

EMS Analytics: Horizontal Platform for Multiple Products

User Workflow Documentation

Role-Based Analytics Dashboard for Healthcare Operations

Redesigned ZOLL's analytics platform migration from Tableau to Birst, creating a flexible, role-based dashboard system for EMS agencies, Fire departments, and system administrators. Improved usability and task completion by 40% through simplified workflows and progressive disclosure.

WORKFLOW SEQUENCE

Page 2 - Product Overview - Main analytics interface with role-based widget layouts and real-time data

Page 3 - Widget Configuration - Key operational and financial metrics for emergency medical services

Page 4 - Billing - Displays financial and claims management metrics

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DESIGN PRINCIPLES

- **Role-Based** - Dashboard adapts to user's analytical needs and technical expertise
 - **Consumer-Grade** - Birst BI widget interface with intuitive data displays
 - **Progressive** - Complex healthcare analytics presented in digestible layers
 - **Real-Time** - Live data updates enable quick decision-making without manual reports
-

IMPACT

40% faster task completion • Improved user satisfaction across all roles • Successful enterprise migration without data disruption • Self-service customization without IT dependencies • C-suite approval and organizational enthusiasm

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Product Overview - Main analytics interface with role-based widget layouts and real-time data

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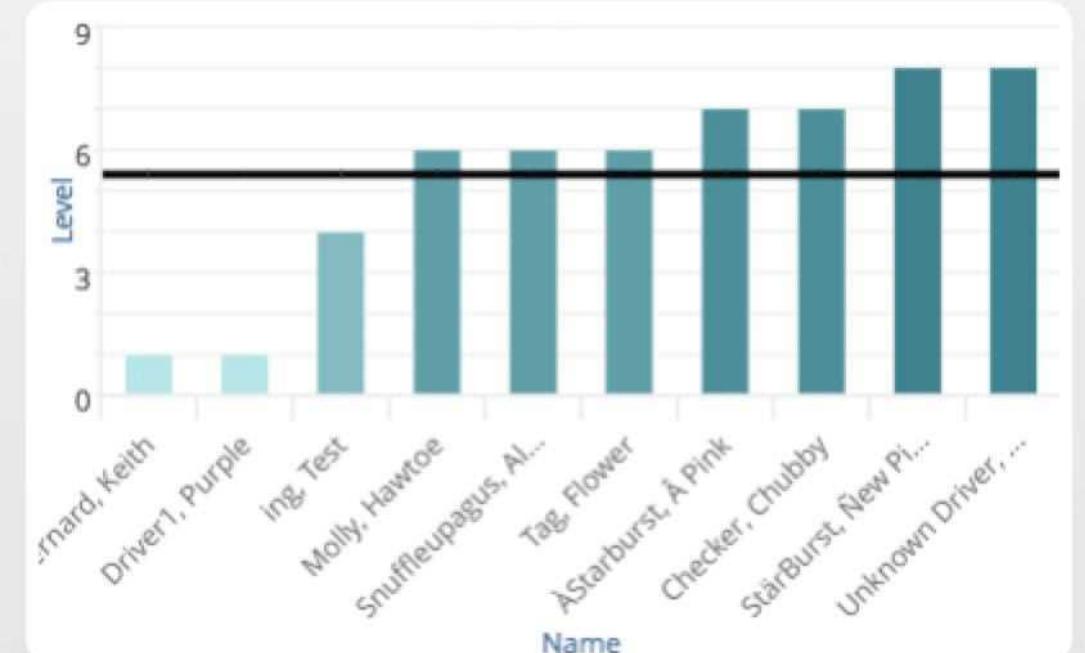
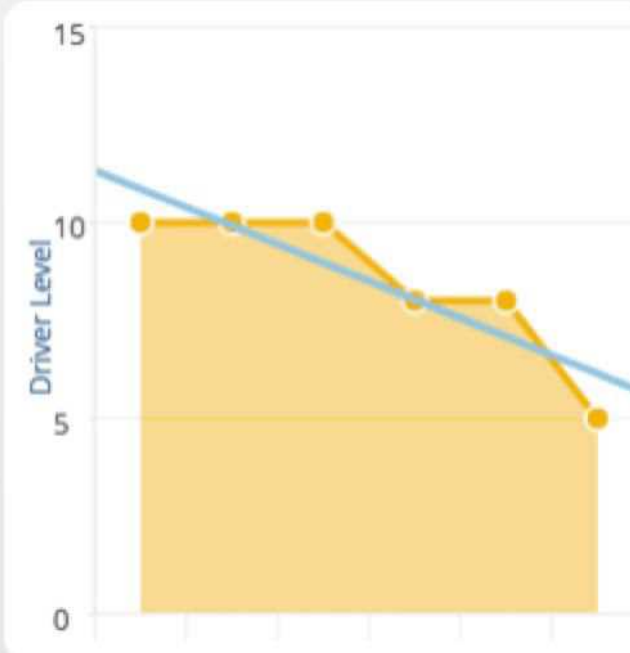
Birst BI dashboard - redesigned from Tableau



