



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



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 over 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.

Upcoming Conferences

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. Visit www.firstwatch.net/conferences for the latest schedule.

**MAR
03
2020**

CPSE 2020 Excellence Conference
March 3-6 | Orlando, FL

**APR
08
2020**

abc360® Conference
April 8-9 | St. Louis, MO

**MAR
04
2020**

EMS Today
March 4-6 | Tampa, FL

**APR
29
2020**

Navigator2020
April 29 – May 1 | Orlando, FL

**MAR
17
2020**

CentralSquare 20/20
March 17-20 | Las Vegas, NV

**JUN
09
2020**

ZOLL SUMMIT
June 9-11 | Denver, CO

**MAR
23
2020**

**2020 Global Medical Response
Operations Leadership Summit**
March 23-26 | Frisco, TX

**JUN
10
2020**

abc360® Conference
June 10-11 | Clearwater, FL

**MAR
25
2020**

abc360® Conference
March 25-26 | Las Vegas, NV

**JUL
27
2020**

Pinnacle / FirstWatch User Meeting
July 27-31 | Phoenix, AZ

Recent Awards & Media Coverage



To learn more about how FirstWatch transforms raw data into real-time, actionable information, visit www.firstwatch.net or email: sales@firstwatch.net

**FIRST
WATCH**
Helping the Helpers

Core System Features



Dashboards



Triggers



Alerts



Mobile App



ESRI Maps



**(IDV)
Interactive
Data Visualization**

System Enhancement Modules & Add-ons



FirstPass



Hospital Status Dashboard



Performance Plus



**Fire Operations Analytics
Module (FOAM)**



**Billing Analytics Module
(BAM)**



**Online Compliance
Utility (OCU)**



Custom Reports



Demand Analysis



Transfer of Care (TOC)

Stand-Alone Products



Academy Analytics™



Resource Planner™



ResilientFirst™



About FirstWatch

FirstWatch helps emergency services, healthcare, and public health organizations improve what they do. Founded in 1998, FirstWatch is based in Carlsbad, California, and partners with over 500 agencies across North America. Our products enhance real-time situational awareness, analyze data, ensure efficient use of resources, and build a resilient team.

www.firstwatch.net

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 -NotUnknown Medical alert (acute change)		06 CRESTWOOD MEDICAL CENTER	No	15	15	15	[hydrocodone]
1/4/2017 3:46:59 PM	40999037	From HEMSI	NO DISPATCH CODE -*** No Dispatch Code ***	Bed Confined (at the time of transfer), Terminally Ill (weak) - note type in narrative, Weakness	08 HOME / RESIDENCE	No	16	16	12	[MORPHINE]
1/4/2017 4:24:24 PM	40997455	From HEMSI	Unknown Problem -Unknown status/Other codes not applicable	Back Pain (No Trauma), Nausea, Vomiting	01 HH MAIN	No	20	20	15	[oxycodone]

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.  

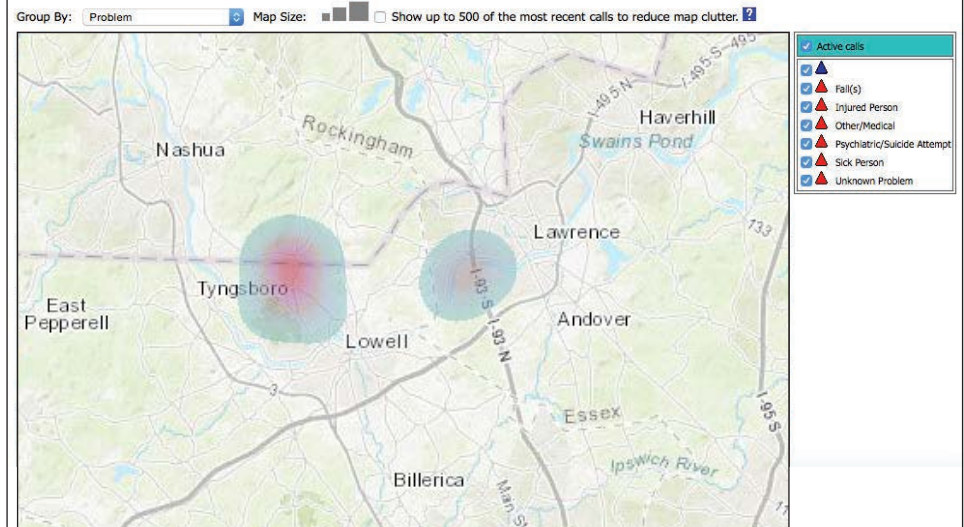
Data and Report from the FirstWatch™ Internet Server

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)	Fell	9769	From TrinityEMS	Fentanyl	Treated, Tx by EMS
C		2/7/2018 5:13:51 PM	3	Transfer	other	9827	From TrinityEMS	Ativan	Treated, Tx by EMS
?		2/11/2018 6:41:24 PM	1	Fall(s)		10800	From TrinityEMS	Fentanyl	Treated, Tx by EMS
C		2/14/2018 2:57:40 PM	1	Breathing Problems					

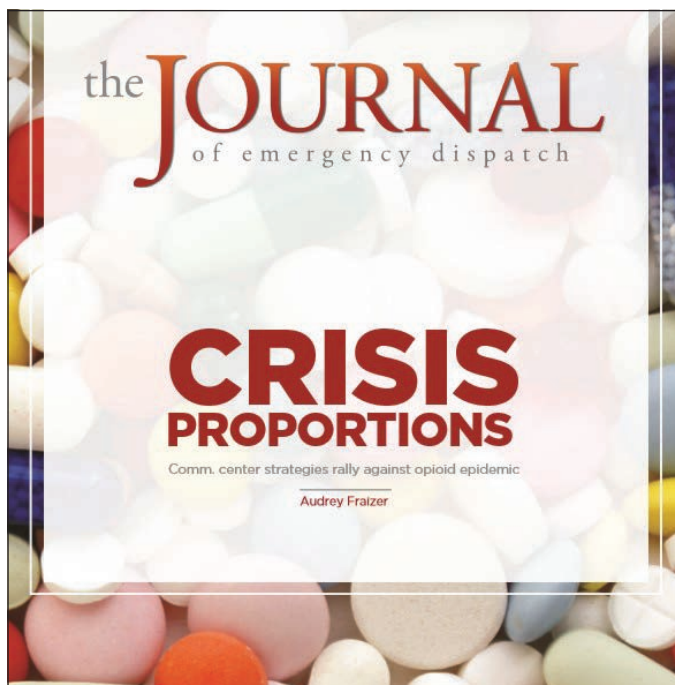
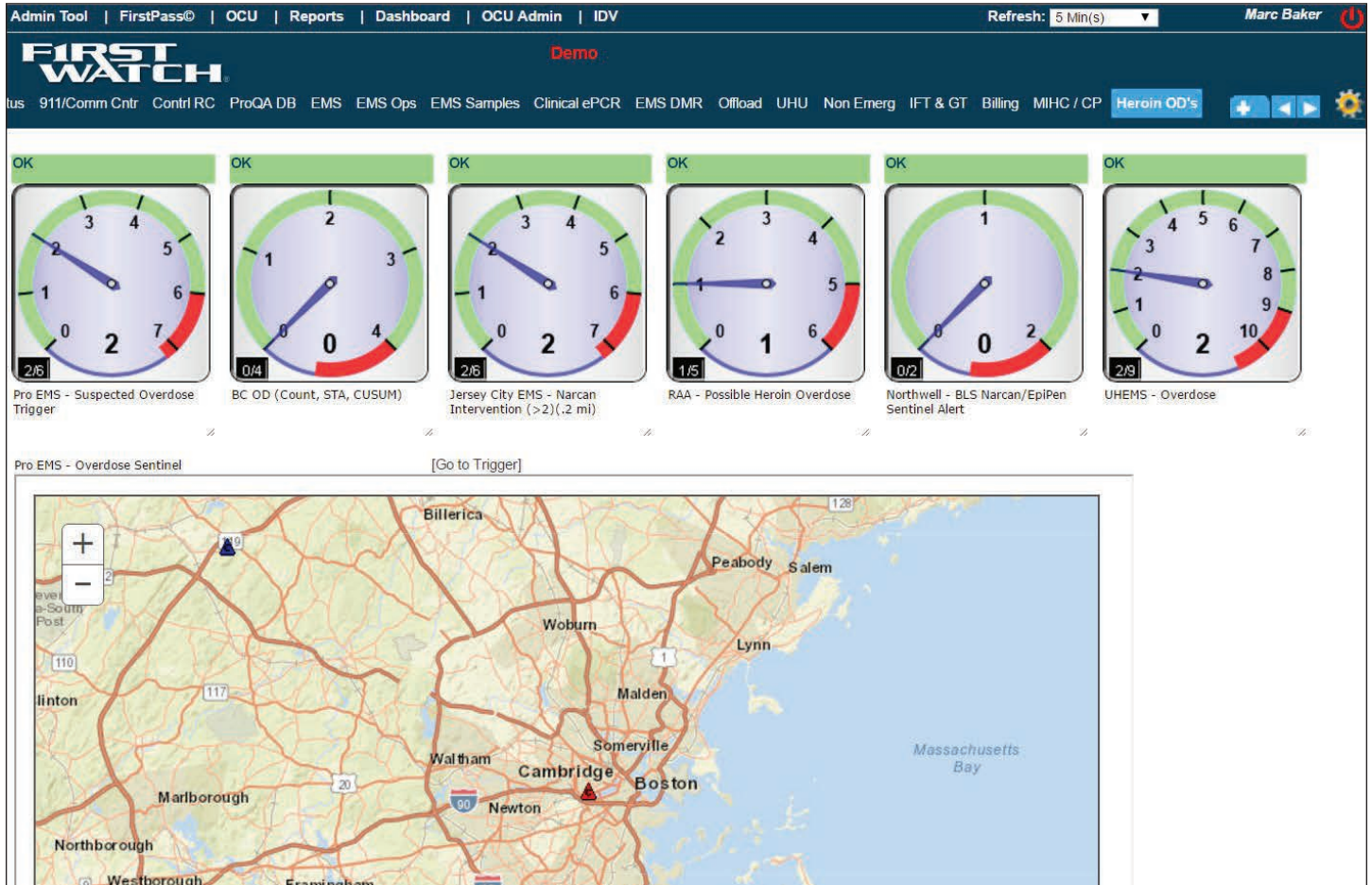
Trinity EMS - Lowell Schools MapShot

