



*Monitor Your  
Critical Data  
Anytime,  
Anywhere.*



# FirstWatch Dashboard & Trigger Examples

*Real-time Situational Awareness  
Dashboards & Alert Notifications*

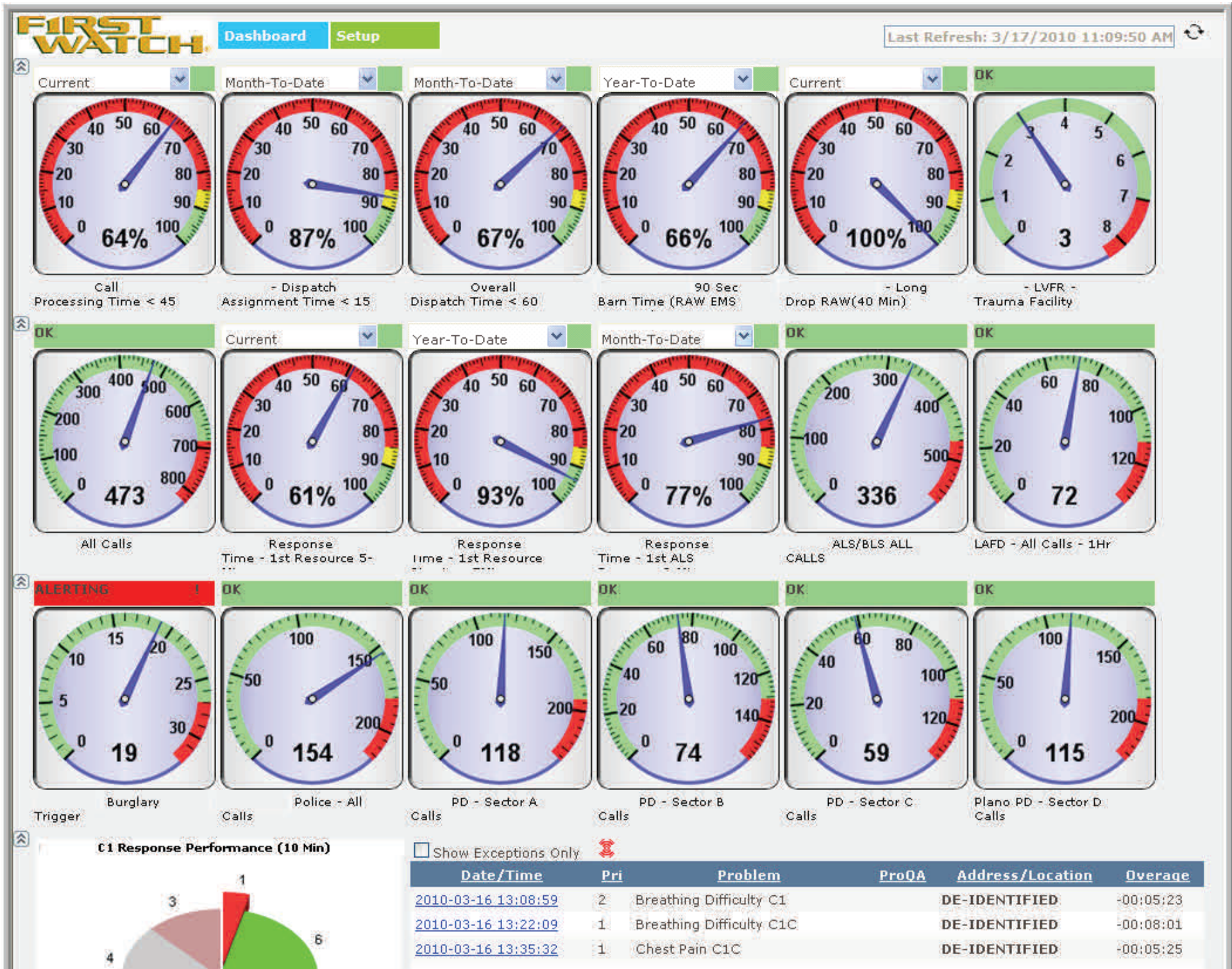
*EMS, Fire and Law Operational  
& Performance Monitoring*

*Public Safety, Public Health  
& Homeland Security Trends*

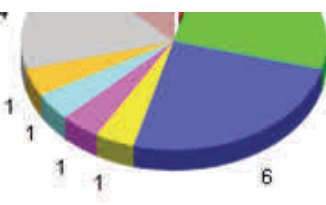
**FirstWatch interfaces with most: CAD, ProQA, ePCR, RMS public safety data systems, as well as Billing, Nurse Triage, Hospital ED, Poison Center and other data sources.**

*The following pages offer a few select examples of FirstWatch usage from customers across United States & Canada.*

# Real-Time Performance, Operational & Trending Dashboards







<a href="#">2010-03-16 15:56:11</a>	1	Breathing Difficulty C1C	DE-IDENTIFIED	-00:06:15
<a href="#">2010-03-16 16:06:08</a>	1	Chest Pain C1C	DE-IDENTIFIED	-00:01:13
<a href="#">2010-03-16 19:06:17</a>	2	Chest Pain C1	DE-IDENTIFIED	-00:04:18
<a href="#">2010-03-16 19:18:57</a>	1	Unconscious - Syncope C1C	DE-IDENTIFIED	-00:07:01
<a href="#">2010-03-16 20:06:33</a>	1	Falls C1C	DE-IDENTIFIED	-00:06:29
<a href="#">2010-03-16 21:11:38</a>	2	Chest Pain C1	DE-IDENTIFIED	-00:04:55
<a href="#">2010-03-16 21:40:26</a>	2	Sick ill Subject C1	DE-IDENTIFIED	-00:05:55

1 2 3

Today's Count: **Hour** 0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23  
**Events** 1 0 1 0 0 1 2 0 1 2 4 1 0 0 -- -- -- -- -- -- -- -- -- -- -- -- --

Downloads:



Burglary Trigger

[\[Go to Trigger\]](#)



Date/Time	Pri	Problem	ProQA	Address/Location
<a href="#">2010-03-15 06:19:40</a>	4	459R Burglary Rpt		DE-IDENTIFIED
<a href="#">2010-03-15 06:37:21</a>	4	459R Burglary Rpt		DE-IDENTIFIED
<a href="#">2010-03-15 07:13:19</a>	3	602 Trespassing		DE-IDENTIFIED
<a href="#">2010-03-15 08:00:31</a>	4	459R Burglary Rpt		DE-IDENTIFIED
<a href="#">2010-03-15 10:07:21</a>	4	487R Grand Theft Rpt		DE-IDENTIFIED
<a href="#">2010-03-15 10:12:36</a>	4	459VR Vehicle Burg Rpt		DE-IDENTIFIED
<a href="#">2010-03-15 15:43:28</a>	4	602R Trespass Report		DE-IDENTIFIED
<a href="#">2010-03-15 20:25:23</a>	3	602 Trespassing		DE-IDENTIFIED
<a href="#">2010-03-15 22:11:31</a>	4	459R Burglary Rpt		DE-IDENTIFIED
<a href="#">2010-03-16 07:08:16</a>	4	459VR Vehicle Burg Rpt		DE-IDENTIFIED

1 2

Today's Count: **Hour** 0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23  
**Events** 0 0 0 0 0 0 0 1 0 1 0 0 -- -- -- -- -- -- -- -- -- -- -- -- --

Downloads:

# Detailed drill-downs into data displayed on Charts, Graphs, Maps

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## Real-Time Dispatcher / Call-Taker Performance

### Dispatch Performance Current Call Information

Calls displayed represent active or performed calls between the hours of 4/8/2008 7:55:38 AM and 4/8/2008 7:55:38 PM.  
Performance Standard = 00:01:00

Data and Report from the FirstWatch™ Internet Server

GC	Geo Valid	Time Sent To Queue	Problem	ProQA	Response #	Unit	Address/Location	Dispatcher	Create To Dispatch	Outside Standard
	✓	4/8/2008 8:13:25 AM	Falls		25460	5223			00:04:17	Yes
	✓	4/8/2008 8:33:47 AM	Diabetic Problems		25467	00988			00:00:09	No
	?	4/8/2008 8:55:48 AM	Heart Problems / A.I.C.D.		25470	01197			00:00:22	No
	✓	4/8/2008 9:01:34 AM	Hemorrhage / Lacerations		25472	3050			00:00:34	No
	✓	4/8/2008 9:04:23 AM	Falls		25473	01039			00:00:21	No
	✓	4/8/2008 9:48:11 AM	Unknown Problem (Man Down)		25480	5223			00:00:12	No
	✓	4/8/2008 10:23:33 AM	Abdominal Pain / Problems		25483	00975			00:00:17	No
	✓	4/8/2008 10:24:44 AM	Traffic/Transportation Accidents		25484	GAEMS			00:00:31	No

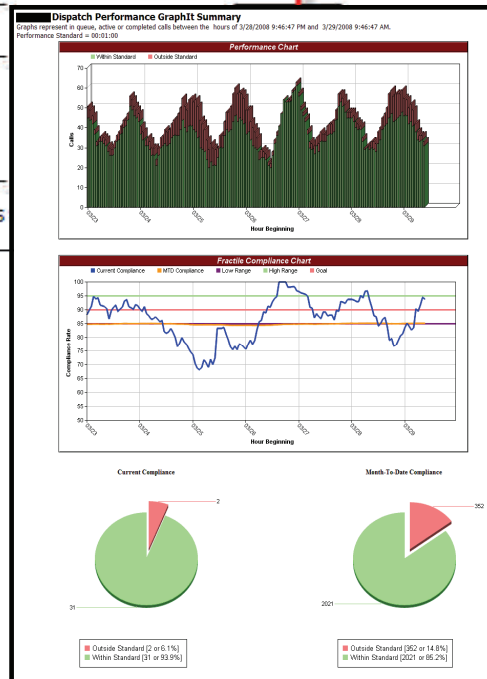
De-identified information

Dispatcher

Create To Dispatch

Outside Standard

De-identified information



When measured against pre-defined standards, dispatch related time intervals captured via CAD system operation may be used as Key Performance Indicators. In this instance, a CAD computed elapsed time of 4 minutes, 17 seconds, representing the dispatch interval between "clock start" and "clock stop" is noted to have exceeded the user-determined 60 second standard. Using FirstWatch, appropriate administrative personnel can be alerted in real time when current and/or month-to-date dispatch elements, calculated as a percentage of overall compliance goals, exceed user-set baselines.

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# Response Time Performance

## Sedgwick Co EMS - Urban Delta/Echo (8:59) Current Call Information

Calls displayed represent active or performed calls between the hours of 3/16/2012 6:00:00 AM and 3/16/2012 10:00:00 AM.  
Performance Standard = 00:08:59

Data and Report from the FirstWatch™ Internet Server

Geo Valid	Time Sent To Queue	Problem	ProQA Incident #	Unit	Address/Location	Longitude	Latitude	DispatcherID	Assign To Scene	Outside Standard
✓	<a href="#">3/16/2012 6:01:02 AM</a>	DIFF BREATHING-LEVEL D	<a href="#">06D02</a> <a href="#">12010733</a>	M36	[REDACTED]	97307775	37596506	291	00:05:58	No
✓	<a href="#">3/16/2012 6:11:40 AM</a>	DIFF BREATHING-LEVEL D	<a href="#">06D01A</a> <a href="#">12010734</a>	M31	[REDACTED]	97379146	37678026	291	00:05:06	No
✓	<a href="#">3/16/2012 6:23:47 AM</a>	DIFF BREATHING-LEVEL D	<a href="#">06D04</a> <a href="#">12010735</a>	M34	[REDACTED]	97278636	37671383	291	00:03:42	No
✓	<a href="#">3/16/2012 8:10:15 AM</a>	FALL-LEVEL D	<a href="#">17D03</a> <a href="#">12010740</a>	M35	[REDACTED]	97432291	37674409	329	00:04:40	No
✓	<a href="#">3/16/2012 8:41:54 AM</a>	DIFF BREATHING-LEVEL D	<a href="#">06D01</a> <a href="#">12010743</a>	M22	[REDACTED]	97280641	37748929	329	00:03:18	No
✓	<a href="#">3/16/2012 9:12:39 AM</a>	SICK PERSON-LEVEL D	<a href="#">26D01</a> <a href="#">12010747</a>	M27	[REDACTED]	97270386	37566867	329	00:09:00	Yes
✓	<a href="#">3/16/2012 9:37:46 AM</a>	SUBJECT UNCONSCIOUS	<a href="#">12010748</a>	M33	[REDACTED]	97308927	37722708	329	00:03:00	No

Records Per Page: 50

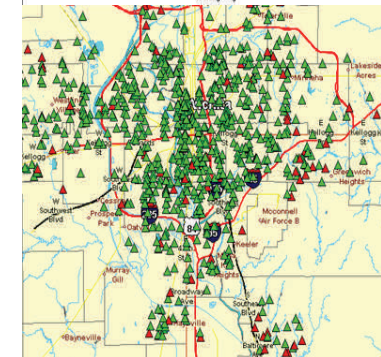
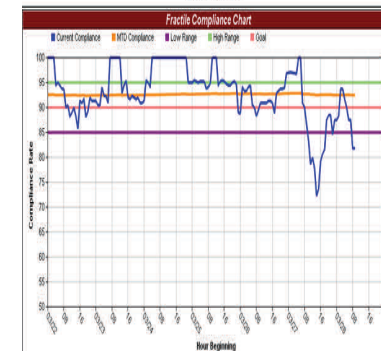
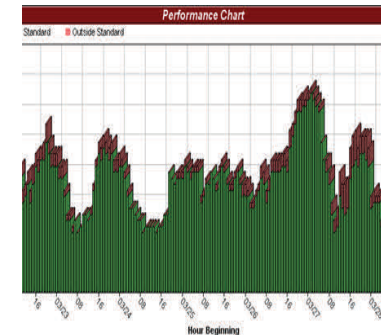
Total Responses: 7  
Standard: 00:08:59

Within Standard: 6

Outside Standard: 1

Compliance: 85.71%

Average: 00:04:58



Like many communities, Sedgwick County, KS staffs ambulances for exclusive use on emergency calls in the County. These units are efficiently dispatched directly by County EMS and have strict response time compliance standards. Using a FirstWatch Performance Trigger, the contracted provider is able to immediately identify any response time outside the acceptable standard, immediately investigate and (when appropriate) resolve issues as they occur. Previously, response issues were addressed on a monthly or quarterly basis, this made the investigation and follow-up much more time intensive and, in some cases, irresolvable

EMS

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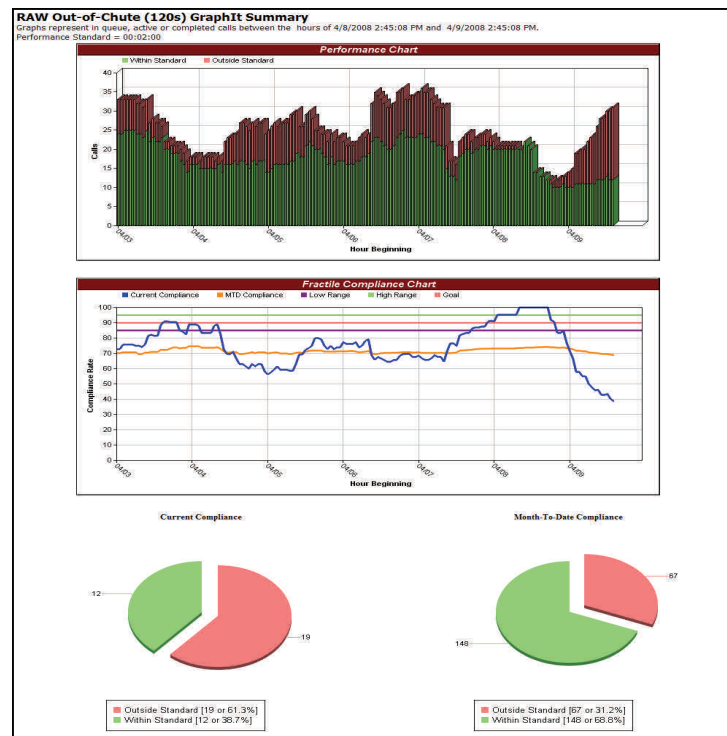
LAW



