

20 YEARS OF IMPROVING PERFORMANCE & HARNESSING THE POWER OF YOUR DATA

FirstWatch[®] transforms ZOLL[®] CAD, ePCR, Fire RMS, and Billing data into real-time, actionable information

Once interfaced with your ZOLL data systems, FirstWatch enables automated, real-time data analysis, Dashboard and Mobile App Views – all based upon user-defined performance, operational, and quality measures! Currently deployed at more than 400 agencies across the U.S. and Canada, FirstWatch is a highly customizable data visualization tool designed to save time, money, and precious human resources – all while providing

enhanced situational awareness, improved operational effectiveness, and better outcomes. FirstWatch customers are supported by a team with more than 500 combined years of experience in public safety and public safety software.





FirstWatch Core Features

Harnessing the power of your data will improve your agency's performance and quality of patient care. Tap into the knowledge your data can provide with FirstWatch's multifaceted suite of real-time tools.



Real-Time Data

CAD. ePCR. ProQA. RMS.

Lowcode, Billing, or Hospital ED

Data at your fingertips



Improve Performance

Monitor KPI's and adherence to patient care protocols for improved patient care

Early Event Detection

Alerts for early signs of chemical, radioactive, or occurring epidemics or pandemics



Dashboards

Quickly see the status of any

dataset - take action in

real-time



Easy Implementation Easy to install, reliable and

secure

Situational Awareness

Early recognition of suspicious activity, crime trends, arson patterns or activity around high-threat facilities

Enhancement Modules



FirstPass

Automated real-time quality improvement and protocol compliance



Online Compliance Utility (OCU)

Simplify and manage contract compliance for exceptions and exemptions reporting



Hospital Status Dashboard

Track how many units are en-route to, or at multiple hospital facilities



Transfer of Care (TOC) Track patient handoff to monitor and improve destination times



Data Mover

Transfer data from FirstWatch to other applications or stakeholders



Billing Analytics Module (BAM)

Automated dashboards



Demand Analysis

Download select views of demand and consumption data into an Excel Spreadsheet



Reports

User defined parameters against data from within the FirstWatch system

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Performance Plus

Monitor performance by individual, unit, shift, station etc.

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Fire Operations Analytics Module (FOAM)

Helps with fire accreditation (CRFAI)



ProQA Dashboard

Monitor in near real-time ProQA usage



Academy Analytics

Improving system awareness and performance through real-time ProQA data analysis

Billing Analytics Module (BAM)



Our NEW Interactive Billing Dashboard is currently in development!

- Billing Summary view of Cash Collections, Billed Total, Gross Billing per Transport and Unbilled Total
- Billing views by Transport Type, Transport Mix, Charge Occurrance , Miles per Transport
- Cash Collections by Payor Source, by Facility





Real-Time Tracking of Opiates Overdoses

<u>me Sent T</u> ueue_ 🔺	Co <u>Run Nun</u>	nber <u>Addres</u>	8	Nature of C	Call Primary Impression	Destination	Narcan administered	Initial Respiratory Ra	<u>Final</u> teRespiratory	Rate	Free Text Results
<u>3/2017</u> 50:34 AM	<u>40970213</u>	From H	EMSI	Psychiatric/Ab behavior/Suic Attempt -Non and alert	onormal ide -suicidal Alt. Level Conscious	01 HH MAIN	No	20	20	15	[HEROIN]
<u>3/2017</u> 21:26 PM	40990149	From H	emsi	Unknown Pr -Unknown status/Other not applicab	codes Unconscious	01 HH MAIN	Yes	10	14	6	
<u>3/2017</u> 19:14 PM	40980344			Transfer / Interfacility		06 CRESTWOOD MEDICAL CENTER	No	15			
	10300311	From H	EPISI	Pallauve Ca	re -NotUnknown Medical	MEDICAL CENTER	{	**	15	15	[hydrocodone
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Fall(s)

Trinity EMS - Narcotic Monitoring Current Call Information Calls displayed represent active or performed calls between the hours of 1/31/2018 12:52:33 PM and 3/2/2018 12:52:33 PM. 📓 🕵 📎 Data and Report from the FirstWatchTM Internet Server

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GC	<u>Geo</u> <u>Valid</u>	Time Sent To Queue	Pri	Problem		Primary Impression	Incident #	Address/Location	Intervention Narcotic	Outcome
	c	2/2/2018 5:12:09 PM	1	Fall(s)		Head Injury-Blood vessel	8531	From TrinityEMS	Versed	Treated, Tx by EMS
	С	2/3/2018 7:50:17 AM	1	Breathing Prob	olems	Respiratory Dist (Acute)	8636	From TrinityEMS	Ativan	Treated, Tx by EMS
	С	2/3/2018 7:54:25 AM	1	Breathing Prob	olems	Shortness of Breath	8637	From TrinityEMS	Ativan	Treated, Tx by EMS
	С	2/6/2018 6:26:58 PM	1	Convulsions/Se	eizures	Seizure, Unspecified	9600	From TrinityEMS	Versed	Treated, Tx by EMS
	C	2/7/2018 12:13:46 PM	1			Lowell Schools Ma		etween the hours of 3/13/2016	11:30:52 AM and 4/12/2	016 11:30:52 AM that have a v

Data and Report from the FirstWatch[™] Internet Server Transfer B Map Size: Show up to 500 of the most recent calls to reduce map clutter. Group By: Problem



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2/7/2018 5:13:51 PM

2/11/2018 6:41:24 PM

C 2/14/2018 2:57:40 PM

Real-Time Tracking of Opiates Overdoses





IAED March/April 2017 Issue

Crisis Proportions: Comm center strategies rally against opioid epidemic

Surveillance and multi-agency cooperation using and sharing CAD and electronic patient care reporting (ePCR) data is a strategy with the persistence to escalate the war against opioid abuse.