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 and latitude.

Data and Report from the FirstWatch™ Internet Server



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.

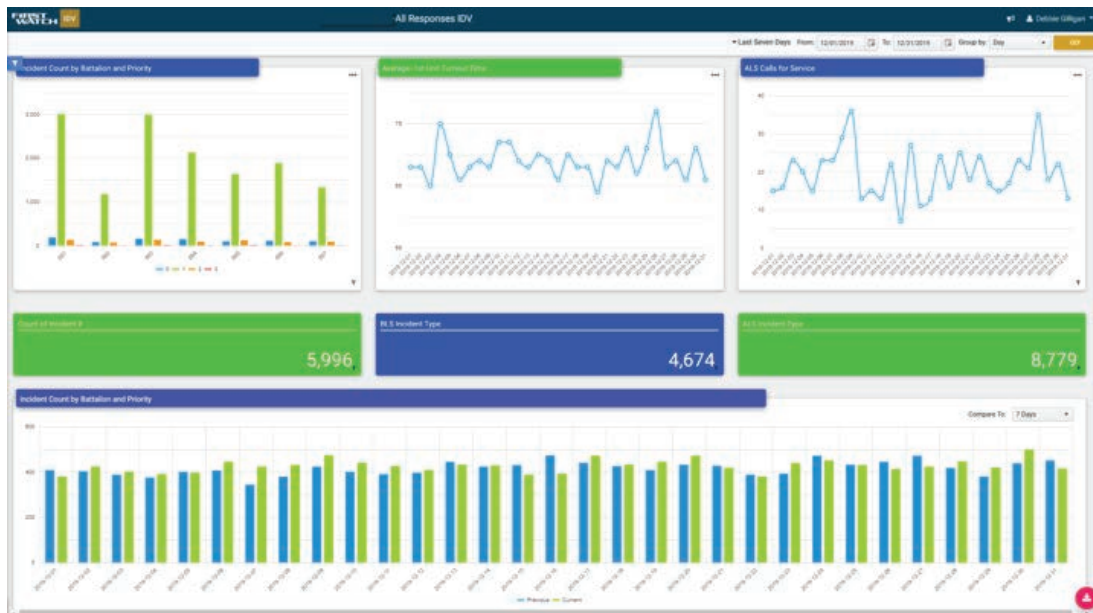
This article features FirstWatch customers like RAA, VA and ProEMS, MA who both use FirstWatch to track potential opioid-related calls by searching ePCRs for terms such as "Narcan" or "heroin". Read the full article here:

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

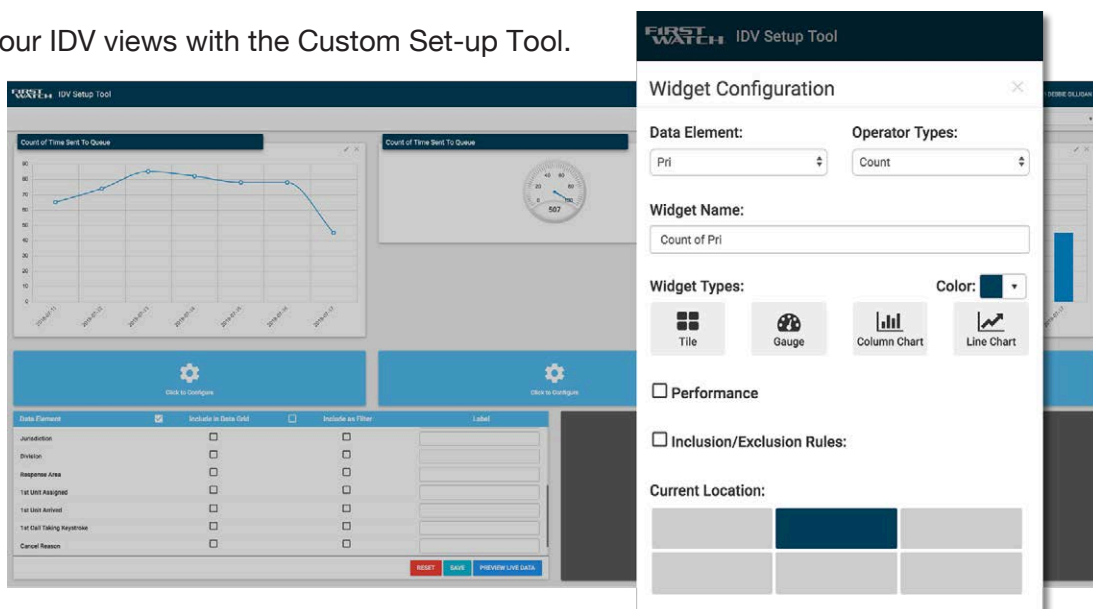
NEW: Interactive Data Visualization Tool (IDV)

Our 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 search through filter criteria or apply and save custom filters to the users profile
- Volume and Response Compliance Interval breakdown by: selectable data ranges, demographically, day of week/hour of day, station, company, shift, battalion or unit
- Ability to grouping multiple data elements and compare to 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 group by, hide or sort columns or modify the column order as well as applying custom filters and then export this information to Excel as needed
- One IDV per agency at no additional cost, can be applied to any trigger – additional IDVs can be purchased



Customize your IDV views with the Custom Set-up Tool.



ResilientFirst is an AI-powered virtual coach helping emergency service professionals build resilience and improve wellness.



Easy, familiar interaction, like texting with a wise friend.



It's like taking your mind to the gym. Building strength to deal with day to day stress and critical incidents without developing burnout, depression, or PTSD.



Daily 3-5 min "micro-tasks" make skill building easy, effective, and sustainable.

Improve Billing with FirstWatch



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.