FULLPROD User Log out

FULLPROD Product Overview

Company: **FULLPROD** Select a Product



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Widget Configuration - Key operational and financial metrics for emergency medical services

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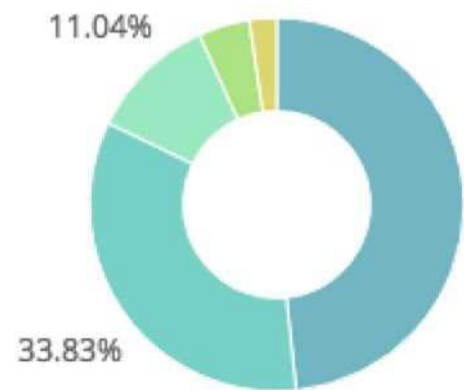
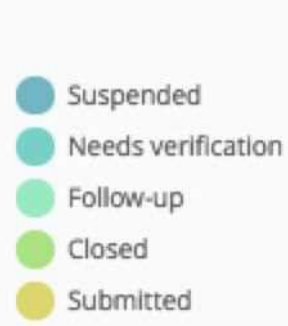
Birst BI dashboard - redesigned from Tableau



EPBI User Log out

EPBI Product Overview

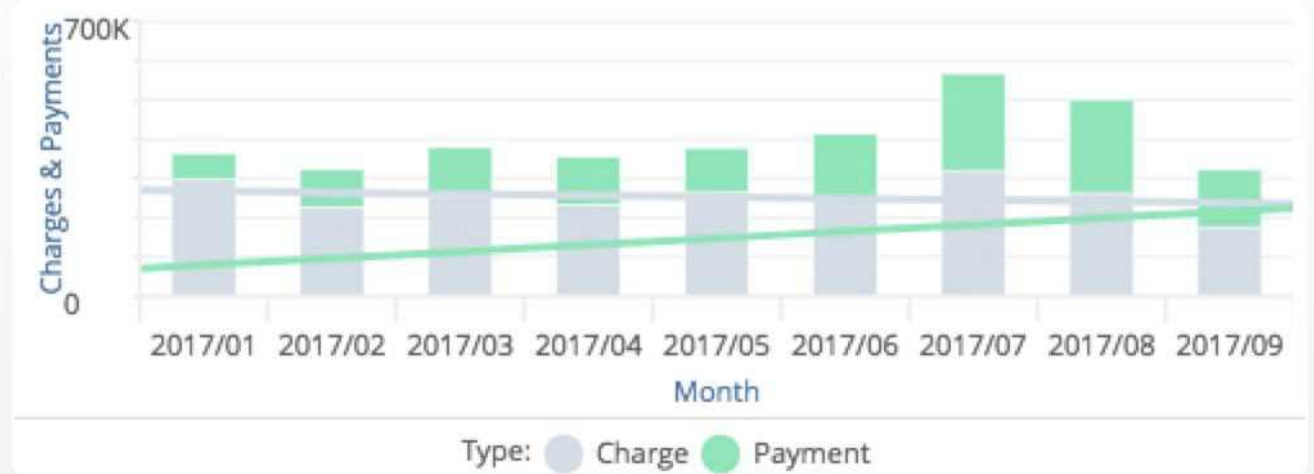
Company: **EPBI** Select a Product



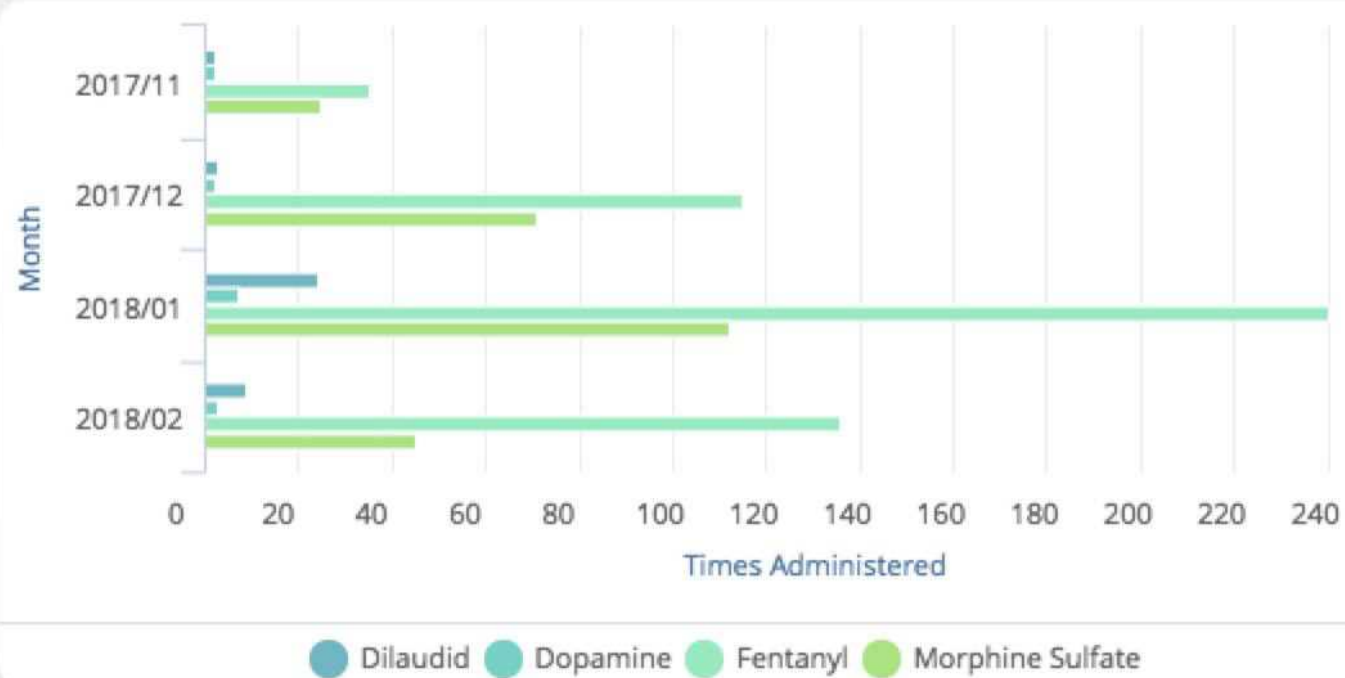
Payer Mix Payments



Payment to Charge Ratio



Top Narcotics Administered



Complete PCRs - 72 hours

80%