## Out of Chute / Station Compliance

RAW Out-of-Chute (120s) Current Call Information								
Calls displayed represent active or performed calls between the hours of 3/27/2008 7:48:13 AM and 3/28/2008 7:48:13 AM. Performance Standard = 00:02:00								
Data and Report from the FirstWatch™ Internet Server								
Geo Valid	Time Sent To Queue	Problem	ProQA	Response #	Unit	Address/Location	Chute Time	Outside Standard ▲
?	<a href="#">3/27/2008 8:50:53 AM</a>	XNTR-XNTR		<a href="#">2008-13210</a>	E22	De-identified information	00:01:45	No
C	<a href="#">3/27/2008 11:34:58 AM</a>	24D04-24D04 O6/3RD TRI BLEED		<a href="#">2008-13243</a>	E14		00:01:26	No
C	<a href="#">3/27/2008 12:16:49 PM</a>	10D01-10D01 CP/RESP DISTRESS		<a href="#">2008-13254</a>	E14		00:01:41	No
C	<a href="#">3/27/2008 2:33:28 PM</a>	06D01-06D01 SOB/RESP DISTRESS		<a href="#">2008-13268</a>	E16		00:01:04	No
C	<a href="#">3/27/2008 3:30:29 PM</a>	29D02-29D02 MVU HIGH MECHANISM		<a href="#">2008-13276</a>	E16		00:01:08	No
C	<a href="#">3/27/2008 3:34:41 PM</a>	X1020-X1020		<a href="#">2008-13278</a>	E14		00:01:20	No
C	<a href="#">3/27/2008 4:02:38 PM</a>	21B01-21B01 POSS DGR BLEED		<a href="#">2008-13280</a>	E15		00:01:46	No
C	<a href="#">3/27/2008 4:20:49 PM</a>	31D01-31D01 UNC @ END OF CALL		<a href="#">2008-13281</a>	E16		00:01:25	No
?	<a href="#">3/27/2008 4:27:24 PM</a>	5-SINGLE ENGINE RESPONSE		<a href="#">2008-13283</a>	E15		00:00:33	No
?	<a href="#">3/27/2008 5:40:02 PM</a>			<a href="#">2008-13292</a>	E16		00:01:07	No
?	<a href="#">3/27/2008 5:58:15 PM</a>	17A01-17A01 FALL/NOV DGR AREA		<a href="#">2008-13296</a>	E15	00:00:51	No	
?	<a href="#">3/27/2008 6:21:43 PM</a>	2-TRAFFIC COLLISION		<a href="#">2008-13299</a>	E22	00:01:58	No	
C	<a href="#">3/27/2008 7:00:11 PM</a>	1GSV- GUNSHOT/SHOOTING VICTIM		<a href="#">2008-13305</a>	E16	00:01:07	No	
?	<a href="#">3/27/2008 7:17:15 PM</a>	STF-TRANSFORMER FIRE		<a href="#">2008-13307</a>	E16	00:01:51	No	
C	<a href="#">3/27/2008 9:03:42 PM</a>	06E01-06E01 SOB/INEFFECTIVE BREAT		<a href="#">2008-13327</a>	E16	00:01:22	No	
?	<a href="#">3/27/2008 10:15:52 PM</a>	01C02-01C02 ABD PAIN/F FAINT 12TOS0		<a href="#">2008-13338</a>	E14	00:01:36	No	
?	<a href="#">3/27/2008 5:58:15 PM</a>	17A01-17A01 FALL/NOV DGR AREA		<a href="#">2008-13296</a>	BR23	00:03:05	Yes	
?	<a href="#">3/27/2008 9:41:08 PM</a>	SAPD-ASSIST PD		<a href="#">2008-13331</a>	E22	00:13:29	Yes	
C	<a href="#">3/28/2008 12:05:18 AM</a>	SALA-LIFT ASSIST		<a href="#">2008-13345</a>	E14	00:02:18	Yes	
C	<a href="#">3/28/2008 12:23:59 AM</a>	06D01-06D01 SOB/RESP DISTRESS		<a href="#">2008-13347</a>	E15	00:02:01	Yes	
C	<a href="#">3/28/2008 1:56:21 AM</a>	19R-ALARMS RINGING - RESIDENTIAL		<a href="#">2008-13353</a>	E21	00:02:45	Yes	
?	<a href="#">3/28/2008 3:08:26 AM</a>	XEMT-XEMT		<a href="#">2008-13361</a>	E14	00:02:22	Yes	
C	<a href="#">3/28/2008 6:35:42 AM</a>	5EF-EXTINGUISHED FIRE		<a href="#">2008-13365</a>	E22	00:02:16	Yes	
Total Responses: 23      Within Standard: 16      Outside Standard: 7      Compliance: 69.57%      Average: 00:02:11 Standard: 00:02:00								

Performance and Operational Triggers provide real-time views and automated alerts to Command Staff accountable for response time related performance. In this example, FirstWatch monitors an “Out of Chute” time constructed of CAD generated time stamps between dispatch “time to queue” and squad “responding.” Supervisory personnel are automatically alerted when Out of Chute times exceed the user-defined baseline (2 minutes in this case).







## Free Text Analysis—Key Words, Phrases, Notes in Narrative

FirstWatch can also analyze user-defined free text analysis using keyword or phrase inclusion, exclusion, and regular expressions rules. Comprehensive trend analysis or sentinel event notifications can be generated using FirstWatch Free Text Triggers. In this case, the customer is using free text rules to mine and analyze fever related events during H1N1.

### FreeText Setup: **Fever - FreeText**

[+ Larger Font](#) | [+ Smaller Font](#)

[FreeText Search](#)

Matched	Categories	Event	Date/Time	Free Text
Y	Fever	2566587	4/8/2008 6:33:36 PM	[De-Identified]
Y	Fever	2566619	4/8/2008 7:19:08 PM	[De-Identified]
Y	Fever	2566642	4/8/2008 7:51:37 PM	[De-Identified]
Y	Fever	2566644	4/8/2008 7:54:39 PM	[De-Identified]

#### Incident Drill-down

ProQA(tm)

##### Incident Details

fwCust_ID	47	Time_FirstCallTakingKeystroke	4/8/2008 11:29:56 AM
ID	2566206	Time_CallEnteredQueue	4/8/2008 11:31:48 AM
FWTimeStamp	4/8/2008 10:12:11 AM	Time_CallTakingComplete	4/8/2008 11:33:42 AM
Response_Date	4/8/2008 11:29:56 AM	Time_CallClosed	4/8/2008 1:09:39 PM
Master_Incident_Number	08-0076670	Time_First_Unit_Assigned	4/8/2008 11:33:20 AM
Agency_Type	EMS	Time_First_Unit_Arrived	4/8/2008 11:44:56 AM
Jurisdiction	[De-Identified]	Cancel_Reason	
Division	SE	Call_Disposition	01 - Incident Complete
Response_Area	44 Station	EMD_Used	1
Problem	Interfacility-B	CIS_Used	
Priority_Number	4	Determinant	33C06T
Location_Name	[De-Identified]	ProQA_CaseNumber	0008058754
Address	[De-Identified]	Call_Is_Active	0
Apartment	[De-Identified]	CreatedbyPrescheduleModule	
City	[De-Identified]	Caller_Type	Nurse
State	[De-Identified]	Location_Type	[De-Identified]
Postal_Code	[De-Identified]	Priority_Description	3-Bravo
County	[De-Identified]	ClockStartTime	4/8/2008 11:29:56 AM
Longitude	[De-Identified]	MultiAgency_Ptr	
Latitude	[De-Identified]	Calc_Latitude	[De-Identified]
Time_PhonePickUp	4/8/2008 11:29:48 AM	Calc_Longitude	[De-Identified]

<-- From: 4/8/2008 6:33:36 PM To: 4/8/2008 7:54:39 PM --> Show Matched Only Rows to Return: 10

Categories

Fever

Keywords/Phrases

EXCLUDED Keywords/Phrases

Regular Expression:

Keyword/Phrase:

Add

EXCLUDED

Keyword/Phrase:

Add

Fever  
fièvre  
febrile  
hot skin  
high temp  
SHIVERING  
REALLY HOT  
hot to touch  
elevated temp

Remove

afebrile  
no fever  
Fever UNK  
INABILITY  
unk fever  
denies fever  
UNK IF Fever  
NO OUTBREAKS OR Fever

Remove

\bFever\b|\bfebrile\b|\belevated  
temp\b|\bhigh temp\b|\bhot to  
touch\b|\bREALLY HOT\b|\bhot  
skin\b|\bfièvre\b|\bSHIVERING\b

Update Regular Expression

#### FW FreeText (TM)

Categories:

Free Text:

ILT

[De-Identified]

Server Time: 4/8/2008 5:51:49 PM PT

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## STEMI Alert and Incident Drill-down

When EMS Medical Directors requested notifications for all STEMI's within their jurisdictional area—our savvy EMS customers turned to FirstWatch! Now real-time STEMI data views, incident drill downs, maps, charts are generated on the fly and automated alerts are sent out as soon as STEMI criteria is met, as defined within their system. Further evolution of the STEMI Trigger could include automated notifications of Hospital ED and Catheterization Lab teams.

### STEMI Alert GraphIt Summary

Graphs represent in queue, active or completed calls between the hours of 4/8/2008 4:47:26 AM and 4/8/2008 4:47:26 PM

☐ Hide Min/Max Events

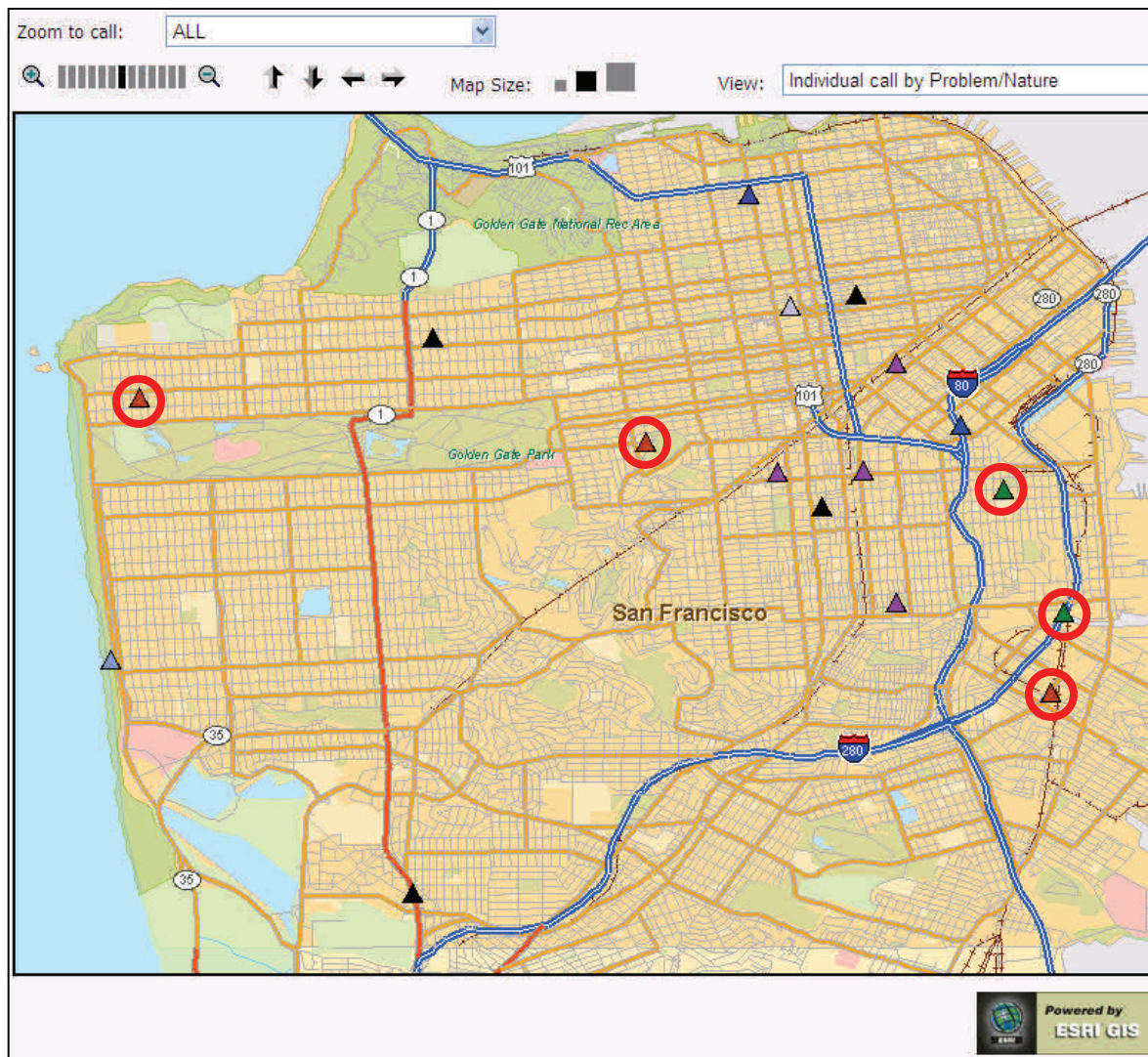
☐ Hide Hourly Events



Incident Drill-down			
Incident Details			
fwCust_ID	54	Time_FirstCallTakingKeystroke	4/4/2008 7:24:07 AM
ID	282308	Time_CallEnteredQueue	4/4/2008 7:29:07 AM
FWTimeStamp	4/4/2008 9:47:12 AM	Time_CallTakingComplete	4/4/2008 7:29:06 AM
Response_Date	4/4/2008 7:29:16 AM	Time_CallClosed	4/4/2008 8:45:23 AM
Master_Incident_Number	2008231000010699	Time_First_Unit_Assigned	4/4/2008 7:29:16 AM
Agency_Type		Time_First_Unit_Arrived	4/4/2008 7:51:40 AM
Jurisdiction		Cancel_Reason	
Division	Station 14 Response District	Call_Disposition	
Response_Area	Sta14	EMD_Used	0
Problem	Patient Transport - GF	CIS_Used	0
Priority_Number	5	Determinant	
Location_Name		ProQA_CaseNumber	
Address	4315 DIPLOMACY DR	Call_Is_Active	0
Apartment	CCU 221-1	CreatedbyPrescheduleModule	Y
City		Caller_Type	
State		Location_Type	Hospital
Postal_Code		Priority_Description	Baseline Yellow
County	149799444	ClockStartTime	4/4/2008 7:24:07 AM
Latitude	61183333	MultiAgency_Ptr	
Time_PhonePickUp	4/4/2008 7:23:56 AM	Calc_Latitude	
		Calc_Longitude	
FW FreeText (TM)			
Categories:	STEMI		
Free Text:	46M - STEMI - Stable Transport per cardiologist wPatient [Pick Up][Address] QAP on file 1/1/05 [Pick Up]Premise) QAP on file 1/1/05 [Station 14 Response District] Record #: 2310020080008736 [Station 14 Response District] Record #: [Station 14 Response District] Record #: [Station 14 Response District] Record #:		



## San Francisco – Mass Casualty Incident (MCI)



San Francisco City and County officials needed a way to be notified in real-time of any major Mass Casualty Incident (MCI) within the City.

San Francisco Fire and EMS responses vary greatly in a community like San Francisco, so the agency needed a First-Watch Trigger that could watch for a complex set of criterion. The FirstWatch MCI Trigger constantly scans for events where a certain number of units (and specific types of apparatus) are assigned and arrive on scene, while filtering out other types of calls.