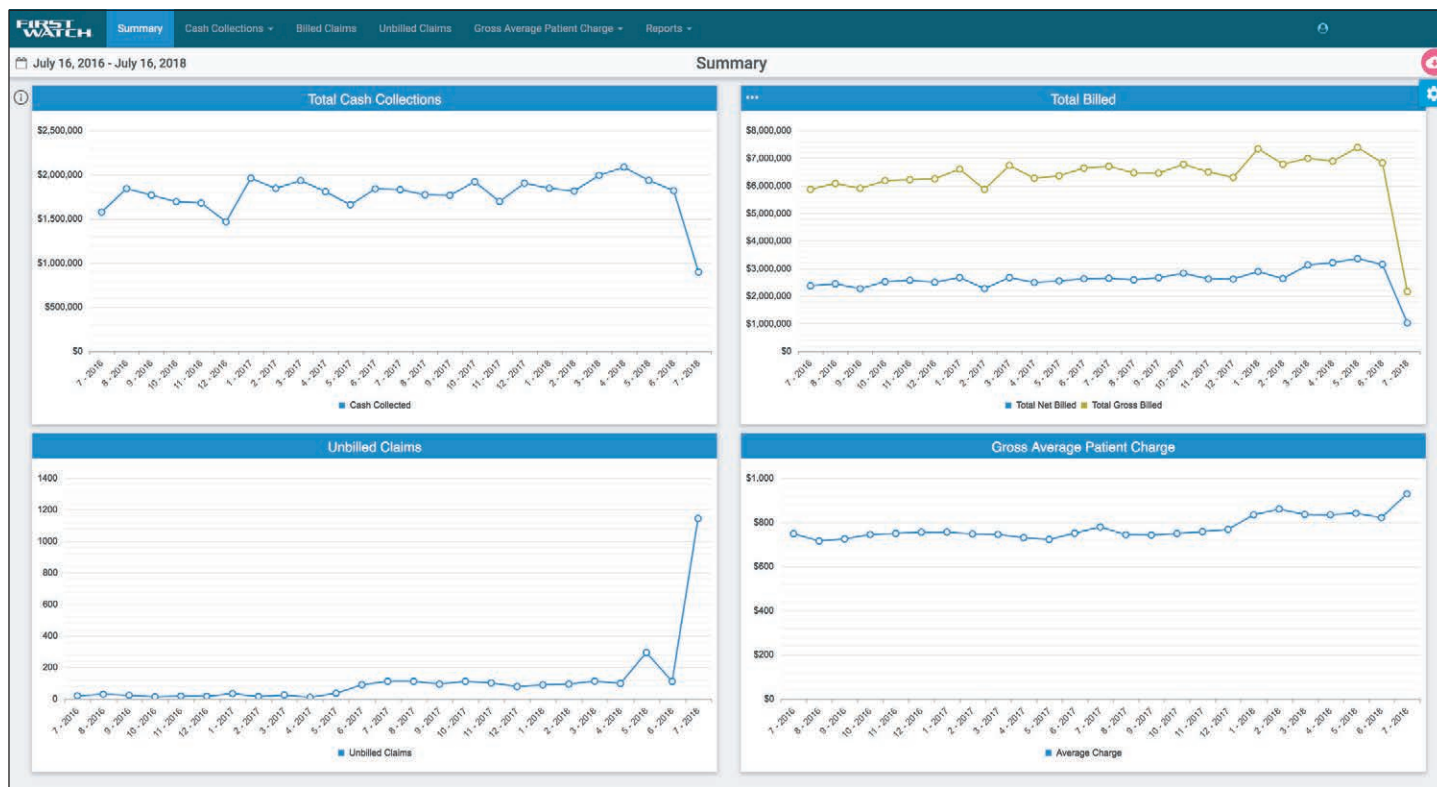
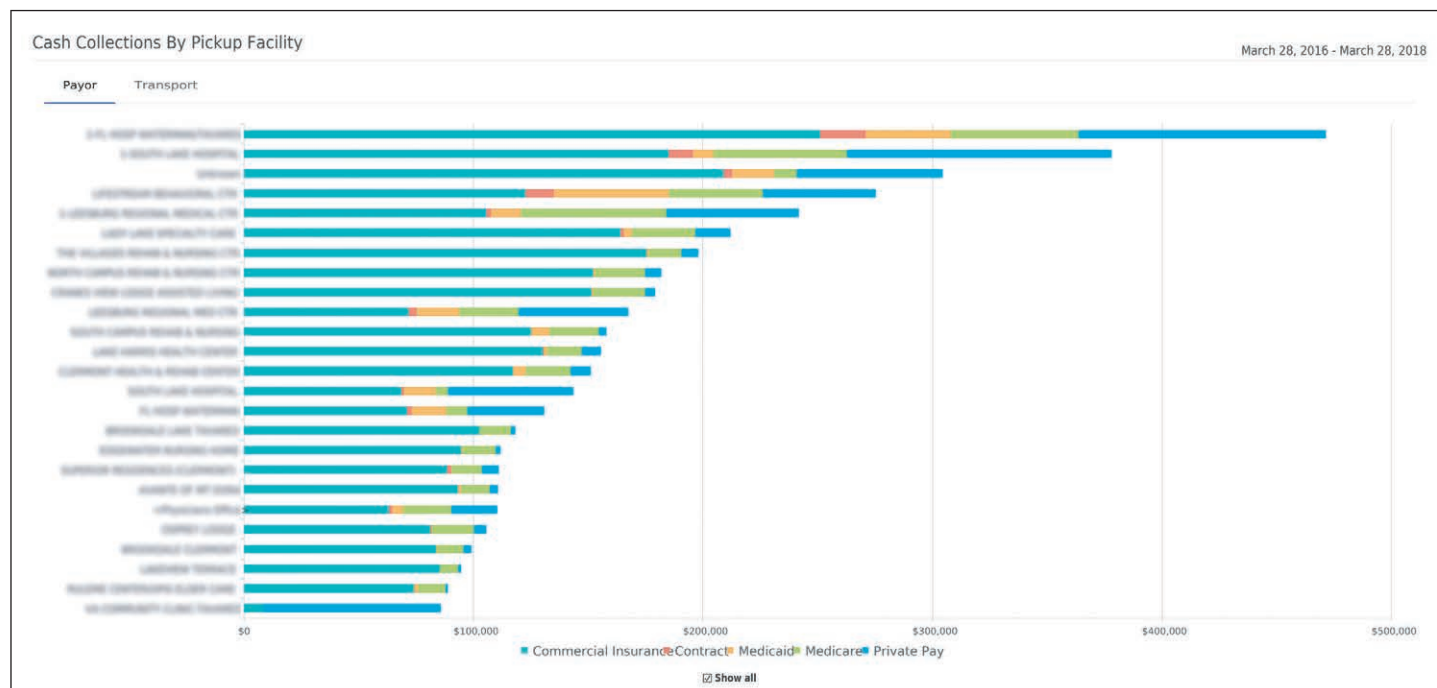
Protocol: Billing (Primary Protocol)		All	
01/09/2016 - 02/08/2016		Total # of calls 1342	
Test	Pass/Fail		
+ Do CAD incident number and PCR incident number match?	✓		
+ Does the PCR have an Incident Address, with City (and Apt number if one in CAD) and does it match the CAD information	✓		
+ If 911 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)	✓		
+ 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	Last Name
01/18/2017 03:37:30	6936150	Altered Mental Status	DE-IDENTIFIED	DE-IDENTIFIED
12/26/2016 14:07:39	6826400	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE-IDENTIFIED
12/18/2016 07:03:56	6794038	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE-IDENTIFIED
12/14/2016 09:55:35	6781013	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE-IDENTIFIED
12/07/2016 09:24:36	6754275	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE-IDENTIFIED
12/02/2016 10:36:07	6733310	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE-IDENTIFIED
11/08/2016 02:39:46	6646629	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE-IDENTIFIED
10/31/2016 14:06:33	6618639	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE-IDENTIFIED
10/09/2016 01:23:27	6538038	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE-IDENTIFIED
09/09/2016 10:37:44	6425159	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE-IDENTIFIED
08/24/2016 13:58:16	6365585	Altered Mental Status	DE-IDENTIFIED	DE-IDENTIFIED
08/19/2016 03:15:14	6345784	Diabetic Symptoms (Hypoglycemia)	DE-IDENTIFIED	DE-IDENTIFIED

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		

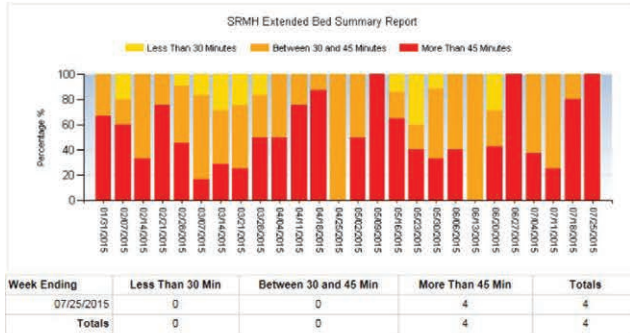
Available as an add-on feature to the Hospital Status Transport Dashboard, the **Transfer of Care module** is a web enabled system that records and tracks the transfer and acceptance of a patient to the Emergency Department. In addition to capturing the date and time stamp for the transfer of care at 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	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	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	7/17/2018 8:15:54 AM	12:02	7/17/2018 8:27:56 AM	21:56 SICK PERSON_26
AMR_RC	4428	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	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	7/17/2018 8:25:41 AM	04:55	7/17/2018 8:30:36 AM	19:16 SICK PERSON_26
AMR_RC	3338	7/17/2018 8:17:52 AM	23:02	7/17/2018 8:40:54 AM	08:58 HEADACHE_18
AMR_RC	3359	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	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



\$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

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 7:28:28 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 8:05:36 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	MED661	HEA152010003			7/20/2015 8:08:46 PM	7/20/2015 8:22:35 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 52.50min for that time which starts at first EB Status through EX/ED/etc or AM/AR/AQ (Available)

