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

PARTNERSHIP • TRUST • INNOVATION

F1RST WATCH®

20 YEARS

SINCE 1998

Once interfaced with your EMS 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 nearly 500 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.

F1RST WATCH®

Every Record. In Real Time. Automatically.

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

FirstWatch® Enhancement System 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

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

Data Mover
Transfer data from FirstWatch to other applications or stakeholders

Fire Operations Analytics Module (FOAM)
Helps with fire accreditation (CFAI)

Demand Analysis
Download select views of demand and consumption data into an Excel spreadsheet

Billing Analytics Module (BAM)
Automated views of cash collections, average patient charge, or unbilled claims

Reports
User defined parameters against data from within the FirstWatch system

Stand-Alone Products

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

Resource Planner™
Optimizes schedules to improve crew satisfaction and productivity

2

Join Us

We will be at the following upcoming conferences 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.

APR 24 2019
Navigator2019
April 24-26 | National Harbor, MD

MAY 29 2019
EMS Pro Expo 2019
May 29 – June 1 | Mashantucket, CT

APR 30 2019
EMSAAC Conference
April 30 – May 1 | Fish Camp, CA

JUN 05 2019
abc360® Conference
June 5-6 | Clearwater, FL

MAY 07 2019
ZOLL SUMMIT
May 7-9 | Denver, CO

JUN 08 2019
Metropolitan Fire Chiefs Conference 2019
June 8-14 | Edmonton, AB

MAY 19 2019
International CAD Consortium (ICC)
May 19-23 | Virginia Beach, VA

JUN 12 2019
Paramedic Chiefs of Canada Leadership Summit 2019 (PCC)
June 12-14 | Charlottetown, Prince Edward Island

MAY 19 2019
CFED West
May 19-24 | Indian Wells, CA

JUL 22 2019
Pinnacle / FirstWatch User Group)
July 22-26 | Orlando, FL

Recent Awards & Media Coverage

2014 EMSWORLD INNOVATION AWARDS

The Quality Imperative
Using data & performance measures to improve patient care

A CULTURE OF QUALITY
Pinellas County (Fla.) EMS implements an effective QI process

JEMS HOT PRODUCT EMS TODAY 2015

JEMS JOURNAL OF EMERGENCY MEDICAL SERVICES
PERILS OF SUMMER

JEMS HOT PRODUCT EMS TODAY 2017

Real-Time Tracking of Opiates Overdoses

HEMSI - Opioid Trigger Current Call Information

Calls displayed represent active or performed calls between the hours of 1/3/2017 and 1/4/2017 11:59:59 PM.
Data and Report from the FirstWatch™ Internet Server

Time Sent To Queue ▲	Run Number	Address	Nature of Call	Primary Impression	Destination	Narcan administered	Initial Respiratory Rate	Final Respiratory Rate	GCS	Free Text Results
1/3/2017 4:50:34 AM	40970213	From HEMSI	Psychiatric/Abnormal behavior/Suicide Attempt -Non-suicidal and alert	Alt. Level Conscious	01 HH MAIN	No	20	20	15	[HEROIN]
1/3/2017 4:21:26 PM	40990149	From HEMSI	Unknown Problem -Unknown status/Other codes not applicable	Unconscious	01 HH MAIN	Yes	10	14	6	
1/3/2017 5:19:14 PM	40980344	From HEMSI	Transfer / Interfacility / Palliative Care -Not acute	Unknown Medical alert /acute	06 CRESTWOOD MEDICAL CENTER	No	15	15	15	[hydrocodone]
1/4/2017 3:46:59 PM									12	[MORPHINE]
1/4/2017 4:24:24 PM									15	[oxycodone]

FreeText Setup: HEMSI HEMSI - Opioid Trigger

+ Larger Font | + Smaller Font   Print this Page

Matched	Categories	Event	Date/Time	Free Text
N		0 17706782	2/5/2017 9:47:48 PM	[De-Identified]
N		0 17706783	2/5/2017 9:48:23 PM	[De-Identified]
N		0 17706784	2/5/2017 9:58:48 PM	[De-Identified]
N		0 17706785	2/5/2017 10:04:37 PM	[De-Identified]
N		0 17706786	2/5/2017 10:17:07 PM	[De-Identified]
N		0 17706787	2/5/2017 10:18:20 PM	[De-Identified]
N		0 17706788	2/5/2017 10:21:09 PM	[De-Identified]
N		0 17706789	2/5/2017 10:21:39 PM	[De-Identified]
N		0 17706791	2/5/2017 10:37:04 PM	[De-Identified]
N		0 17706792	2/5/2017 10:43:28 PM	[De-Identified]
N		0 17706793	2/5/2017 10:50:21 PM	[De-Identified]
N		0 17706795	2/5/2017 10:59:16 PM	[De-Identified]
N		0 17706796	2/5/2017 11:01:59 PM	[De-Identified]
N		0 17706797	2/5/2017 11:21:45 PM	[De-Identified]
N		0 17706798	2/5/2017 11:33:56 PM	[De-Identified]

<-- From: 2/5/2017 9:47:48 PM To: 2/6/2017 8:38:21 AM -->   Show All   Rows to Return: 100   Query Again

Categories   Regular Expression:
\bheroin\b|\bMorphine\b|\bPercocet\b|\bFentanyl\b|\bDilaudid\b|\bOxycodone\b|\bHydrocodone\b|\bMethadone\b|\bVicodin\b|\bCoedine\b|\bNarcotic(s)\b

Opioid ▼

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 FirstWatch™ Internet Server

GC	Geo Valid	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
	C	2/3/2018 7:50:17 AM	1	Breathing Problems	Respiratory Dist (Acute)	8636	From TrinityEMS	Ativan	Treated, Tx by EMS
	C	2/3/2018 7:54:25 AM	1	Breathing Problems	Shortness of Breath	8637	From TrinityEMS	Ativan	Treated, Tx by EMS
	C	2/6/2018 6:26:58 PM	1	Convulsions/Seizures	Seizure, Unspecified	9600	From TrinityEMS	Versed	Treated, Tx by EMS
	C	2/7/2018 12:13:46 PM	1	Fall(s)					
	C	2/7/2018 5:13:51 PM	3	Transfer					
	?	2/11/2018 6:41:24 PM	1	Fall(s)					
	C	2/14/2018 2:57:40 PM	1	Breathing Prob					

Trinity EMS - Lowell Schools MapShot

Map icons displayed represent active, completed or in queue calls between the hours of 3/13/2016 11:30:52 AM and 4/12/2016 11:30:52 AM that have a valid longitude a...
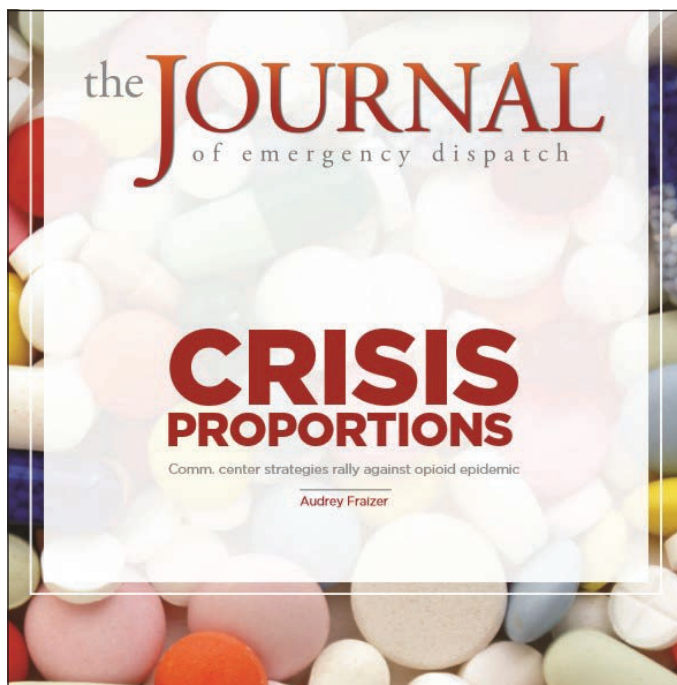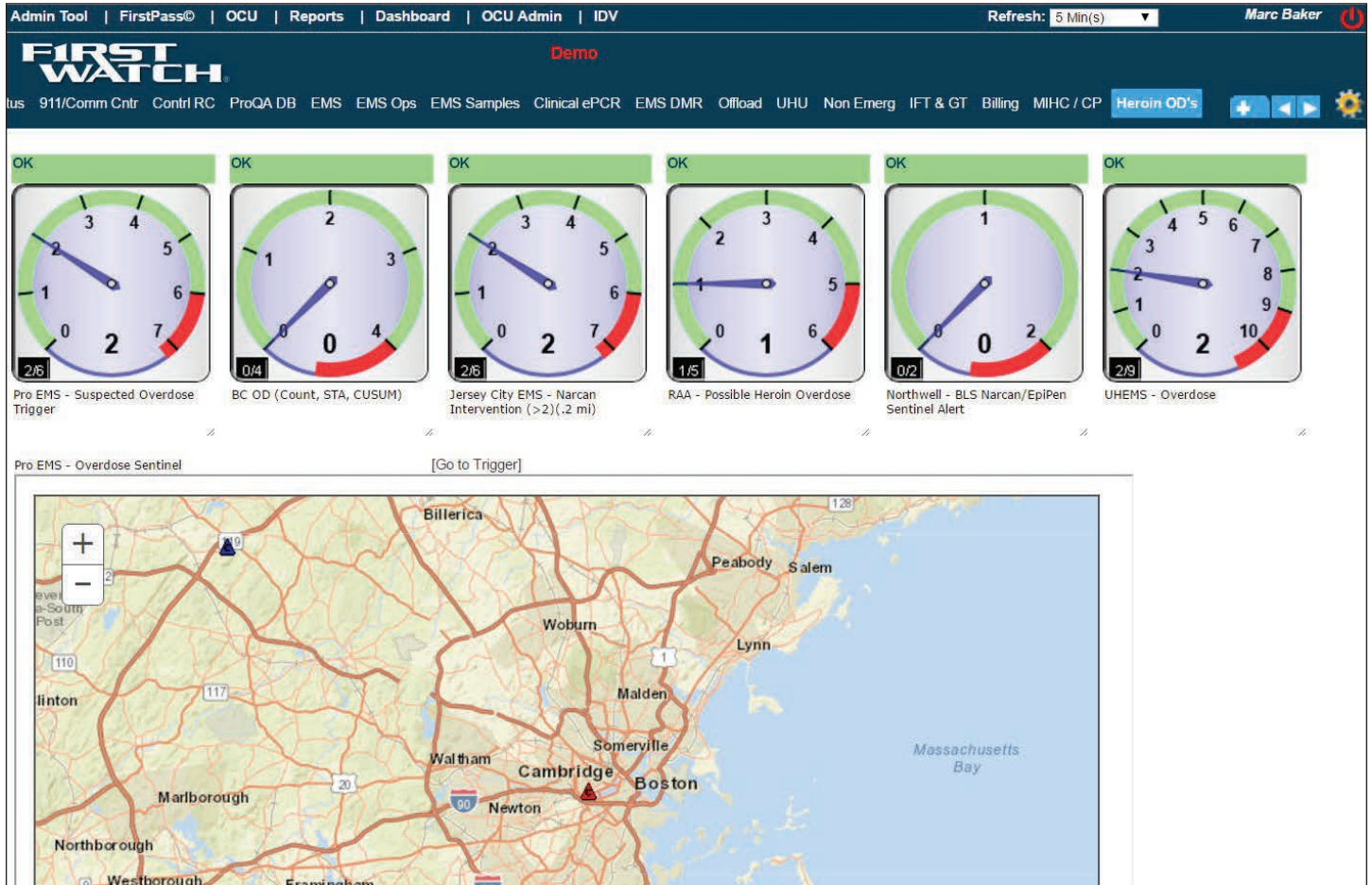Data and Report from the FirstWatch™ Internet Server

