

ZOLL Data - EMS Analytics: One Platform, Multiple User Roles

PROJECT OVERVIEW

I led UX design for ZOLL's analytics platform migration, creating a customizable dashboard system that transformed how EMS personnel, fire departments, and administrators explore operational data across Billing, ePCR, Road Safety, and CAD products.

DESIGN PROCESS

I conducted field research with EMS personnel and firefighters to understand their data needs, then learned the Birst analytics tool to execute the migration. I developed a custom color palette, selected appropriate visualization widgets for each data type, optimized the widget layout, and successfully recreated Tableau visualizations within the Birst platform.

DASHBOARD PRODUCTS

FULLPROD Overview - Integrates EMS and billing metrics including unit utilization, emergency response times, and driver performance.

EPBI (Emergency Pre-hospital Billing Intelligence) - Tracks financial and claims management with metrics for claims status, payer mix, payment ratios, and patient transports.

ePCR (electronic Patient Care Report) Dashboard - Monitors clinical documentation and treatment metrics including completion rates, top interventions, IV/airway success rates, narcotics administration, refusals, and transports by call type.

Billing Dashboard - Displays billing operations including charges, accounts receivable, payments, and timely filing compliance.

RSDIS Product Overview - Monitors fleet and emergency response operations with ER response times, driver standards, vehicle utilization, and facility ordering patterns.

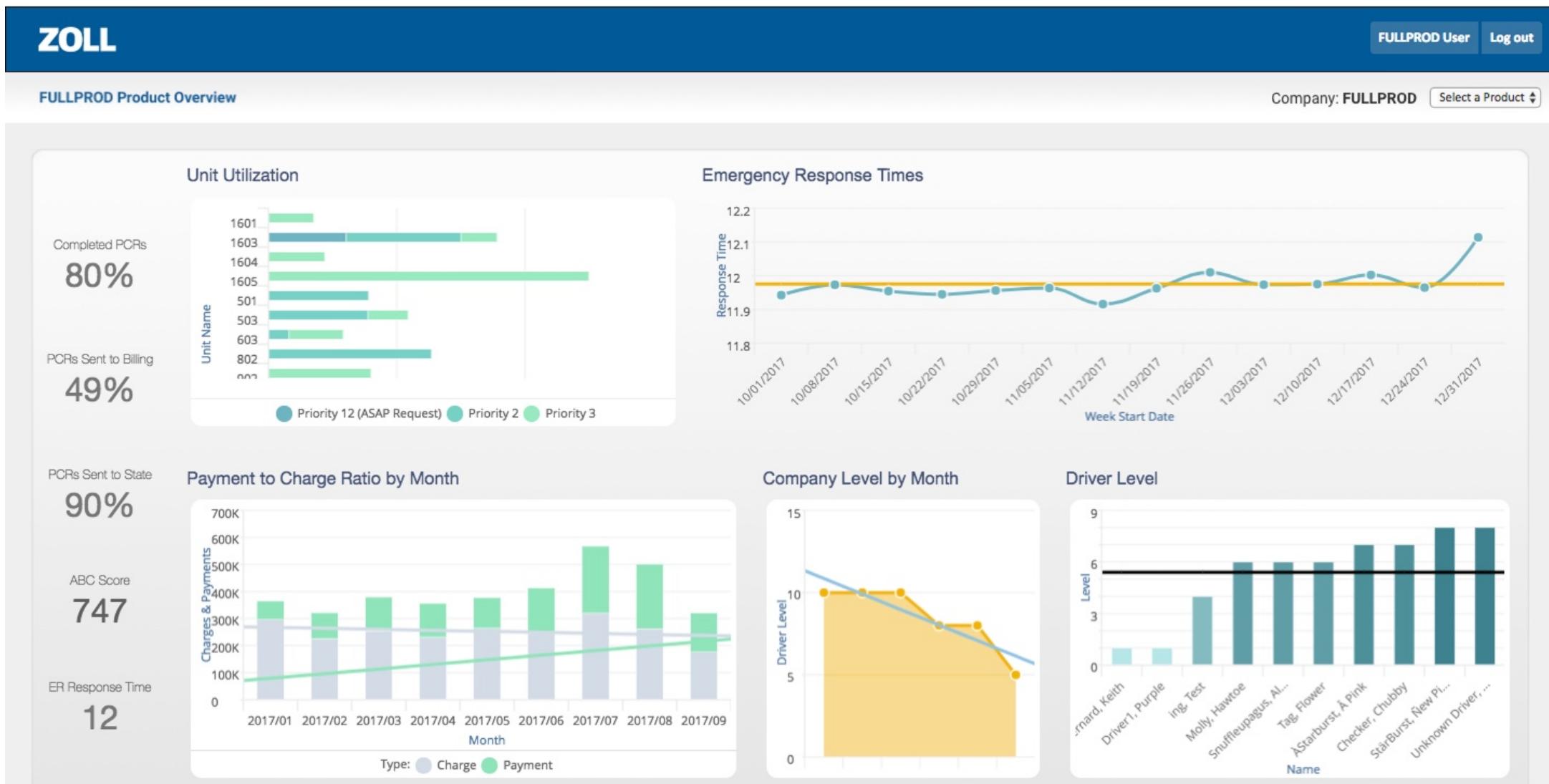
Dispatch Overview - Provides real-time dispatching operations with geographic response mapping, canceled calls, and unit utilization.