Fatigue Reporting



- 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
Division - CORE															
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 Hospital															
1M04		18:00:00	18:42:00	01:12:00	8				00:00:00	0.00	1	00:00:00	00:00:00		
1M05		12:15:00	12:15:00	07:00:00	13	3	2	1	01:57:16	0.26	2	00:00:00	05:00:15	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															
6M51		07:15:00	07:16:30	12:37:38	15	10	7	6	00:15:05	0.05	4	00:00:00	03:35:19	3	00:20:05
6L50		07:21:00	07:32:10	12:21:58	12				00:00:00	0.00	0	00:00:00	04:11:09		
6M04		18:15:00	18:15:57	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	00:18:42	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	Team 1 (Sergeant, Paramedic)	06:14:36	06:14:36	06:51:40	17:14:36	4	4	4	00:11:03	05:37:52	0.02	4	00:11:00	00:26:51			0.57
102	Team 2 (Sergeant, Paramedic)	07:02:39	07:02:39	05:03:36	19:02:39	4	3	3	00:22:00	02:53:55	0.57	6	01:00:12	00:54:00			0.60
103	Team 3 (Sergeant, Paramedic)	08:15:02	08:15:02	00:51:23	20:15:02	2	2	2	00:10:31	03:03:48	0.49	4	00:18:57	00:14:54			0.62
104	Team 4 (Sergeant, Paramedic)	06:14:10	06:14:10	05:52:05	20:14:10	3	2	2	00:15:18	02:40:25	0.69	5	00:25:26	00:29:59			0.65
105	Team 5 (Sergeant, Paramedic)	07:25:46	07:25:46	04:50:20	19:25:46	3	2	2	00:44:04	02:46:24	0.57	6	00:48:50	00:50:00			0.63
106	Team 6 (Sergeant, Paramedic)	07:08:23	07:08:23	02:47:52	21:08:23	2	2	2	00:12:02	02:53:15	0.71	5	02:19:09	00:31:03			0.73
107	Team 7 (Sergeant, Paramedic)	06:17:22	06:17:22	05:48:53	18:17:22	5	4	4	00:28:02	04:24:17	0.76	9	00:36:54	00:42:58			0.69
108	Team 8 (Sergeant, Paramedic)	10:13:31	10:13:31	05:52:44	22:13:31	1	1	1	00:39:18	03:23:01	0.83	1	00:59:25	00:00:00			0.92
112	Team 9 (Sergeant, Paramedic)	07:01:40	07:01:40	05:04:25	19:01:40	6	4	4	00:25:04	04:07:06	0.81	7	00:25:41	00:24:50			0.62
116	Team 10 (Sergeant, Paramedic)	06:26:29	06:26:29	05:29:46	18:26:29	6	4	4	00:17:51	04:01:45	0.73	6	00:32:46	00:20:11			0.60
117	Team 11 (Sergeant, Paramedic)	08:01:54	08:01:54	04:03:21	20:01:54	3	2	2	00:17:02	02:53:15	0.71	4	00:53:17	00:04:08			0.78
120	Team 12 (Sergeant, Paramedic)	06:16:33	06:16:33	05:49:42	19:16:33	8	8	8	00:25:22	04:35:32	0.79	14	00:00:51	00:52:00			1.98
127	Team 13 (Sergeant, Paramedic)	06:41:48	06:41:48	06:24:27	18:41:48	5	3	3	00:15:02	00:17:05	0.41	6	01:07:21	00:50:47			0.75
128	Team 14 (Sergeant, Paramedic)	07:06:33	07:06:33	04:58:42	19:06:33	2	2	2	00:22:02	02:20:11	0.50	3	01:24:49	00:20:20			0.62
129	Team 15 (Sergeant, Paramedic)	06:41:08	06:41:08	06:25:07	17:41:08	7	4	3	00:32:43	05:07:25	0.80	7	00:30:21	00:17:13			0.92
132	Team 16 (Sergeant, Paramedic)	07:24:25	07:24:25	04:21:30	19:24:25	3	2	1	00:29:54	01:50:35	0.41	8	01:24:25	00:39:11			0.58
133	Team 17 (Sergeant, Paramedic)	06:36:11	06:36:11	03:30:04	20:36:11	3	3	2	00:16:41	02:30:34	0.75	8	00:20:19	00:29:17			0.60
135	Team 18 (Sergeant, Paramedic)	08:28:59	08:28:59	20:27:18	20:28:59	3	3	2	00:23:40	02:17:25	0.76	6	00:13:51	00:30:51			0.63
136	Team 19 (Sergeant, Paramedic)	08:23:35	08:23:35	03:42:40	20:23:35	2	3	2	00:24:51	02:40:28	0.72	3	00:05:40	00:00:00			0.67
138	Team 20 (Sergeant, Paramedic)	06:12:27	06:12:27	05:53:58	20:12:27	3	2	2	00:33:53	03:07:07	0.80	6	00:21:13	00:10:17			0.61
143	Team 21 (Sergeant, Paramedic)	06:03:31	06:03:31	06:24:44	17:03:31	4	3	2	00:19:44	04:02:06	0.42	9	01:44:25	00:24:52			0.73
143	Team 22 (Sergeant, Paramedic)	18:38:05	18:38:05	01:07:20	22:38:05	3	3	1	00:15:44	00:50:39	0.79	3	00:20:00	00:00:00			1.00
145	Team 23 (Sergeant, Paramedic)	07:31:23	07:31:23	04:34:52	19:31:23	4	3	2	00:37:07	03:14:02	0.66	4	00:49:27	00:10:56			0.62
147	Team 24 (Sergeant, Paramedic)	04:04:00	04:04:00	20:02:07	10:04:00	6	5	4	00:18:18	02:30:24	0.68	6	01:27:18	00:49:20			0.82

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).

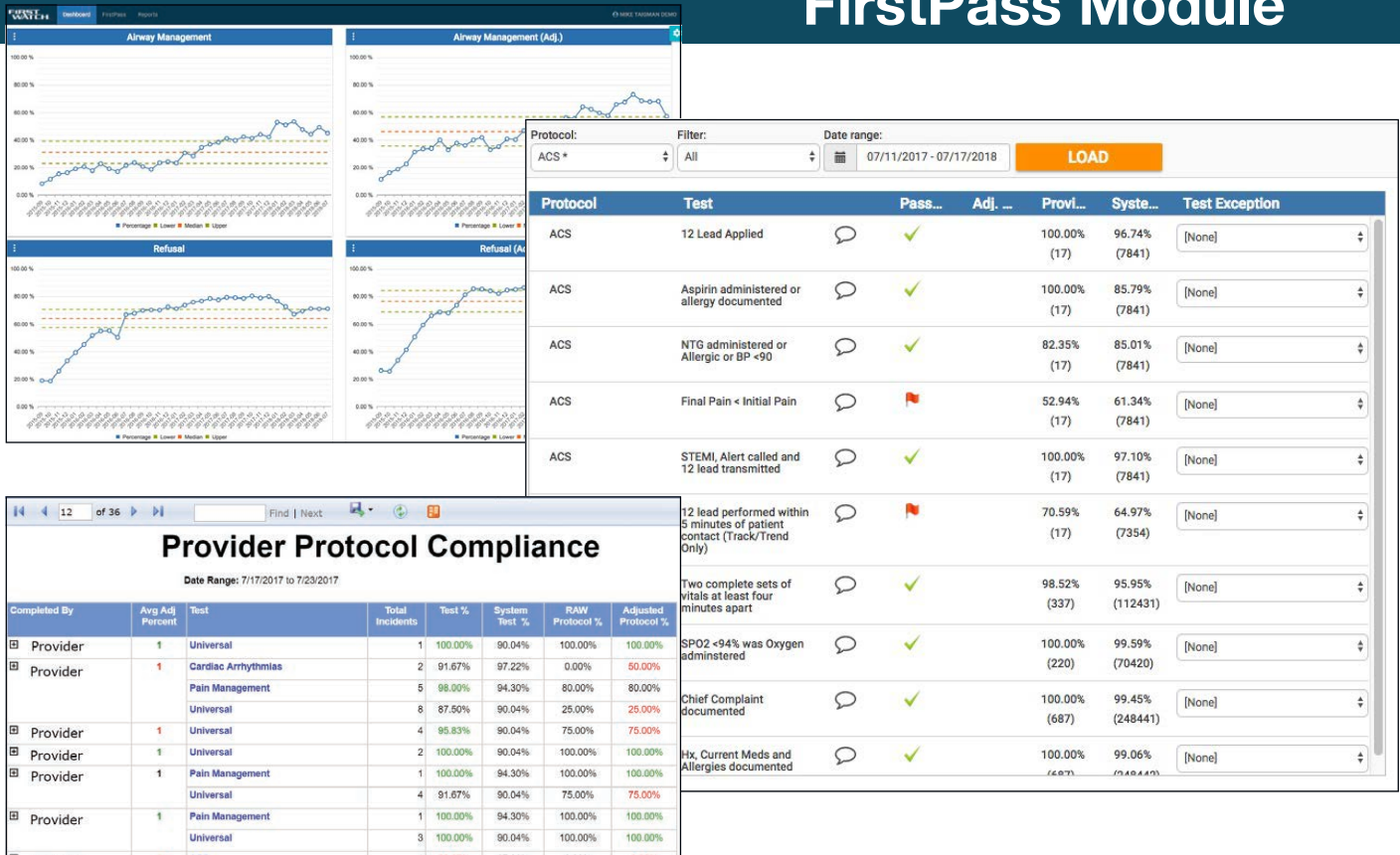
The Performance Plus module is designed to do just that, by analyzing both the overall and the specific components that make up the overall compliance. By automating these performance measures, it increases situational awareness and early detection of potential problem areas, which in turn allows for 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:																
View: <input checked="" type="checkbox"/> Current <input checked="" type="checkbox"/> MTD <input checked="" type="checkbox"/> Last Month <input checked="" type="checkbox"/> Last 30 Days <input checked="" type="checkbox"/> YTD <input type="button" value="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	Compliance %
	1	0	100.00	00:00:28	1	0	100.00	155	107	30.97	155	107	30.97	1512	1038	30.97
	8	2	75.00	00:22:24	8	2	75.00	301	147	51.16	301	147	51.16	3990	2075	51.16
	7	3	57.14	00:32:09	7	3	57.14	382	226	40.84	382	224	41.36	4632	2792	41.36
	4	2	50.00	00:40:20	4	2	50.00	138	89	35.51	142	91	35.92	1501	1106	35.92
	18	9	50.00	00:34:08	20	11	45.00	1313	962	26.73	1314	963	26.71	13998	10244	26.71
	6	3	50.00	00:36:31	6	3	50.00	414	206	50.24	413	203	50.85	4184	2342	50.85
- Hospital Drop	87	52	40.23	00:37:28	90	55	38.89	5910	3886	34.25	5894	3885	34.09	65122	43803	34.09
	11	7	36.36	00:43:28	11	7	36.36	769	497	35.37	765	498	34.90	8364	5362	34.90
	19	14	26.32	00:44:19	19	14	26.32	1181	879	25.57	1184	884	25.34	12973	9822	25.34
	9	8	11.11	00:40:50	9	8	11.11	674	396	41.25	668	396	40.72	7370	4839	40.72
	0	0	---	00:00:00	0	0	---	170	121	28.82	161	115	28.57	1804	1261	28.57
	1	1	0.00	01:19:34	2	2	0.00	172	138	19.77	168	136	19.05	2086	1592	19.05
	2	2	0.00	00:33:03	2	2	0.00	146	68	53.42	147	70	52.38	1702	781	52.38
	1	1	0.00	00:32:24	1	1	0.00	95	50	47.37	94	51	45.74	1006	549	45.74