This article features FirstWatch customers like RAA, VA and ProEMS, MA who both use FirstWatch to track potential opioid-related calls by searching ePCRs for terms such as "Narcan" or "heroin". Read the full article here:

https://iaedjournal.org/crisis-proportions/

1 Patient Encounter = 5 Data Sources



REMSA Community Health Early Intervention Team... and the Role FirstWatch Plays

The Regional Emergency Medical Services Authority of Reno, Nevada, a non-profit provider of ground and air ambulance services (and long-time FirstWatch customer), in partnership with Renown Medical Group, the University of Nevada-Reno School of Community Health Sciences, the Washoe County Health District, and the State of Nevada Office of Emergency Medical Services, received an award to create a Community Health Early Intervention Team (CHIT) to respond to lower acuity and chronic Disease situations in urban, suburban, and rural areas of Washoe County Nevada.

FirstWatch is monitoring REMSA's CAD, ProQA, two ePCR sources and Low Code data source to provide near real-time data and actionable information that can be used to reach the project's goals of reducing: number of non-emergency visits, unreimbursed emergency department costs, hospital admissions, hospital readmissions, hospital stay times and ambulance transports.

FirstWatch Mobile for iOS and Android

Real-Time Dashboards for:

- Situational Awareness
- Response Times and KPIs
- Clinical and Operational Performance
- Automated Alerting
- Regional Data Aggregation and Sharing
- Bioterrorism
- Pandemic/Public Health Surveillance







HOT Trigger Examples

Geo CAD	Time Sent To Queue Box #	First Name	Last Name	Count of	
/alid CAD				Duplicates	
~	2/5/2017 11:44:22 PM	[Deidentified]	[Deidentified]	3	
~	2/5/2017 11:53:26 PM	[Deidentified]	[Deidentified]	11	2
~	2/5/2017 11:53:26 PM	[Deidentified]	[Deidentified]	11	
~	2/5/2017 11:56:35 PM	[Deidentified]	[Deidentified]	1	
~	2/6/2017 12:01:44 AM	[Deidentified]	[Deidentified]	4	
~	2/6/2017 1:28:51 AM	[Deidentified]	[Deidentified]	3	
~	2/6/2017 1:59:52 AM	[Deidentified]	[Deidentified]	1	100
~	2/6/2017 2:19:14 AM	[Deidentified]	[Deidentified]	14	100

Frequent Patients / Hot Spots

S PGFD -	ePCRs - Frequ	ent Patient - Goo	gle Chrome
Secure	https://sa	nbsubscriber.	firstwatch.net/W
Prehosp	ital Patie	nt Care Re	port
	Previous	Patient Past	Year Same DOB
INC_DT	Incident ID	Primary Impression	First Name Las
01/18/2017 03:37:30	6936150	Altered Mental Status	DE-IDENTIFIED DE
12/26/2016 14:02-39	6826400	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED DE-
12/.8/2016 07.03:56	<u>6794038</u>	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED DE-
12/14/2016 09:55:35	<u>6781013</u>	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED DE-
12/07/2016 09:24:36	6754275	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED DE-
12/02/2016 10:36:07	<u>6733310</u>	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED DE-
11/08/2016 02:39:46	6646629	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED DE-
10/31/2016 14:06:33	<u>6618639</u>	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED DE-
10/09/2016 01:23:27	<u>6538038</u>	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED DE-
09/09/2016 10:37:44	6425159	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED DE
08/24/2016 13:58:16	6365585	Altered Mental Status	DE-IDENTIFIED DE
08/19/2016 03:15:14	<u>6345784</u>	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED DE-

Critical / Special Incidents

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ata and Repor	t from th	e FirstWatch TM Interne	t Server				
ATCHING DET	ERMINA AGE <=	NTS: 7% 14C% 14D% 18 WITH PRIMARY/SE	14E% 2	2% 27B% 27D% OR 4 OR MORE U	NITS ARE O	DN SCENE OR HA	Accid. 27 Stab/ Gunshot / Penetrating AN AS BRAIN MATTER IN THE PCR NARRATIV S-ASSIGNED, DUPLICATE CALLS AND BLS Special Event Nondedic
<u>Geo</u> <u>Valid</u>	ePCR	Time Sent To Queue	Contraction and the	Problem	ProQA	Incident #	Address/Location
~	1	1/1/2017 3:31:32 PM	10	27 Stab/ Gunshot / Penetrating	27D04Y	010117-0255	From AHEMS
~	1	1/1/2017 8:52:26 PM	10	27 Stab/ Gunshot / Penetrating	27D02X	010117-0340	From AHEMS
1	1	1/1/2017 8:52:26 PM	10	27 Stab/ Gunshot / Penetrating	27D02X	010117-0340	From AHEMS
~		1/7/2017 11:28:26 AM	15	FS Fire Standby		010717-0163	From AHEMS
~	1	1/13/2017 5:42:40 AM	10	27 Stab/ Gunshot / Penetrating	27D04G	011317-0056	From AHEMS
1	1	<u>1/14/2017 9:10:22 AM</u>	10	27 Stab/ Gunshot / Penetrating	27D05G	011417-0099	From AHEMS
1	1	1/14/2017 9:10:22 AM	10	27 Stab/ Gunshot / Penetrating	27D05G	011417-0099	From AHEMS
1	1	1/14/2017 9:10:22 AM	10	27 Stab/ Gunshot / Penetrating	27D05G	011417-0099	From AHEMS