Road Safety Overview - Tracks driver performance and vehicle safety with ABC scoring, mileage trends, and geographic incident mapping.

FULLPROD Product Overview Dashboard

Birst BI dashboard - redesigned from Tableau

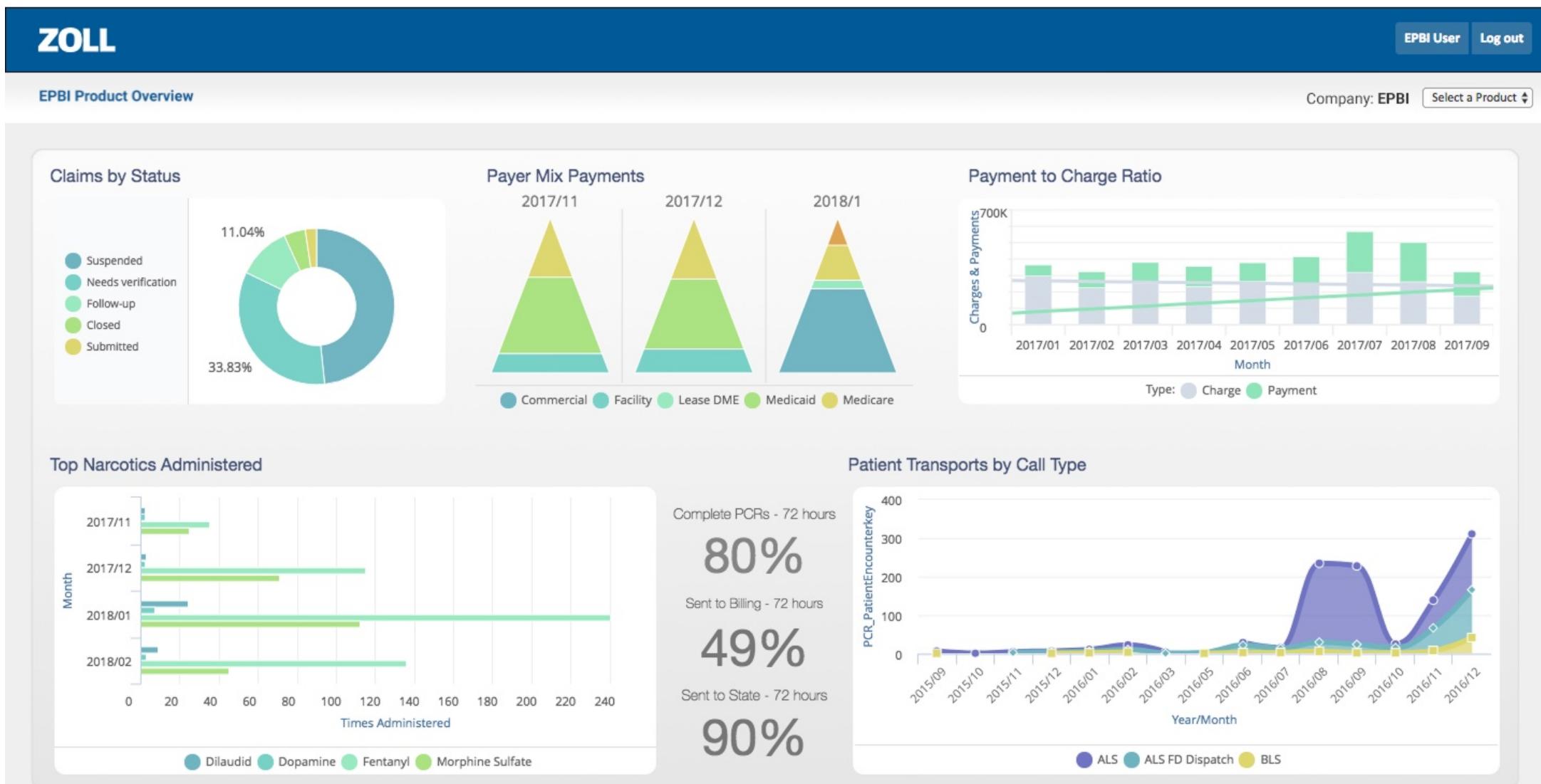
Combines operational metrics from both emergency medical services and billing operations in six panels.