Group By: Problem   Map Size: ■ ■ ■ ☐ Show up to 500 of the most recent calls to reduce map clutter.
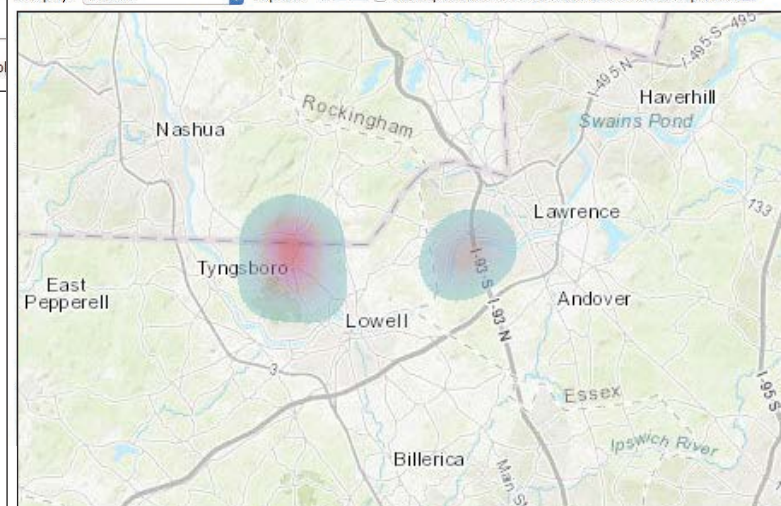
☑ Active calls
☑ ▲
☑ ▲ Fall(s)
☑ ▲ Injured Person
☑ ▲ Other/Medical
☑ ▲ Psychiatric/Suicide Attempt
☑ ▲ Sick Person
☑ ▲ Unknown Problem

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/

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, and 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

NEW: Interactive Data Visualization Tool (IDV)

NEW Custom Set-up Tool to Customize your IDV views
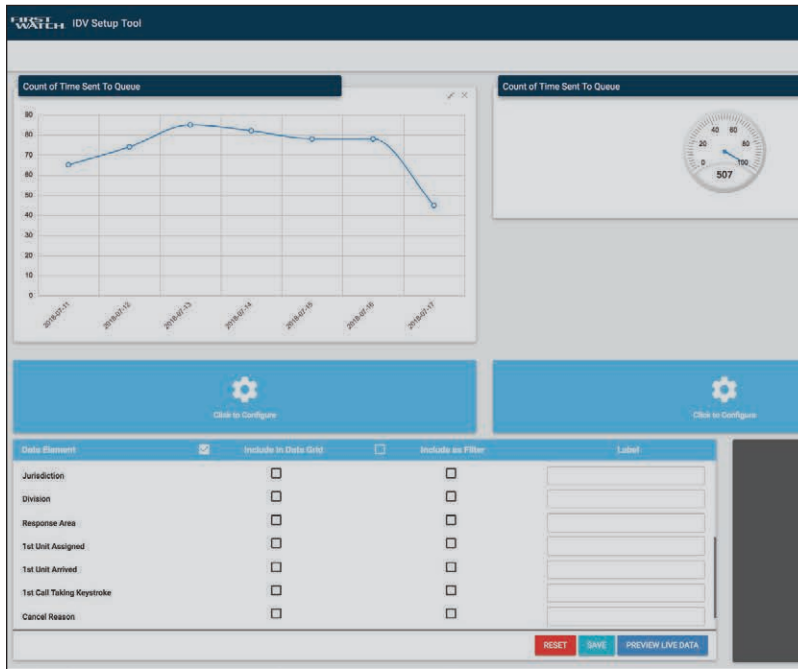
Widget Configuration

Data Element:
Pri

Operator Types:
Count

Widget Name:
Count of Pri

Widget Types:

Tile | Gauge | Column Chart | Line Chart

Color:

☐ Performance

☐ Inclusion/Exclusion Rules:

Current Location:
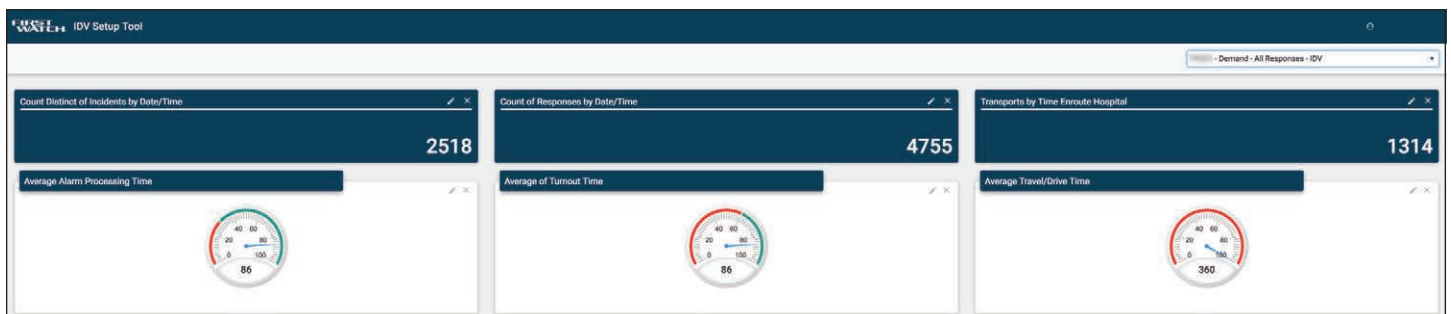
Custom Preview 1

Custom Preview 2
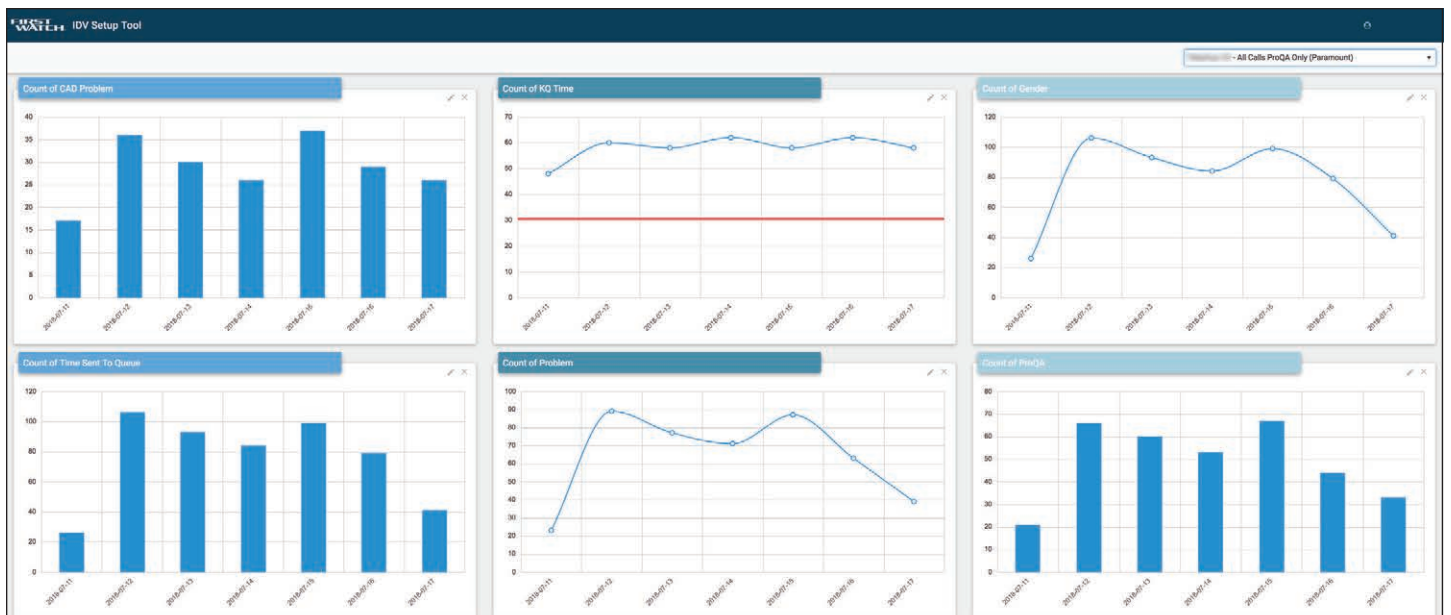
Catch Missing Info in Real-Time

Nature Coast EMS, FL uses FirstWatch to alert their staff when an ePCR is incomplete, in near real-time. PCR's in which the patient was transported and there is a missing Patient Name (Unknown, Unknown), Social Security Number (000-00-0000), Home Address (Null) or Missing Patient Signature appear in this trigger. The missing data is indicated by an "X" in the corresponding column. Information is captured before crews end their shift, allowing supervisors to see the issue and take action the same day.

Missing Patient Info 6 to 6 Current Call Information
Calls displayed represent active or performed calls between the hours of 10/26/2015 6:00:00 AM and 10/26/2015 12:56:09 PM.
Data and Report from the FirstWatch™ Internet Server

GC	Geo Valid	CAD	CAD	Time Sent To Queue	Pri	Problem	ProQA	Incident #	Address/Location
	C			10/26/2015 7:11:00 AM	1	33C5-Inter/Pall/Acute Severe Pain		19890	From NCEMS_FL

Outcome	Name	SSN	Home Address	DOB	Signature	Completed By	PUTS	Home Phone Obtained?
Treated, Transport by EMS					X	deidentified	NO	Yes
Treated, Transport by EMS		X				deidentified	NO	No
Treated, Transport by EMS		X				deidentified	NO	Yes

Metro Atlanta Ambulance Service, GA uses our QA/QI tool FirstPass to measure their billing protocol compliance. Not only can they see in near real-time ePCR's that are missing key data elements like Name or SSN, but they can also see the percentage of time that data element is accurately captured by the entire system.

Protocol	Billing (Primary Protocol) ▼	All ▼

01/09/2016 - 02/08/2016   Total # of calls 1342

Test	Pass/Fail
Do CAD incident number and PCR incident number match?	✔
Does the PCR have an Incident Address, with City (and Apt number if one in CAD) and does it match the CAD information	✔
If 911 Transport, is Dispo:Treated/Transported ALS;Level of Service: ALS and ALS Assessment documented	✔
Does the PCR destination match the CAD destination	✘
Loaded miles match transport time	✔
Does the PCR have an Patient First and Last Name; and is the last name <> "Doe"	✔
Does the PCR have an Patient DOB; complete, non-sequential and non identical (Track/Trend Only)	✔

| Test	Pass/Fail	%	
Does the PCR have a Phone#; complete, non-sequential and non identical (Track/Trend Only)	✔	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)	✔	98.84%	[None]
Does the PCR have an Patient Zip and that is complete, non-sequential and non identical	✔	98.72%	[None]
Is there a Accepting Facility Name and Signature	✔	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	✔	100.00%	[None]
All Crew Members Signed	✔	93.87%	[None]
If O2 in Vital Signs, is it documented as a medication	✔	92.34%	[None]
Is the Narrative field size > 90 characters	✔	98.95%	[None]
Is the Validity >95%	✔	98.29%	[None]

Billing Analytics Module (BAM)

Our **NEW** Interactive Billing Dashboard is now available! Ask us how you can become a customer development partner.