The **Hospital Transport Status Dashboard** lists each primary hospital in the area, showing how many units are currently en-route to, or at each facility. Additionally, the dashboard provides: count of units transporting to and arrived at each hospital; average elapsed time and maximum time at hospital; visual warnings; by hospital / pre-defined counts and time thresholds; summary and detailed view of each hospital; custom sorting by hospital, allowing each hospital to see transports and times.

outhwest Zone Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
STREET, STREET	1	0		
CARL CARL SAL SHE SHE IN A STRUCT	o	2	20:10	32:38
MARCHINE COLUMN CAMPAGINE COLUMNS	0	o		
And the Real Property of the second	0	o		
People and County County in	1	1	68:18	68:18
Hemet/Pass Zone Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
Martin Concern and we have the	1	2	35:07	52:24
and conferences capacities and the same	1	0		
Desert Zone Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
Second Internation and Price Section.	0	0		
NAME AND ADDRESS OF TAXABLE PARTY.	0	0		
CONTRACTOR AND ADDRESS OF ADDRESS	1	0		
Northwest Zone Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
CONTRACTOR DECISION AND ADDRESS AND ADDRESS AND ADDRESS ADDRES	0	0		
And all and an and a second second	1	0		
And the Article Contemporary of Contemporary	1	0		
Statement Conservation Statements	0	7	55:34	107:27
Central Zone Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
AND AND ADDRESS OF A DESCRIPTION OF A DE	0	0		
an designed successful designed as address of	o	o		
Out of Area Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
International Internation, Spinster, Spinster,	0	0		

Available as an add-on feature to the Hospital Status Transport Dashboard, the Transfer of Care **module** is a web enabled system that records and tracks the transfer and acceptance of a patient to the Emergency Department. In addition to capturing the date and time stamp for the transfer of care at each facility, the TOC tool can be configured to capture delay reasons over a user defined threshold.

Agency	Unit	-	Enroute	(Elapsed)	Arrived	(Elapsed)	
AMR_RC	5501	TOC	2/16/2016 10:05:05 AM	12:50	2/16/2016 10:17:55 AM	54:28	BREATHING PROBLEMS
AMR_RC	5508	TOC	2/16/2016 10:21:38 AM	30:50	2/16/2016 10:52:28 AM	19:55	HEART PROBLEMS/A.I.C
AMR_RC	5526	TOC	2/16/2016 10:57:00 AM	13:54	2/16/2016 11:10:54 AM	01:29	UNKNOWN MEDICAL A
Agency	Unit		Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	4460		2/16/2016 11:09:57 AM	02:26			STROKE/CVA_28
		ATANIMIN	AL MORPHY & TENING		ALCONE. COM		
Agency	Unit	TOC	Enroute	(Elapsed)	Arrived	(Elapsed)	
AMR_RC	<u>8301</u>	100	2/16/2016 11:10:00 AM	00:04	2/16/2016 11:10:04 AM	02:19	UNCONSCIOUS/FAINT
Agency	Unit	n wtormet	Enroute	(Elapsed)	Arrived	(Elapsed)	
AMR_RC	<u>3302</u>		2/16/2016 11:04:56 AM	07:27		and the second second	CONVULSIONS/SEIZUR
Agency	Unit		Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	3391	TOC	2/16/2016 10:09:43 AM	27:58	2/16/2016 10:37:41 AM	34:42	BREATHING PROBLEMS
AMR_RC	<u>4442</u>	TOC	2/16/2016 10:47:53 AM	14:43	2/16/2016 11:02:36 AM	09:47	SICK PERSON_26
Agency	Unit	TTO DATE	Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	3365		2/16/2016 10:53:37 AM	18:46	- de la manalia	(Liupseu)	BREATHING PROBLEMS
Agency	Unit	P11 8918	Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	3333	TOC	2/16/2016 9:00:59 AM	21:53	2/16/2016 9:22:52 AM	109:31	BREATHING PROBLEM
AMR_RC	3316	TOC	2/16/2016 9:40:36 AM	13:53	2/16/2016 9:54:29 AM	77:54	FALLS_17
AMR RC	3334	TOC	2/16/2016 9:55:02 AM	10:27	2/16/2016 10:05:29 AM	66:54	ABDOMINAL PAIN 1