EPBI (Emergency Pre-hospital Billing Intelligence) Product Overview

Birst BI dashboard - redesigned from Tableau

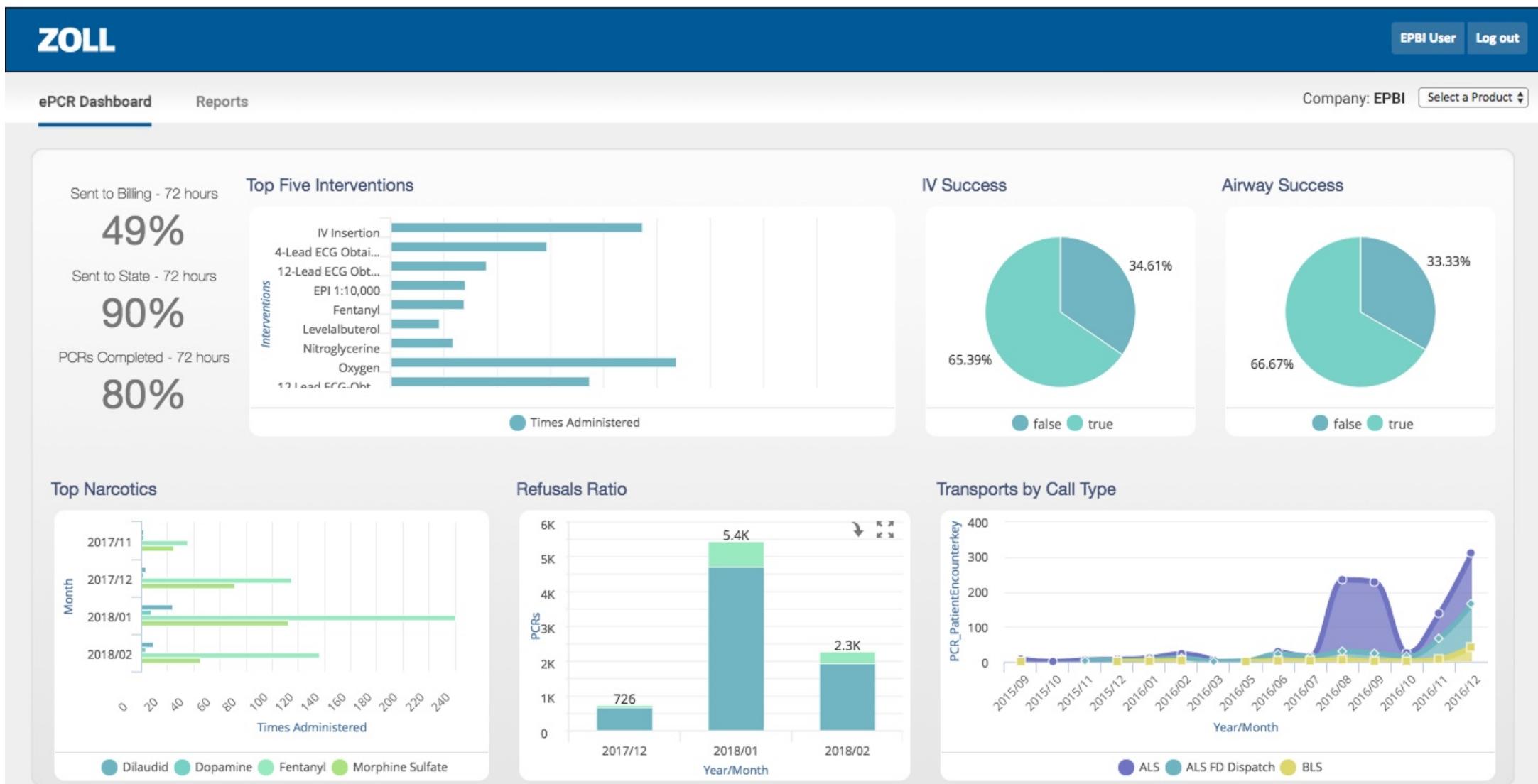
Dashboard displaying key operational and financial metrics for emergency medical services.