• Billing Summary view of Cash Collections, Billed Total, Gross Billing per Transport, and Unbilled Total
• Billing views by Transport Type, Transport Mix, Charge Occurrence, and Miles per Transport
• Cash Collections by Payer Source and by Facility
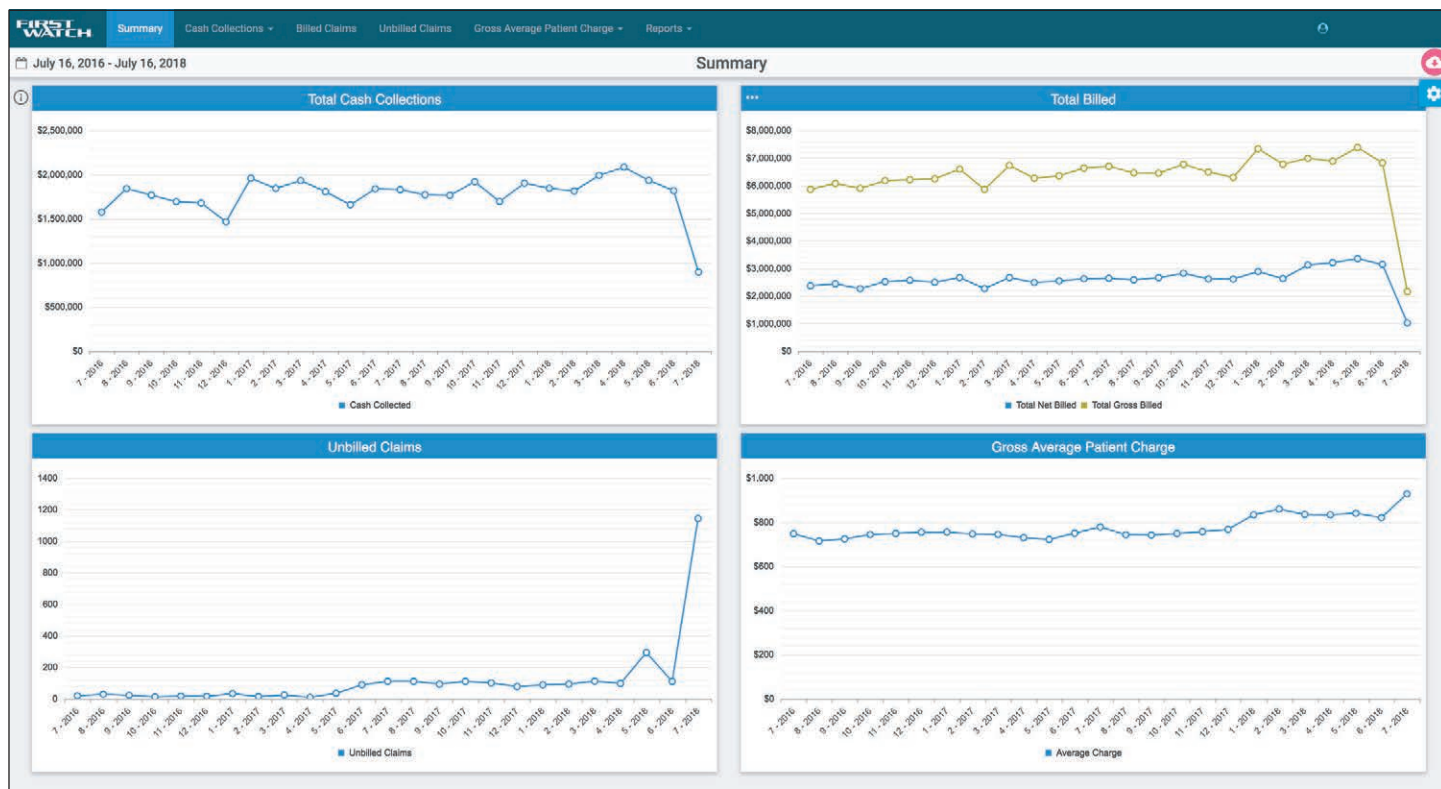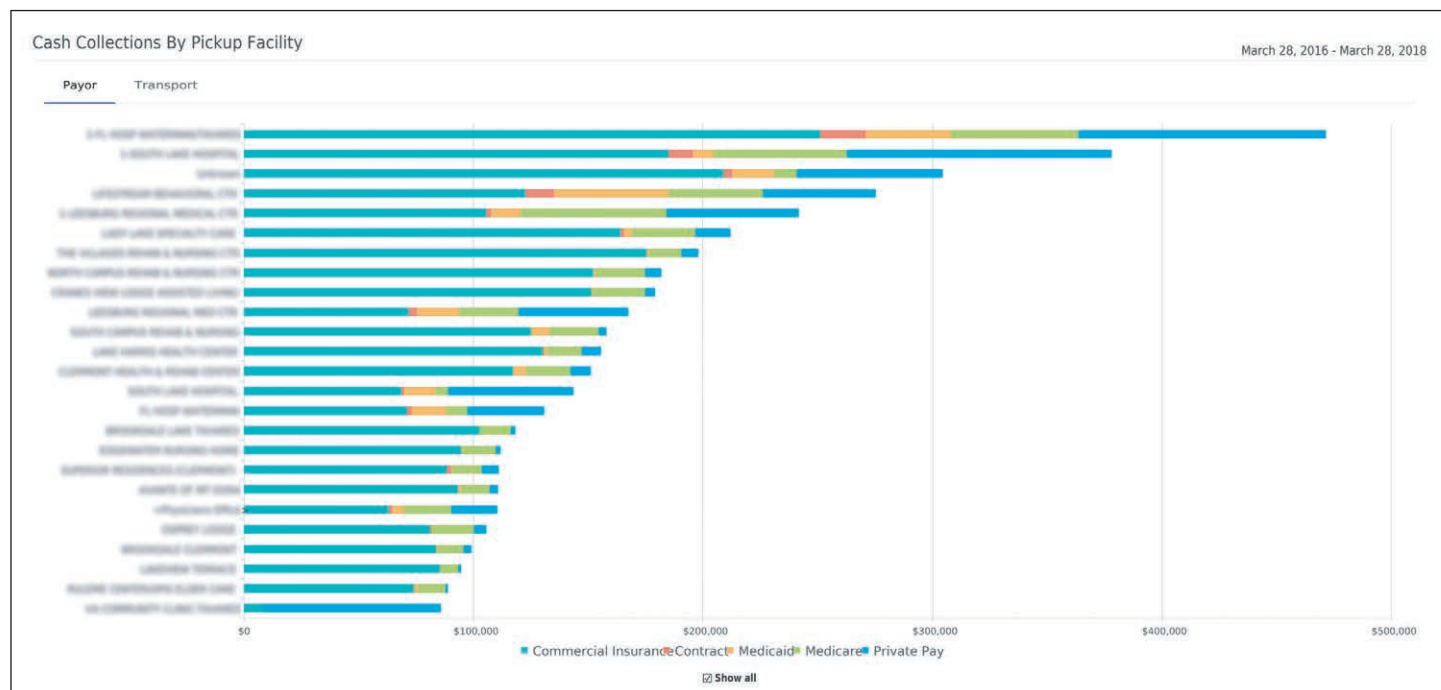
HOT Trigger Examples

Frequent Patients / Hot Spots

PGFD - ePCRs - Frequent Patient Current Call Information
Calls displayed represent active or performed calls between the hours of 2/5/2017 10:46:10 PM and 2/6/2017 10:46:10 AM
Data and Report from the FirstWatch™ Internet Server

Geo Valid	CAD	Time Sent To Queue	Box #	First Name	Last Name	Count of Duplicates	To
✓		2/5/2017 11:44:22 PM		[Deidentified]	[Deidentified]	3	7
✓		2/5/2017 11:53:26 PM		[Deidentified]	[Deidentified]	11	7
✓		2/5/2017 11:53:26 PM		[Deidentified]	[Deidentified]	11	7
✓		2/5/2017 11:56:35 PM		[Deidentified]	[Deidentified]	1	4
✓		2/6/2017 12:01:44 AM		[Deidentified]	[Deidentified]	4	2
✓		2/6/2017 1:28:51 AM		[Deidentified]	[Deidentified]	3	0
✓		2/6/2017 1:59:52 AM		[Deidentified]	[Deidentified]	1	0
✓		2/6/2017 2:19:14 AM		[Deidentified]	[Deidentified]	14	21

PGFD - ePCRs - Frequent Patient - Google Chrome

🔒 Secure | https://sanbsubscriber.firstwatch.net/W

Prehospital Patient Care Report

		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 14:0?:?9	6826400	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE-
12/?8/2016 07:03:56	6794038	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE-
12/14/2016 09:55:35	6781013	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	6733310	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	6618639	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE-
10/09/2016 01:23:27	6538038	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	6345784	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE-

Critical / Special Incidents

AHEMS - Critical Incidents Current Call Information
Calls displayed represent active or performed calls between the hours of 1/1/2017 and 2/6/2017 11:59:59 PM. 🖾 📃
Data and Report from the FirstWatch™ Internet Server

INFO: MATCHING PROBLEM TYPES: 07 Burns / Explosions 14 Drowning / Diving / SCUBA 22 Industrial / Machine Accid. 27 Stab/ Gunshot / Penetrating AND MATCHING DETERMINANTS: 7% 14C% 14D% 14E% 22% 27B% 27D% OR 4 OR MORE UNITS ARE ON SCENE OR HAS BRAIN MATTER IN THE PCR NARRATIVE OR PCR HAS PT AGE <= 18 WITH PRIMARY/SECONDARY IMPRESSION OF CARDIAC ARREST. EXCLUDES: TEST, MIS-ASSIGNED, DUPLICATE CALLS AND PRIORITY 99 CALLS, SEA ALS Special Event Ded., SEA ALS Special Event Nondedic, SEB BLS Special Event Ded., SEB BLS Special Event Nondedic

Geo Valid	ePCR	Time Sent To Queue ▲	Pri	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	1/1/2017 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	1/14/2017 9:10:22 AM	10	27 Stab/ Gunshot / Penetrating	27D05G	011417-0099	From AHEMS
✓	1	1/14/2017 9:10:22 AM	10	27 Stab/ Gunshot / Penetrating	27D05G	011417-0099	From AHEMS
✓	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.

