ESO QM

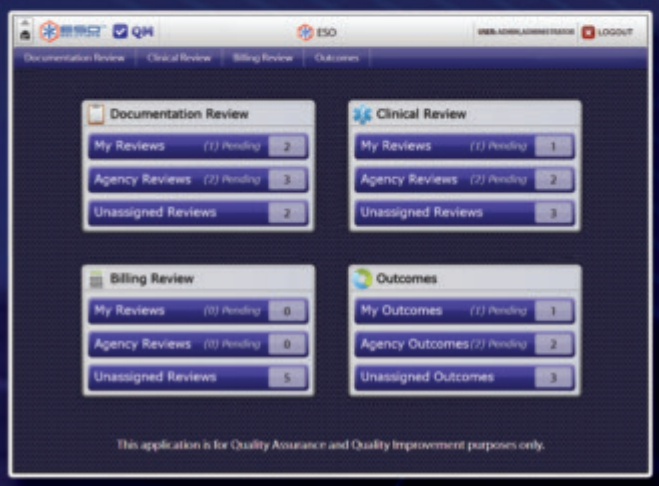
Your Comprehensive Quality Management Solution

ESO's industry-leading Quality Management (QM) application enables administrators to manage their operation like never before, allowing them to oversee operational, clinical and financial processes in parallel from one easy-to-use application.

Improved Quality of Care

ESO's Clinical Review and Outcomes modules provide powerful tools to review the quality of care provided by your agency:

- Customizable and searchable reviews
- Internal messaging tool to communicate positive and negative feedback to providers
- Hospital outcome data management

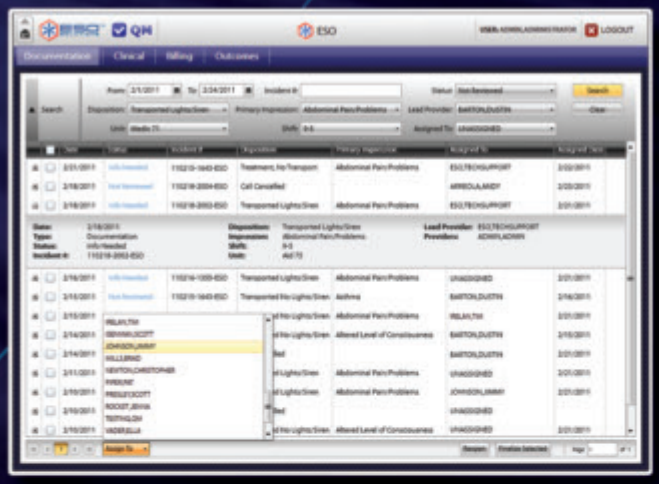


Better Bottom Line

ESO's Documentation Review module provides an end-to-end solution for the billing process. Managers are able to provide feedback instantly, which allows providers to make changes to call documentation on the fly.

Whether you bill in-house or use a billing company to manage collections, ESO's Billing Review module facilitates communication between billing staff and operations:

- Internal messaging system
- Quick click-through access to ePCRs
- At-a-glance billing status updates



End-to-End Review Management

Built-in features make the ESO QM application easy to learn and easy to use:

- Ability to review a larger percentage of calls by using the peer review features
- Ability to have multiple reviews working in parallel without holding up billing
- Cardiac Arrest, STEMI, Stroke and other patient type tracking from a single interface

"Quality Management solutions are vital to the EMS industry. A comprehensive package includes both retrospective and prospective tools. The tools in the ESO Quality Management application allow our organization to better manage the QA/QI process."

TROY HAGEN, Director, Ada County Paramedics, Boise, Idaho

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