We have a dynamic schedule with ambulances and detox vans all starting at various times from 0500-2130, and on a typical day we have approximately 56 units," said deputy chief Marc Scherschel.

"On days where we have large venues or events to cover we'll have another 20 shifts or more, with varying start and end times. Aladtec helps us manage these dynamics on a daily basis and on an on-going approach.

"We run 10-hour shifts for most of our schedule. We have about 25 "day shifts" and another 20 "night shifts" so there are about 45 ambulances each 24-hour period. We also have two units that run 12 hours shifts (to get 24-hour coverage). We add in ten 10-hour shifts to cover the airport," said Scherschel.

"Our shift times essentially start every half hour from 0500 to 1100 and then resume from 1500-2130."

At peak times, the service has 24 advanced life support ambulances available, most staffed by two paramedics.



Department Info:

Roster: 215 paramedics, 20 EMTs scheduled regularly.

Calls: 120,000-plus in 2017.

Apparatus: 31 ALS ambulances, bicycles, Segways and other equipment for special events.

Challenges: Denver International Airport (fourth busiest in US); Denver Broncos & Colorado Rockies game coverage.

Special skills: Wildland Fire response unit; All-Terrain Medical Unit (bicycles) for large events.

Aladtec users since 2015

Neighboring departments also using Aladtec:

Glendale Police Department, Piper Electric Company, Windsor Garden Security, Federal Heights Fire Department, South Adams County Fire, Mile High Ambulance, Fairmount Fire Rescue, Air Methods Corporate & Air Methods - North Central Region, Lafayette Fire Department, Boulder County Jail and Boulder County Sheriff's Department.



“Through Aladtec we are able to communicate with our field providers faster for the short notice gaps in the schedule due to sick calls or injuries. All of our staff have the ability to see the openings we want to be covered well in advance and request a shift or shifts,” Scherschel said.

“We can manage overtime and costs associated with it very easily with (Aladtec). Our intermittent staff now see the long or short term needs of our division where we actually need them, not where we are predicting they will be needed.”

“We track our on-call resources (mainly chiefs who have take home cars that are available for large incidents or significant issues). Add in special events and you have a dynamic schedule,” The service also provides training for EMTs and paramedics along with continuing education and community training. In 2015, 32 new paramedics and 82 new EMTs graduated from its Rita Bass Trauma and EMS Education Institute.

The service uses Aladtec’s notification tool to advise members of shift openings, but uses MiFi and data radios to communicate with on-duty crews.

Denver Paramedics respond to an average of 300 calls a day, transporting more than 60,000 patients to Denver area hospitals each year. All units roam except those assigned to the airport or Englewood.

The service also has some special operational teams that help them respond to special events and mass gatherings, including the all-terrain medical unit (ATMU), wildland response and the disaster/mass gathering team.

The ATMU concept was conceived ahead of a Grand Prix racing event held in the early 1990s downtown Denver. Since many streets were inaccessible to ambulances, paramedics were outfitted with bicycles. Each carried an AED, oxygen, and a full complement of ALS supplies.

Since then, ATMU teams are deployed anytime there is an event that will draw large crowds.

The Wildland Response team provides support by traveling along a fireline and providing emergency medical care when needed to firefighters or community members being evacuated.

Because Denver is a popular destination for major conferences and events (including the 1997 G-8 Summit, the 2008 Democratic National Convention, recurring Colorado Rockies and Denver Broncos home games), Denver Health Paramedic Division has become a leader in planning for and responding to these unique situations.

“And (Aladtec) customer support has been fantastic. They always have a solution for our questions and are friendly in every case,” Scherschel said.



Deputy Chief - Marc Scherschel

Marc Scherschel has worked in health care for over 28 years. He is the Deputy Chief of the Denver Paramedic Division and Team Commander for the Colorado-3 Disaster Medical Assistance Team. He earned a MA in Emergency Management after graduating from Denver’s Metropolitan State University with a Bachelor of Science degree in Human Services.

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