County of Riverside Hospitals - TOC Dashboard
7/17/2018 8:48:55 AM

Southwest Zone Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
INLAND VALLEY REGIONAL MEDICAL CENTER	0	1	22:59	22:59
LOMA LINDA UNIVERSITY MEDICAL CENTER - MURRIETA	0	3	13:11	19:49
MENIFEE VALLEY MEDICAL CENTER	0	0		
RANCHO SPRINGS MEDICAL CENTER	0	0		
TEMECULA VALLEY HOSPITAL	0	1	25:04	25:04

Hemet/Pass Zone Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
HEMET VALLEY MEDICAL CENTER	0	1	35:35	35:35
SAN GORGONIO MEMORIAL HOSPITAL	0	0		

Desert Zone Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
DESERT REGIONAL MEDICAL CENTER	0	0		
EISENHOWER MEDICAL CENTER	0	0		
JOHN F. KENNEDY MEMORIAL HOSPITAL	0	0		

Northwest Zone Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
CORONA REGIONAL MEDICAL CENTER	0	0		
ETS	1	0		
KAISER HOSPITAL - RIVERSIDE	0	0		
PARKVIEW COMMUNITY HOSPITAL	0	0		
RIVERSIDE COMMUNITY HOSPITAL	0	4	22:12	35:45

Central Zone Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
MORENO VALLEY COMMUNITY HOSPITAL - KAISER	0	0		
RIVERSIDE COUNTY REGIONAL MEDICAL CENTER	0	0		

Out of Area Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
ARROWHEAD REGIONAL MEDICAL CENTER	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.

EISENHOWER MEDICAL CENTER - 39000 BOB HOPE DRIVE, RANCHO MIRAGE, CA

Agency	Unit		Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	8437		7/17/2018 8:48:17 AM	01:35			1A1 ABD_PN

ETS - 9990 County Farm Rd, Riverside, CA

Agency	Unit		Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	4115		7/17/2018 8:19:39 AM	30:13			5150 HOLD

HEMET VALLEY MEDICAL CENTER - 1117 E. DEVONSHIRE AVE, HEMET, CA

Agency	Unit		Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	5502	TOC	7/17/2018 8:00:24 AM	11:46	7/17/2018 8:12:10 AM	37:42	12D2 SEIZ_MULTI SEIZ

INLAND VALLEY REGIONAL MEDICAL CENTER - 36485 INLAND VALLEY DRIVE, WILDOMAR, CA

Agency	Unit		Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	4460	TOC	7/17/2018 8:06:28 AM	18:18	7/17/2018 8:24:46 AM	25:06	30B1 TRAUMA_DANG BODY AREA

LOMA LINDA UNIVERSITY MEDICAL CENTER - MURRIETA - 28062 Baxter Rd, Murrieta, CA

Agency	Unit		Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	4440	TOC	7/17/2018 8:15:54 AM	12:02	7/17/2018 8:27:56 AM	21:56	SICK PERSON_26
AMR_RC	4428	TOC	7/17/2018 8:19:09 AM	16:51	7/17/2018 8:36:00 AM	13:52	UNKNOWN MEDICAL ASSISTANCE_32
AMR_RC	4443	TOC	7/17/2018 8:19:23 AM	20:23	7/17/2018 8:39:46 AM	10:06	26B1 SICK_UNK

RIVERSIDE COMMUNITY HOSPITAL - 4445 MAGNOLIA AVE, RIVERSIDE, CA

Agency	Unit		Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR_RC	3334	TOC	7/17/2018 8:25:41 AM	04:55	7/17/2018 8:30:36 AM	19:16	SICK PERSON_26
AMR_RC	3338	TOC	7/17/2018 8:17:52 AM	23:02	7/17/2018 8:40:54 AM	08:58	HEADACHE_18
AMR_RC	3359	TOC	7/17/2018 8:00:55 AM	17:47	7/17/2018 8:18:42 AM	31:10	23C2 OVERDOSE_ABN BREATHING
AMR_RC	3316	TOC	7/17/2018 7:58:13 AM	13:47	7/17/2018 8:12:00 AM	37:52	FALLS_17

TEMECULA VALLEY HOSPITAL - 31700 TEMECULA PKWY, Temecula, CA

Report Example: Extended Bed Summary

SRMH Extended Bed Summary Report
Incident Date 07/19/2015 to 07/25/2015

SRMH Extended Bed Summary Report

Legend: Less Than 30 Minutes | Between 30 and 45 Minutes | More Than 45 Minutes
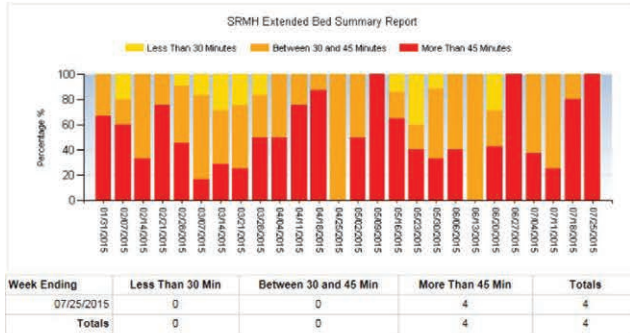
$730.38	**Cost to the EMS System in Lost Unit Hours** Between 07/19/2015 and 07/25/2015	
$13,182.29	**Cost to the EMS System in Lost Unit Hours** Running Year to Date	

Week Ending	Less Than 30 Min	Between 30 and 45 Min	More Than 45 Min	Totals
07/25/2015	0	0	4	4
Totals	0	0	4	4

Drop Time Range	Date of Call	Pri	Problem	Status	Unit	Incident #	Address/Location	Destination	Transport Complete	EB Time	Clear EB Time	Drop Time
More Than 45 Minutes	7/19/2015 7:26:28 PM	3	MEDICAL AID	EB	MED775	SRS152000058		1165 MONTGOMERY DR SR: @MEMORIAL HOSPITAL	7/19/2015 7:35:51 PM	7/19/2015 7:44:39 PM	7/19/2015 8:30:04 PM	00:54:13
More Than 45 Minutes	7/20/2015 6:05:36 PM	6	TRANSFER -ALS ASAP	EB	MED120	CLSD15201002		1165 MONTGOMERY DR SR: @MEMORIAL HOSPITAL	7/20/2015 8:31:29 PM	7/20/2015 8:59:51 PM	7/20/2015 11:01:51 PM	02:30:22
More Than 45 Minutes	7/20/2015 7:57:58 PM	2	LAW, FIRE AND AMBULANCE RELATED EVENT	EB	MED776	SRS152010073		1165 MONTGOMERY DR SR: @MEMORIAL HOSPITAL	7/20/2015 8:24:15 PM	7/20/2015 8:40:12 PM	7/20/2015 10:07:30 PM	01:43:15
More Than 45 Minutes	7/20/2015 8:16:43 PM	5	MEDICAL AID	EB	MED681	HEA152010003			7/20/2015 9:08:46 PM	7/20/2015 9:22:35 PM	7/20/2015 10:00:01 PM	00:51:15

Note: Each unique Incident #/Unit combination only counts once so the number of details may exceed the count.

** Lost Unit Hour calculation is using $2.50/min for that time which starts at first EB Status through EX/ED/etc or AM/AR/AQ (Available)

Fatigue Reporting

ENHANCEMENT MODULE

Total Task Time = all time on runs from assigned to clear Green = 0 - 0.75 Yellow = 0.75 - 0.85 Red = 0.85 - 1

Active Time = Time unit is resting (Time on Duty - Total Time at Post) Green = 0 - 0.8 Yellow = 0.8 - 0.85 Red = 0.85 - 1

Refreshed at - 12 13:28

- Live Workload Report - DRAFT

Unit	Scheduled Crew	Scheduled Start Time	Actual Start Time	Total Time on Duty	Hours Scheduled	# of Run Assignments	# of Arrivals	# of Transports	Total Task Time	Task Time UHU	# of Post Assignments	At Post Time	Posting Drive Time	# of Times Out of Service	Out of Service Time
Battalion - Manhattan															
Station - M1 Hospital															
Charlie08		12:04:00	12:05:22	07:48:46	12				00:00:00	0.00	0	00:00:00	00:00:00		
Station - M3															
1M04		18:00:00	18:42:00	01:12:05	8				00:00:00	0.00	1	00:00:00	00:00:00		
1M05		12:15:00	12:15:08	07:35:00	13	3	2	1	01:57:16	0.26	2	00:09:18	05:09:15	1	00:07:35
1Y01		18:00:00	18:03:02	01:51:06	12	1	1	1	01:44:05	0.94	0	00:00:00	00:00:00		
Battalion - Nassau															
Station - CEMS HQ															
6H51		07:15:00	07:16:30	12:37:38	15	10	7	6	08:15:05	0.65	4	00:00:00	03:35:19	1	00:28:55
6L50		07:31:00	07:32:10	12:21:58	12				00:00:00	0.00	0	00:00:00	04:11:09		
6M04		18:45:00	18:45:57	01:08:11	14				00:00:00	0.00	0	00:00:00	00:00:00		
6M21		07:15:00	07:02:33	12:51:35	13	7	5	5	09:18:42	0.72	0	00:00:00	02:34:49	2	00:39:36

Live Workload Report

Unit	Scheduled Crew	Scheduled Start Time	Actual Start Time	Total Time on Duty	Scheduled End Time	# of Run Assignments	# of Arrivals	# of Transports	Avg Drop Time	Total Task Time	Task Time UHU	# of Post Assignments	At Post Time	Posting Drive Time	# of Times Out of Service	Out of Service Time	Active Time UHU
								Eastern Division									
101		05:14:35	05:14:35	06:51:40	17:14:35	4	4	4	00:11:13	05:37:52	0.82	4	00:11:09	00:26:54			0.97
102		07:02:39	07:02:39	05:03:36	19:02:39	4	3	3	00:23:06	02:53:03	0.57	6	01:02:12	00:54:50			0.86
103		08:25:02	08:15:33	03:51:23	20:15:02	3	2	2	00:20:31	03:03:48	0.79	4	00:18:57	00:14:54			0.62
104		08:14:10	08:14:10	05:52:05	20:14:10	3	2	2	00:19:18	02:40:23	0.69	5	00:35:26	08:29:59			0.85
105		07:15:46	04:50:29	04:50:29	19:15:46	3	2	2	00:41:04	02:46:24	0.57	6	00:48:03	00:52:01			0.83
106		09:18:23	09:18:23	02:47:52	21:18:23						0.00	5	02:16:05	00:31:03			0.19
108		06:17:22	16:17:22	05:48:53	18:17:22	5	4	4	00:28:02	04:34:17	9.76	9	00:36:54	00:42:58			0.89
110		10:13:31	10:13:31	01:52:44	22:13:31	1	1	1	00:39:38	01:33:51	0.83	1	00:09:25	00:08:05			0.92
112		07:01:40	07:01:50	05:04:25	19:01:50	6	4	4	00:25:24	04:07:06	0.81	7	00:25:41	00:26:50			0.92
116		06:36:29	06:36:29	05:29:46	18:36:29	6	4	4	00:17:01	04:01:45	0.73	6	00:33:46	00:28:11			0.96
117		08:03:54	08:02:54	04:03:21	20:02:54	3	2	2	00:17:03	02:53:53	0.71	4	00:53:17	00:09:08			0.78
126		06:16:33	06:16:33	05:49:42	18:16:33	8	5	3	00:25:32	04:35:32	0.79	14	00:03:51	00:52:00			1.96
127		06:41:48	06:41:48	05:29:27	18:41:48	5	3	3	00:25:32	03:17:35	0.63	6	01:07:21	00:50:47			0.79
128		07:06:33	07:06:33	04:59:42	19:06:33	2	2	2	00:53:22	02:30:11	0.50	2	01:54:45	00:29:30			0.62
129		05:41:08	05:41:08	06:25:07	17:41:08	7	4	3	00:32:40	05:07:23	0.80	7	00:30:21	00:57:13			0.90
132		07:34:25	07:34:25	04:31:58	19:34:25	3	2	1	00:29:34	01:56:28	0.41	8	01:34:25	00:39:11			0.58
133		08:36:11	08:36:11	03:30:04	20:36:11	3	2	2	00:36:11	02:30:14	0.75	8	00:30:19	00:29:17			0.90
135		08:58:59	08:58:59	03:27:16	20:58:59	3	2	2	00:23:40	02:17:23	0.76	6	00:13:51	00:52:51			0.93
136		09:23:35	08:23:35	03:42:40	20:23:35	3	3	2	00:24:51	02:40:28	0.72	3	00:05:40	00:00:02			0.97
138		08:12:27	08:12:27	03:53:48	20:12:27	3	2	2	00:30:53	03:07:07	0.80	6	00:21:13	00:15:17			0.91
142		05:33:31	05:33:31	06:32:44	17:33:31	4	2	2	00:50:44	04:02:00	0.62	5	01:44:25	00:26:52			0.73
143		10:58:55	10:58:55	01:07:20	22:58:55	1	1	1	00:15:44	00:52:59	0.79	2	00:00:00	00:00:06			1.00
145		07:31:23	07:31:23	04:34:52	19:31:23	4	3	3	00:37:37	03:01:42	0.66	4	00:49:27	00:30:56			0.82
147		04:04:08	04:04:08	08:02:07	16:04:08	6	5	4	00:16:18	05:26:24	0.68	6	01:23:18	00:49:50			0.85

Performance by Individual, 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.

