



Marcus Daly Memorial Hospital EMS Hamilton, MT

William Torres had used a few scheduling programs before he accepted the job as EMS Director at Marcus Daly Memorial Hospital EMS in 2011. Torres had just finished 24 years with the Fire Department of New York, retiring as a Paramedic Captain.

“I started with the Excel spreadsheet, just like everyone else and that’s what we used into the ‘90s and early 2000s. Then we had a proprietary Microsoft Access program, and you were kind of able to build a schedule out, but nothing as robust as Aladtec.

“I really like the repeats and rotations feature -- kinda one-and-done. You just put it in there, and it marches out forever. That’s the (most important) feature that we have,” he said.

His predecessor had a cloud-based program in place when Torres came to Hamilton. “We used (another digital scheduler) for a while, it was kind of clunky. You could create a week at a time, but you really couldn’t go further than that. It was a lot of work just to create a monthly schedule. It pales in comparison to Aladtec.”

“I haven’t looked at the (old provider’s) website lately, but there was certainly no forms feature, and as you can see (from MDMH’s current Aladtec configuration) we use forms for a lot of things so, that’s been a great feature for us as well,” said Torres.

“The notifications for securing coverage saves about eight hours a week at a minimum. No more manual phone calls to every person on the roster. You hit the blue envelope, click the shift and send. Then wait for the sign ups!” he noted in an e-mail exchange.

“Members love the ability to view their schedule from any device, see who they are working with, and trade shifts through the program. The Required Message and Send A Message feature assists with sending timely or critical information to the group in a manner chosen by the member,” he wrote.

Neighboring agencies also using Aladtec:

Missoula Emergency Services, Inc., Missoula; Madison Co. Sheriff’s Office, Virginia City; Shoshone Co. Fire Protection Dist.#2, Kellogg, ID; Moscow Volunteer Fire Dept., Moscow, ID; Wallowa Co. Healthcare District, Enterprise, OR; Shields Fire & Rescue, Bozeman; Great Falls Emergency Services, Inc., Great Falls; Ketchum Fire Dept., Ketchum, ID; Livingstone Fire & Rescue, Livingston; East Boise Co. Ambulance Dist., Idaho City, ID; Bonner Co. EMS & Bonner Co. Communications, Sandpoint, ID; and Rexburg Police Dept., Rexburg, ID



Department Info:

Roster: 55 paramedics, EMTs, and support personnel.

Calls: Approx. 4,000 in 2018.

Apparatus: 4 ALS primary ambulances, two ALS backup rigs, plus additional unit dedicated to responses with a neighboring fire department.

Special Challenges: Expansive service area (a 63-mile long north-south corridor which roughly follows Hwy. 93) to the Idaho border. Responses with area search & rescue teams to aid injured hunters, hikers in the nearby 1.3 million acre Selway-Bitterroot Wilderness Area.

Aladtec users since early 2016





MDMH is a rural, nonprofit, critical-access hospital sited just a few hundred yards from the Bitterroot River. In clear weather, the rugged tops of Canyon Peak, Ward Mountain, and Castle Crag are visible from the hospital helipad. The Idaho border lies about 15 miles to the west.

The first hospital was built in 1931 by Margaret Daly, in memory of her late husband, “copper king” Marcus Daly. A founding developer of the city of Hamilton, the county seat, Marcus died in 1900, but his wife’s enduring philanthropy enables thousands of Ravalli County residents and visitors to receive professional care, close to home.

A community volunteer board of directors governs the hospital. It is not subsidized by taxpayers.

MDMH provides emergency medical services to Ravalli County’s 40,000 or so residents from a new station attached to the hospital in Hamilton, and locations in nearby Darby, and Stevensville.

Marcus Daly Memorial Hospital Ambulance Service received the 2016 Emergency Medical System Agency of the Year award from Montana’s Department of Public Health & Human Services.

“It was great to be recognized by the state EMS office,” Torres told the Ravalli Republic newspaper. “There was a lot of positive energy there. It was very powerful to be recognized as an EMS agency for quality, having good medical direction and being involved in the community. It was nice to be acknowledged and selected from (approx. 150) agencies in the state.”

Although Torres claims he still has a lot to learn about Aladtec, he uses the system extensively.

Each month, he updates the homepage with need-to-know information for members and pens a few words of encouragement. (“Great job to all of you for keeping our overtime at an all-time low!! Keep up the great work!”)

“I try and update it monthly or sooner if information needs to be shared,” said Torres.

He’s created 16 forms, including a Controlled Substance Daily checklist, Ambulance Rapid Check, and Equipment Notification Report. He

also uses the tool to solicit quick feedback from members, such as inviting each to complete a form nominating one First Responder for an upcoming recognition by the local Masonic Lodge. Another form includes a signature box, which staff is asked to complete once they’ve viewed a training video hosted on the hospital’s intranet.

Torres frequently uses Aladtec’s Required Message tool to assure members are informed about available vaccinations, department meetings, screenings, and required knowledge assessments.

“I think Aladtec comes in very handy when you need to get information disseminated and verify that it’s been received, then have them respond to it. It’s a great tool, and I think it’s one of the best features of Aladtec.”

Torres uses the storage area in Aladtec to house presentations, training handouts, policies and a recent map -- apprising members of road closures during construction at a Missoula surgery center where they frequently transfer patients.

Does Aladtec’s annual subscription seem like good value-for-money? “I think so. I think it’s great. And we haven’t even been using it for all it’s worth, for example ... we haven’t used the time clock feature, which I think is going to (streamline) our workloads.”

Currently, only the EMS Department uses Aladtec, but Torres recently created a schedule for the ED nurses and demonstrated the convenience and utility it provides.

“I just showed them the potency of the program and provided an overview,” he said. He’s hopeful he can bring other departments on-board soon.

“It’s going to kind of branch out, so the expectation is that we can use the time clock going forward... Not only that, but open it up to the rest of the hospital so they can use it for scheduling, forms, things like that.

“I think Aladtec is more cost-effective and more practical. It’s just a matter of expanding it to other parts of the hospital.”



William Torres Jr.

William Torres Jr. became EMS & Emergency Preparedness Director at Marcus Daly Memorial Hospital in July 2011, soon after retiring as a Captain with the Fire Department of New York. During his 24-year FDNY tenure, he served in roles ranging from Station Paramedic Captain (Station 26 ‘Tin House EMS,’ South Bronx) and Dispatch Commander to Paramedic Program Director and EEO Investigator. He studied at Cornell University and maintains certifications as a Nationally Registered paramedic with Montana license, and a range of instructor credentials.