Sent to Billing - 72 hours

49%

Sent to State - 72 hours

90%

Patient Transports by Call Type

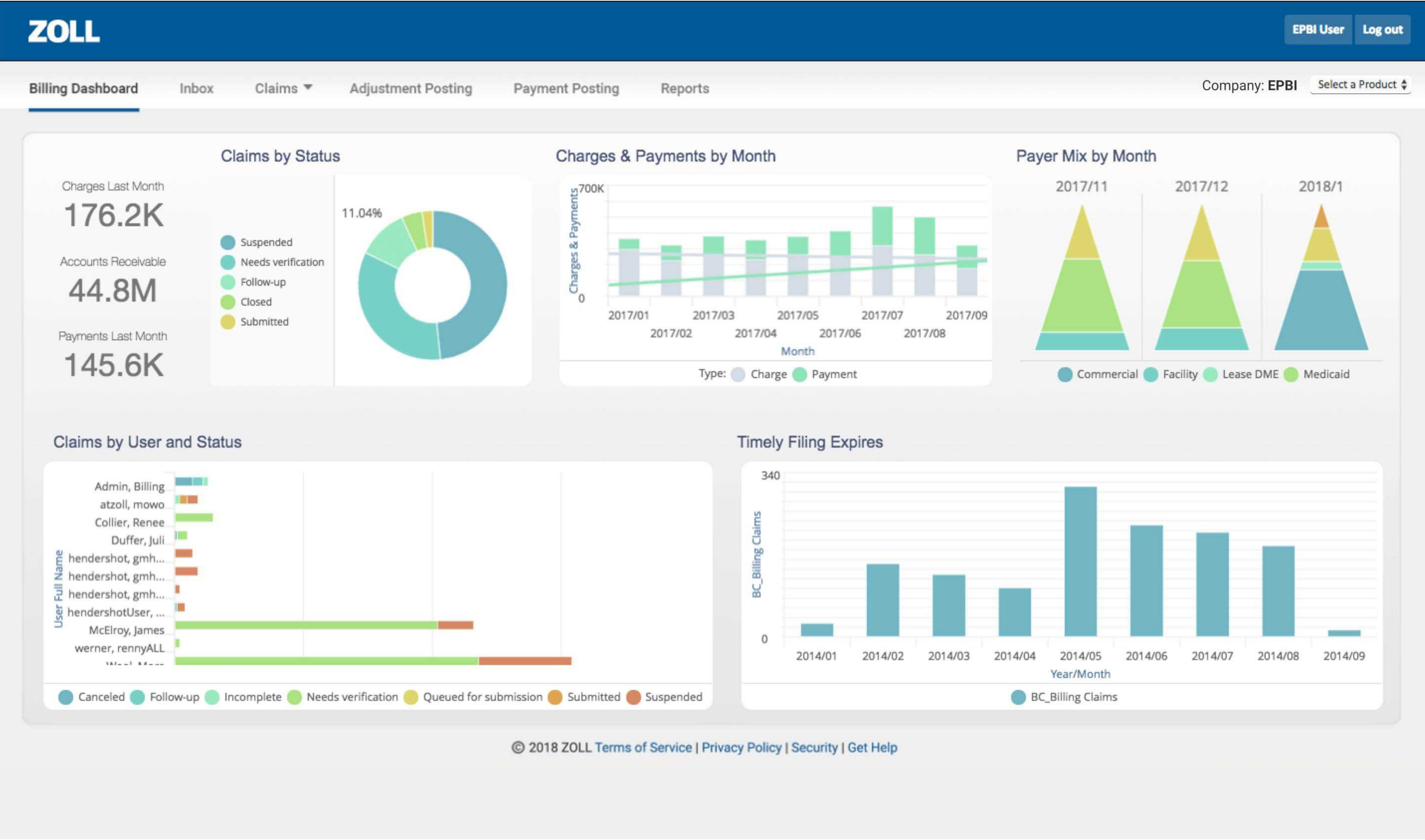


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Billing - Displays financial and claims management metrics

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Birst BI dashboard - redesigned from Tableau