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 overrides
- 1st unit assignment accuracy
- Unit/crew times – performance by unit, by station, by battalion, and individual

FirstPass Module



A look at FirstPass® by the Numbers...

115+

**Live Sites
(Plus 20
in process)**

**14.4
Million +**

**Records
Processed**

590+

Protocols

4,130+

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

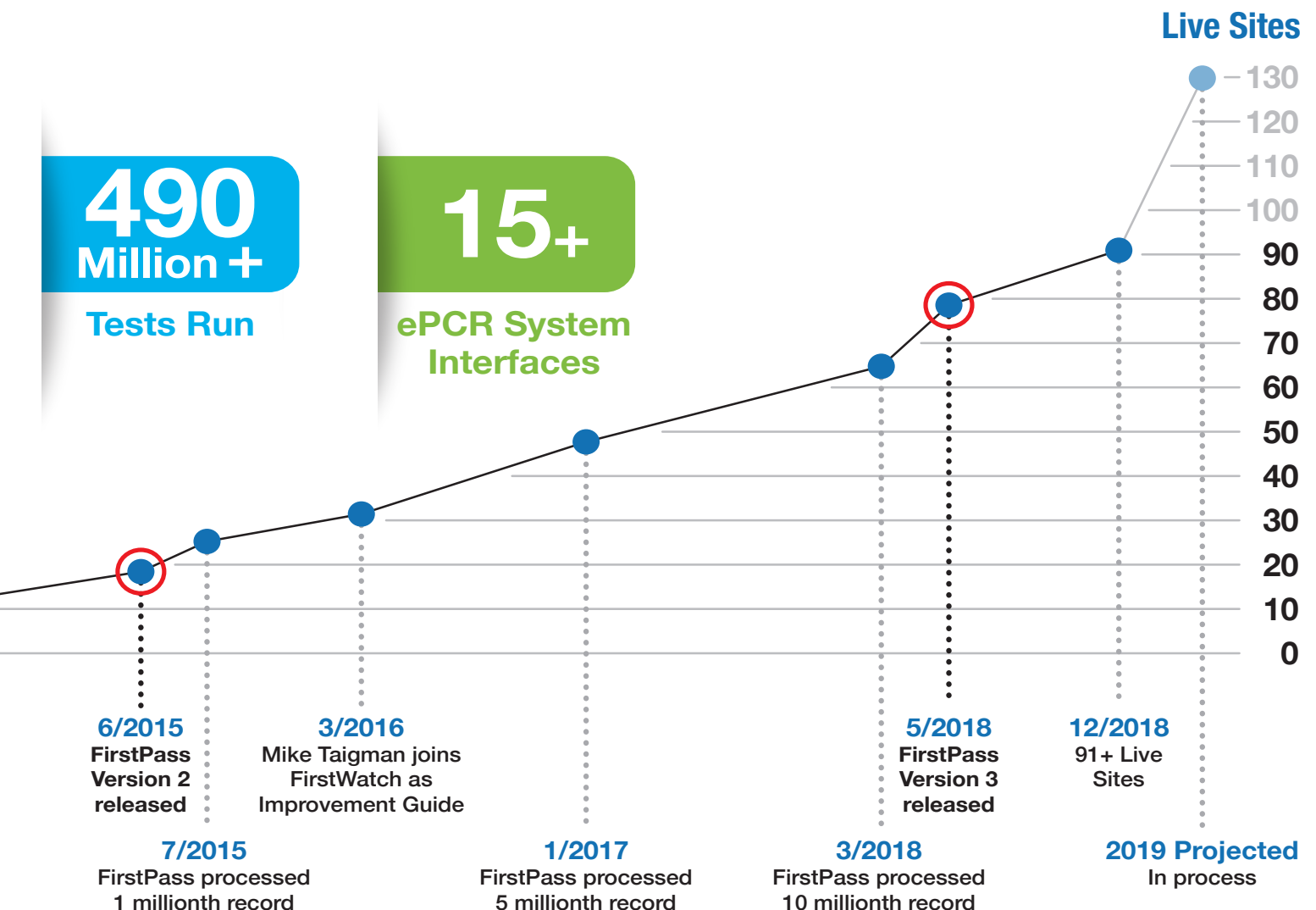
www.firstwatch.net/firstpass

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



Workload Monitoring

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

Trigger Views: [Home](#) [Graphs](#) [Maps](#) [Destination](#) [Analysis Tool](#)

View Alert Config Refresh rate: 3 min(s)

Michael Burwell

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 On Task	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 9:16:50 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	00:19:22	0.2	00:19:22	20%	0.2	00:49:22	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

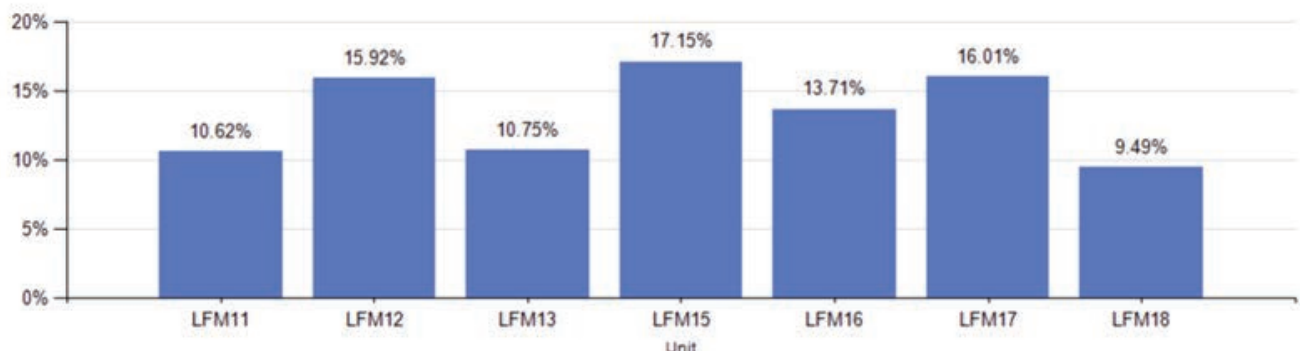
Unit Hour Utilization by Unit monitoring for workload

UHU (DRAFT)

Criteria:

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

Medic Units



Telecommunicator & Provider Wellness

Critical Incident Notification

Allina Health EMS and Las Vegas Fire uses their Critical Incidents triggers 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 used 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

Monitor unit activity in real-time.