Trigger Views: Events Graphs Maps Destination **Individual Performance** Analysis Tool View Alert Config Refresh rate 3 min(s) ▾ *Jessica Smith*

- Hospital Drop Performance Plus - Individual Performance
Current = Data between the hours of 12/1/2015 12:20:41 AM and 12/1/2015 12:20:41 PM | Download to Excel: ƒx
View: ☑Current ☑MTD ☑Last Month ☑Last 30 Days ☑YTD [Update]

Individual Performance	Current				MTD			Last Month			Last 30 Days			YTD	
	Total	Out of Compliance	Compliance %	Avg Time	Total	Out of Compliance	Compliance %	Total	Out of Compliance	Compliance %	Total	Out of Compliance	Compliance %	Total	Out of Compliance
	1	0	100.00	00:00:28	1	0	100.00	155	107	30.97	155	107	30.97	1512	1038
	8	2	75.00	00:22:24	8	2	75.00	301	147	51.16	301	147	51.16	3990	2075
	7	3	57.14	00:32:09	7	3	57.14	382	226	40.84	382	224	41.36	4632	2792
	4	2	50.00	00:40:20	4	2	50.00	138	89	35.51	142	91	35.92	1501	1106
	18	9	50.00	00:34:08	20	11	45.00	1313	962	26.73	1314	963	26.71	13998	10244
	6	3	50.00	00:36:31	6	3	50.00	414	206	50.24	413	203	50.85	4184	2342
- Hospital Drop	87	52	40.23	00:37:28	90	55	38.89	5910	3886	34.25	5894	3885	34.09	65122	43803
	11	7	36.36	00:43:28	11	7	36.36	769	497	35.37	765	498	34.90	8364	5362
	19	14	26.32	00:44:19	19	14	26.32	1181	879	25.57	1184	884	25.34	12973	9822
	9	8	11.11	00:40:50	9	8	11.11	674	396	41.25	668	396	40.72	7370	4839
	0	0	---	00:00:00	0	0	---	170	121	28.82	161	115	28.57	1804	1261
	1	1	0.00	01:19:34	2	2	0.00	172	138	19.77	168	136	19.05	2086	1592
	2	2	0.00	00:33:03	2	2	0.00	146	68	53.42	147	70	52.38	1702	781
	1	1	0.00	00:32:24	1	1	0.00	95	50	47.37	94	51	45.74	1006	549

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
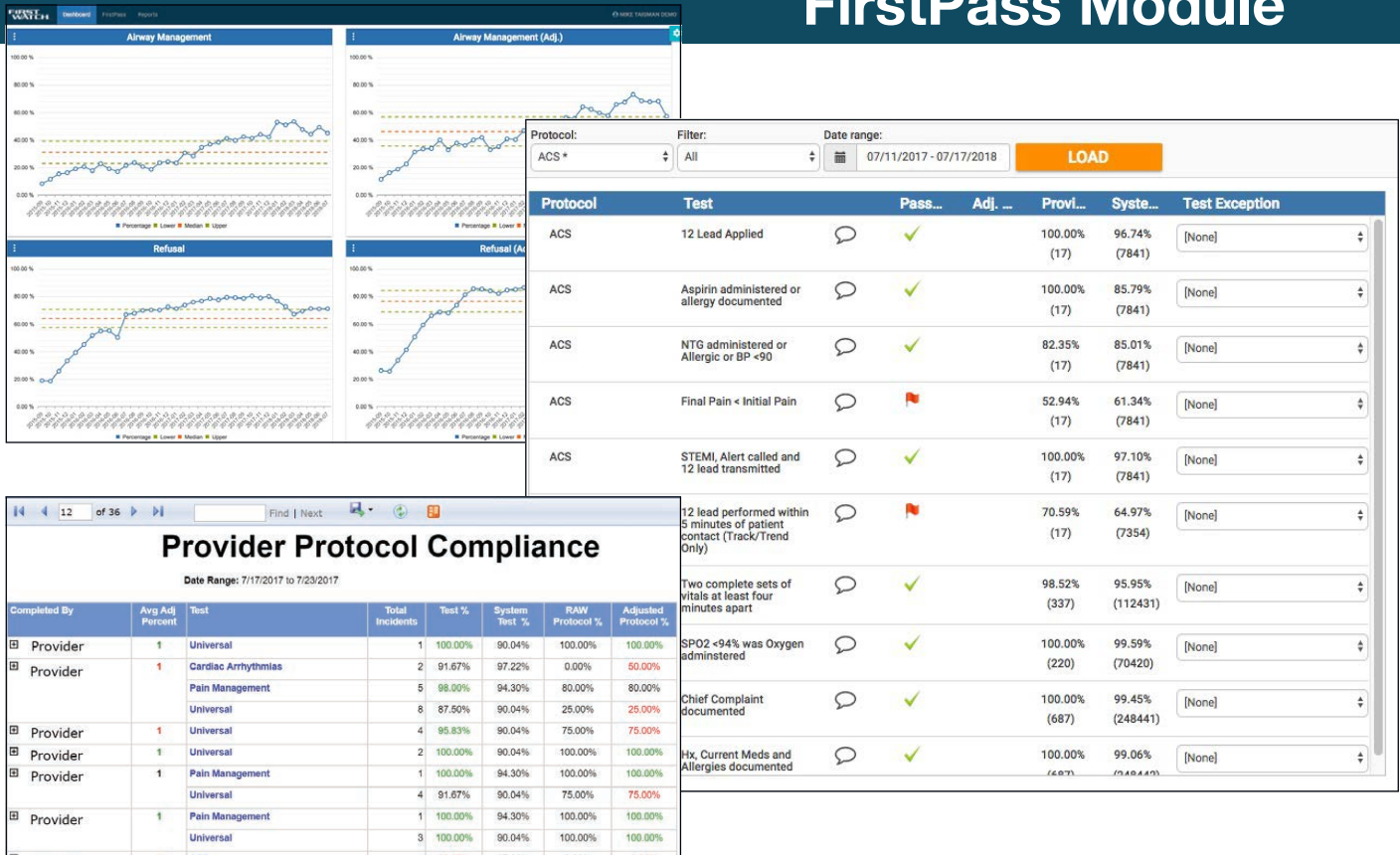
A look at FirstPass® by the Numbers...

91+
Live Sites
(Plus 30
in process)

13.4 Million +
Records
Processed

570+
Protocols

3,290+
Tests

3½ years in research and development

6/2010
Started developing
FirstPass with
St. Charles County
Ambulance District
(SCCAD)

7/2011
Initial SCCAD
records
processed

11/2011
FirstPass
Trademark
Registration
accepted

Additional
development
customers

1/2014
FirstPass
Version 1
released at
NAEMSP

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 Automated Performance Improvement - Use one tool to monitor Protocol compliance, documentation, and improvement success
- Measure Protocol Compliance - Prioritize and monitor the protocols that are most important 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

409 Million +
Tests Run

14+
ePCR System Interfaces

Live Sites

6/2015
FirstPass
Version 2
released

3/2016
Mike Taigman joins
FirstWatch as
Improvement Guide

5/2018
FirstPass
Version 3
released

12/2018
91+ Live
Sites

7/2015
FirstPass processed
1 millionth record

1/2017
FirstPass processed
5 millionth record

3/2018
FirstPass processed
10 millionth record

2019 Projected
In process

Workload Monitoring

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

Austin - 24hr 7am DC1-DC5 Unit Workload Current Call Information
Calls displayed represent active or performed calls between the hours of 7/18/2016 8:41:44 PM and 7/19/2016 8:41:44 AM.
Performance Standard = 01:15:00
Data and Report from the FirstWatch™ Internet Server

Geo Valid	Time Sent To Queue	Problem	Incident #	Unit	Address/Location	Enroutes	# of Cardiac Arrest/Deceased Incidents	Task Time	Task UHU	Daytime Total Time OnTask	Daytime OnTask%	Daytime UHU	Adj Task Time	Adj Task UHU	Adj Daytime Ontask%	Adj Daytime UHU
✓	7/18/2016 11:31:47 PM	Altered Mentation Pri 3	16200-0523	DC01		3	0	00:10:27	0.01	00:37:57	3%	0.03	00:40:27	0.03	5%	0.05
✓	7/19/2016 4:16:50 AM	Tactical Assist Prescheduled	16201-0038	DC04		2	0	02:17:03	0.1	02:28:39	10%	0.1	02:47:03	0.12	12%	0.12
✓	7/19/2016 4:27:17 AM	Cardiac Arrest	16201-0040	DC02		3	3	00:02:53	0	00:44:16	3%	0.03	00:32:53	0.02	5%	0.05
✓	7/19/2016 8:03:08 AM	Traffic Injury Pri 4F	16201-0074	DC03		1	0	00:19:27	0.2	00:19:27	20%	0.2	00:49:27	0.5	50%	0.5

Records Per Page: 50
Total Responses: 4

M06 has been dispatched 15 times since 6am and has spent 05:13:12 on task.