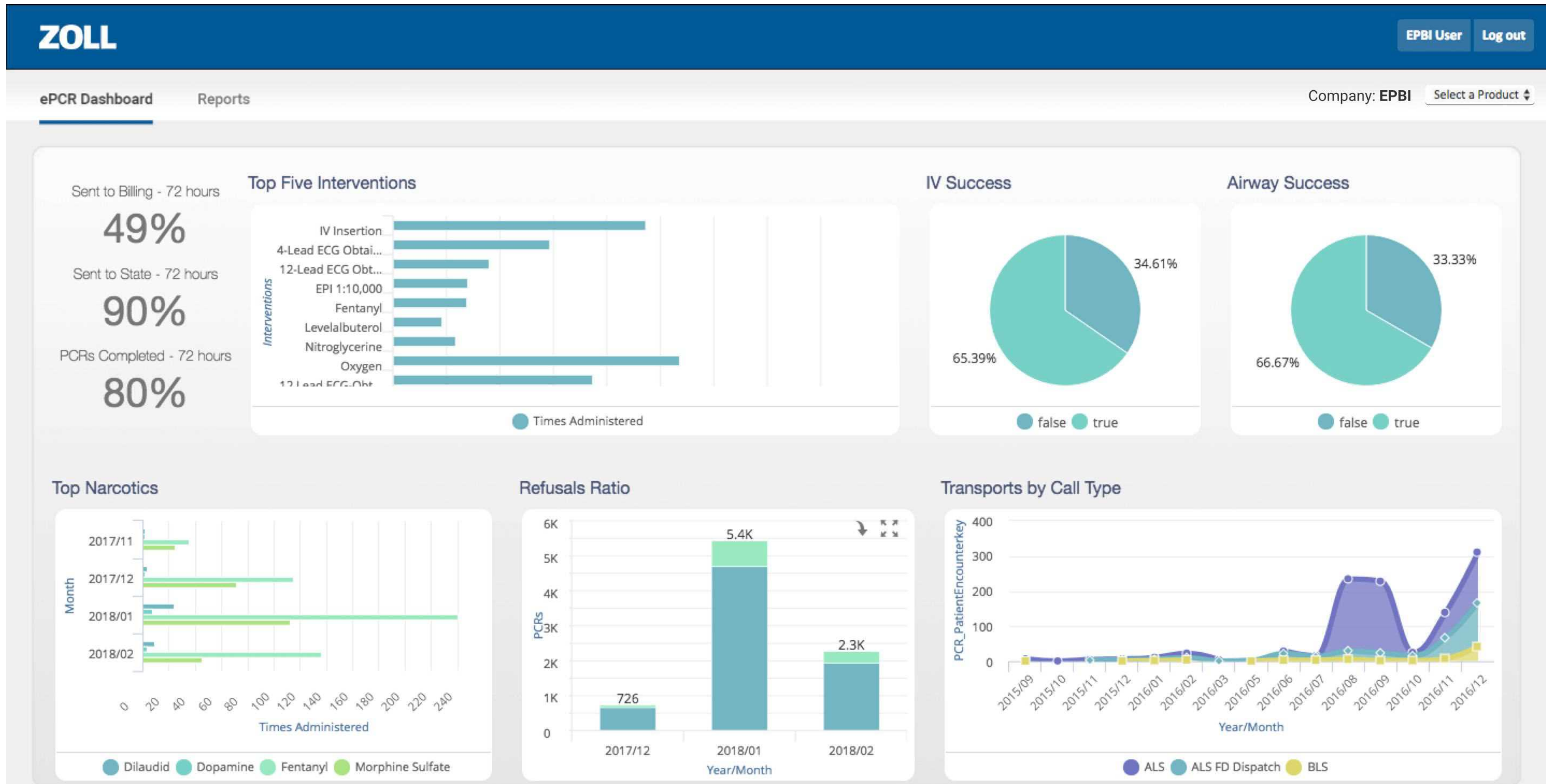


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Data Visualizations - Chart types and presentation formats optimized for healthcare operations