Live Workload Report

Unit	Scheduled Start Time	Actual Start Time	Total Time on Duty	# of Responses	# of Arrivals	Total Task Time	Task Time UHU	# of Times Out of Service	Out of Service Time	# of Post Movements	Time not at Post	Post > 30 Min	Active Time UHU
ALS Units													
3333	05:00:00	05:17:52	08:46:04	4	4	04:43:17	0.54	1	00:34:57	6	06:30:03	0	0.74
3334	05:00:00	05:29:54	08:34:02	5	2	05:13:53	0.61	1	00:51:17	4	06:15:15	0	0.73
3331	05:00:00	05:30:43	08:33:13	4	3	05:56:19	0.69	1	00:47:26	6	07:43:04	0	0.90
3385	06:00:00	06:23:05	07:40:51	3	3	05:47:11	0.75			6	06:48:45	0	0.89
3340	06:00:00	06:43:44	07:20:12	6	5	04:11:53	0.57			9	05:26:22	0	0.74
3336	06:00:00	06:44:34	07:19:22	3	3	03:32:27	0.48	1	00:40:47	4	04:21:10	0	0.59
3101	06:00:00	06:46:18	07:17:38	3	3	05:40:41	0.78			0	00:00:00	0	1.00
3338	07:00:00	07:03:25	07:00:31	4	4	03:49:44	0.55			7	05:26:09	1	0.78
3317	07:00:00	07:30:43	06:33:13	7	2	02:29:57	0.38			8	05:09:15	1	0.79
3339	07:00:00	07:53:44	06:10:12	3	3	04:09:10	0.67			6	05:37:21	0	0.91
3343	08:00:00	08:01:01	06:02:55	0	0	00:00:00	0.00	2	05:51:38	0	00:00:00	0	0.03
3107	08:00:00	08:02:46	06:01:10	3	3	05:40:46	0.94			0	00:00:00	0	1.00
3364	08:00:00	08:03:39	06:00:17	2	1	02:22:00	0.39			4	02:54:27	0	0.48
3327	08:00:00	08:17:24	05:46:32	1	1	04:37:47	0.80			3	05:03:41	0	0.88
3332	08:00:00	08:17:50	05:46:06	3	2	04:23:44	0.76	1	00:50:50	2	04:41:52	0	0.81
3344	09:00:00	09:16:14	04:47:42	0	0	00:00:00	0.00	1	04:47:44	0	00:00:00	0	0.00
3342	09:00:00	09:42:03	04:21:53	3	3	04:12:16	0.96			2	00:00:00	0	1.00
3103	09:00:00	10:07:35	03:56:21	1	1	02:45:59	0.70			0	00:00:00	0	1.00
3365	10:00:00	10:08:16	03:55:40	2	2	02:18:20	0.59			3	03:07:19	0	0.79
3104	10:00:00	10:09:40	03:54:16	1	1	03:23:33	0.87			1	03:37:19	0	0.93
3366	11:00:00	11:38:43	02:25:13	2	2	01:15:56	0.52			5	02:13:12	0	0.92
3102	06:00:00	12:44:12	01:19:44	1	1	01:18:20	0.98			0	00:00:00	0	1.00
3113	11:00:00	13:29:44	00:34:12	0	0	00:00:00	0.00			1	00:32:52	0	0.96
3108	13:00:00	13:32:26	00:31:30	0	0	00:00:00	0.00			1	00:30:11	0	0.96
BLS Units													
4490	07:30:00	08:46:26	1:05:17:30	18	10	10:43:07	0.37	1	00:53:28	5	12:30:40	6	0.43
3341	06:00:00	06:04:29	07:59:27	3	2	04:54:59	0.62			1	05:36:07	0	0.70
3302	07:00:00	07:11:12	06:52:44	2	2	01:39:03	0.24			2	06:20:02	1	0.92
3348	07:30:00	07:38:55	06:25:01	2	2	01:53:12	0.29			3	06:23:29	0	1.00
4441	08:30:00	08:40:27	05:23:29	2	2	03:50:31	0.71			0	00:00:00	0	1.00

Online Compliance Utility (OCU)



The Online Compliance Utility (OCU) module is a web-enabled collaboration tool for use by Providers and Authorities to simplify and manage contract compliance for exceptions and exemption reporting. The web-based FirstWatch add-on tool provides interactive queues with a consistent “look and feel” for both the provider and the authority, allowing for 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.

FIRST WATCH Dashboard OCU Reports											
Prime County	0000157902 x										
<input type="checkbox"/> Date/Time	Incident Number	Address/Location	Area	Pri	STD	Response	Overage	Status	Own		
Late - Submitted for ...	<input type="checkbox"/> 7/16/2018 5:43:58 PM	0000157902		Priority 1	719	723	4	Review			
Late - Completed	<input type="checkbox"/> 7/14/2018 11:56:08 PM	0000157682		Priority 1	719	779	60	Multi Reference			
Late - Corrected	<input type="checkbox"/> 7/14/2018 11:17:56 PM	0000157676		Priority 1	719	1104	385	Review			
Compliant	<input type="checkbox"/> 7/14/2018 11:17:16 PM	0000157675		Priority 1	719	1076	357	Review			
Compliant - Review	<input type="checkbox"/> 7/14/2018 10:17:20 PM	0000157668		Priority 3 Scheduled	0	2370	2370	Review			
Compliant - Submitte...	<input type="checkbox"/> 7/14/2018 7:51:25 PM	0000157649		Priority 1	719	1691	972	Verify Area			
Compliant - Completed	<input type="checkbox"/> 7/14/2018 3:13:53 PM	0000157610		Priority 3 Unscheduled	3599	3964	365	Review			
Compliant - Corrected	<input type="checkbox"/> 7/14/2018 12:03:17 PM	0000157584		Priority 1	719	774	55	Review			
	<input type="checkbox"/> 7/14/2018 10:16:16 AM	0000157571		Priority 1	719	752	33	Verify Area			
	<input type="checkbox"/> 7/13/2018 8:58:00 PM	0000157508		Priority 1	719	2001	1282	Verify Area			
	<input type="checkbox"/> 7/13/2018 7:14:45 PM	0000157498		Priority 1	719	795	76	Review			
	<input type="checkbox"/> 7/13/2018 6:18:14 PM	0000157488		Priority 1	719	1525	806	Verify Area			
	<input type="checkbox"/> 7/13/2018 5:24:23 PM	0000157484		Priority 1	719	980	261	Multi Reference			

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)



FIRST WATCH Dashboard **OCU** Reports

Home Late - Review 0000157902 X

DATE/TIME: 7/16/2018 5:43:58 PM INCIDENT #: 0000157902 RESPONSE #: 07162018-8258811 ADDRESS | LOCATION: [REDACTED]

Flow

Owner: [No Owner] Status: [Review] Exemption Reason: [No Exemption Reason]

Late Reason 1: No Late Reason Late Reason 2: No Late Reason

Response Info & Adjustments

	Initial	Final
Clock Start Time	7/16/2018 5:43:58 PM	7/16/2018 5:43:58 PM
Clock Stop Time	7/16/2018 5:56:01 PM	7/16/2018 5:56:01 PM
Response Time Standard	00:11:59	00:11:59
Response	00:12:03	00:12:03
Overage	00:00:04	00:00:04
Area/Zone	[REDACTED]	[REDACTED]
Priority	Priority 1	Priority 1

RESET RECALCULATE SAVE

FIRST WATCH Incident Drill-down

fwCust_ID	[REDACTED]
RunNo	[REDACTED]
DateRec	[REDACTED]
Unit	[REDACTED]
Grid	[REDACTED]
Location	[REDACTED]
Priority	[REDACTED]
InitBy	[REDACTED]
InitByDesc	[REDACTED]
TransFrom	[REDACTED]
TransFromDesc	[REDACTED]
TransTo	[REDACTED]
TransToDesc	[REDACTED]
TransPri	[REDACTED]
PatCond	[REDACTED]
PatCondDesc	[REDACTED]
Received	[REDACTED]
Dispatched	[REDACTED]
Enroute	[REDACTED]
OnScene	[REDACTED]

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.”

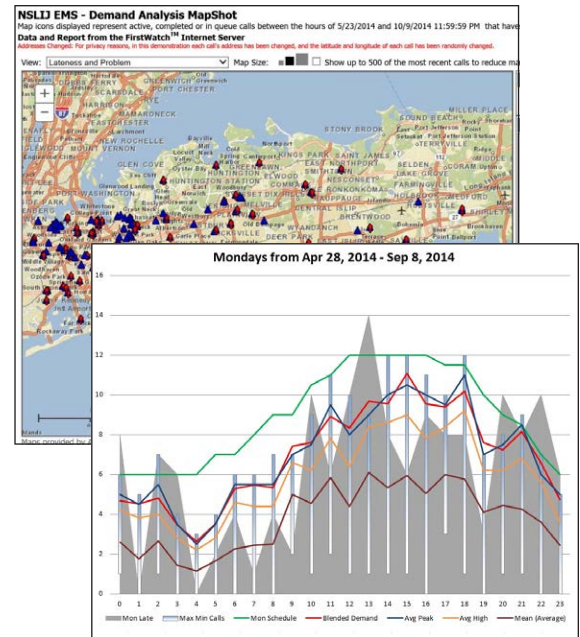
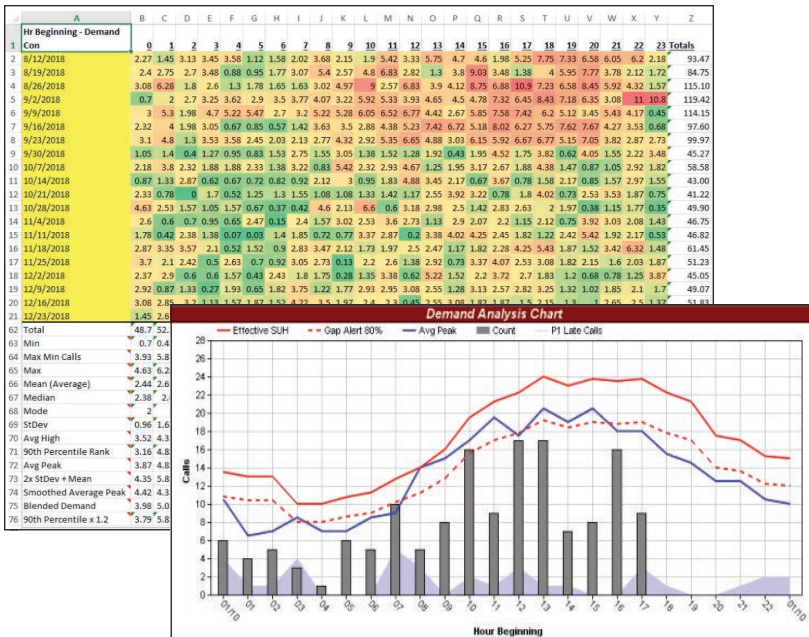
– Steve Carroll, EMS Administrator, Ventura County, CA