ePCR Dashboard (Electronic Patient Care Report)

First BI dashboard - redesigned from Tableau

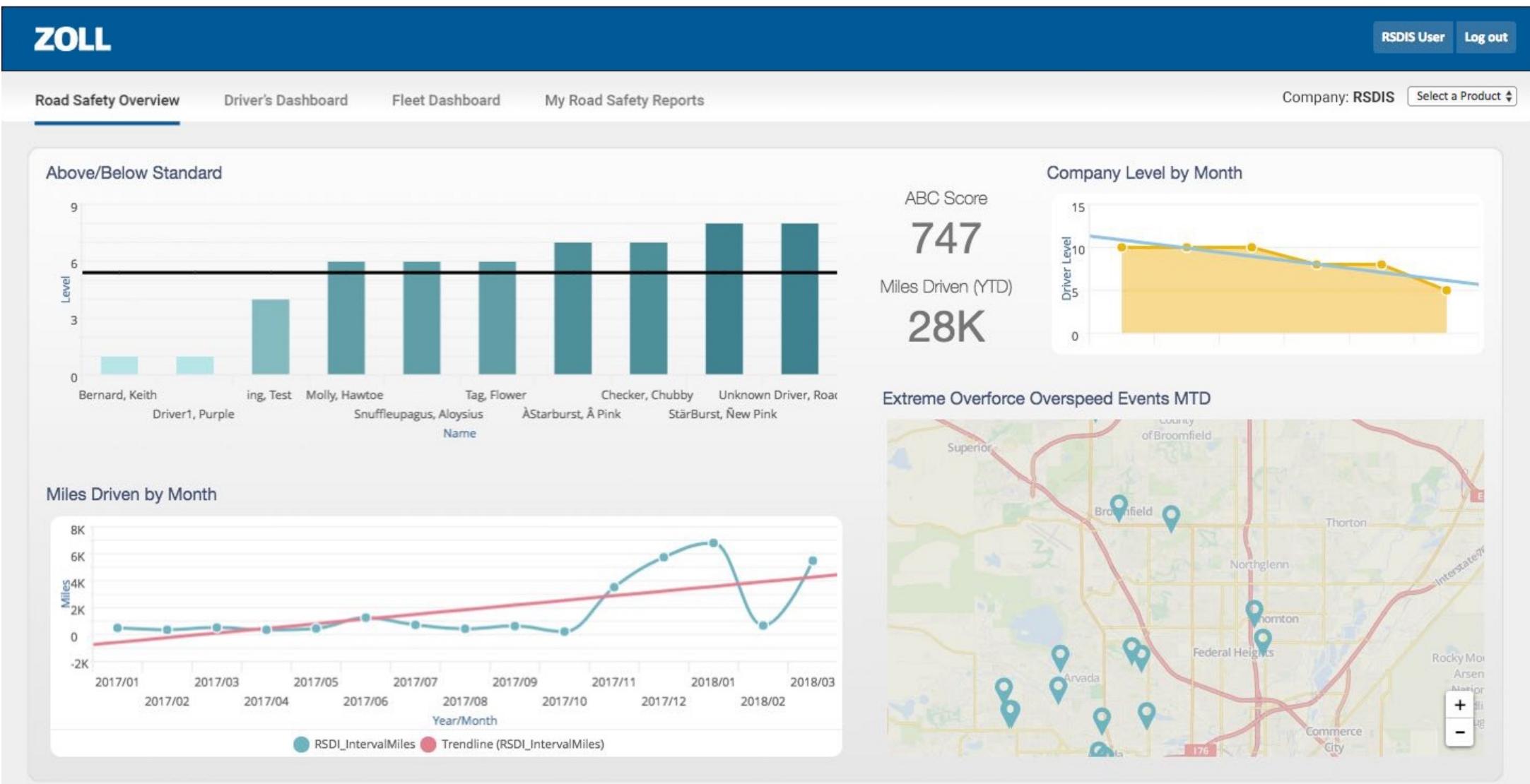
A high-level operational view of EMS clinical documentation performance. Designed to help agencies monitor care delivery quality and reporting compliance at a glance.