Report Example: Extended Bed Summary



				Fa	ati	gu	e	Re	ро	rti	nç					Ĩ	HANCEAN
																	MODULE
	time on runs from assigned to unit is resting (Time on Duty - T 28			0.75 - 0.85 Yeitow = 0			ŧ.										
							- Live	Workloa	d Report	- DRAF	г						
Unit	Scheduled Drew 8	Scheduled a	Actual	a Total	e Hou	r *	of Run	# of	e ≢of	Total	a Ta	k Time	# of Pust	At Post	Posting		
		Start Time	Start Time	Duty	Sched	uled Ass	signments	Arrivals	Transports	s Time		UHU /	ssignments	Time	Drive Tir	ne Service	
talion - Manhatt	an							Divisio	n - CORE								
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1901		18:00:00	18:03:02	01:51:0		2	1	1	1	01:44		.94	0	00:00:0		2 I.e.I	2,005072
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Performance by Individal, by Unit, or Shift



FirstWatch Performance Plus is an enhancement module to existing FirstWatch standard Performance Triggers. While standard Performance Triggers are great at providing the overall compliance perspective, they do not provide compliance monitoring at the various individual or specific component levels. For example – standard Performance Triggers can monitor overall Priority 1 calls processed within 45 seconds, ninety percent of the time. However, they cannot measure or monitor the individual Call-Taker's performance against the same standard (John Smith's performance).

The Performance Plus module is designed to do just that, by analyzing both the overall and the specific components that make up the overall compliance. By automating these performance measures, it increases situational awareness and early detection of potential problem areas, which in turn allows for early mitigation – resulting in improved performance, compliance, and operational efficiencies. Real-time alerts on individual performance keep your finger on the pulse of performance in your agency.

WATCH.	-													Count/Stdl CUSUM	Geo Cluster	ocal: 4/21/201	5 8:03:47
ger Views: Events Graphs Maps Dest	tination Individu	al Performance in al	ysis Tool								Viev	v Alert Config Refresh rate	a 3 min(s) \$		Je	essica Smi
Dispatch Performa					idual Pe	rformance											
Current = Data between the hours of 4/2 /iew:			12:01:54 PM	I D	ownload to I	Excel: 📧											
		Current				MTD			Last Month			Last 30 Days			YTD		
ndividual Performance	Total Out of (Compliance Compli	iance % Av	g Time T	otal Out of	Compliance Com	pliance %	Total Out	of Compliance Com	pliance %	Total Out	t of Compliance Compl	iance %	Total Out o	f Compliance Comp	liance %	
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	10	0	100.00 00	0:00:17	51	0	100.00	230	16	93.04	115	3	97.39		31	95.00	
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	0	0		0:00:00		5	97.34		3	98.85	282	5	98.23		20	96.85	
	0	0	00	0:00:00	36	1	97.22	74	5	93.24	82	5	93.90	166	11	93.37	
Contraction of Contraction	0	0	00	0:00:00	36	1	97.22	63	3	95.24	44	3	93.18	283	12	95.76	
	0	0	00	0:00:00	35	1	97.14	120	9	92.50	48	2	95.83	448	30	93.30	
and the second se	0	0	00	0:00:00	125	4	96.80	226	12	94.69	207	10	95.17	672	33	95.09	
	0	0	00	0:00:00	149	5	96.64	172	9	94.77	192	7	96.35	740	31	95.81	
	1	0	100.00 00	0:00:07	143	5	96.50	296	5	98.31	261	9	96.55	747	15	97.99	
Barrier, Margaria	0	0	00	0:00:00	112	4	96.43	164	5	96.95	173	6	96.53	487	18	96.30	
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	0	0	00	0:00:00	66	4	93.94	171	18	89.47	132	13	90.15	457	41	91.03	
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1 ····				0:00:00				ő		200	0			11	Y	100.00	

Example Performance Plus Triggers:

- Call processing times performance by individual call taker
- Dispatch assignment performance by individual dispatcher
- Total call processing performance performance by individual
- Call-taker/dispatcher performance by priority

- Call-taker call completeness/accuracy
- · Geovalidation by call-taker
- Call-taker overides
- 1st unit assignment accuracy
- Unit/crew times performance by unit, by station, by battalion, and individual

Workload Monitoring

Make informed, real-time decisions when sending your crews on calls based on their current total task time for that shift.