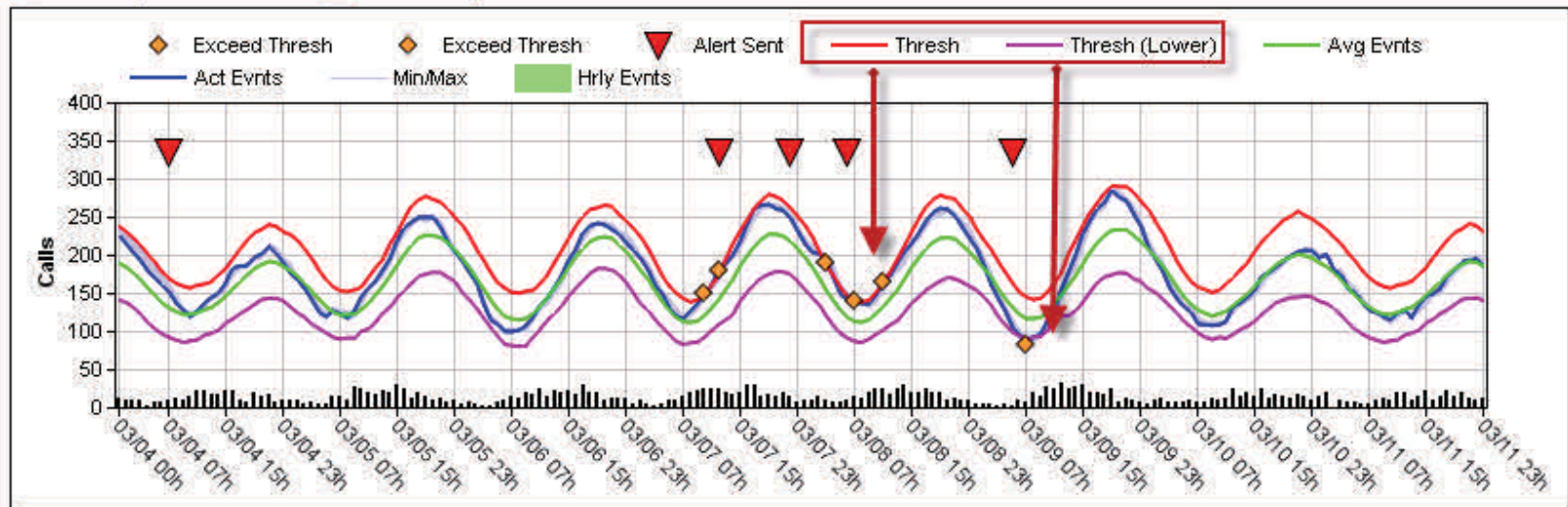
Once the criterion indicates an MCI, alerts are sent to notify the specified authorized City and County officials.

## High / Low Call Volume Activity—Automated Alerts

### AMR Riverside - Riverside All Calls GraphIt Summary

Graphs represent in queue, active or completed calls between the hours of 3/4/2012 and 3/11/2012 11:59:59 PM

☐ Hide Min/Max Events ☐ Hide Hourly Events



Using FirstWatch, managers with AMR Riverside County created a Trigger to alert them when resources are being stretched too thin. The High / Low Volume Sentinel Trigger alerts designated AMR managers when certain dynamic call volume is over (or under) thresholds (based on their staffing model). FirstWatch enables AMR managers to quickly make assessments and decisions (based on real-time data) to add additional team members as needed to handle the increased call volume.










## ePCR Compliance—sync between CAD & ePCR systems

Calls displayed represent active or performed calls between the hours of 2/23/2006 2:16:00 PM and 2/24/2006 2:16:00 PM.

Data and Report from the FirstWatch™ Internet Server

<u>ePCR</u>	<u>Time Assigned</u>	<u>Time ArrivedAtScene</u>	<u>Pri</u>	<u>Problem</u>	<u>Call Disposition</u>	<u>Response #</u>	<u>Unit</u>
	<a href="#">2/23/2006 2:51:48 PM</a>	2/23/2006 3:02:10 PM	5	Sick Party NPS	Patient Transported	<a href="#">00099255</a>	M02
	<a href="#">2/23/2006 3:05:44 PM</a>	2/23/2006 3:12:45 PM	4	Medical Alarm	Patient Assist	<a href="#">00099256</a>	M19
	<a href="#">2/23/2006 3:11:08 PM</a>	2/23/2006 3:17:25 PM	4	MVA - Injuries	Patient Transported	<a href="#">00099257</a>	M18
	<a href="#">2/23/2006 3:39:03 PM</a>	2/23/2006 3:42:20 PM	5	Sick Party NPS	Non-Transport	<a href="#">00099262</a>	A30
	<a href="#">2/23/2006 3:36:32 PM</a>		5	Sick Party NPS	Non-Transport	<a href="#">00099261</a>	M12
	<a href="#">2/23/2006 3:41:54 PM</a>	2/23/2006 3:48:10 PM	3	Sick Party-Cardiac Hx	Patient Transported	<a href="#">00099263</a>	M14
	<a href="#">2/23/2006 4:38:01 PM</a>	2/23/2006 4:42:47 PM	3	Diabetic -Charlie Override	Patient Transported	<a href="#">00099265</a>	M01

Every EMS agency understands the importance and necessity of maintaining adequate documentation of all patient encounters, but there are times when due to the normal busy nature of the job some reports are not completed/submitted right away. Using FirstWatch, EMS Managers & Medical Directors can ensure an electronic patient care report (ePCR) is completed for each response where a crew arrived on scene. FirstWatch integrates data from CAD & ePCR systems and provides a real-time quality assurance check that allows them to identify when a report is missing. This tool ensures that all reports are turned in for 100% compliance before the crew finishes their shift.

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## Hospital Drop Time Performance

FirstWatch Triggers and/or Reports provide the monitoring and alerting tools to assist with this critical pain point for transporting agencies, whether you are measuring:

- By a predefined time standard
- Notifications to supervisory staff of multiple units at the same hospital exceeding a set time standard
- Or generating reports by hospital with drop time measurements

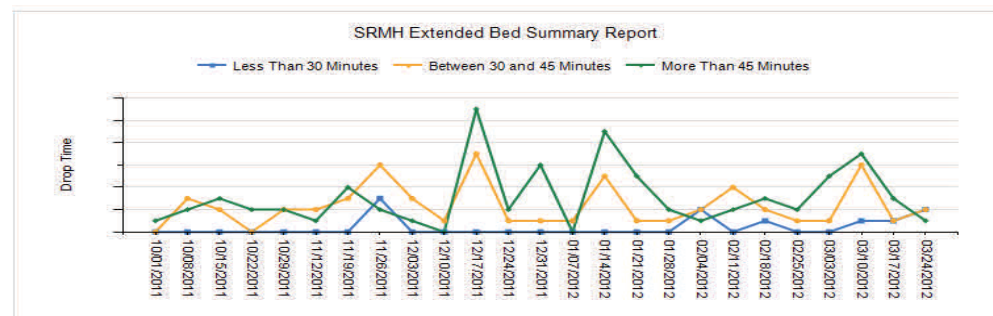
### Austin - Destination Alert $\geq 4$ units In 30 mins Current Call Information

Calls displayed represent active or performed calls between the hours of 3/22/2012 12:01:01 PM and 3/22/2012 10:59:59 PM.   
Data and Report from the FirstWatch™ Internet Server

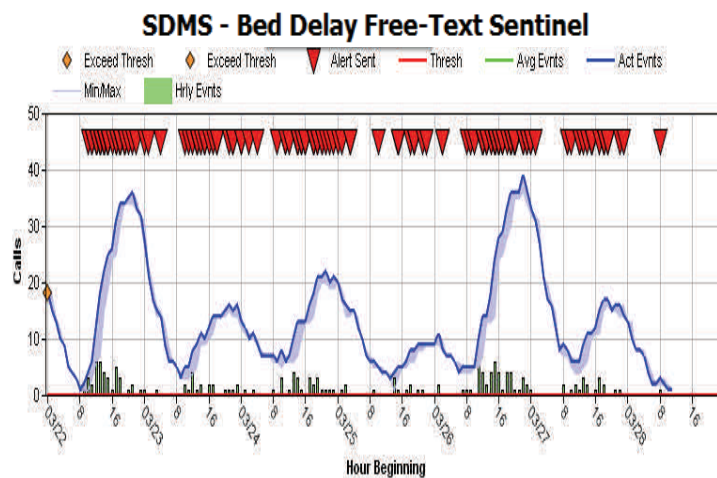
Geo Valid	Time Sent To Queue	Pri	Problem	ProQA	Response #	Unit	Destination	# of Units
✓	<a href="#">3/22/2012 12:54:15 PM</a>	4	Sick Pri 4	<a href="#">26800</a>	<a href="#">2082-063750</a>	M30	SOUTH AUSTIN HOSPITAL HSP	4
✓	<a href="#">3/22/2012 1:27:13 PM</a>	3	Sick Pri 3	<a href="#">26C02</a>	<a href="#">2082-063772</a>	M09	Seton Hospital HSP	4
✓	<a href="#">3/22/2012 1:52:35 PM</a>	2	Fall Pri 2	<a href="#">17D03</a>	<a href="#">2082-063789</a>	M06	Seton Hospital HSP	4
✓	<a href="#">3/22/2012 10:58:48 PM</a>	3	Previous Arrivals at 'SOUTH AUSTIN HOSPITAL HSP' in last 0.5 Hours					4
			Incident #	Date/Time	Priority	Problem/Nature		
			<a href="#">12082-0148</a>	3/22/2012 1:16:37 PM	10	Attended Patient P4 No Divert		
			<a href="#">12082-0151</a>	3/22/2012 1:20:31 PM	3	Chest Pain Pri 3		
			<a href="#">12082-0156</a>	3/22/2012 1:42:54 PM	2	Respiratory Pri 2		

### SRMH Extended Bed Summary Report - DRAFT

Incident Date 02/01/2012 to 02/29/2012



Week Ending	Less Than 30 Min	Between 30 and 45 Min	More Than 45 Min	Totals
02/11/2012	0	4	2	6
02/18/2012	1	2	3	6
02/25/2012	0	1	2	3
03/03/2012	0	1	4	5
<b>Totals</b>	<b>1</b>	<b>8</b>	<b>11</b>	<b>20</b>





## Free Text—Severe Weather Sentinel

## Hurricane Irene — Saturday 27 August 2011

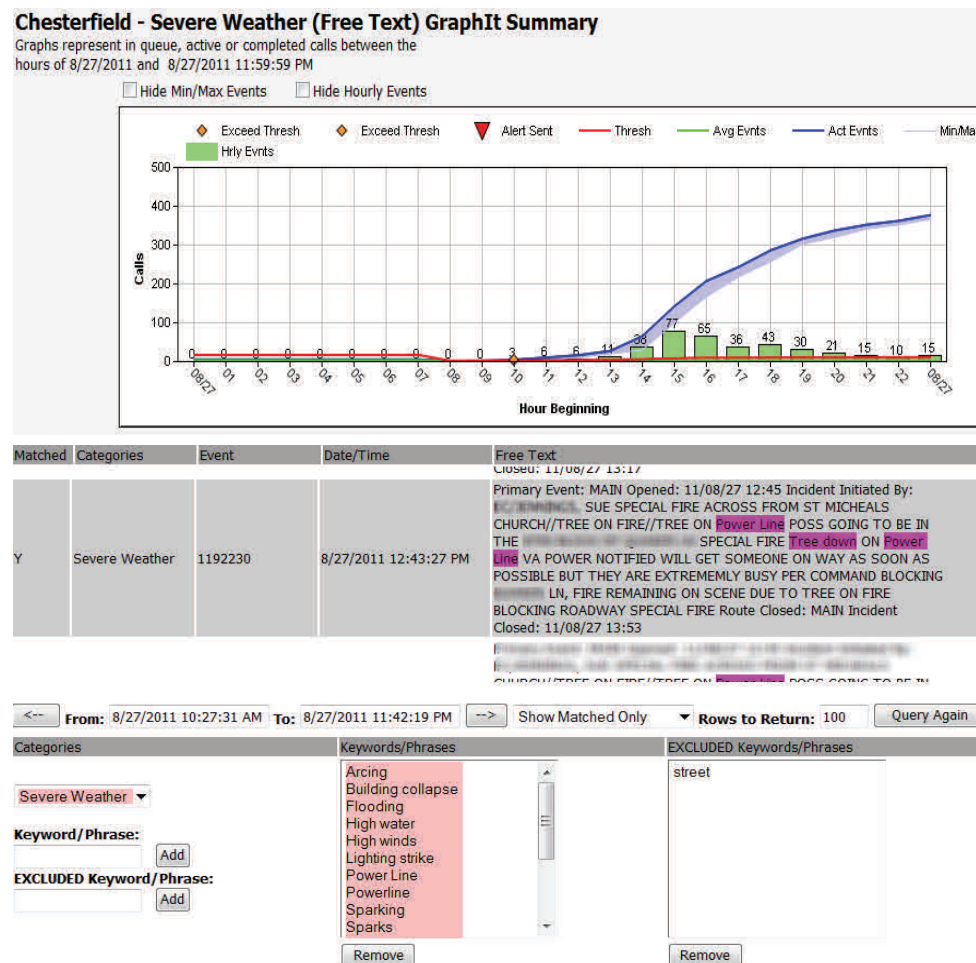
<div> <div>Chesterfield - Severe Weather (Free Text)    Current Call Information</div> <div> <div>Calls displayed represent active or performed calls between the hours of 8/27/2011 and 8/27/2011 11:59:59 PM.</div> <div> <div> <div> <div></div> <div></div> <div></div> </div> </div> </div> </div> <div>Data and Report from the FirstWatch™ Internet Server</div> </div>				
Geo Valid	Time Sent To Queue	Incident #	Address/Location	Problem
✓	8/27/2011 10:27:31 AM	FFR110827023204	1000 N. ...	FIRE HAZARDOUS CONDI
✓	8/27/2011 10:45:22 AM	FFR110827023209	1000 N. ...	TREE DOWN
✓	8/27/2011 10:48:28 AM	FFR110827023210	1000 N. ...	FIRE HAZARDOUS CONDI
✓	8/27/2011 11:20:18 AM	FFR110827023214	1000 N. ...	FIRE HAZARDOUS CONDI
✓	8/27/2011 11:20:49 AM	FFR110827023213	1000 N. ...	TREE DOWN
✓	8/27/2011 11:27:16 AM	FFR110827023217	1000 N. ...	TREE DOWN
✓	8/27/2011 11:30:30 AM	FFR110827023218	1000 N. ...	TREE DOWN
✓	8/27/2011 11:52:37 AM	FFR110827023220	1000 N. ...	TREE DOWN
✓	8/27/2011 11:52:54 AM	FFR110827023221	1000 N. ...	TREE DOWN
✓	8/27/2011 12:07:02 PM	FFR110827023224	1000 N. ...	FIRE HAZARDOUS CONDI
✓	8/27/2011 12:40:20 PM	FFR110827023231	1000 N. ...	TREE DOWN
✓	8/27/2011 12:43:04 PM	FFR110827023232	1000 N. ...	FIRE HAZARDOUS CONDI
✓	8/27/2011 2:44:12 PM	FFR110827023296	1000 N. ...	FIRE HAZARDOUS CONDI
✓	8/27/2011 2:44:19 PM	FFR110827023295	1000 N. ...	TREE DOWN
✓	8/27/2011 2:44:22 PM	FFR110827023293	1000 N. ...	TREE DOWN
✓	8/27/2011 2:44:23 PM	FFR110827023294	1000 N. ...	SPECIAL FIRE
✓	8/27/2011 2:44:57 PM	FFR110827023298	1000 N. ...	TREE DOWN

You are now viewing records 1 through 50. Page 1 of 8.

[Next >>](#)
Go to Page

Records Per Page:

Total Responses: 376



## Rain, winds pound Northern California

### Northeast, Great Lakes remain cold

Tuesday, February 28, 2006; Posted: 9:42 a.m. EST (14:42 GMT)

**SAN FRANCISCO, California (AP) -** A storm bringing wind gusts of nearly 100 mph and heavy rains toppled trees, power lines and a 30-ton construction crane Monday night.

More than 100,000 Pacific Gas and Electric Co. customers were without power as of 11 p.m. Monday night, PG&E spokeswoman Jana Schuering said.