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Birst BI dashboard - redesigned from Tableau

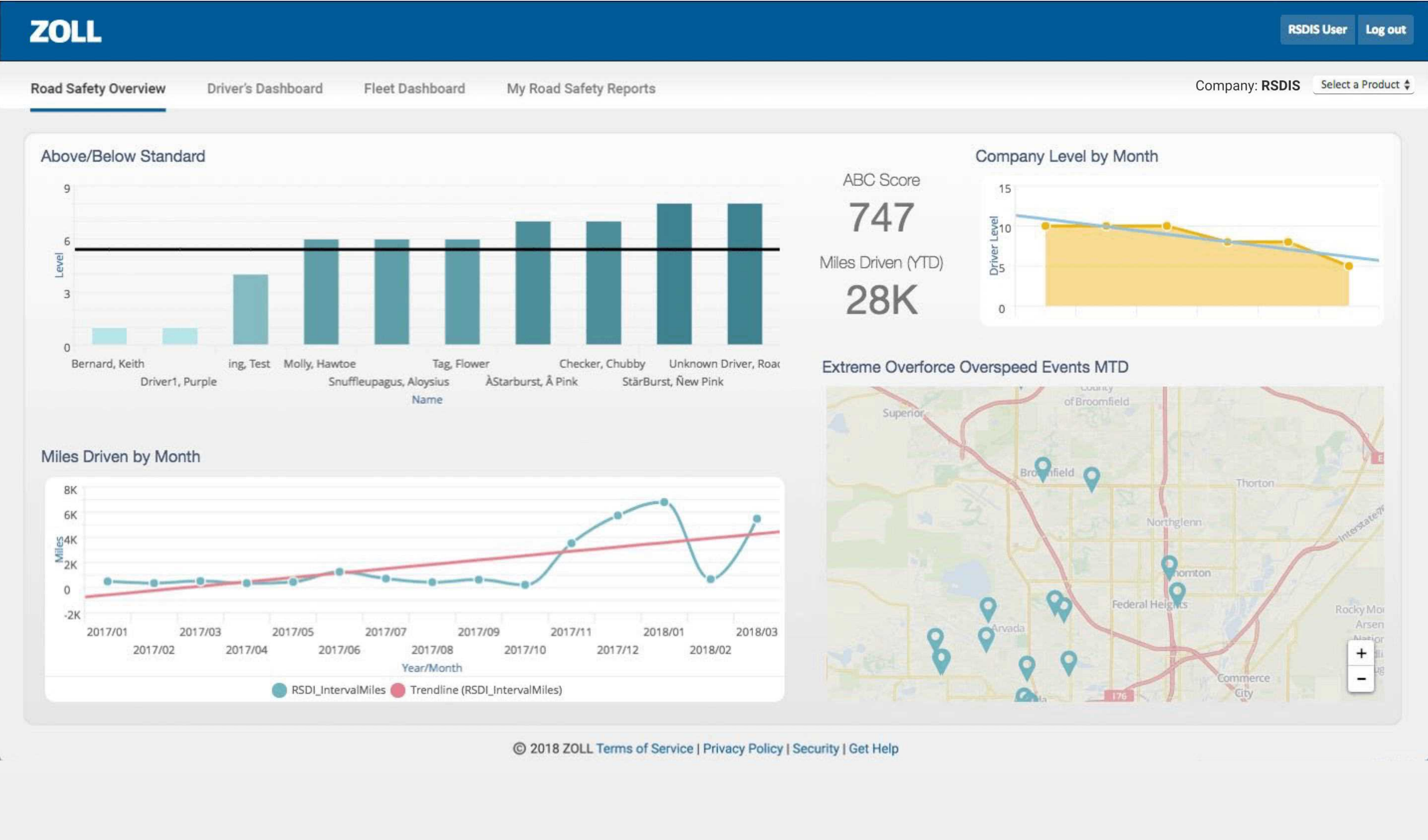


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Progressive Disclosure - Complex data insights revealed in digestible layers