Demand, Consumption, and Analysis



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

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



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

Microsoft Excel - DownloadDA-20060911125641.xls

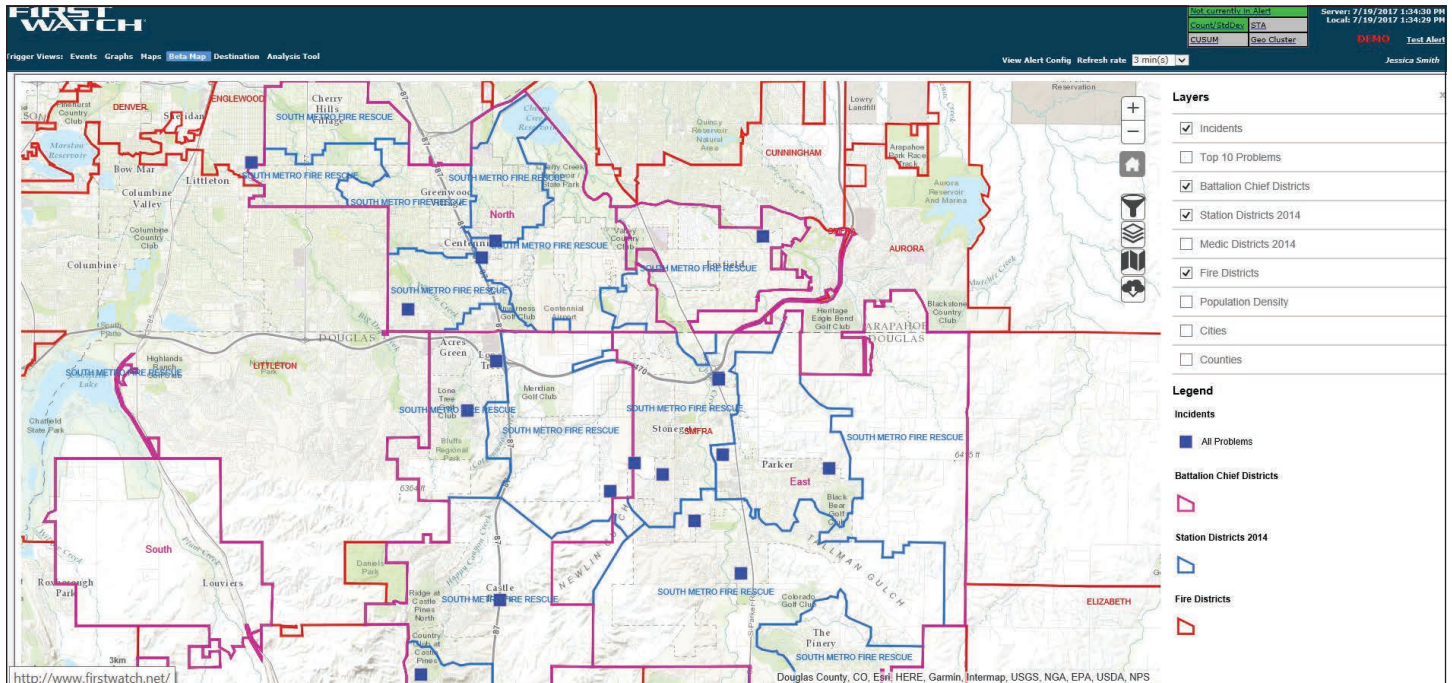
B33 =Sun!Y31*0.2+Mon!B31*0.6+Mon!C31*0.2

	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	2.83	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	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	

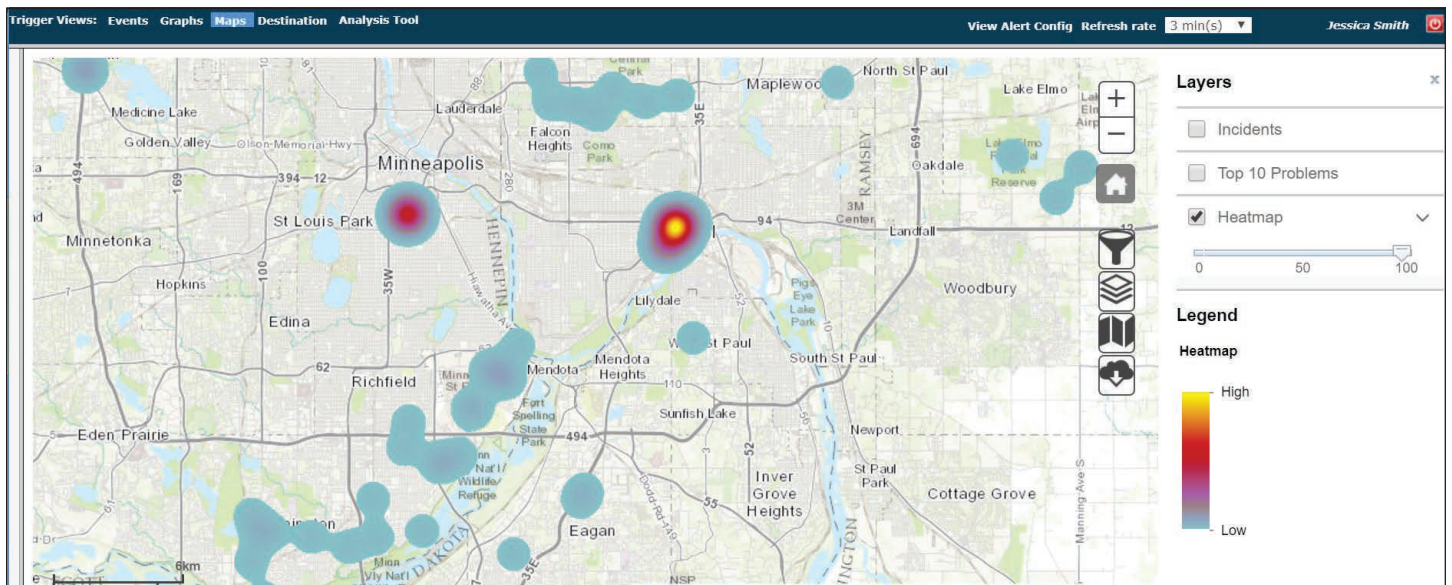
Mon / Tue / Wed / Thu / Fri / Sat / Sun / ISERA /

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.

FirstWatch Response Performance <small>Criteria: 01/01/2015 07:30:00 to 01/01/2020 07:29:59</small> <small>Risk Category: Low, Moderate, High, Severe</small>									
Fire Suppression - 90th Percentile Times			2015 - 2019	2019	2018	2017	2016	2015	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	02:15	01:53	02:17	02:26	02:17	02:16	01:00
Turnout Time	Turnout Time 1st Unit	Urban	01:31	01:29	01:28	01:34	01:32	01:29	01:20
Travel Time	Travel Time 1st Unit Distribution	Urban	07:49	07:40	07:24	07:56	08:07	07:44	04:00
	Travel Time ERF Concentration	Urban	08:35	08:19	08:05	08:52	08:48	08:42	08:00
Total Response Time	Total Response Time 1st Unit Distribution	Urban	08:51	08:45	08:33	09:08	08:58	08:44	05:20
			<i>n = 14,459</i>	<i>n = 2,625</i>	<i>n = 2,771</i>	<i>n = 3,176</i>	<i>n = 2,983</i>	<i>n = 2,904</i>	
	Total Response Time ERF Concentration	Urban	09:33	09:17	09:08	09:52	09:37	09:40	09:20
			<i>n = 13,384</i>	<i>n = 2,440</i>	<i>n = 2,571</i>	<i>n = 2,949</i>	<i>n = 2,758</i>	<i>n = 2,666</i>	



Every Record. In Real Time. Automatically.