Most of the power outages were reported

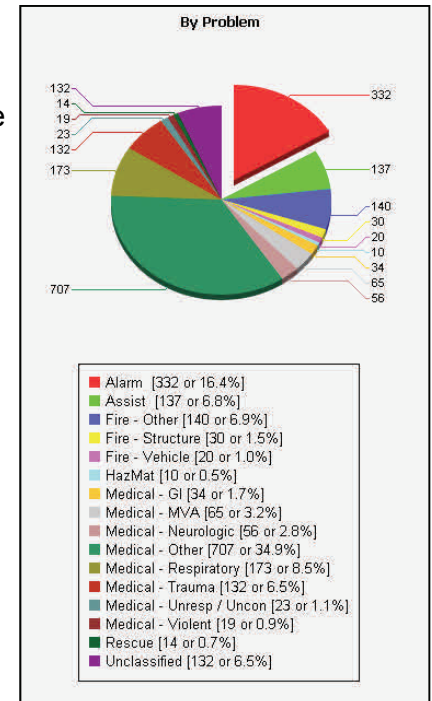
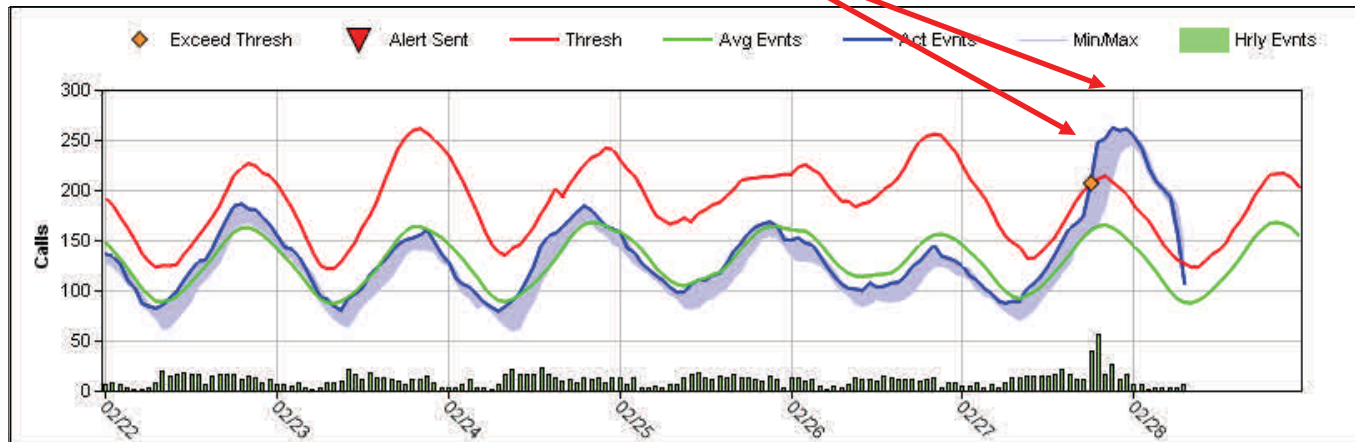


The continental United States as seen at 6:30 a.m. ET.

## EMA—Emergency Preparedness

When disaster strikes, the dissemination of accurate and up-to date information from the front lines becomes ever more crucial. When hurricane Katrina devastated the gulf coast in 2005, State and Federal authorities struggled to get accurate and timely information from the scene. FirstWatch is able to bridge that information gap by allowing agencies to share identified or de-identified 9-1-1 call information with regional and federal emergency management organizations in real-time. In 2006, when hurricane force winds pounded the San Francisco Bay area, FirstWatch worked in the background and was able to share a real-time perspective of the storm's impact based on where the calls were coming from, nature of the call and number of calls taken. Whether a short lived storm or a major disaster like an Earthquake, Hurricane, or Wildfire, FirstWatch can provide officials with a front-line perspective of the impact with real-time information.

FirstWatch Chart (below) outlines Spike in Emergency Responder activity during the height of the storm.

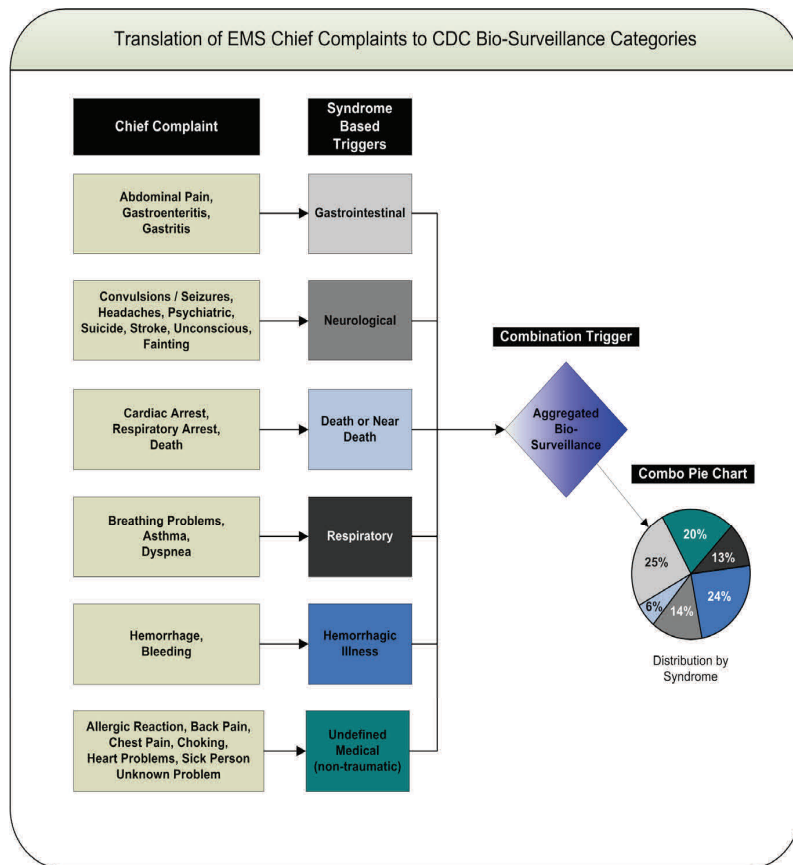


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# Bioterrorism (BT)



Using Public Safety 9-1-1 call data for bioterrorism (BT) and health surveillance has created a new awareness of the value of emergency pre-hospital data. FirstWatch, a pioneer in Public Safety 9-1-1 call data analysis, has been actively monitoring real-time 9-1-1 call data since 1999. Now processing more than **40,000** real-time Public Safety encounters daily from systems throughout North America, FirstWatch is the largest real-time network of its kind.

Public Health Officials recognize that information from multiple data sources is required to develop the best assessment of a community's overall health. Public Safety 9-1-1 data brings a number of distinct benefits providing a very unique and timely perspective. Typically the geographic area covered by a 9-1-1 system is very large, many times comprised of a multi-city or county area. Other data sources, such as hospital emergency department data, represent a much smaller geographic footprint. Additionally, 9-1-1 data is processed in a very timely manner, typically within one or two minutes. Once processed, the 9-1-1 information includes not only specific chief complaint criteria, but also includes a geographically specific location which can be used to provide a precise location for the patient. The combination of a large service area, timeliness of information, and geographically validated location data (via FirstWatch) offers health officials a valuable situational awareness tool.

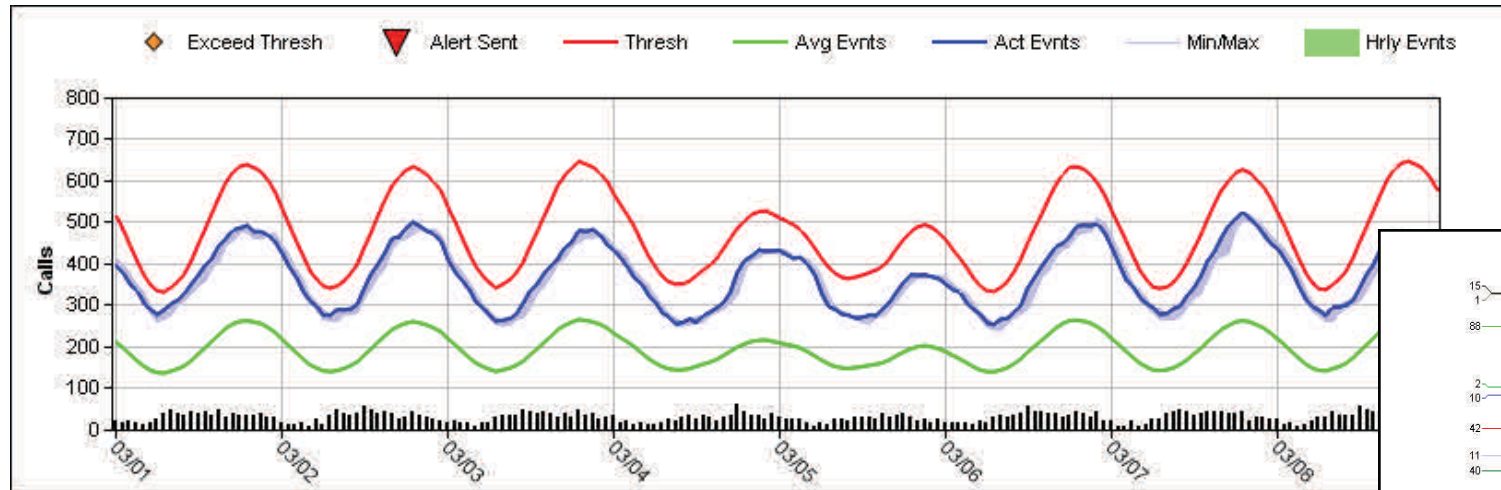
Patient information collected during a 9-1-1 call can vary from agency to agency. However, users of the Priority Dispatch ProQA, an automated expert algorithm system software, can gather a variety of health data including age, sex and acuity to categorize a patient into almost **300 condition determinants**. ProQA provides additional value by ensuring consistency in the call screening process where each incident is processed the same way.



FirstWatch is the only organization integrating real-time Command and Dispatch (CAD) data with ProQA data in a seamless interface. The system also includes supplemental screening tools designed to screen for exposure to Chemical, Biological, Radiological or Nuclear exposure (CBRN) and symptoms associated with severe respiratory syndrome, including information relating to recent travel to high risk locations. Public Safety and 9-1-1 teams are on the front lines of health emergencies, and FirstWatch provides real-time analysis and alerting.

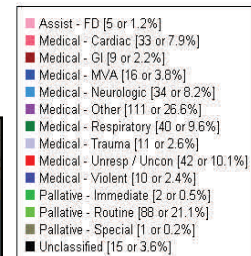
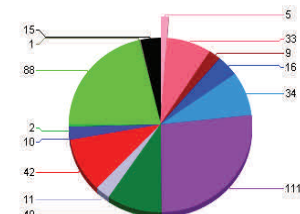


## Pandemic Driven International Deployments



Toronto EMS is Canada's largest EMS agency, providing all emergency and non-emergent transports for the regions 2.5million.

With the deployment of FirstWatch in Toronto, officials have a new tool providing real-time information relating to Canada's largest EMS agency. Toronto's configuration of FirstWatch includes monitors for gastrointestinal, respiratory problems, sudden illness/death, neurological, chest pain and non-emergent "palliative" care transports of the sick throughout the community's elaborate health care system. These FirstWatch Triggers are designed to provide an early indicator for a community particularly sensitive after their experience with Severe Acute Respiratory Syndrome (SARS).



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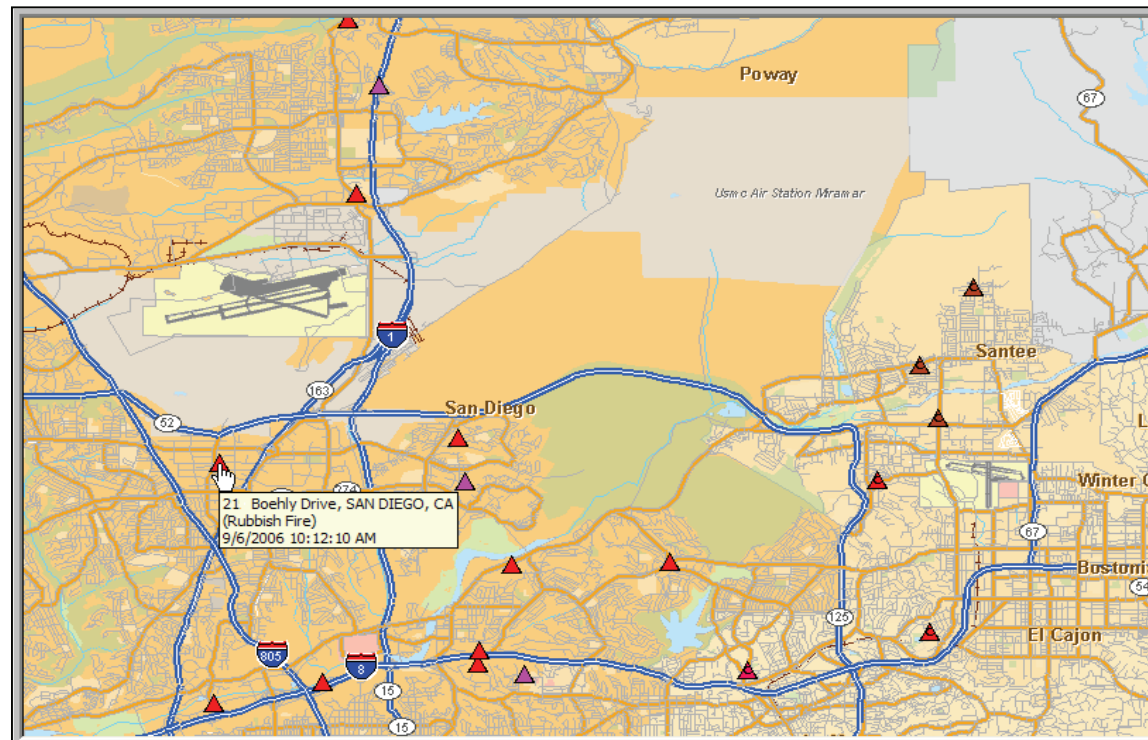


## All Fires Trigger – San Diego County

Like many Southern California communities, San Diego is subject to ferocious wildfires that often impinge on the expanding urban areas of the county. Using FirstWatch, San Diego Fire Officials can view real-time information on all active fires across the county. FirstWatch pulls data from 9-1-1 centers serving the cities of San Diego, Oceanside and two regional JPA multi-jurisdictional 9-1-1 centers, serving 20 different agencies across San Diego County.

The All Fires Trigger pulls data from all four 9-1-1 centers (in real-time) across San Diego County and provides a single view of all active fire calls, including alerts indicating when shared assets such as wildfire strike teams, are committed to other scenes. This Trigger also allows the centers to gather real-time information from fire incidents along jurisdictional borders that often result in calls from concerned citizens.

This map (right) shows all reported structure, vehicle, wild land or other types of fires, by pulling real-time data from multiple agencies across San Diego County.





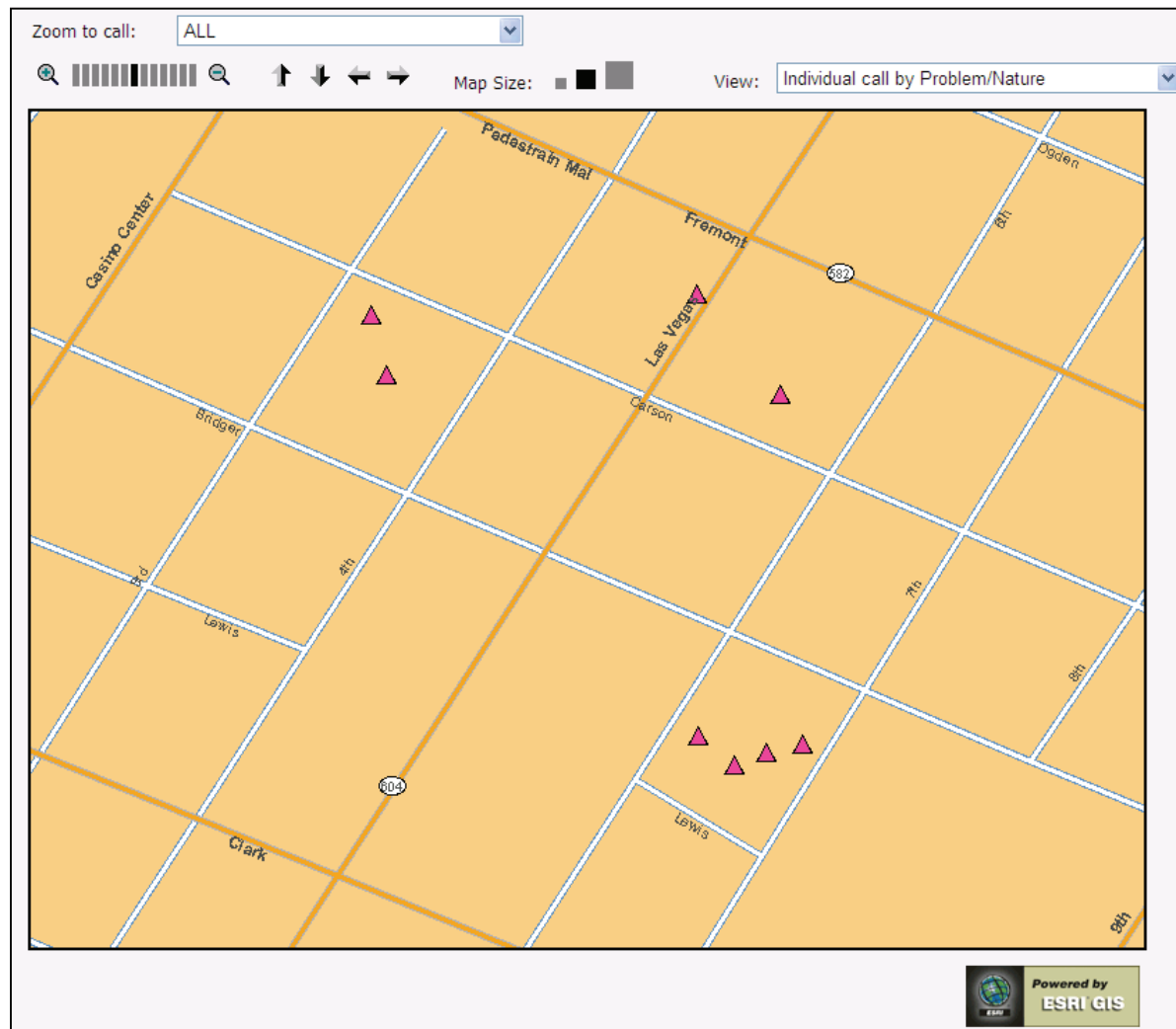
## Arson Task Force Alert — Las Vegas

Officials in Las Vegas use First-Watch to monitor for suspicious fire activity related to possible arsons & bomb calls.