Incident Date	Run #	Problem Type	Task Time	Disposition
06/29/2016 07:42:54	16785805	Psychiatric Pri 3	00:07:46	Reconfigured Response
06/29/2016 07:37:33	16785761	Unknown Pri 4	00:00:20	Reconfigured Response
06/29/2016 07:59:58	16785860	Unknown Pri 3	00:05:03	No Patient
06/29/2016 08:06:36	16785897	Syncopal Episode Pri 3	01:04:37	South Austin
06/29/2016 09:12:04	16786241	Unknown Pri 3	00:07:26	Referred Austin Police Dept.
06/29/2016 09:41:13	16786407	Seizure Pri 3	00:59:45	University Med Ctr Brackenridg
06/29/2016 10:48:40	16786807	Allergic Reaction Pri 4	00:01:07	Reconfigured Response
06/29/2016 10:54:00	16786844	Chest Pain Pri 2	01:18:10	University Med Ctr Brackenridg
06/29/2016 13:18:40	16787813	Psychiatric Pri 5	00:10:54	Cancelled
06/29/2016 13:30:24	16787895	Psychiatric Pri 4	00:27:16	Refusal
06/29/2016 13:59:08	16788085	Psychiatric Pri 4		
06/29/2016 13:53:50	16788049	Overdose Pri 1	00:02:15	Reconfigured Response
06/29/2016 14:16:00	16788196	Unknown Pri 3	00:01:38	Cancelled
06/29/2016 14:29:38	16788317	Respiratory Pri 1	00:46:55	Saint Davids
06/29/2016 15:16:05	16788686	Fall Pri 3		

OOS Log

OOS Description	Start Time	End Time	Time Taken
OS Repair EMSG	06/29/2016 12:22:28	06/29/2016 12:45:55	00:23:27

Unit Hour Utilization by Unit monitoring for workload

UHU (DRAFT)

Criteria: Period: 02/06/2017 thru 02/12/2017

Medic Units

Unit	LFM11	LFM12	LFM13	LFM15	LFM16	LFM17	LFM18
	10.62%	15.92%	10.75%	17.15%	13.71%	16.01%	9.49%
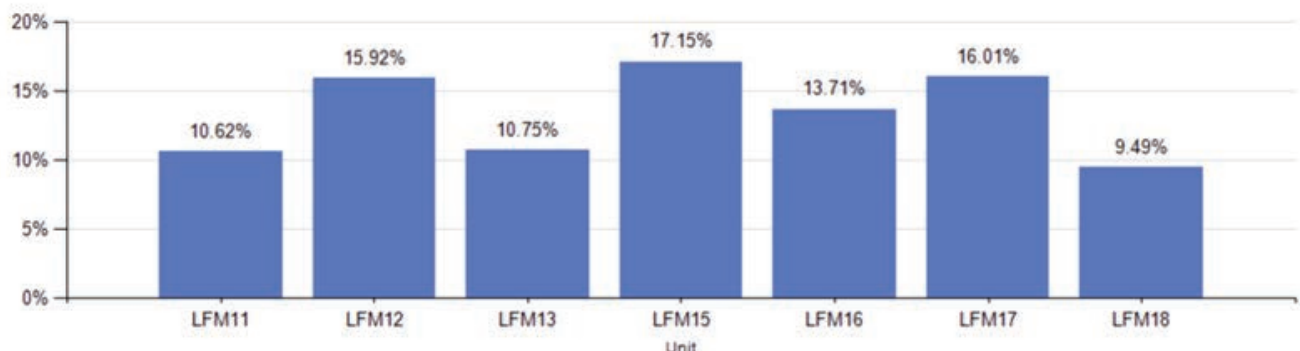
Telecommunicator & Provider Wellness

Critical Incident Notification

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

AHEMS - Critical Incidents Current Call Information
Calls displayed represent active or performed calls between the hours of 5/12/2017 and 5/18/2017 11:59:59 PM.
Data and Report from the FirstWatch™ Internet Server

INFO: MATCHING PROBLEM TYPES: 07 Burns / Explosions 14 Drowning / Diving / SCUBA 22 Industrial / Machine Accid. 27 Stab/ Gunshot / Penetrating AND MATCHING DETERMINANTS: 7% 14C% 14D% 14E% 22% 27B% 27D% OR 4 OR MORE UNITS ARE ON SCENE OR HAS BRAIN MATTER IN THE PCR NARRATIVE OR PCR HAS PT AGE <= 18 WITH PRIMARY/SECONDARY IMPRESSION OF CARDIAC ARREST. EXCLUDES: TEST, MIS-ASSIGNED, DUPLICATE CALLS AND PRIORITY 99 CALLS, SEA ALS Special Event Ded., SEA ALS Special Event Nondedic, SEB BLS Special Event Ded., SEB BLS Special Event Nondedic

Geo Valid	ePCR	Time Sent To Queue ▲	Pri	Problem	ProQA	Incident #	Address/Location	City	County	Division
✓	1	5/12/2017 1:32:56 AM	15	FS Fire Standby		051217-0028	From **AHEMS**	ARDEN HILLS	RAMSEY	Allina North
✓	1	5/12/2017 1:32:56 AM	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	5/14/2017 10:27:50 AM	5	29 Traffic Accident / PI		051417-0138	From **AHEMS**	ANOKA	ANOKA	Allina North

LVFR - Critical Incident Notification Current Call Information
Calls displayed represent active or performed calls between the hours of 4/17/2016 and 4/18/2016 11:59:59 PM.
Data and Report from the FirstWatch™ Internet Server

Geo Valid	ePCR	Time Sent To Queue ▲	Incident #	Pri	Problem	ProQA
✓	1	4/17/2016 12:07:58 AM	04172016-6108729			
✓	3	4/17/2016 1:04:56 AM	04172016-6108772			
✓		4/18/2016 12:33:27 AM	04182016-6109705			

Records Per Page: 50 ▼
Total Responses: 3

DRAFT - LVFR - Critical Incident Notification Filter Criteria
Includes Priorities: 1, 10, 11, 12, 13, 14, 15, 16, 17, 18, 2, 3, 4, 5, 6, 7, 8, 9 Only.

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

(Drill down into each call's detail to see which free-text words or phrases were 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 - "14D%" 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

> 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 - "14D%" 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

Northwell - Workforce Safety Current Call Information
Calls displayed represent active or performed calls between the hours of 4/1/2016 and 4/18/2016 11:59:59 PM.
Data and Report from the FirstWatch™ Internet Server

Geo Valid	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

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 online 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)

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
- A suite of OCU reports

" ...OCU has truly revolutionized our ambulance response compliance program. "

"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

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.

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.
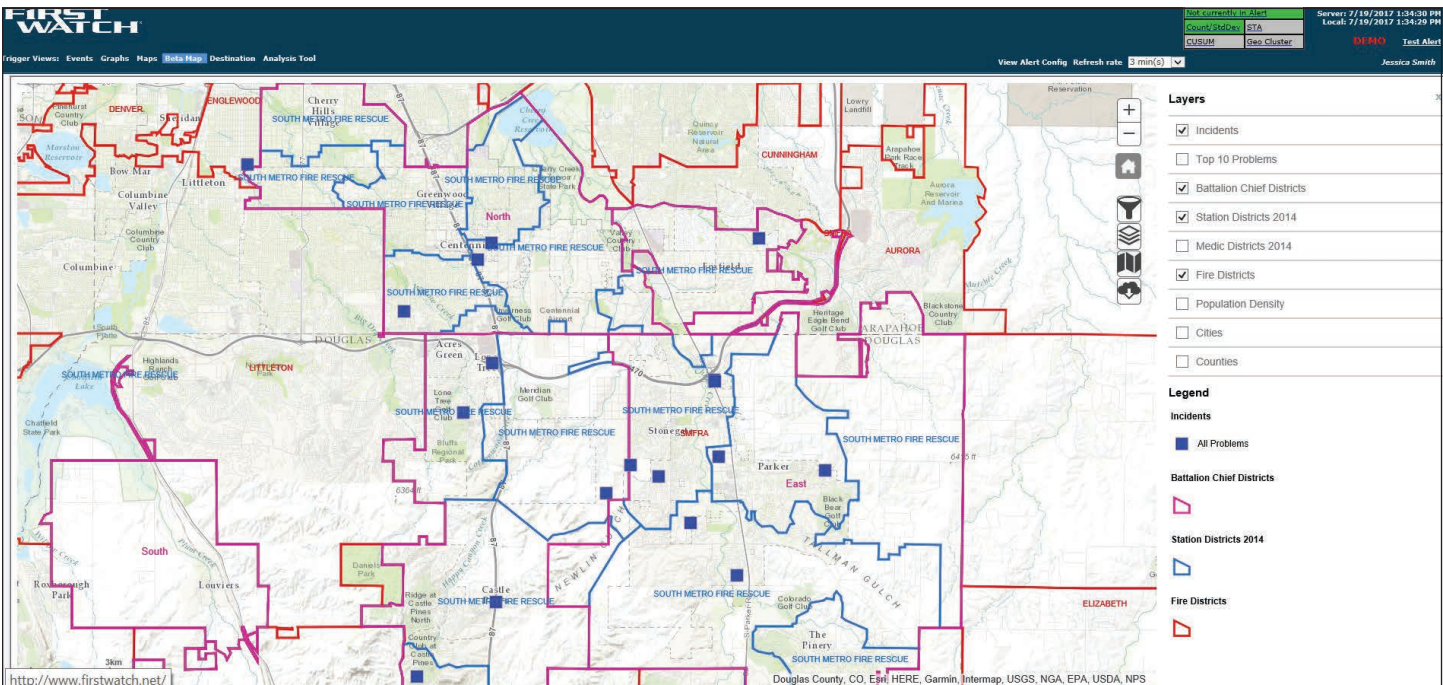
Heat maps with a sliding transparency scale
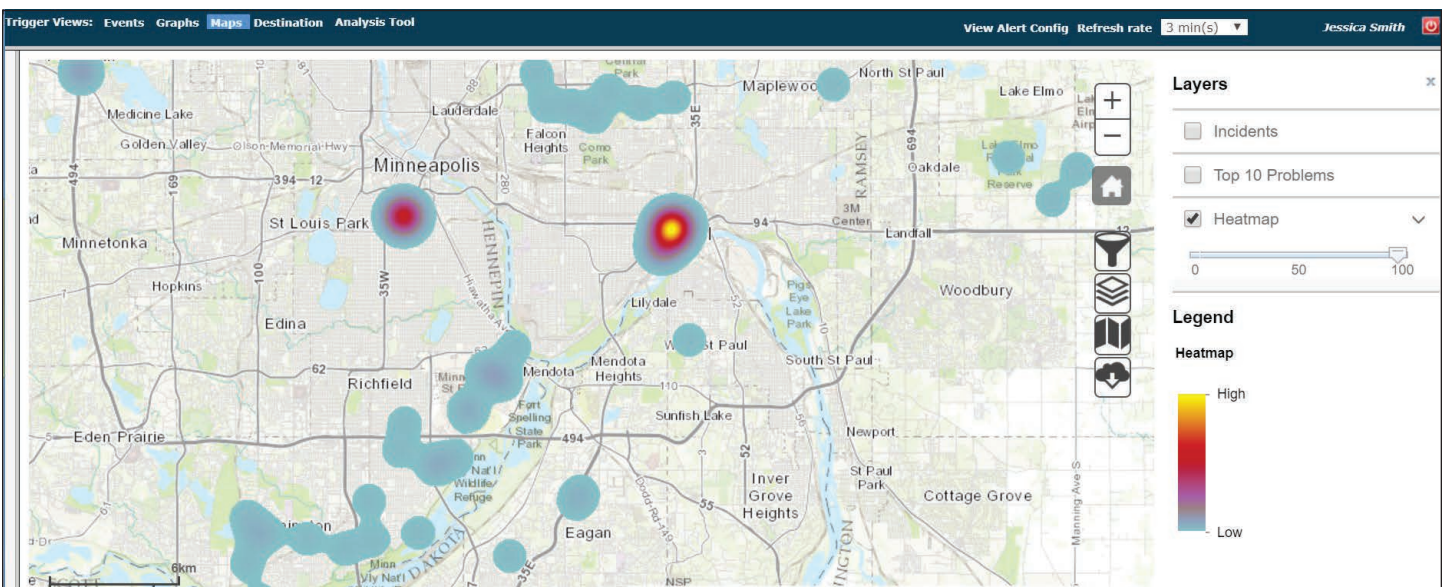
Fire Operations Analytics Module (FOAM)

- 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.