Views: Events Grapha Maps Destination Ana	ysis Tool				View Alert Config Refresh rate		Not currently in Alert Count/StdDey_STA CUSUM Geo Cluster	Server: 7/19/2016 6:4 Local: 7/19/2016 9:4 Michael 8
ustin - 24hr 7am DC1-DC5 Un Ills displayed represent active or performed ca afformance Standard = 01:15:00 ata and Report from the FirstWatch TM In	It Workload Current Call Informa Is between the hours of 7/18/2016 8:41:44 PM an ternet Server	tion d 7/19/2016 8:41:44 AM. 📓 🕵	2 %					
Geo Valid Time Sent Problem Inc	dent # Unit Address/Location		ardiac /Deceased Task Time Task UHU ents	Daytime Total Time OnTask	e Daytime UHU A	dj Task Time Ad	i Task UHU Adj Daytin Ontask%	me Adi Daytime UHU
✓ 7/18/2016 Altered Mentation 16200	-0523 DC01	3 0	00:10:27 0.01	00:37:57 3%	0.03 00:4	0:27 0.03	5%	0.05
✓ 7/19/2016 Tactical Assist 1620	-0038 DC04	2 0	02:17:03 0.1	02:28:39 10%	0.1 02:4	7:03 0.12	12%	0.12
✓ 7/19/2016 4:27:17 AM Cardiac Arrest 1620	-0040 DC02	3 3	00:02:53 0	00:44:16 3%	0.03 00:3	2:53 0.02	5%	0.05
✓ 7/19/2016 Traffic Injury Pri 8:03:08 AM 4F 16202	-0074 DC03	1 0	00:19:27 0.2	00:19:27 20%	0.2 00:4	9:27 0.5	50%	0.5
Records Per Page: 50 🗸	M06 bas b	oon dispate	ned 15 times si		nd has sno	nt 05.1	3.12 on 1	tack
otal Responses: 4	Incident Date	Run #	Problem Type	ice oann a	Task Time	Dispo		Lask.
	06/29/2016 07:42:				00:07:46		figured Respo	nse
	06/29/2016 07:37:				00:00:20		figured Respo	
	06/29/2016 07:59:				00:05:03	No Pat		, inse
	06/29/2016 08:06:			e Pri 3	01:04:37	South		
	06/29/2016 09:12:				00:07:26		ed Austin Poli	ice Dept.
	06/29/2016 09:41:		Seizure Pri 3		00:59:45		sity Med Ctr I	
	06/29/2016 10:48:	40 16786807	Allergic Reaction	Pri 4	00:01:07	Recon	figured Respo	onse
	06/29/2016 10:54:	00 16786844	Chest Pain Pri 2		01:18:10	Univer	sity Med Ctr I	Brackenridg
	06/29/2016 13:18:	40 16787813	Psychiatric Pri 5		00:10:54	Cance	lled	Ī
	06/29/2016 13:30:	24 16787895	Psychiatric Pri 4		00:27:16	Refusa	al	
	06/29/2016 13:59:	08 16788085	Psychiatric Pri 4					
	06/29/2016 13:53:	50 16788049	Overdose Pri 1		00:02:15	Recon	figured Respo	onse
	06/29/2016 14:16:		Unknown Pri 3		00:01:38	Cance	Contraction of the second s	
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	06/29/2016 15:16:	05 16788686	Fall Pri 3					
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	OS Repair EMSG		06/29/2016 12:2	2.28 06/	29/2016 12:45	.55 0	0:23:27	



Critical Incident Notification

Allina Health EMS uses their Critical Incidents trigger to alert their Chaplain in real-time.

Calls displa	ayed re	epresent ac	incidents Curren tive or performed calls be e FirstWatch TM Interne	tween the	Information hours of 5/12/2017 and 5/18/2017 1	11:59:59 PM	м. 🔣				
14D% 14	1E% 2 Carre	2% 27B% EST. EXCL Nondedic	% 27D% OR 4 OR MOR	E UNITS A GNED, DU	ARE ON SCENE OR HAS BRAIN MA IPLICATE CALLS AND PRIORITY (ATTER IN 99 CALLS,	THE PCR NARRA SEA ALS Specia	e Accid. 27 Stab/ Gunshot / Penetrating ANE NTIVE OR PCR HAS PT AGE <= 18 WITH PRIN I Event Ded., SEA ALS Special Event Nondedi	ARY/SECONDAR C, SEB BLS Specia	RY IMPRESSION I Event Ded., SE	OF B BLS
	<u>Valid</u>	<u>ePCR</u>	A Sent To Queue	<u>Pri</u>	<u>Problem</u>	<u>ProQA</u>	Incident #	Address/Location	<u>City</u>	<u>County</u>	Division
	✓	1	<u>5/12/2017 1:32:56 AM</u>	15	FS Fire Standby		051217-0028	From AHEMS	ARDEN HILLS	RAMSEY	Allina North
	\checkmark	1	<u>5/12/2017 1:32:56 AM</u>	15	FS Fire Standby		051217-0028	From AHEMS	ARDEN HILLS	RAMSEY	Allina North
	✓	1	5/12/2017 10:50:32 AM	5	27 Stab/ Gunshot / Penetrating		051217-0180	From AHEMS	MOUNDS VIEW	RAMSEY	Allina North
	✓	1	<u>5/14/2017 10:27:50 AM</u>	5	29 Traffic Accident / PI		<u>051417-0138</u>	From AHEMS	ANOKA	ANOKA	Allina North

Calls displayed rep	present activ	dent Notification Cul e or performed calls between the FirstWatch TM Internet Serve	e hours of 4/17/2016 an		59 PM. 🔣 📧 🗾		
<u>Geo</u> <u>Valid</u>	<u>ePCR</u>	Time Sent To Queue	incident #	Pri	Problem	ProQA	
✓	1	<u>4/17/2016 12:07:58 AM</u> (04172016-6108729		•	-	ants: GSW (explosive to) - "27D05G" Building Fire
1	3	<u>4/17/2016 1:04:56 AM</u> (04172016-6108772				est Obvious Death - 6" Traffic Accident - "29D%'
~		4/18/2016 12:33:27 AM	04182016-6109705	OR Mato	hing Problems T	ypes: "27B-Stab	/Gunshot Wound" "27D-
Records Per Page	50 •				nshot Wound" "	· ·	
ADMICTURE COMPANY OF STOR	al Response	es: 3		Cardiac/	Respiratory Arre	st" OR With "Ha	inging" or "Jumper" in the
				ePCR na	rrative. Unit mus	st be on scene >	2 minutes Does not include
		cident Notification Filter Crit 12, 13, 14, 15, 16, 17, 18, 2, 3, 4		"unable	to locate" or "no	patient contact	t" in ePCR narrative

Trigger Criteria Include the Following Categories (with Matching Free-Text Entries within Call Comments): Critical Incidents, No Patient Contact

(Drill down into each call's detail to see which free-text words or phrases wer found in the call comments and had a corresponding Category.)