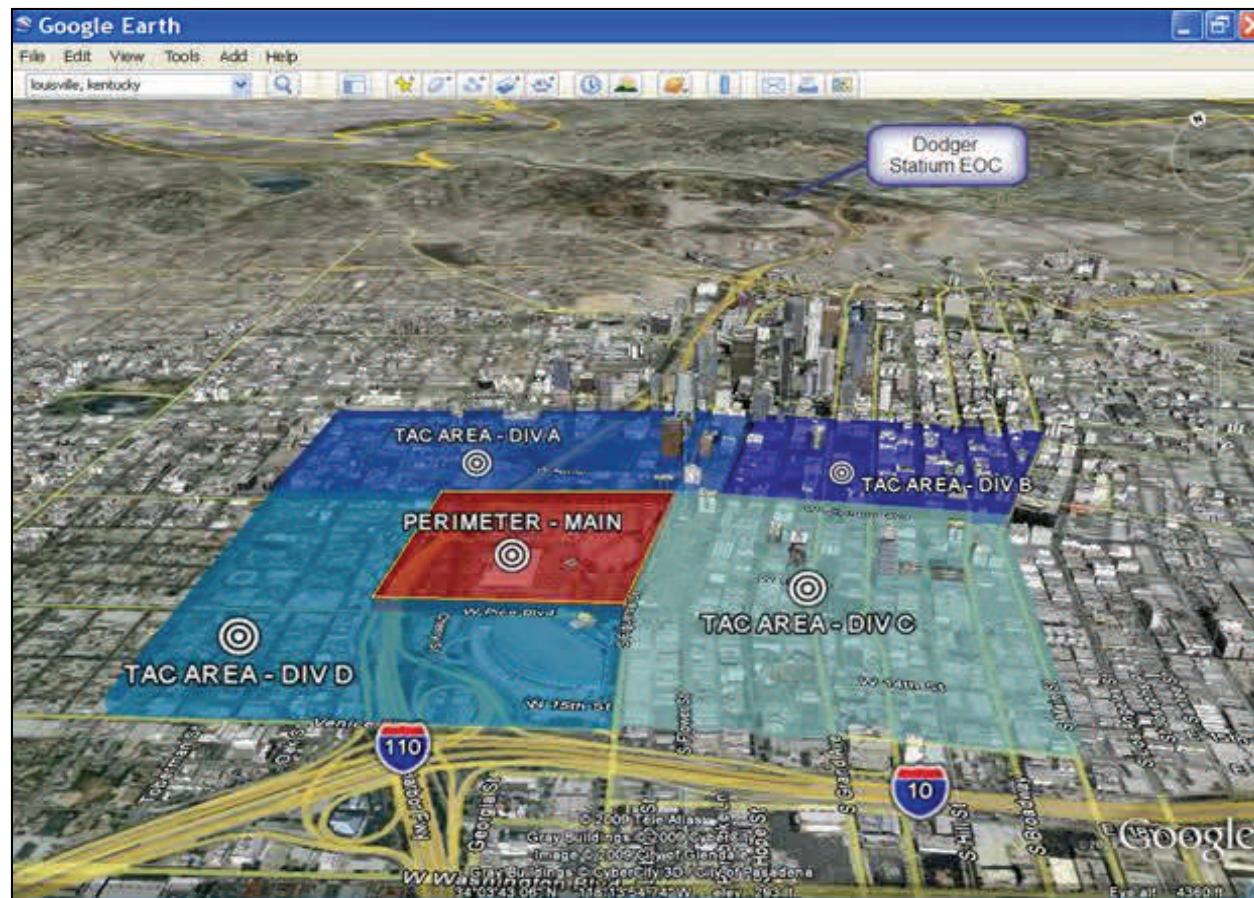
FirstWatch can look for key words, phrases, volumetric increases (or geographic clusters) of suspicious fire activity such as: dumpster fires, grass fires, vehicle fires, as well as suspicious fires in abandoned homes or office buildings.

Fire officials are keenly aware that fire setters and potential bomb builders may escalate their dangerous behavior endangering citizens and first responders alike.

This FirstWatch Sentinel Trigger is designed to quickly alert officials (in real-time) to suspicious incidents many times before patterns and trends lead to an escalation of arson related activities



## High Profile Location / Geo-Fence Triggers—Los Angeles



The City of Los Angeles Fire Department used FirstWatch KML export (into Google Earth) to set-up views of Special Event Tactical (TAC Areas) for the Michael Jackson Memorial Events. This view helped the Fire Teams within their Departmental EOC, as well as providing a real-time tool for the teams located within the primary City of Los Angeles EOC and remote mobile command post.



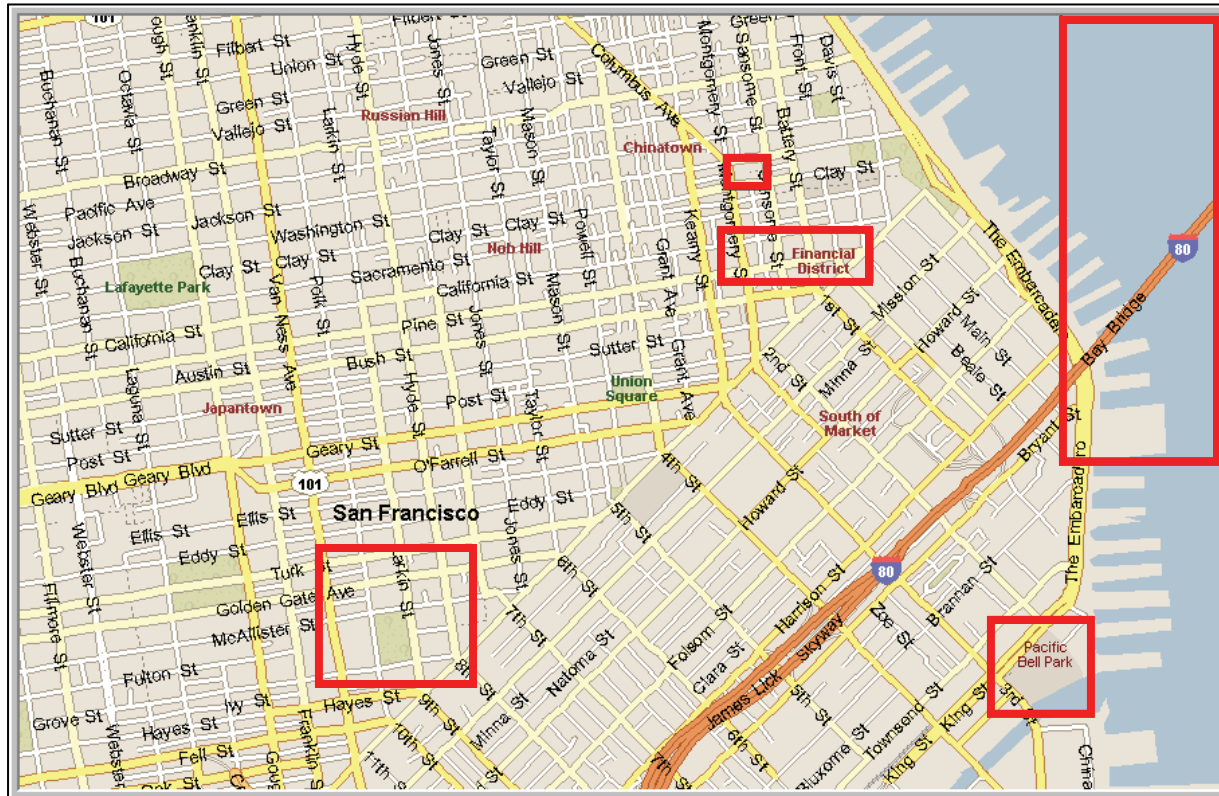
## High Profile Location / Geo-Fence Triggers—New Orleans



The City of New Orleans uses FirstWatch KML export (into Google Earth) to set-up views of their Hospitality Zone. In addition to Mardi Gras, New Orleans plays host to several major sporting & cultural events such as the 2012 NCAA Final Four, 2013 Super Bowl and the annual Jazz Festival. This view enables a highly intuitive common operating picture, accessible in the PSAP, EOC, Mobile Command Vehicles and City Hall or from any web-enabled device.

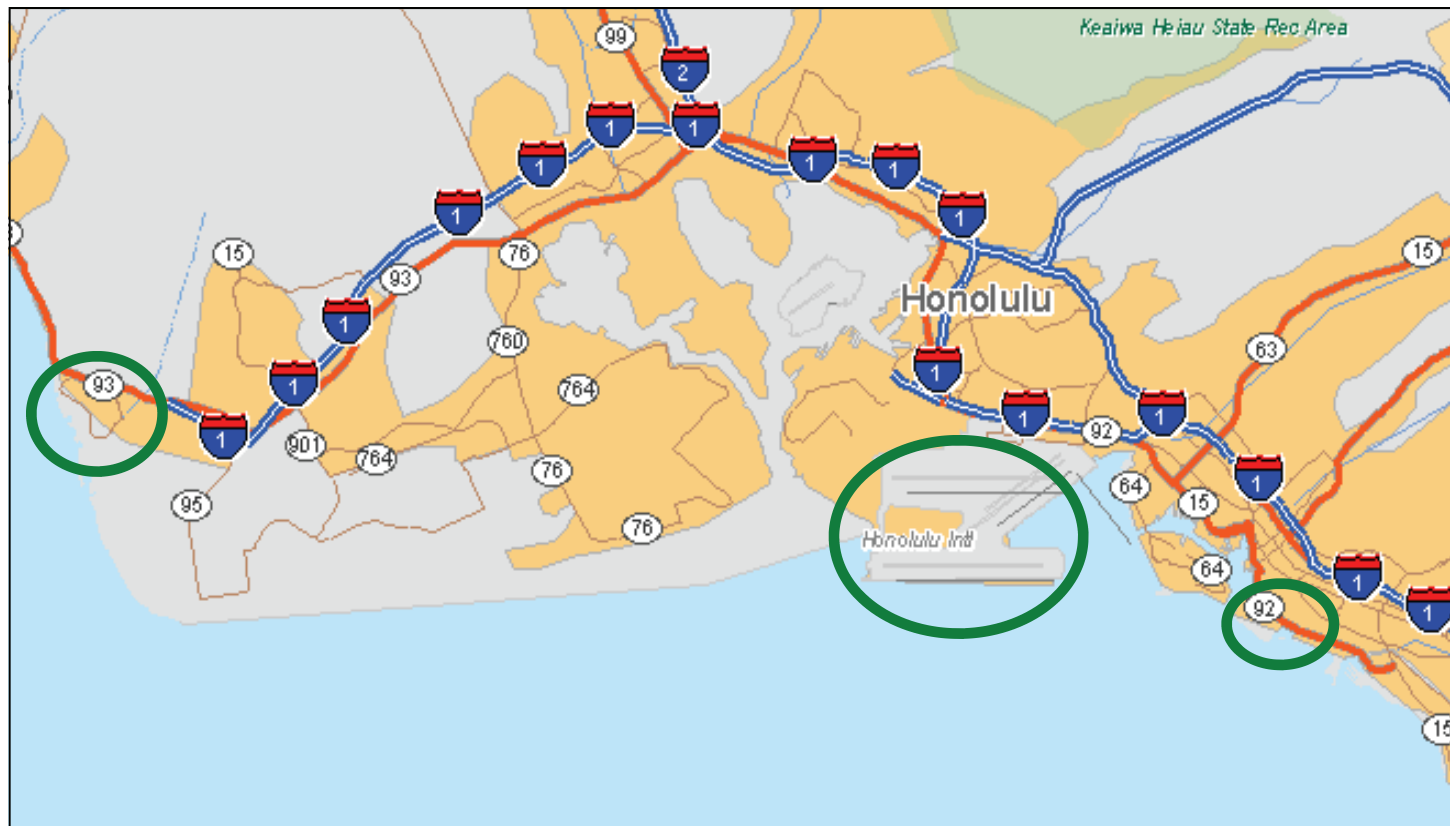


## High Profile Location / Geo-Fence Triggers—San Francisco



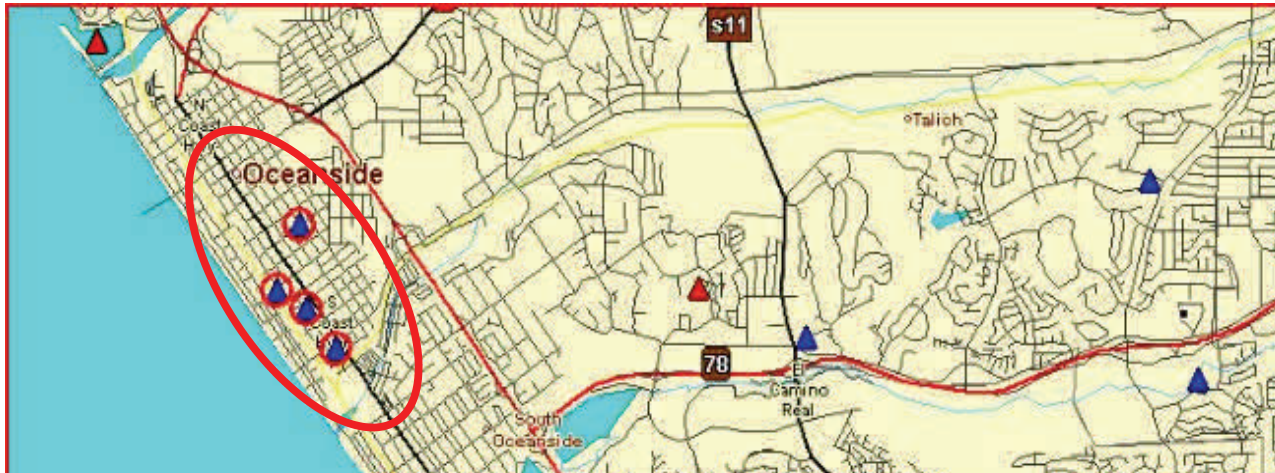
The City of San Francisco includes a number of highly recognizable landmarks known throughout the world as well as other landmarks that are integral parts of the government and economy. The Golden Gate Bridge, Trans America Pyramid, United Nations Building, Federal Courthouse and the Financial District are a few of the monitored areas. Using FirstWatch Geo-spatial Analysis, officials are able to place a geo-fence (or perimeter) around specific landmarks with the intent of being notified of significant events or activities around any of the designated landmarks or districts. This Trigger provides a situational awareness perspective to rapidly notify officials of events occurring within any of their high profile zones.