Home > ACR > Fire Accreditation Report

Start Date: ☑ NULL   End Date: ☑ NULL

Date Range: 2 Yr Comparison ⬍   Include Current Year ⦿ True ◯ False

District(s): , 01, 02, 03, 04, 05, 06, 07, 08, 0 ⌄

⏮ ◀ 1 of 5 ▶ ⏭   Find | Next

Fire Supression - 90th Percentile Times			2016 - 2018	2018	2017	2016	Benchmark
Alarm Handling	Pick-up to Dispatch	Suburban	01:38	01:35	01:32	01:44	01:00
		Rural	01:56	01:37	02:03	01:31	01:00
Turnout Time	Turnout Time 1st Unit	Suburban	01:53	01:57	01:53	01:51	01:20
		Rural	02:01	03:49	01:46	02:02	01:20
Travel Time	Travel Time 1st Unit On Scene Distribution	Suburban	06:35	06:59	06:41	06:22	05:00
		Rural	11:22	09:46	11:02	12:30	10:00
	Travel Time ERF Concentration	Suburban	14:01	11:03	16:00	13:35	10:00
		Rural	00:00	00:00	00:00	00:00	14:00
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Suburban	07:44 / n = 839	08:14 / n = 99	07:49 / n = 378	07:27 / n = 362	08:00
		Rural	13:40 / n = 24	13:35 / n = 4	13:04 / n = 12	14:39 / n = 8	11:00
	Total Response Time ERF	Suburban	16:30 / n = 38	12:55 / n = 10	18:40 / n = 18	16:09 / n = 10	15:00
			00:00 / n =	00:00 / n =	00:00 / n =		17:00

FIRST WATCH   Dept Total   Fire Sup   EMS   Hazmat   Tech Rescue   Medical Facility EMS   Reports ▾

📅 April 12, 2016 - April 12, 2018

Alarm Handling Time

■ Rural ■ Suburban

NEW PRODUCT
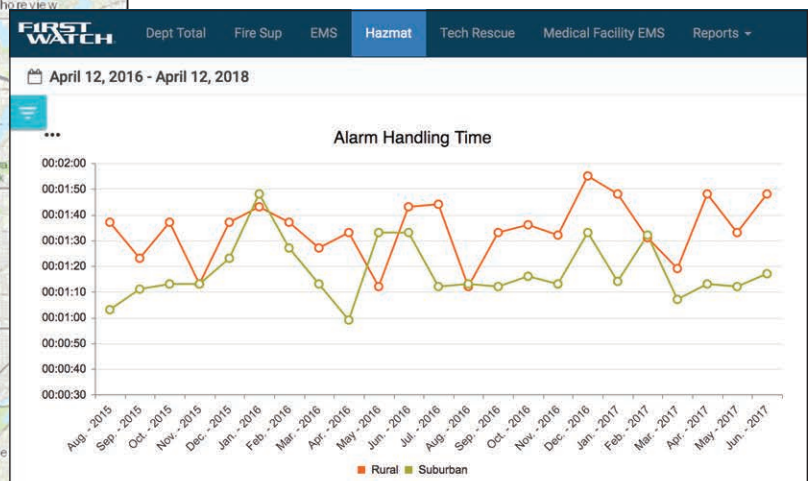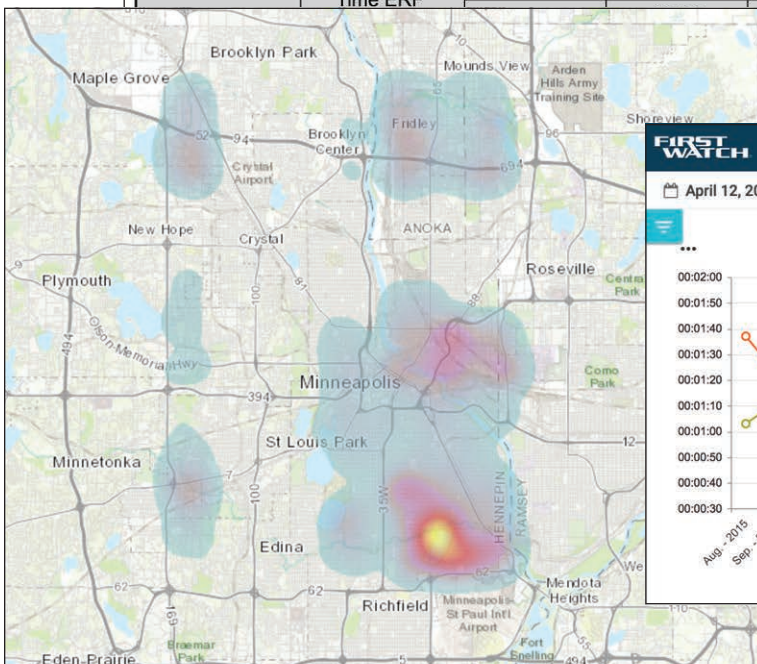
With Academy Analytics you can:

- Monitor your center's ProQA performance, **in near real-time, from anywhere!**
- Instantly identify outlier cases for review.
- Provide teammates with a dashboard that shows how they are doing on the things that matter.
- Know when there is an increase in aborted or overridden calls.
- Balance the workload to help manage employee stress.
- Coach your team to optimal performance.
- Potentially increase the number of cardiac arrest patients that survive.

Academy Analytics™ by FirstWatch®
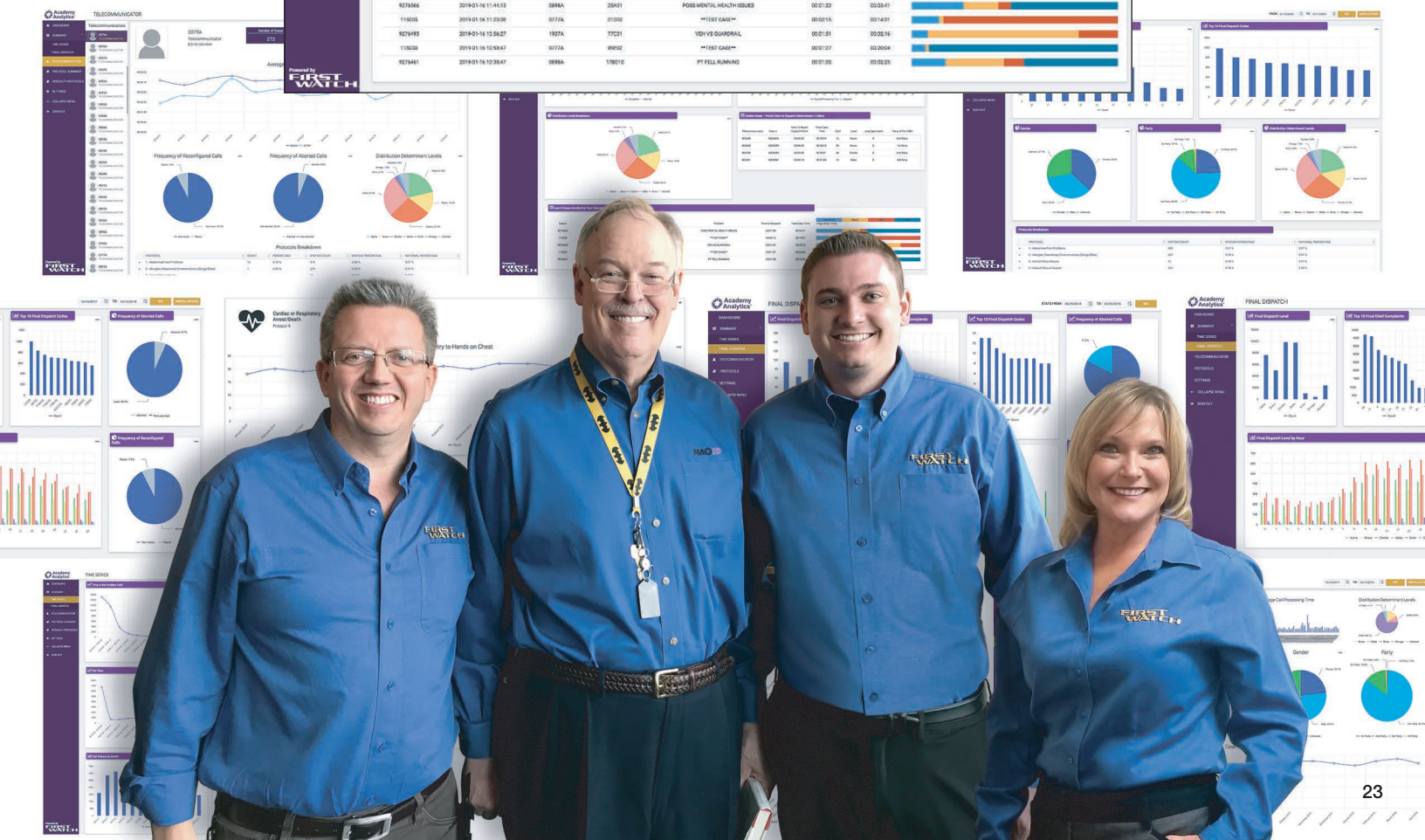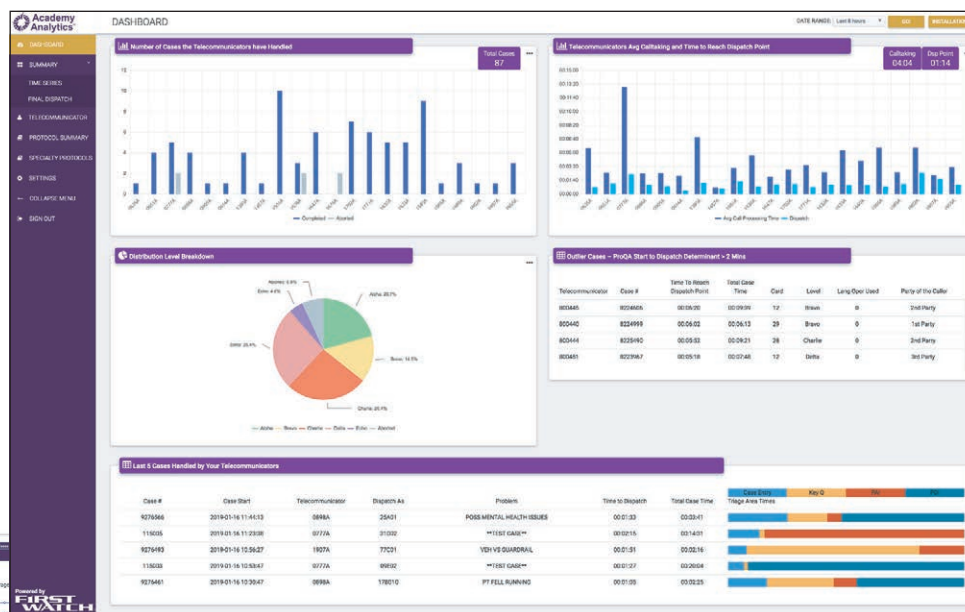
FirstWatch Health Intelligence

Get up-to-date alerts via email!