Other Information: LVFR units only AND matching determinants: GSW (explosive to head) - "27B05G" GSW (multiple victims) - "27D05G" Building Fire with person inside - "07C01" Cardiac Arrest Obvious Death - "09B1%" Drownings - "14P0%" and "14B%" Traffic Accident - "29D%" OR Matching Problems Types: "27B-Stab/Gunshot Wound" "27D-Stab/Gunshot Wound" "7C-Burns/Explosion" "9B-Cardiac/Respiratory Arrest" OR With "Hanging" or "Jumper" in the ePCR narrative. Unit must be on scene > 2 minutes Does not include "unable to locate" or "no patient contact" in ePCR narrative

Workforce Safety

lls disp		erformed o	Current Call Informa calls between the hours of 4/1/20 internet Server	
<u>Geo</u> /alid	Time Sent To Queue	Pri	Problem	Incident #
	4/2/2016 10:52:17 AM	204	Workforce Safety	04022016-000216
	4/5/2016 5:58:03 PM	204	Workforce Safety	04052016-000674
	4/6/2016 6:54:42 PM	204	Workforce Safety	04062016-000792
	4/7/2016 5:24:22 PM	204	Workforce Safety	04072016-000892
	4/11/2016 5:45:10 PM	204	Workforce Safety	042914

Online Compliance Utility (OCU)



The Online Compliance Utility (OCU) module is a web-enabled collaboration tool for use by Providers and Authorities to simplify and manage contract compliance for exceptions and exemption reporting. The web-based FirstWatch add-on tool provides interactive queues with a consistent "look and feel" for both the provider and the authority, allowing for on-line review and adjudication of late runs based on agreed upon business rules. Once business rules for call processing have been agreed upon, FirstWatch secures any changes to those rules unless agreed upon by both active participants (Authority and Provider). OCU is capable of capturing late response analysis, evaluating complex business logic, supporting documentation attachments and auto generated reporting output.



OCU Module Capabilities:

- The OCU module is capable of capturing late response data, supporting documentation and attachments, and provides flexibility for staff input.
- Records being initially placed in a presumptively "Late Call" category (queue) can be submitted for exception or exemption consideration once supporting information is supplied.
- A decision, based on the agreed upon protocols, can then be made with the OCU offering the ability to document the approval, denial or the request for further information. The OCU module also supplies the means for appealing any such decision.
- The Online Compliance Utility module is a "near real time" software tool that offers up to date compliance percentages, etc. precluding the more conventional "end of month" system analysis and reports.
- With the OCU module comes the output of monthly compliance reporting, documenting performance standards, penalties and fines as defined by the agency.

Important to note: As a neutral third - party, FirstWatch will only implement the OCU business rules as agreed upon by the Authority and Provider. FirstWatch secures any changes to those rules unless agreed upon by both active
 participants (Authority and Provider). This allows for transparency and collaboration between all involved parties.

Online Compliance Utility (OCU) continued



The following reports come with the purchase of the OCU enhancement module:

- 1. OCU Incident Detail one combined report with all the calls in OCU
- 2. **OCU Calls in Progress** emailed daily to the provider and authority OCU users to show the OCU users if they have any calls in the OCU that they need to work
- 3. **Compliance Report** shows the Contractual response time compliance summary based on the criteria for the contract which may be by Zone/Priority or City/Determinant
- 4. **Penalty Report** shows the Contractual response time compliance and penalties based on the criteria for the contract which may be by Zone/Priority or City/Determinant
- 5. **Exemption Reasons** report shows a count of how many exemption reasons were used for a given time period
- 6. **Response and Transport Summary** summary of response and transport information for a given time period
- 7. **Mutual Aid Received and Given** allows the provider to see how much mutual aid comes into the contracted areas and how much mutual aid the provider is providing outside the contracted area
- 8. Late Reasons used internally by the Provider and is not made available to the Authority. Its purpose is to allow the provider to flag incidents that were late by the list of customizable reasons
- 9. **Reconciliation Report** used to show which incidents are in the OCU based on qualifying criteria and which incidents did not qualify to be in the OCU

OCU Key Benefits:

- · Real-time access to calls outside defined standards
- · Web-enabled, late run call analysis completed anywhere
- Simple, universal tool designed for both Authority and Provider
- · Automated rules designed to simplify and streamline the process
- 3rd party transparency
- · Save time, money and resources

Testimonial:

"Before we implemented our FirstWatch OCU, I would spend 20-30 hours every month processing the late responses and exemption requests which included manually verifying the call information and personally calculating the penalty amounts by ambulance zone and then individually generating 10 invoices that were delivered via U.S. mail. Due to the time commitment, we were often 30-45 days behind in completing the process and getting the invoices sent out. Now, with OCU, I spend an hour or two a few times a month to go through the current late responses and exemption requests. FirstWatch generates the invoices and they are emailed to providers directly, which has reduced our invoicing process as much as 45 days. FirstWatch OCU has truly revolutionized our ambulance response compliance program." – **Steve Carroll, EMS Administrator, Ventura County, CA**

Demand, Consumption, and Analysis



One of the many challenges faced by agencies is making the most effective use of the resources they have available. A common way to forecast needs for staffing, scheduling and resource deployment is to analyze historical patterns of demand for service, both by day of week and hour of day and geographically. This time proven approach is referred to as "Demand Analysis."