## High Profile Location / Geo-Fence Triggers—Honolulu



The City of Honolulu hosted the 2011 Asian Pacific Economic Conference (APEC Summit). Declared a National Security Special Event (NSSE). Stakeholders involved in the APEC Summit required enhanced Situational Awareness. FirstWatch Geo Fences were established around critical infrastructure, Summit Hotels, Convention Center and other sites which were key to the event situational awareness. User-defined incidents occurring in the Geo-Fenced areas were automatically plotted and maps, charts and graphs were automatically updated as events unfolded. Public Safety stakeholder groups responsible for securing the Summit area were automatically notified of significant events or activities around any of the designated geo-fenced areas. FirstWatch provided a real-time perspective to authorized event officials & public safety stakeholder groups.

## Geographic Clusters of Incidents, by Incident Type



FirstWatch can automatically and in real time, identify emerging clusters of any type of events or activities. The user defines the parameters of the clusters in terms of the event types and the number of events as well as geographic spacing of the events. When clusters are identified, automated Alerts are sent to appropriate personnel.

### Oceanside Burglary Trigger Current Call Information

Calls displayed represent active or performed calls between the hours of 2/2/2010 10:20:53 AM and 2/5/2010 10:20:53 AM.

Data and Report from the FirstWatch™ Internet Server

GC	Geo Valid	Time Sent To Queue	Pri	Problem	Call Disposition	Incident #	Address/Location
	✓	<a href="#">2/3/2010 12:09:26 AM</a>	4	459VR Vehicle Burg Rpt	Report To Follow	<a href="#">1000013541</a>	From Oceanside
	✓	<a href="#">2/4/2010 9:11:14 AM</a>	4	459R Burglary Rpt	Report To Follow	<a href="#">1000014013</a>	From Oceanside
	✓	<a href="#">2/4/2010 2:57:44 PM</a>	4	459R Burglary Rpt	Report To Follow	<a href="#">1000014109</a>	From Oceanside
	✓	<a href="#">2/5/2010 8:57:06 AM</a>	4	459R Burglary Rpt	Report To Follow	<a href="#">1000014461</a>	From Oceanside
	✓	<a href="#">2/2/2010 11:26:45 AM</a>	4	10852R Veh Tampering Rpt	Report To Follow	<a href="#">1000013275</a>	From Oceanside
	✓	<a href="#">2/2/2010 1:42:17 PM</a>	4	487R Grand Theft Rpt	Report To Follow	<a href="#">1000013307</a>	From Oceanside

**Active/Recent Geo-Clusters**

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## Target Crime — Oceanside PD

### Oceanside Target Crimes Current Call Information

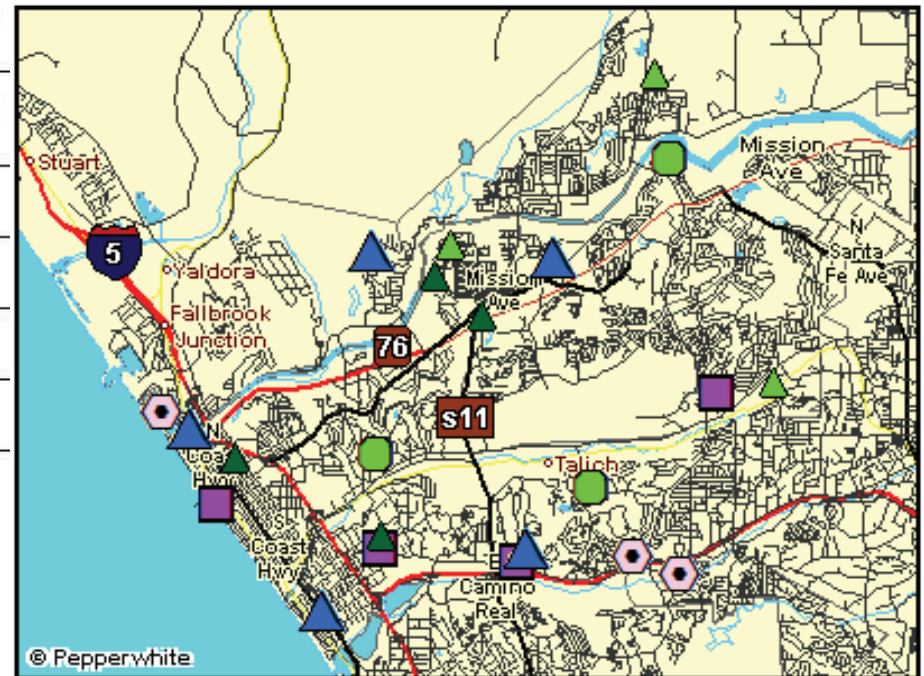
Calls displayed represent active or performed calls between the hours of 2/25/2012 11:37:27 AM and 2/28/2012 11:37:27 AM.



Data and Report from the FirstWatch™ Internet Server

GC	Geo Valid	Time Sent To Queue	Pri	Problem	Call Disposition	Incident #	Address/Location
	✓	<a href="#">2/25/2012 10:36:17 PM</a>	3	RSV Recovered Stolen Veh	Report To Follow	<a href="#">1200021132</a>	From Oceanside
	✓	<a href="#">2/25/2012 11:31:45 PM</a>	3	RSV Recovered Stolen Veh			
	✓	<a href="#">2/26/2012 11:41:15 AM</a>	3	RSV Recovered Stolen Veh			
	✓	<a href="#">2/26/2012 12:42:47 PM</a>	3	602 Trespassing			
	✓	<a href="#">2/26/2012 1:40:36 PM</a>	3	602 Trespassing			
	✓	<a href="#">2/26/2012 3:05:24 PM</a>	3	602 Trespassing			

While almost all Law Enforcement agencies share similar concerns, each community has it's own unique combination of offenses that make up the biggest threat to public safety whether they are crimes against persons, property or public order. Triggers can be used to track and trend those "Target Crimes". As with all FirstWatch Triggers; they can be modified as needs and focus change.



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## Police Hot Alert — Free Text Analysis

**FreeText Setup: Oceanside Hot Alert**

[+ Larger Font](#) | [+ Smaller Font](#)[FreeText Search](#)

Print this Page

Matched	Categories	Event	Date/Time	Free Text
N	764665	2/24/2006 5:50:41 AM		RP STATES HE IS AFRAID OF THE CIRCUMSTANCES IN THE APT.....WHEN ASKED WHAT WAS GOING ON HE STATED HIS ROOMMATE WAS OUT OF CONTROL..... RP BEING VERY EVASIVE... BOLOD [SECTOR 3] Record #: 1 RP NOW STATES THAT HIS ROOMMATE THREW THE RP AGAINST THE WALL AND LAMP CAUSING A LACERATION TO THE RPS. WRIS... 1142....BOTH SUBJS HBD ....NEG WPNS 6D 2 DETAINED 6D ,,,BOTH SUBJS 647F, NO PROSECUTION DESIRED
N	764666	2/24/2006 5:57:50 AM		# 29....# 3 .....#4 ..... DEA AND RP.....WILL NOT NEED ASSISTANCE OR GOING EMERGENCY TRAFFIC UNLESS PORBLEMS MAY ARISE.... # .....715 HRS [SECTOR 11] Record #: 1

<--

From: 2/24/2006 5:50:41 AM

To: 2/24/2006 1:19:29 PM

-->

Show All

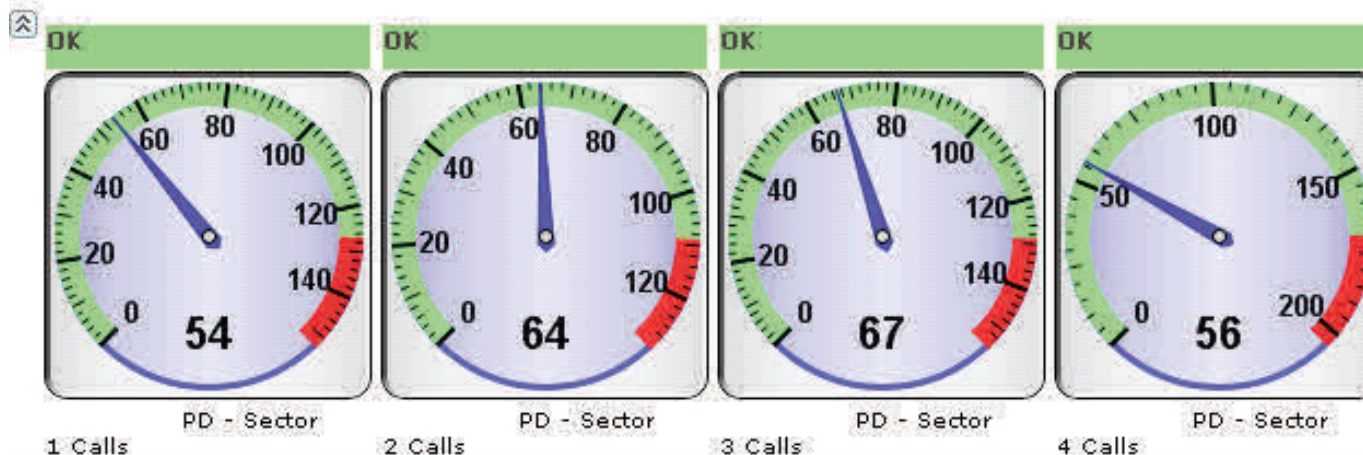
Rows to Return: 100

Query Again

Categories	Keywords/Phrases	EXCLUDED Keywords/Phrases	Regular Expression:
Hot Alert	Riot Crips Bloods Murder Hostage Pursuit mutual aid AMBER Alert Gun shot wound Threat to kill	ROAdwY Marriot ROAdwAY	
Keyword/Phrase: <input type="text"/>	Add		
EXCLUDED Keyword/Phrase: partial plate xyz-12	Add		
	Remove	Remove	Update Regular Expression

FirstWatch provides Oceanside crime analysts with a free-text sentinel tool to help them quickly receive alerts on key words or phrases contained in notes/comments received during the call-taking process. The text tool provides investigators with a dynamic way to target specific events and situations (on-the-fly) that are not normally classified during the initial report. Searching through notes/comments from an incident, the trigger can automatically look for information relating to gang activity, partial license plates, information on wanted vehicles, amber alerts, pursuits and more. One of the key real-time benefits of FirstWatch Free Text Trigger is that investigators can deploy or update new analysis/surveillance criteria in a matter of minutes.

## Briefing Reports, by Sector — Law Enforcement



### Plano PD - Sector A Calls Current Call Information

Calls displayed represent active or performed calls between the hours of 3/30/2008 8:50:34 PM and 3/31/2008 12:50:34 PM.

Data and Report from the FirstWatch™ Internet Server

GC	Geo Valid	Time Sent To Queue	Pri	Problem	Response Area	Address/Location	Call Disposition		
	✓	<a href="#">3/30/2008 8:50:43 PM</a>	2	Traffic Stop-P	<a href="#">Beat A5</a>	96 Nancy Lane	CT - Clear Traffic Stop		
	✓	<a href="#">3/30/2008 8:57:22 PM</a>	2	Assist Fire Department-P	<a href="#">Beat A1</a>	106 Clawson Drive	N9- No Report/ Compl Contacted		
	✓	<a href="#">3/30/2008 8:57:35 PM</a>	3	Traffic Accident/Prop Damage-P	<a href="#">Beat A1</a>	210 McKeage Way	R1- Accident Report		
	✓	<a href="#">3/30/2008 9:03:14 PM</a>	3	Investigation-P	<a href="#">Beat A3</a>	86 ProQA Avenue	CI-Clear Self Init. Investig		
	✓	<a href="#">3/30/2008 9:07:11 PM</a>	3	Runaway-P	<a href="#">Beat A5</a>	213 Sharp Lane, 126, Plano	R2- Offense Report		
<a href="#">Plano PD - Sector A Calls</a>				Status <div>OK</div>	Std Dev 85/131	STA <div></div>	CUSUM <div></div>	Geo Cluster <div></div>	Logged In <div></div>
<a href="#">Plano PD - Sector B Calls</a>				Status <div>OK</div>	Std Dev 94/106	STA <div></div>	CUSUM <div></div>	Geo Cluster <div></div>	Logged In <div></div>
<a href="#">Plano PD - Sector C Calls</a>				Status <div>OK</div>	Std Dev 70/107	STA <div></div>	CUSUM <div></div>	Geo Cluster <div></div>	Logged In <div></div>
<a href="#">Plano PD - Sector D Calls</a>				Status <div>OK</div>	Std Dev 114/139	STA <div></div>	CUSUM <div></div>	Geo Cluster <div></div>	Logged In <div></div>

Sector Triggers for Law Enforcement teams are presented at daily briefings by command staff or authorized users may log into First-Watch and check the status of the previous 8, 12, 16 or 24 hours prior to their shift starting.

This enables oncoming shifts to see the activity that has occurred as well as what is in progress.



## Gang Related Sentinel — Oceanside PD

### Oceanside PD - Gang Related Sentinel Current Call Information

Calls displayed represent active or performed calls between the hours of 3/25/2008 and 3/31/2008 11:59:59 PM.

Data and Report from the FirstWatch™ Internet Server

<u>Geo Valid</u>	<u>Time Sent To Queue</u>	<u>Pri</u>	<u>Problem</u>	<u>ProQA</u>	<u>Incident #</u>	<u>Address/Location</u>
✓	<a href="#">3/25/2008 7:59:26 AM</a>	4	Tagging 594 Report		<a href="#">0800033387</a>	203 Academy Blvd
✓	<a href="#">3/25/2008 8:14:31 AM</a>	4	Tagging 594 Report			
✓	<a href="#">3/26/2008 11:23:36 AM</a>	4	Tagging 594 Report			
✓	<a href="#">3/26/2008 12:24:38 PM</a>	5	CKAREA Check Area			
✓	<a href="#">3/26/2008 5:06:49 PM</a>	3	602 Trespassing			
✓	<a href="#">3/26/2008 5:28:31 PM</a>	5	FYI For Your Info			
✓	<a href="#">3/26/2008 5:45:47 PM</a>	4	Tagging 594 Report			

Law enforcement agencies throughout the United States deal with gang activity and have special units assigned to monitor events. Task forces at Oceanside requested a trigger specific to the monitoring of such events. This Trigger was designed to search call comments for key words and call types associated with local gangs. As is depicted in the map view, officers can visually identify areas with strong gang activity.



## Auto Theft Trigger — MapShot, Oceanside PD



The map plotting feature of First-Watch Triggers enables users to have a visual correlation of what and where calls are occurring.

Using the Auto Theft Trigger, tracking not only stolen vehicles but also locations of the recovered stolen vehicles has helped officers to pinpoint high risk areas.