Road Safety Overview Dashboard

Birst BI dashboard - redesigned from Tableau

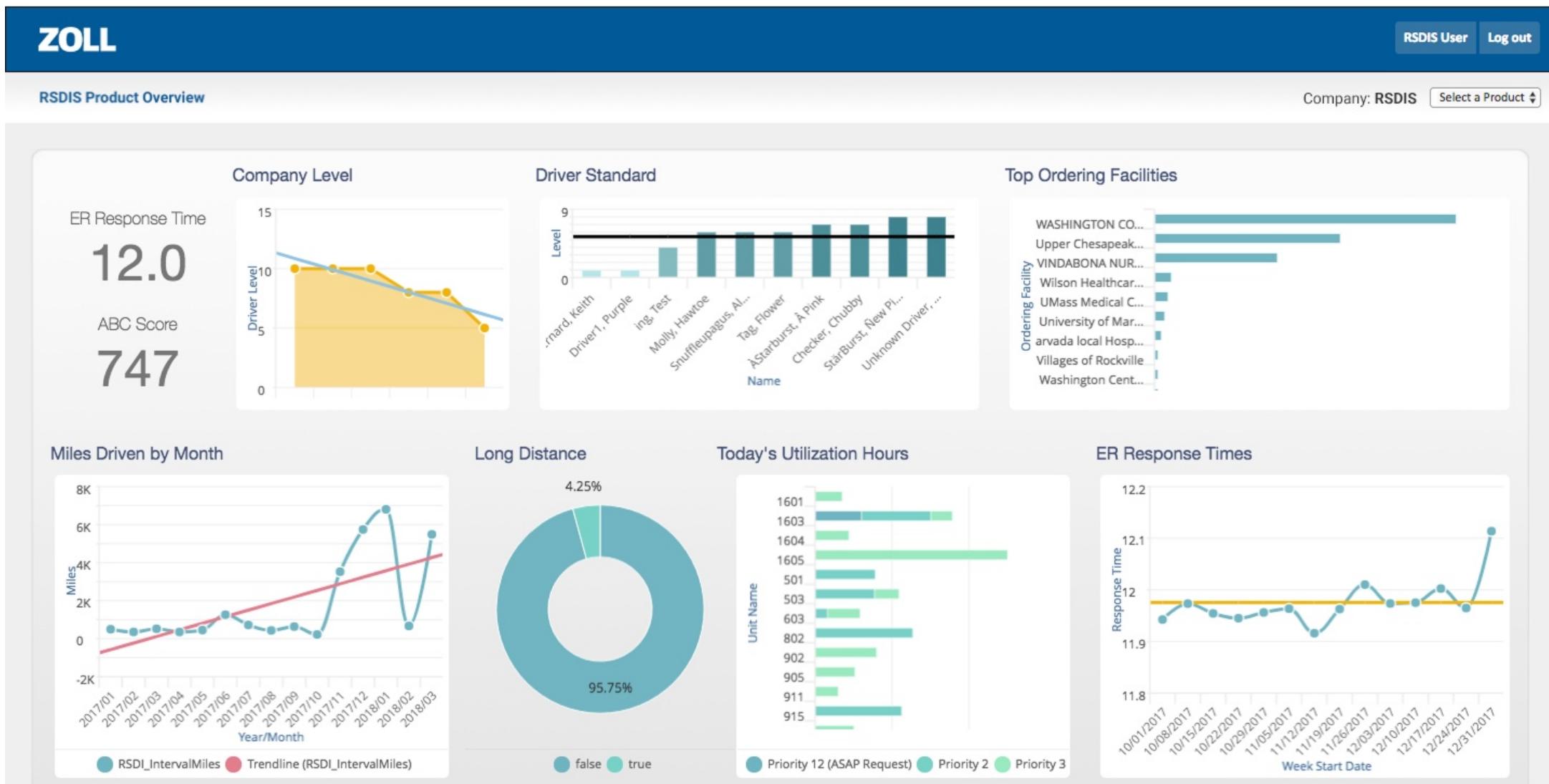
ZOLL's RSDIS system, monitoring driver performance and safety through five panels. Driver comparison against standards, key metrics, performance trends, and a geographic map of overspeed incidents.



RSDIS (Rescue Squad Data Information System) Product Overview

Birst BI dashboard - redesigned from Tableau

Eight visualization dispatch panels tracking emergency response and vehicle fleet operations.



Dispatch Overview Dashboard

Birst BI dashboard - redesigned from Tableau

ZOLL's RSDIS system, providing real-time operational monitoring for emergency response dispatching through seven panels.