Variations of this approach have been used for more than 20 years all around the world. In the past, the process of compiling and creating a complete temporal and geographic Demand Analysis was tedious, time-consuming, and too often, very manual.



FirstWatch has created a real time, dynamically updated and calculated Demand Analysis Module which offers views of select customer data. The Demand Analysis calculations in the data can be downloaded into an Excel spreadsheet, with all formulas intact. We're working to enhance the Demand Analysis module by adding a Demand Consumption-based approach, as well as addressing geographical demands by creating up-to-the minute problem/solution maps for each hour of the day and each day of the week and/or other user-defined intervals.

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29 Avg High	10.6	8.6	8.8	5.8	4.8	6.6	6.8	9	11.8	30	90th Percentile Rank	12	9.1
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NEW: Mapping Features

Toggle on/off to layer different mapping components such as Battalion Chief Districts, Station Districts, Fire Districts, Population Density, Cities and Counties. Display calls by Top 10 Problems in order to see what/where your most common calls are happening.



Heat maps with a sliding transparency scale



NEW: Interactive Data Visualization Tool (IDV)

IN DEVELOPMENT: Our NEW Interactive Data Visualization Tool (IDV) is a modernized look and feel that allows users to interact with the data that has been configured for a particular trigger. The end user is able to view or filter based upon the desired data elements:

- · Ability to save customer filters or settings
- Volume and Response Compliance Interval breakdown by: Selectable data ranges (up to 5 years), Demographically, Day of week/hour of day, Station, Company, Shift, Battalion Unit
- · Grouping data and comparing by previous day, month or year
- Flexibility in visual display allows user to change the display that is right for them
- Ability to view data in grid that allows the end user to modify the order or select the columns to display or apply custom filters and then export this information to Excel as needed.





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Incident #	- Address		≂ Zip	Friority	Ŧ
0706583	From STRAC	San Antonio	78220	Not Specified	
0706583	From STRAC	San Antonio	78220	Lights & Sirens	
0706582	From STRAC	San Antonio	78203	Lights & Sirens	
0706580	From STRAC	San Antonio	782192200	Lights & Sirens	
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NEW: Interactive Data Visualization Tool (IDV)







FirstPass Module



Automates Performance Improvement

Know how your system is performing on the things that matter most in near-real time.

The NEW FirstPass Dashboard includes a customizable display of a tiled summary of where your calls are in your FirstPass queues, and Statistical Process Control (SPC) charts for each of your system's Protocols.

- Real-time Atuomated Performance Improvement use one tool to monitor Protocol compliance, documanetation, and improvement sucess
- Measure Protocol Compliance Priortize and monitor the protocols that are most improtant to your system
- · Enhance Documentation Quality real-time review of completion of required ePCR fields
- Provide Meaningful Feedback ask questions and provide medics with feedback before they end their shift
- Save Time & Resources Let the computer do the work and save the human for what is most important
- Monitor Medic Performance Track individual performance to overall system objectives

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Provider	1	Cardiac Arrhythmias	2	91.67%	97.22%	0.00%	50,00%
		Pain Management	5	98.00%	94,30%	80.00%	80.00%
		Universal	8	87.50%	90.04%	25.00%	25,00%
Provider	1	Universal	4	95.83%	90.04%	75.00%	75.00%
Provider	1	Universal	2	100.00%	90.04%	100.00%	100.00%
Provider	1	Pain Management	1	100.00%	94.30%	100.00%	100.00%
		Universal	4	91.67%	90.04%	75.00%	75.00%
Provider	1	Pain Management	1	100.00%	94.30%	100.00%	100.00%
		Universal	3	100.00%	90.04%	100.00%	100.00%
Provider		ACS	1	66.67%	67.93%	0.00%	0.00%
		Cardiac Arrhythmias	5	96.67%	97.22%	60.00%	100.00%
		Pain Management	3	100.00%	94:30%	100.00%	100.00%
		Universal	10	96.67%	90.04%	80.00%	80.00%