What's really happening with the Ebola outbreak, flu this season, and the opioid crisis? What do our EMS providers need to know about emerging diseases like Middle East Respiratory Syndrome, Valley Rift fevers, Lassa, or Marburg? Between news outlets competing for the most exciting headline and social media posts hoping for hundreds of likes, it's hard to know what really matters and what you really need to pay attention to in the world of diseases, pandemics, and outbreaks. FirstWatch's Health Intelligence page is the place you can go for up to date, reliable information about global emerging health issues. Sign up for free, and we will alert you via email when something new is posted.

Sign up today
www.firstwatch.net/hi/sign-up

or visit here: www.firstwatch.net/hi
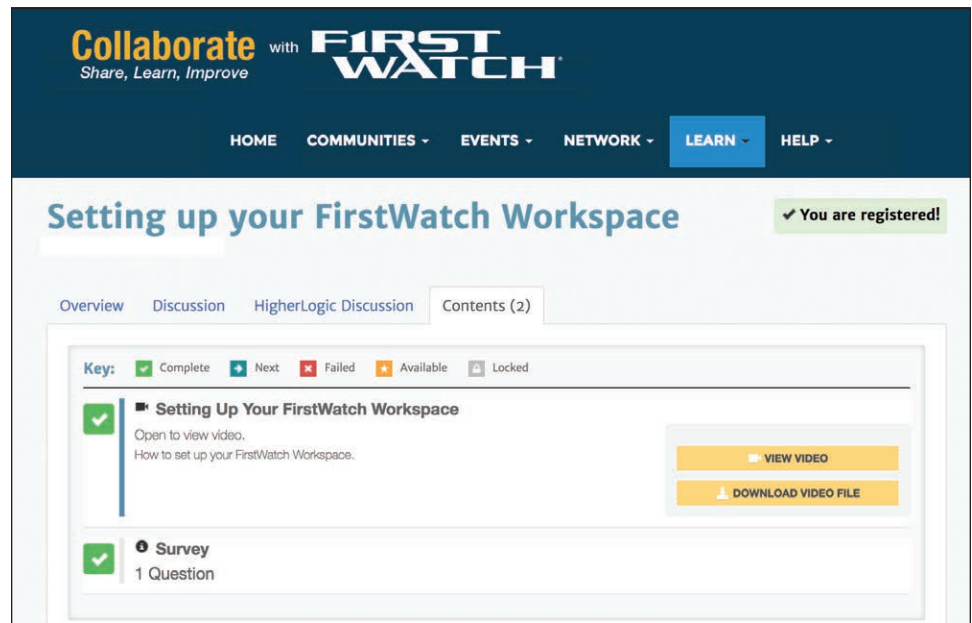
Introducing FirstWatch Collaborate

Share, Learn, Improve on our New Collaborate Site

With FirstWatch Collaborate it will be easy to discuss ideas, share solutions, explore challenges, and more with FirstWatch customers from across the country. You'll be able to share files, ask questions, share your expertise and more.

Ever since our inception 20 years ago, FirstWatch customers have talked with each other, tackled shared problems together, and helped each other improve. Several times a week one of us will be talking with someone about an issue and say, "you should really check out what _____ is doing." Here are a few recent examples:

- "You should talk with the folks at ProEMS about how they reduced deaths from opioid overdoses."
- "Heath in Tulsa managed to add over 44 unit hours a day to his system for free by decreasing overall task times and building a culture of trust with their crews, we can connect you."
- "If you're hoping to improve your cardiac arrest resuscitation rate, Chief Grayson and the team from Rialto Fire have made dramatic improvement. I'll introduce you by email."

Would you like to learn how to add a user, make Excel Pivot tables sing, or build an effective quality improvement system? Check out the learning part of FirstWatch Collaborate! We've just started building a library of classes and videos to help you use FirstWatch more effectively and learn leadership principles. We will be adding new things every month.

Please direct questions, comments, or ideas on FirstWatch Collaborate to Mike Taigman, FirstWatch Improvement Guide; mtaigman@firstwatch.net or 510-593-5730

1 Patient Encounter = 5 Data Sources
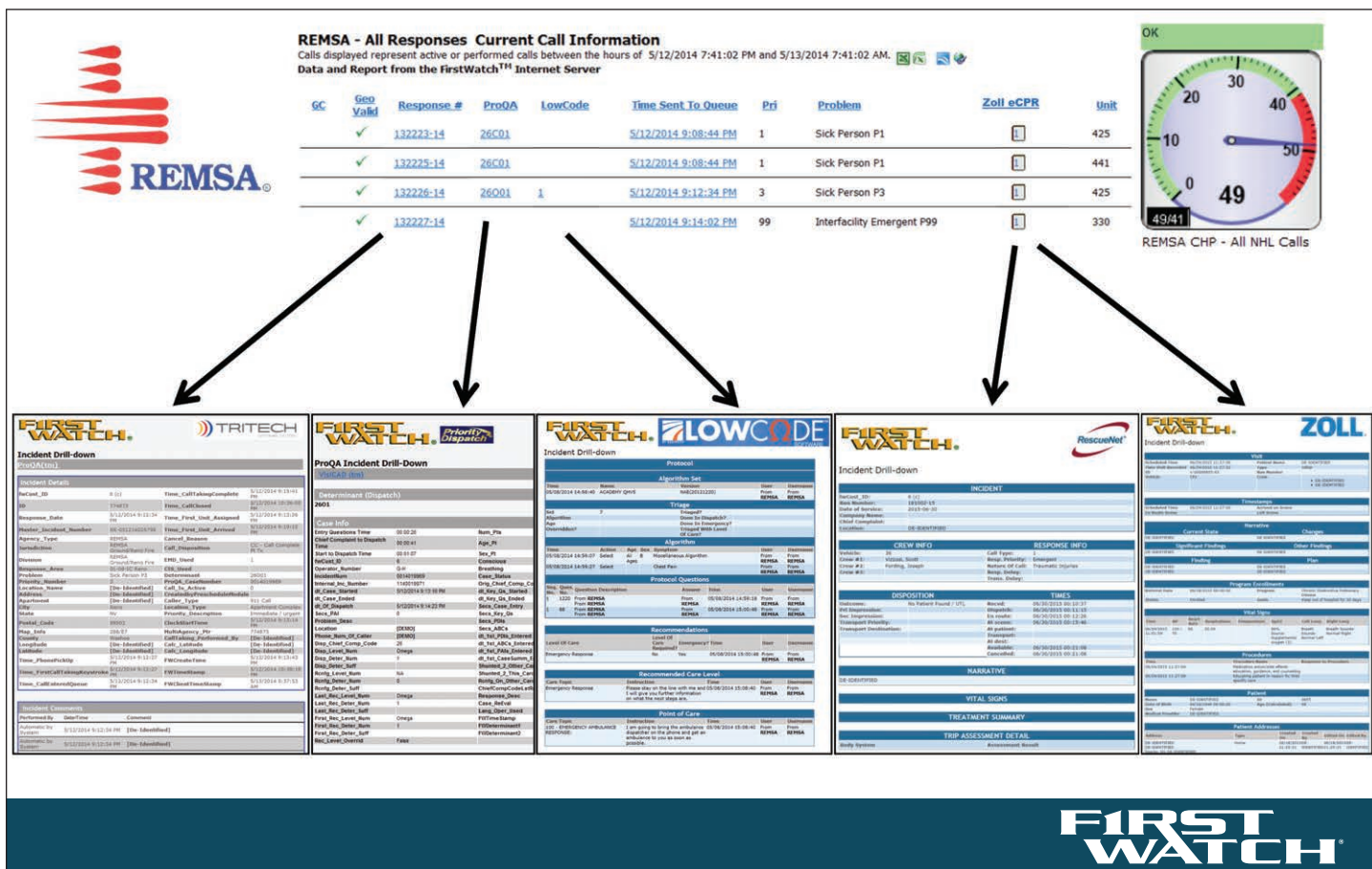
REMSA Community Health Early Intervention Team...
and the Role FirstWatch Plays

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 App 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
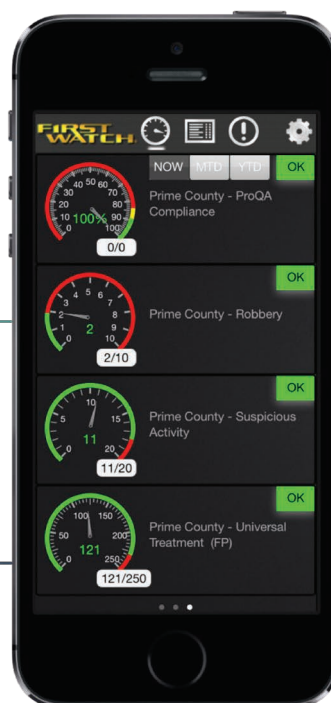- Bioterrorism
- Pandemic/Public Health Surveillance
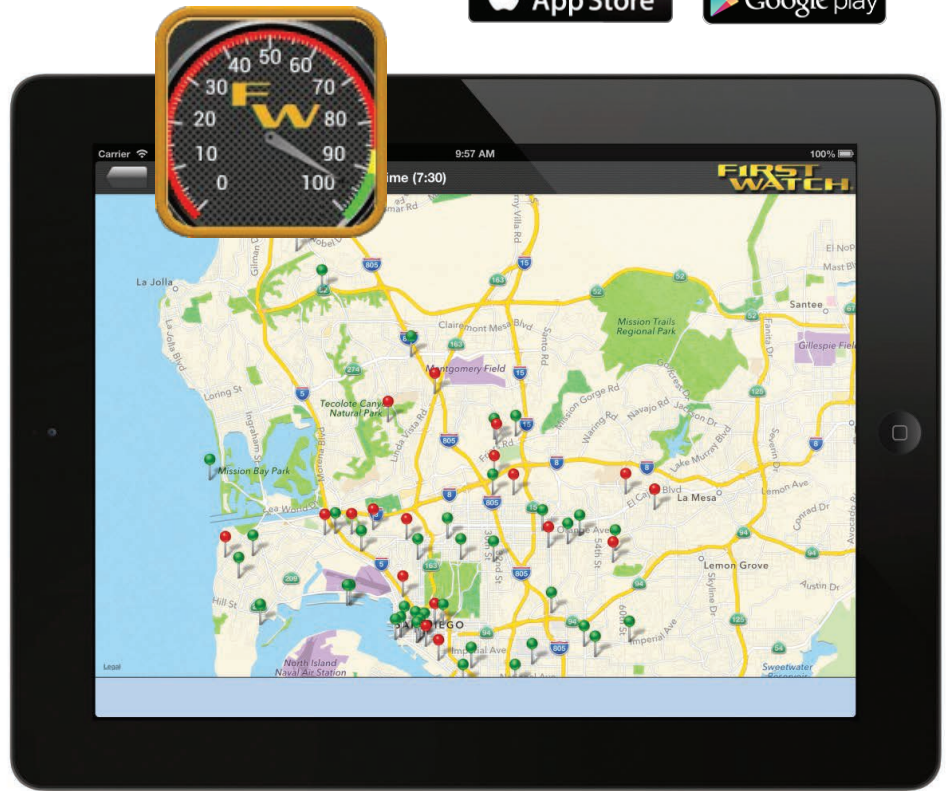
Customer Alert:

DOWNLOAD the FirstWatch App for iPhone, iPad, Android Tablet and Phone

Trending and Performance Based Gauges

Ability to Drill-Down into the Details of each Trigger

Real-Time Alerts Right on your Phone

Trigger Status

Easily Swipe to View Additional Triggers

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

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