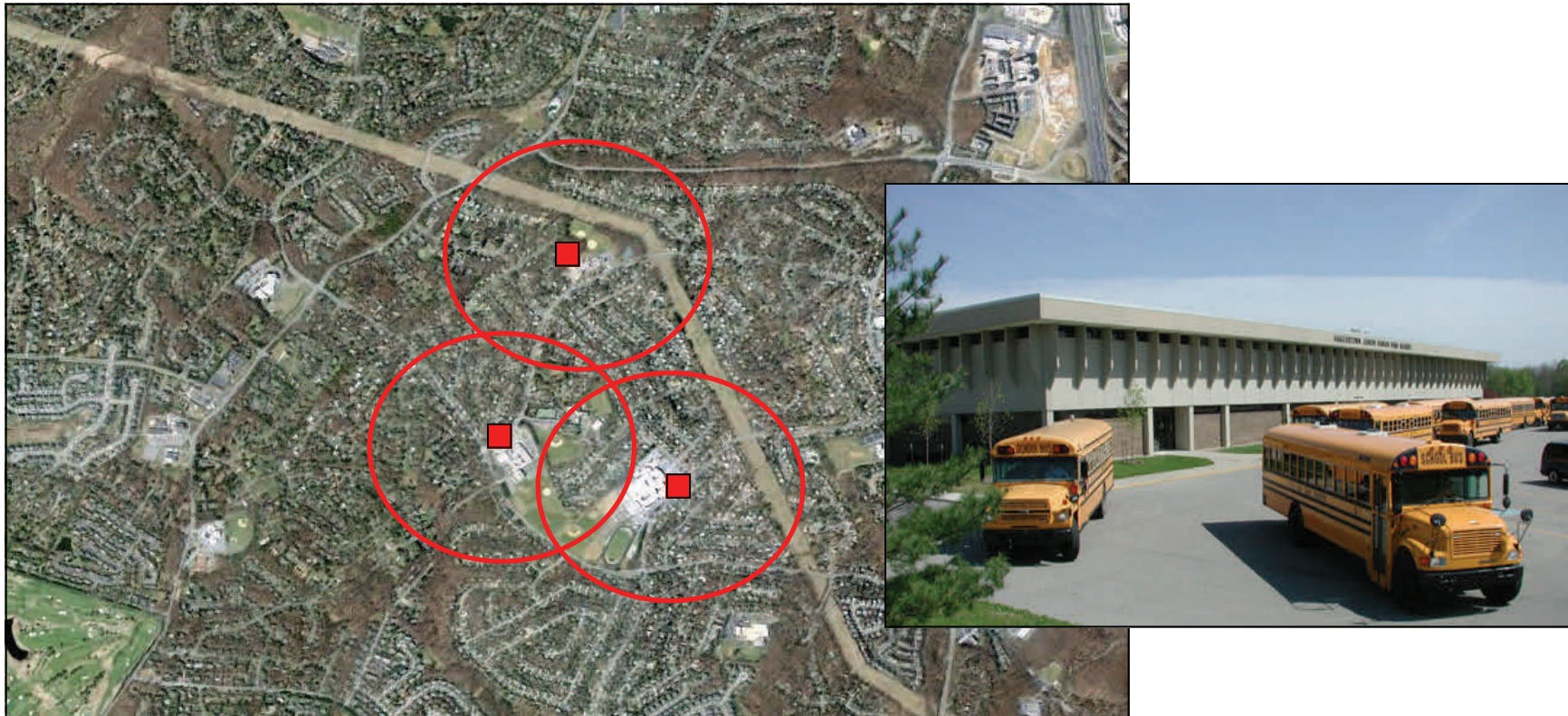
This particular Trigger includes LOJACK and Vehicle Tampering in addition to Stolen Vehicle Information.

Active calls	
<input checked="" type="checkbox"/>	10851 Stolen Vehicle
<input checked="" type="checkbox"/>	10851R Stolen Veh Report
<input checked="" type="checkbox"/>	215 Carjacking
<input checked="" type="checkbox"/>	RSV Recovered Stolen Veh

Re-Draw

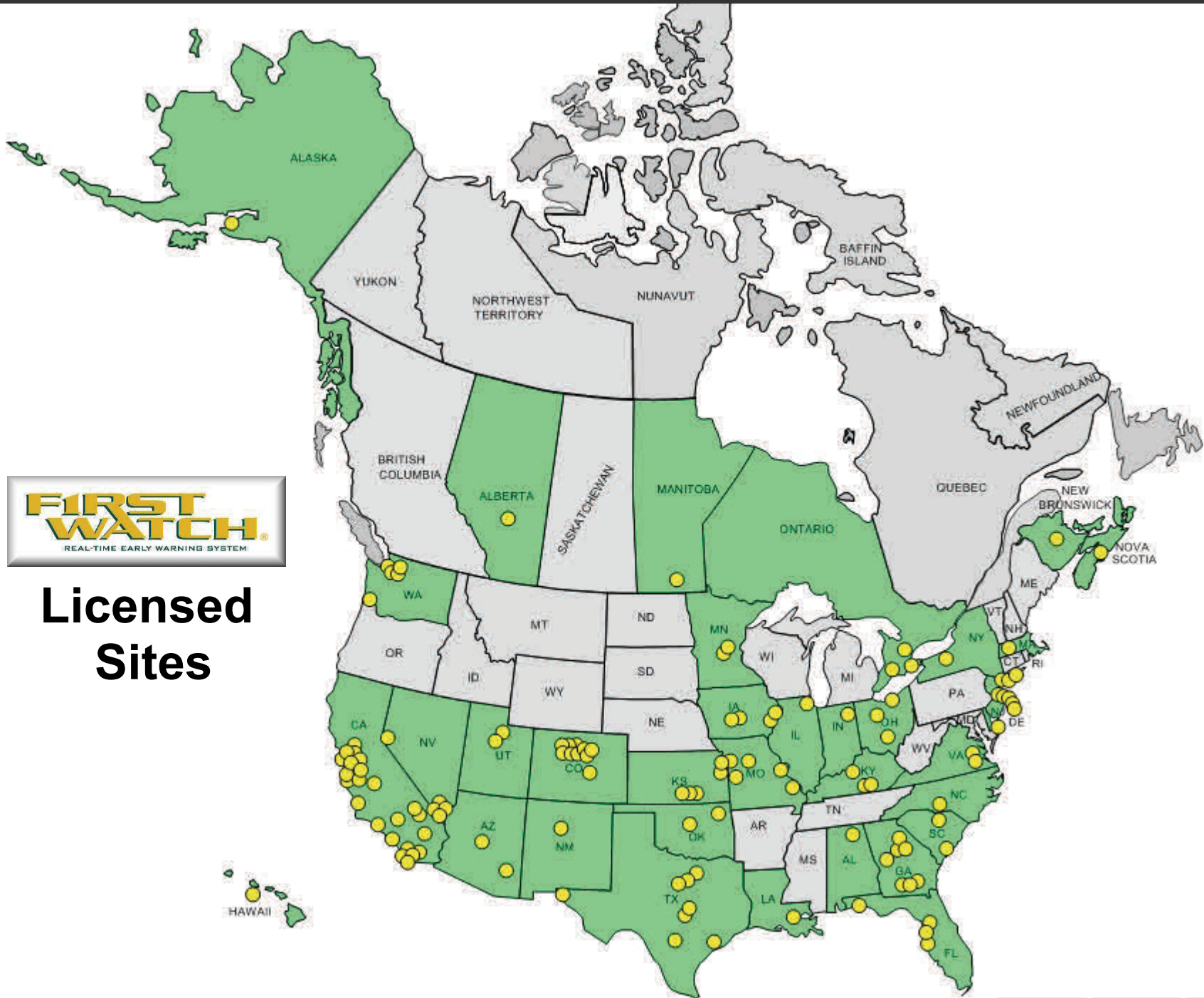


## School Situational Awareness Trigger

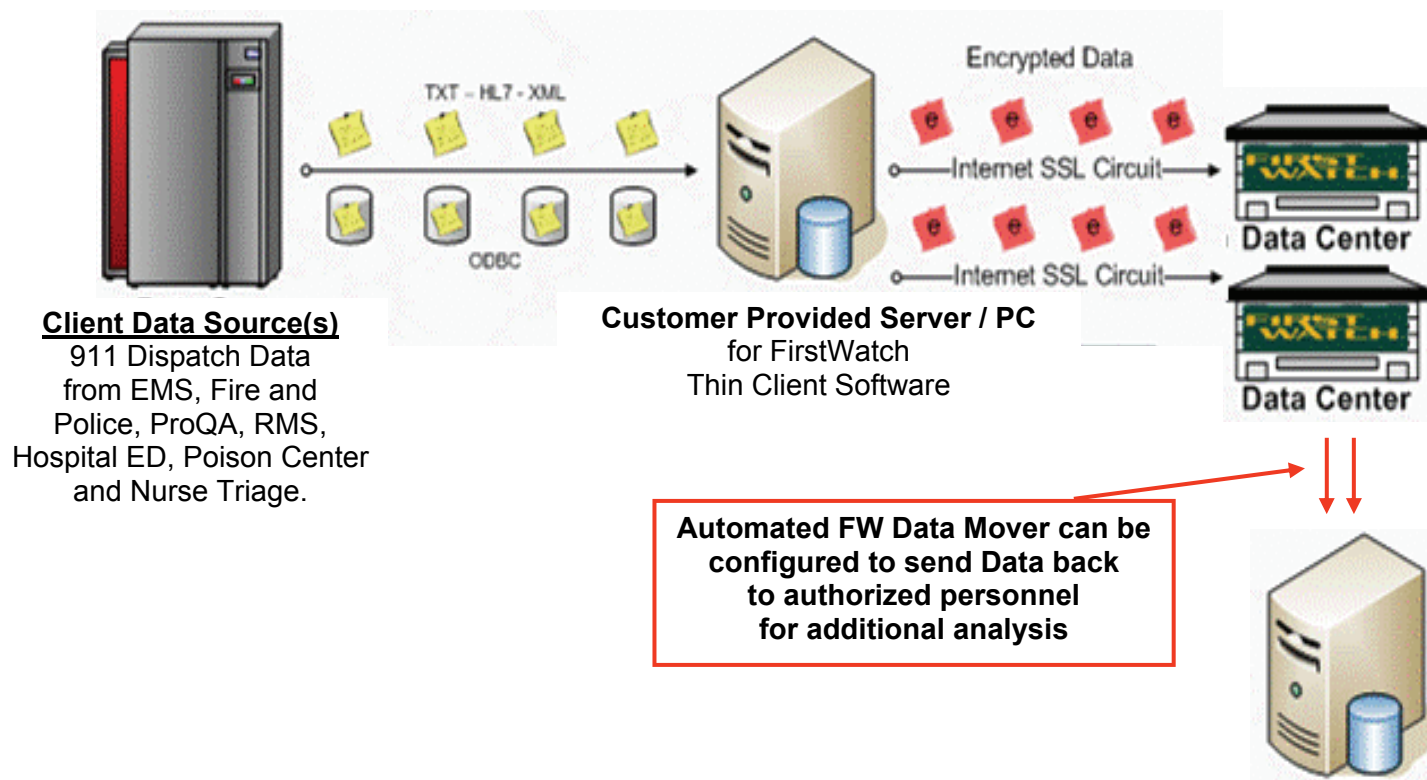


Early Warning is vital for School Notification whether it's an active shooter in the area or simply a house fire nearby. The FirstWatch School Situational Awareness Trigger incorporates Geo-Fences surrounding schools with a user defined radius. The user determines what event types are included or excluded. When a qualifying event is entered into CAD and falls within the Geo-Fence, automated Alerts are sent to Command Staff and School Officials. Once notified, school staff can follow their protocols based on the nature of event. Whether it's a situation requiring a lockdown or simply sending a staff member around the block to keep students walking home, away from a downed utility wire, this Trigger is a great collaborative tool for Law Enforcement, Schools and other public safety teams.



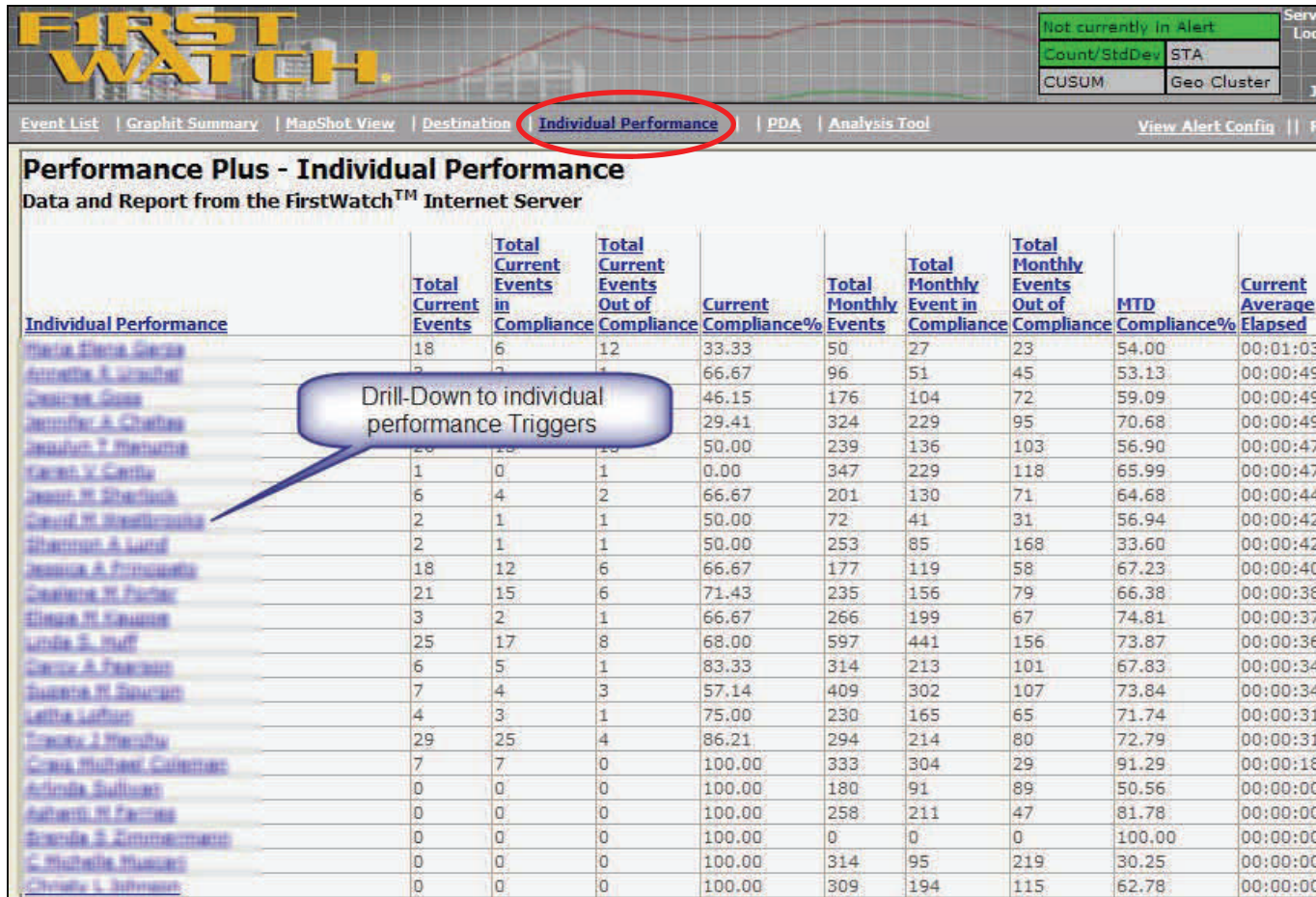


## FW Data Mover (FTP) Tool



FirstWatch offers our automated FTP Data Mover Tool for agencies that would like to have the raw (or processed) Data sent back to them so they can do additional Data Analysis using systems already in place with Public Health. FTP processes are prescheduled to occur once a day, or as frequently as every few minutes—depending on how mission critical the additional data analysis is to a Public Safety, Public Health or Homeland Security team.

## Performance PLUS (detailed drill-down) Tool



Individual Performance	Total Current Events	Total Current Events in Compliance	Total Current Events Out of Compliance	Current Compliance%	Total Monthly Events	Total Monthly Event in Compliance	Total Monthly Events Out of Compliance	MTD Compliance%	Current Average Elapsed
Marie Elena Garcia	18	6	12	33.33	50	27	23	54.00	00:01:03
Arnette L. Arnold	9	3	6	66.67	96	51	45	53.13	00:00:49
Debra L. Goss	46	15	31	46.15	176	104	72	59.09	00:00:49
Jessica A. Chiles	29	11	18	29.41	324	229	95	70.68	00:00:49
Jason T. Manning	50	20	30	50.00	239	136	103	56.90	00:00:47
Taren V. Carter	1	0	1	0.00	347	229	118	65.99	00:00:47
Joan M. Shick	6	4	2	66.67	201	130	71	64.68	00:00:44
David M. Hoffmann	2	1	1	50.00	72	41	31	56.94	00:00:42
Shannon A. Lund	2	1	1	50.00	253	85	168	33.60	00:00:42
Jessica A. Farnsworth	18	12	6	66.67	177	119	58	67.23	00:00:40
Debra M. Ficker	21	15	6	71.43	235	156	79	66.38	00:00:38
Ellen M. Kaurse	3	2	1	66.67	266	199	67	74.81	00:00:37
Lynda S. Huff	25	17	8	68.00	597	441	156	73.87	00:00:36
Carrie A. Pearson	6	5	1	83.33	314	213	101	67.83	00:00:34
Debra M. Stewart	7	4	3	57.14	409	302	107	73.84	00:00:34
Leila Leflon	4	3	1	75.00	230	165	65	71.74	00:00:31
Thomas J. Marbury	29	25	4	86.21	294	214	80	72.79	00:00:31
Craig Michael Coleman	7	7	0	100.00	333	304	29	91.29	00:00:18
Arinda Sullivan	0	0	0	100.00	180	91	89	50.56	00:00:00
Anthony M. Farnes	0	0	0	100.00	258	211	47	81.78	00:00:00
Brandi S. Zimmerman	0	0	0	100.00	0	0	0	100.00	00:00:00
C. Michelle Mueser	0	0	0	100.00	314	95	219	30.25	00:00:00
Christie L. Johnson	0	0	0	100.00	309	194	115	62.78	00:00:00

The FirstWatch **Performance PLUS** module allows for drill-down into performance criteria specific to units, people, shifts, stations, or other predefined variables. Performance Plus uses a combination of user-defined Primary and Sub-Triggers for measuring, monitoring and automating notifications of performance compliance at the overall system wide and now at the various individual levels.