1	01/09/2016 - 02/08/2016 Total #	# of calls 134	24	
	Test	Pass/Fail	System-wide Pass %	Exception
+	Do CAD incident number and PCR incident number match?	1	100.00%	[None]
+	Does the PCR have an Incident Address, with City (and Apt number if one in CAD) and does it match the CAD information	1	73.78%	[None]
+	If 911 Transport, is Dispo:Treated/Transported ALS;Level of Service: ALS and ALS Assessment documented	1	55.94%	[None]
+	Does the PCR destination match the CAD destination	×	90.46%	[None]
+	Loaded miles match transport time	4	95.81%	[None]
+	Does the PCR have an Patient First and Last Name; and is the last name <> "Doe"	1	98.93%	[None]
+	Does the PCR have an Patient DOB; complete, non-sequential and non identical (Track/Trend Only)	*	98.77%	[None]
+	Does the PCR have a Phone#; complete, non- sequential and non identical (Track/Trend Only)	1	54.40%	[None]
+	Does the PCR have an Patient Social Security#, complete, non-sequential and non identical (Track/Trend Only)	×	58.94%	[None]
+	Does the PCR have an Patient Address, with City (Track/Trend Only)	1	98.84%	[None]
+	Does the PCR have an Patient Zip and that is complete, non-sequential and non identical	1	98.72%	[None]
+	Is there a Accepting Facility Name and Signature	4	97.41%	[None]
+	Is there a Patient or Patient Representative Signature; or has the primary caregiver checked the affirmation that the patient could not sign, AND a reason patient unable to sign (PUTS) completed	×	96.98%	[None]
+	If PUTS, is it confirmed by clinical condition/assessment	1	100.00%	[None]
+	All Crew Members Signed	4	93.87%	[None]
+	If O2 in Vital Signs, is it documented as a medication	1	92.34%	[None]
+	Is the Narrative field size > 90 characters	4	98.95%	[None]
+	Is the Validity >95%		98.29%	[None]





Our newly enhanced ProQA Dashboard will give communications dispatch supervisors a quick and easy way to identify in near real-time their ProQA usage.

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Product Features

- Seamlessly interfaces with ProQA/Paramount for EMD, Fire and Police
- FREE to existing FirstWatch customers with ProQA interface
- Multiple ProQA measures in one dashboard view
- Monitor Pre/Post caller instructions
- Determine if the appropriate dispatch level was assigned
- Improve call processing times
- Refreshes automatically!



Fire Operations Analytics Module (FOAM)



- The Fire Operations and Analytics Module provides fully automated and dynamic reporting of your Fire Department's Operational Metrics and Key Performance Indicators.
- Full integration with your Department's Standards of Cover and Strategic Planning Documents
- Provides GIS/Mapping display capabilities to illustrate community risks, demands and coverage.
- Data is integrated into a true Quality Improvement framework that tracks performance over time and identifies trends that require attention.
- Suite of dynamically updated and auto-distributed reports on operational performance factors including turnout and travel times and demand for services.

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Fire Supres	sion - 90th Percent	ile Times	2016 - 2018	2018	2017	2016	Benchmark		
	Pick-up to	Suburban	01:38	01:35	01:32	01:44	01:00		
Alarm Handling	Dispatch	Rural	01:56	01:37	02:03	01:31	01:00		
	Turnout Time 1st	Suburban	01:53	01:57	01:53	01:51	01:20		
Turnout Time	Unit	Rural	02:01	03:49	01:46	02:02	01:20		
	Travel Time 1st	Suburban	06:35	06:59	06:41	06:22	05:00		
	Unit On Scene Distribution	Rural	11:22	09:46	11:02	12:30	10:00		
Travel Time	Travel Time ERF	Suburban	14:01	11:03	16:00	13:35	10:00		
	Concentration	Rural	00:00	00:00	00:00	00:00	14:00		
		12 12 12	07:44	08:14	07:49	07:27	08:00		
	Total Response Time 1st Unit On	Suburban	n = 839	n = 99	n = 378	n = 362			
	Scene Distribution	Dural	13:40	13:35	13:04	14:39	11:00		
Total Response		Rural	n = 24	n = 4	n = 12	n = 8			
Time		Suburban	16:30	12:55	18:40	16:09	15:00		
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Join Us

We will be at the following conferences this spring/summer and would love to see you. If you would like to schedule time to meet with us one-on-one at any of these conferences, please contact: Jenny Abercrombie, Marketing Coordinator at jabercrombie@firstwatch.net

Upcoming Conferences

May 20-24 ICC Naples, FL

MAY 20-24 CFED WEST Indian Wells, CA

May 21-24 NASEMSO Providence, RI May 30-31 EMSAAC San Diego, CA

June 11-13 Fire Rescue Med Henderson, NV

June 11-14 NFPA Las Vegas, NV June 13-15 PCC Edmonton, CAN

July 23-27 Pinnacle Phoenix, AZ

August 8-11 IAFC Dallas, TX

Recent Awards & Media Coverage













To learn more about how FirstWatch transforms raw data into real-time, actionable information, stop by FirstWatch **Booth #24**



Contact one of our team members today to learn more about our real-time, quality improvement tools.

Marc Baker - Vice President

mbaker@firstwatch.net D: 760.658.9848 C: 619.977.4785



Terry Fitch - Sales Manager tfitch@firstwatch.net D: 760.658.9868 C: 858.444.0622



Phil Davis - Regional Manager pdavis@firstwatch.net D: 727.330.3411

C: 727.432.2312

C: 385.243.4697



Carlynn Page - Regional Manager cpage@firstwatch.net D: 760.658.9858



Improve Performance Improve Quality Improve Results

> Contact us Today for a Live Demo: sales@firstwatch.net 760.943.9123 www.firstwatch.net



Every Record. In Real Time. Automatically.