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Birst BI dashboard - redesigned from Tableau



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Interactive Prototype - Live Birst prototype demonstrating consumer-grade interface design

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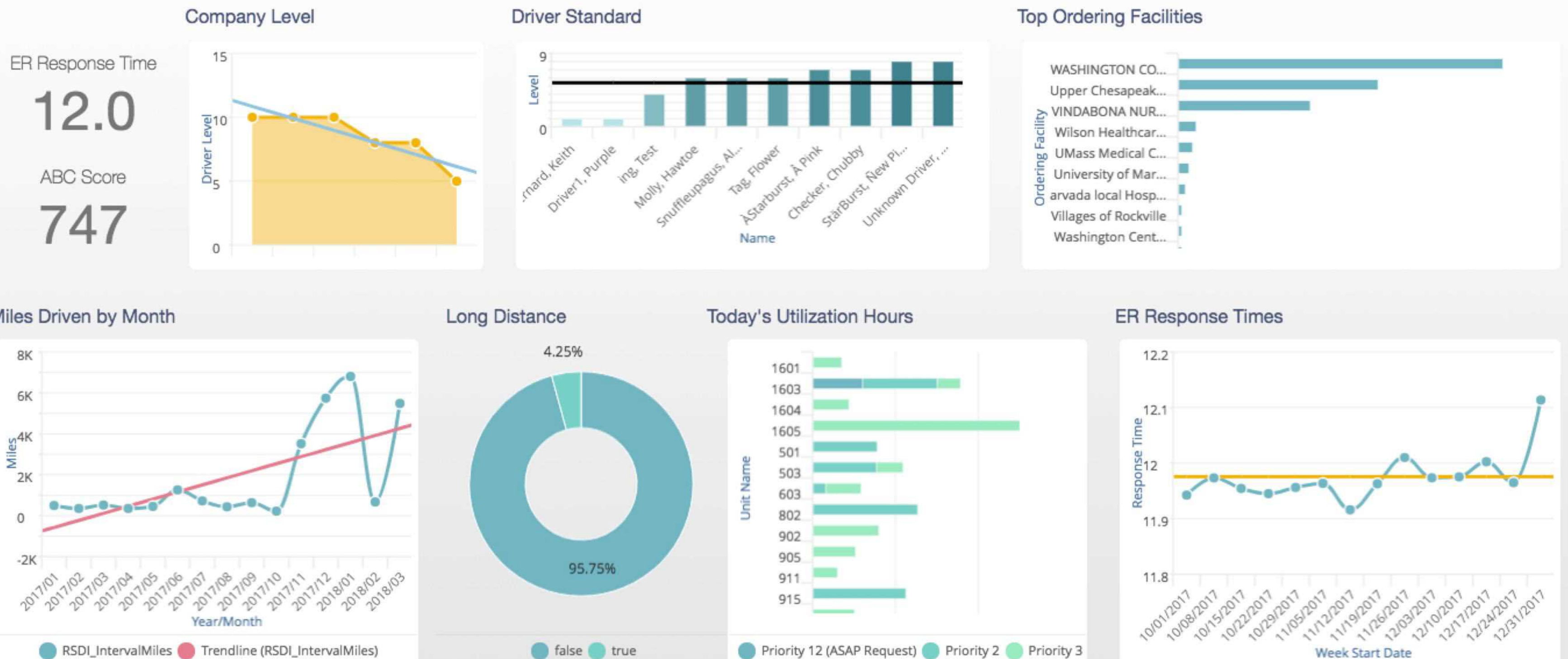
Birst BI dashboard - redesigned from Tableau



RSDIS User Log out

RSDIS Product Overview

Company: **RSDIS** Select a Product



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Dispatch Overview - Real-time operational monitoring for emergency response dispatching

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Birst BI dashboard - redesigned from Tableau