## EMS Transport & Hospital Status Dashboard

### Clark County - Hospital Transport Status

1/12/2010 5:11:43 PM

Nevada - Southern Region	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
Boulder City Hospital	0	0		
Centennial Hills Hospital	0	0		
Desert Springs Hospital	0	1	21:04	21:04
Mountain View Hospital	0	1	39:51	39:51
North Vista Hospital	0	0		
Southern Hills Hospital	0	0		
Spring Valley Hospital	1	1	21:03	21:03
St Rose - San Martin	1	1	29:34	29:34
St Rose De Lima	0	1	31:30	31:30
St Rose Siena	0	1	24:00	24:00
Summerlin Hospital	0	1	59:22	59:22
Sunrise Hospital	1	7	21:39	42:11
U.M.C.	0	1	14:51	14:51
Valley Hospital	1	0		

Nevada - Southern Region #2	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
Mesa View Hospital	0	0		
Mike O'Callaghan (Nellis AFB)	0	0		
Western Arizona Regional Medical Center	0	0		

Clark County - Specialty Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
Summerlin Childrens	0	0		
UMC Trauma	0	0		
UMC-Children's	1	0		
West Care	0	0		

Many communities are constantly challenged with hospital surge issues that tie up emergency units dropping off patients at local hospitals.

As hospital turn-around times grow longer, emergency units are unavailable to respond to other emergencies, creating a serious problem.

Working with FirstWatch, Clark County developed a dashboard showing all active patient transports in the County. This EMS Transport Status Dashboard pulls data from 4 different EMS Dispatch Centers. The dashboard lists each primary hospital, 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 & times.

**Result: improved care to patients, and faster turn-around times for emergency units.**

## Patient Transfer of Care (TOC) Tool \*

**Clark County - Hospital Transport Status PTOC**  
11/17/2009 11:55:04 AM

Nevada - Southern Region	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
Boulder City Hospital	0	0		
Centennial Hills Hospital	0	0		
Desert Springs Hospital	0	1	11:46	11:46
Mountain View Hospital	0	1	38:31	38:31
North Vista Hospital	0	1	14:48	14:48
Southern Hills Hospital	0	0		
Spring Valley Hospital	1	1	05:52	05:52
St Rose - San Martin	0	0		
St Rose De Lima	0	1	35:42	35:42
St Rose Siena	0	2	16:58	25:08
Summerlin Hospital	0	0		
Sunrise Hospital	0	4	14:00	20:01
U.M.C.	0	0		
Valley Hospital	2	3	26:18	32:25

Nevada - Southern Region #2	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
Mesa View Hospital	0	0		
Mike O'Callaghan (Nellis AFB)	0	0		
Western Arizona Regional Medical Center	0	0		

Clark County - Specialty Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
Summerlin Childrens	0	0		
Sunrise Children's				
Sunrise Trauma				
UMC Trauma				
UMC-Children's				
West Care				

Desert Springs Hospital - 2075 E Flamingo Rd, Las Vegas, NV						
Agency	Unit	Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
Medic West	501	11:48	11/17/2009 11:24:36 AM	18:18	11/17/2009 11:42:54 AM	11:46 1A-Abdominal Pain

Mountain View Hospital - 3100 N Tenaya Wy, Las Vegas, NV						
Agency	Unit	Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR LV	2707	11:47	11/17/2009 10:59:55 AM	16:14	11/17/2009 11:16:09 AM	38:31 17B - FALL/BACK INJ

North Vista Hospital - 1409 E Lake Mead Blvd, North Las Vegas, NV						
Agency	Unit	Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR LV	2725	11:50	11/17/2009 11:12:28 AM	27:24	11/17/2009 11:39:52 AM	14:48 25B - PSYCH/SUICIDE

Spring Valley Hospital - 5400 S Rainbow Blvd, Las Vegas, NV						
Agency	Unit	Enroute	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR LV	2709	TOC	11/17/2009 11:42:32 AM	12:08		25B - PSYCH/SUICIDE
AMR LV	2714	TOC	11/17/2009 11:37:15 AM	11:33	11/17/2009 11:48:48 AM	05:52 28C - STROKE/CVA

- Capture Transfer of Care times at each facility
- Can be configured to capture delay reasons over defined threshold
- Report on Transfer of Care Compliance Reporting overall and individually
- Primary TOC Trigger monitors the overall performance for all facilities
- Sub TOC Triggers for each facility – They can each access to their own individual performance monitoring trigger
- Integrated MS Excel export for further analysis at both overall and individual levels.

\* This web-enabled system enhancement tool also requires the EMS Transport / Hospital Status Dashboard tool to be deployed too.

## Upgraded SQL Reporting Services Tools

The screenshots display the following features:

- Customer Reports Properties:** A form for managing report properties.
  - General:** Modified Date: 8/17/2009 4:22 PM, Modified By: jsellers, Creation Date: 8/17/2009 3:45 PM, Created By: jsellers.
  - Security:** Name: Customer Reports, Description: Directory Structure for Customer Specific Reports, Hide in list view (checkbox).
  - Buttons: Apply, Delete, Move.
- Customer Reports Contents:** A list of report folders and files.
 

Edit	Type	Name	Description
<input type="checkbox"/>	Folder	American Medical Response (AMR)	
<input type="checkbox"/>	Folder	Anchorage Fire Department	
<input type="checkbox"/>	Folder	Austin Travis County	
<input type="checkbox"/>	Folder	Barren-Metcalf - Glasgow	
<input type="checkbox"/>	Folder	Bergen County - Regional Medical Center	
<input type="checkbox"/>	Folder	Bernalillo County	
<input type="checkbox"/>	Folder	Bowling Green EMS - The Medical Center	
<input type="checkbox"/>	Folder	Cape County Private Ambulance	
<input type="checkbox"/>	Folder	CENCOM - Atlantic Health Systems	
<input type="checkbox"/>	Folder	Charleston County EMS	
<input type="checkbox"/>	Folder	Clark County Fire Department (CCFAO)	
<input type="checkbox"/>	Folder	Clark Regional Emergency Services Agency (CRESA)	Combined Center for all three agencies.
<input type="checkbox"/>	Folder	Columbia-Boone County	
- Unit Responses By Resp Area:** A bar chart showing response counts by response area. The x-axis is labeled 'Response Area' and the y-axis is 'Response Count'.
- Incident Count By Jurisdiction:** A table showing incident counts by jurisdiction.
 

Resp Unit Name	Health System	Hospital	Health System	Health System	Total
M1	15	1			16
M2	20				20
M3	10				10
M6	14				14
M8	6		2		8
M9		13		2	15
<b>Total</b>	<b>63</b>	<b>14</b>	<b>2</b>	<b>2</b>	<b>82</b>

Having the ability to allow authorized users to set additional user-defined parameters against their data from within the FirstWatch system. Basic Report tool will be included for customers, but Custom / Enhanced SQL Reporting Services Tools and assistance can be provided (for additional cost—based on project) by FirstWatch. New features and tools will be made available as they are developed, based on contracted customer report development projects.





## Online Compliance Utility (OCU) Tool & Reports

### Provider Queue Example

Online Compliance Utility

Powered By: **FIRST WATCH**

Updated: 3/9/2009 5:41:48 PM PT Next: 3/9/2009 5:46:48 PM PT

Welcome OCU Demo Supervisor 1! [Sign Out](#)

**Late Response** Vendor Work Completed

Late Response Queue - Date Range: 3/8/2009 1 Day 3/9/2009

	Date/Time	Incident#	Problem/ProQA	Pri	Address/Location	Zone	Response	Overage	Status	Owner	Exemp.
<input type="checkbox"/>	3/9/2009 1:14:30 PM	EMS09008601	UNCONSCIOUS	1	DE-IDENTIFIED	2U	00:31:28	00:18:29	Pending		
<input type="checkbox"/>	3/9/2009 9:47:21 AM	EMS09008573	FALL POSSIBLY DANGEROUS	1	DE-IDENTIFIED	2U	00:17:47	00:04:48	Pending		
<input type="checkbox"/>	3/9/2009 9:02:08 AM	EMS09008570	HEMORRHAGE LAC ABN BREATHING	1	DE-IDENTIFIED	3U	00:13:31	00:00:32	Pending		
<input type="checkbox"/>	3/9/2009 8:30:28 AM	EMS09008567	UNABLE TO COMPLETE EMD PROCESS	1	DE-IDENTIFIED	4U	00:13:00	00:00:01	Pending		
<input type="checkbox"/>	3/9/2009 5:05:26 AM	EMS09008553	SEVERE RESPIRATORY DISTRESS	1	DE-IDENTIFIED	3U	00:13:31	00:00:32	Pending		

Show rows: 5 1

Edit Assignment

OCU 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 tool provides interactive queues with a consistent look and feel for both the provider and the authority, which allows for an on-line review of late runs based on business rules. Capable of capturing late response analysis, supporting documentation and attachments, and flexibility for staff input.

Once the provider records have been updated with supporting information the provider can submit their requests for approval/denial to the authority. The authority will then have the ability to approve, deny or request additional information back to the provider. The online compliance utility allows for near real time reviews of information so users don't have to wait until the end of month to do compliance reporting; late responses can be analyzed as events take place in the system.

### Authority Queue Example

Online Compliance Utility

Powered By: **FIRST WATCH**

Updated: 3/9/2009 5:47:09 PM PT Next: 3/9/2009 5:52:09 PM PT

Welcome OCU Demo Authority Admin 1! [Sign Out](#)

**Contract Administrators** Completed

Contract Administrators Queue - Date Range: 2/7/2009 30 days 3/9/2009

	Date/Time	Incident#	Problem/ProQA	Pri	Address/Location	Zone	Response	Overage	Status	Owner	Exemp.
<input type="checkbox"/>	2/18/2009 8:03:44 PM	EMS09008215	FAINTING-NOT ALERT	1	DE-IDENTIFIED	3U	00:17:43	00:04:44	Exception (after internal review)	Debbie Gilligan	Traffic

Show rows: 5 1

Edit Assignment

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## Custom Threat Assessment & Incident Write-Back Tool

**Administrator Historical Alerts and Assessments**  
These are the alerts that were triggered between 03/02/2009 00:00:00 and 03/09/2009 23:59:59.

Time Alert Sent	Assessments	File	Alerts Sent
03-03-2009 12:35:13	03-09 13:06:59 <a href="#">create new</a>	03-03 12:35:32 (klee@firstwatch)	
03-04-2009 07:37:18	<a href="#">create new</a>	03-04 07:37:41 (signal@firstwatch)	
03-06-2009 19:53:52	<a href="#">create new</a>	03-06 19:54:07 (signal@firstwatch)	
03-08-2009 03:33:56	<a href="#">create new</a>	03-08 03:34:12 (signal@firstwatch)	
03-08-2009 20:54:32	<a href="#">create new</a>	03-08 20:54:45 (signal@firstwatch)	

**Trigger Assessment**

Trigger Name:

Time Alert Sent:

Time of Assessment:

Name of Reviewer:

Reviewer Summary:  
Public Health Epi evaluated the alert and trend risk and determined to put the Trigger in Watch Status. There was a sudden but subtle increase in events over the last 24 hours.

Comment Timestamp	User	Comments
03-12-2009 15:30:40	John Selters	Watch Status Score = 2 no action required at this time. They will continue to monitor the related events over the next 24-48 hours for any changes.

Buttons: Cancel, Save, Save & Exit, Finalize

**Med-Act C1 Response Performance (10 Min)**

Status	Current Compliance	Current
OK	25/29	86.21

**Med-Act C2 Response Performance (15 Min)**

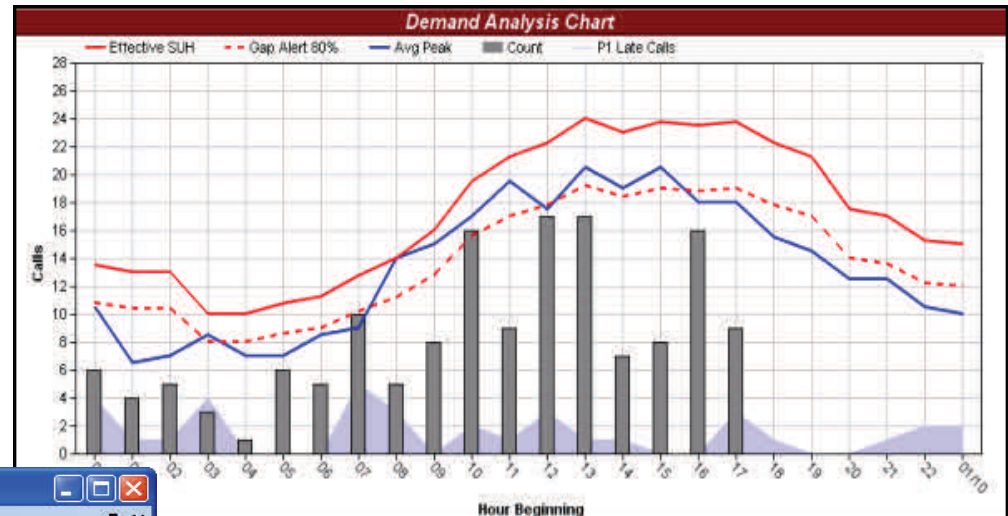
Status	Current Compliance	Current
OK	21/21	100

The Trigger Assessment tool is included with the base FirstWatch System – a logical extension of the FirstWatch system; this tool will provide authorized users the ability to associate narrative information with Triggers or Trigger alerts. User can benefit by entering and tracking information related to specific Trigger data points, alert assessments, alert acknowledgments or general information, which will become a part of the FirstWatch records. The information is easily retrieved for viewing and can be printed or emailed for distribution.

*An enhanced version of the Trigger Assessment Tool can be provided at cost. The enhanced version will provide custom forms to allow for user defined questions and responses.*

## Real Time Demand Analysis Tool

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.



Microsoft Excel - DownloadDA-20060911125641.xls

File Edit View Insert Format Tools Data Window Help Adobe PDF

B33 =Sun!Y31\*0.2+Mon!B31\*0.6+Mon!C31\*0.2

	A	B	C	D	E	F	G	H	I	J
1 Hr Ending	1	2	3	4	5	6	7	8	9	
2 20060501	6	7	4	3	3	3	7	11	8	
3 20060508	6	7	4	3	3	0	6	9	3	
4 20060515	2	2	7	3	1	3	8	2	7	
22 Total	145	110	119	83	59	79	101	122	147	
23 Min	2	1	1	0	0	0	0	0	3	
24 Max	15	13	12	7	7	9	8	11	16	
25 Mean	7.25	5.5	5.95	4.15	2.95	3.95	5.05	6.1	7.35	
26 Median	6	5	5	4	3	3	5.5	6	6.5	
27 Mode	6	5	4	3	3	3	6	6	6	
28 StDev	3.32	2.93	3.07	2.03	1.82	2.42	1.96	3.08	3.53	
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	10.2	7	5	7.1	7.1	11	11.4	
31 Avg Peak	13.5	11.5	11	7	6	7.5	7	11	13.5	
32 2x StDev + Mean	13.9	11.4	12.1	8.22	6.59	8.78	8.97	12.3	14.4	
33 Smoothed Average Peak	12.9	11.8	10.3	7.6	6.5	7.1	7.9	10.7	13.8	
34 Blended Demand	12.9	10.8	10.9	7.61	6.03	7.66	7.99	11.3	13.2	

Mon Tue Wed Thu Fri Sat Sun ISERA

Ready NUM

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.





**To schedule a demo of the FirstWatch system  
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