FirstWatch Demand by Hour of Day and Day of week

Date Range: 01/01/2020 07:30:00 to 02/01/2020 07:29:59

Battalion(s): 1, 10, 4 Call Type(s): Fire, EMS, HazMat, Bomb, Public Assist, Other

Service Area(s): 1, 10, 102, 103, 106, 107, 108, 2, 3, 4, 41, 42, 43, 44, 45, 47, 48, 5, 6, 7, 8, 9

	Hour of Day																								
DOW	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total
Sunday	38	57	27	30	35	39	35	33	34	50	65	42	48	51	64	59	70	78	62	60	63	52	50	49	1,191
Monday	49	40	32	26	16	26	39	42	61	57	75	81	69	57	69	89	77	77	68	53	48	51	45	47	1,294
Tuesday	29	50	19	37	27	47	45	46	41	64	81	78	47	98	88	83	61	88	79	79	60	48	45	40	1,352
Wednesday	26	28	29	19	42	43	36	54	73	73	57	66	85	64	96	86	91	115	99	84	80	72	64	38	1,520
Thursday	39	60	27	29	41	41	32	41	80	92	91	112	85	109	94	85	87	108	104	85	79	71	58	48	1,698
Friday	44	34	34	31	34	42	35	53	80	67	66	70	91	89	83	101	98	113	93	81	83	84	86	44	1,636
Saturday	81	49	32	46	39	27	32	45	59	56	54	67	59	66	69	57	70	64	59	45	61	60	69	44	1,310
Total	306	318	200	218	234	265	254	314	428	459	489	514	484	532	561	560	554	623	564	487	474	436	417	310	10,001

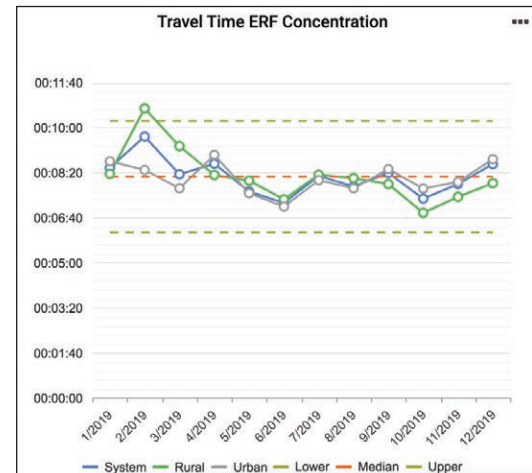


FirstWatch Station Reliability

Date Range: 01/01/2020 07:30:00 to 02/01/2020 07:29:59

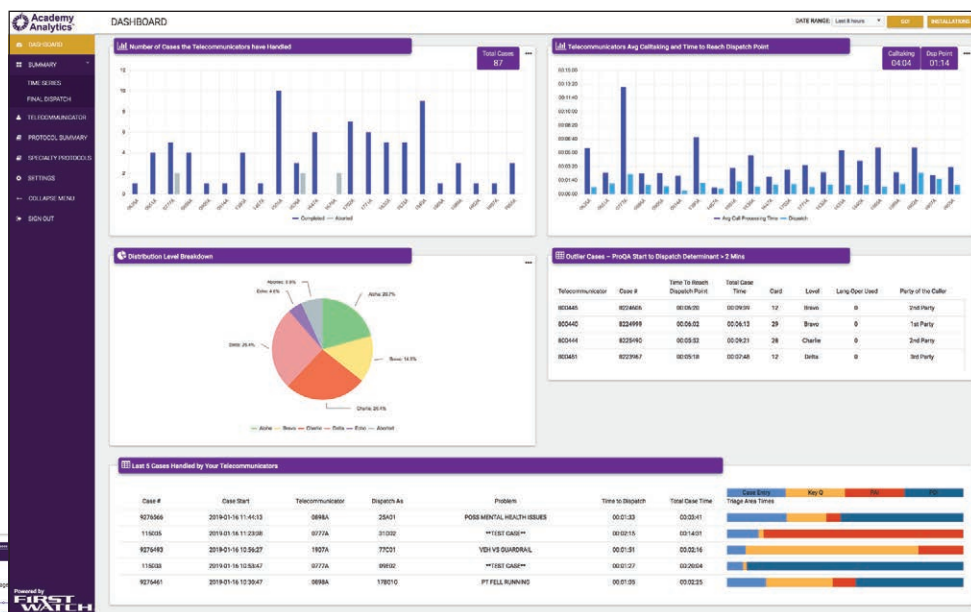
Shift(s): A, B, C **Risk:** Low, Moderate, High, Severe, Non-Emergent

Station	Unit	1		2		3		4		5	
		Resp	%	Resp	%	Resp	%	Resp	%	Resp	%
1	B1	11	14.67%			4	5.33%	7	9.33%	3	4.00%
	E1	163	65.99%			7	2.83%	16	6.48%	1	0.40%
	E201	155	60.08%			12	4.65%	13	5.04%	2	0.78%
	R1	223	83.21%			5	1.87%	3	1.12%	1	0.37%
	R201	237	89.43%			5	1.89%	7	2.64%		
	R301	215	85.32%			3	1.19%	7	2.78%		
	T1	136	59.13%			8	3.48%	14	6.09%	2	0.87%
2	B10			4	16.67%					1	4.17%
	E2			163	83.16%						
	R2			166	78.30%						
3	CBRN3	4	28.57%			5	35.71%				
	E3	30	15.08%			109	54.77%			20	10.05%
	R3	14	8.59%			93	57.06%			18	11.04%



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.



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

Home / Health Intelligence

Health Intelligence

Call 760.943.9123 or [Schedule Demo](#)

Public Safety-Specific Information on Emerging Health Issues

This page was last updated on February 5, 2020.

[Sign Up for HI Updates](#)

IN THE NEWS

A quick briefing on outbreaks and other public health-related items in the news or reported via public health outlets.

[View All Posts & Resources](#)

NIOSH Warns of Counterfeit Particulate Respirators Feb 4, 2020
February 5, 2020

EMS1 Article: Snohomish County, Washington, officials describe the EMS transport of the first confirmed 2019-nCoV patient in the U.S.
February 4, 2020

Coronavirus Webinar with Paramedic Chiefs of Canada on Monday, February 3rd, 2020 | Recording and Handouts
February 3, 2020

Novel Coronavirus 2019-nCoV - What Public Safety/First Responders Can Do
February 3, 2020

Coronavirus 2019-nCoV URL Resources Feb 2, 2020
February 3, 2020

OUTBREAKS/EMERGING DISEASES

A listing & description of outbreaks of disease, novel viruses, epidemics, or other infections that are making humans sick, even in small numbers. There may be overlap with In the News & Pandemics.

[View All Posts & Resources](#)

NIOSH Warns of Counterfeit Particulate Respirators Feb 4, 2020
February 5, 2020

Coronavirus Webinar with Paramedic Chiefs of Canada on Monday, February 3rd, 2020 | Recording and Handouts
February 3, 2020

Novel Coronavirus 2019-nCoV - What Public

OVERDOSES / OPIOIDS

Contains resources related to awareness and mitigation of opioids and overdoses in response to this nationwide but often local crisis.

[View All Posts & Resources](#)

FirstWatch Recommendations for Surveillance of EMS Data for Opioid Overdoses
Updated April 10, 2019

PoliceOne article: "How biosurveillance turns opioid-related data into actionable intelligence"
November 18, 2018

Synthetic Opioids/Fentanyl and Fentanyl Analogs
April 9, 2018

CDC Enhanced State Opioid Overdose Surveillance
2017-2018

Pinnacle 2017 Session: How EMS Can Fight the Opioid Overdose Crisis
November 29, 2017

CDC/Government Resources for Opioid Programs and Other Drug-Related Publications

SEASONAL INFLUENZA (FLU)

Provides info on upcoming & current seasonal flu(s) & reported influenza-like illness (ILI), using reports from various public health, government & other resources.

[View All Posts & Resources](#)

CDC Issued Health Advisory regarding elevated flu activity Week #3 — Week Ending 1-18-20
January 29, 2020

Influenza (FLU) Update for Week Ending 12-28-19
January 8, 2020

Influenza (FLU) Update for Week Ending 12-14-19
December 20, 2019

2019/2020 Seasonal Influenza Overview
2019/2020 Seasonal Influenza Resources
CDC State and Territorial Regions Map

Weekly U.S. Interactive ILI Activity Map
Weekly U.S. Interactive Flu Activity Map
2019-2020

PANDEMICS

Info & Resources related to the threat or presence of a Pandemic. Pandemics pose a risk to the entire world.

[View All Posts & Resources](#)

Novel Viruses
May 8, 2018

DHS Information for First Responders on Maintaining Operational Capabilities during a Pandemic
May 8, 2018

CDC Interim Pre-pandemic Planning Guidance: Community Strategy for Pandemic Influenza Mitigation in the United States
May 8, 2018

KEEPING YOUR EMPLOYEES SAFE

Contains info & resources to assist in providing for employee safety whether during standard operations or in planning for or responding to disasters.

[View All Posts & Resources](#)

Novel Coronavirus 2019-nCoV - What Public Safety/First Responders Can Do
February 3, 2020

EMS/First Responder Application of the CDC Measles Recommendations
August 5, 2019

First Responder Health & Safety Links
June 26, 2018

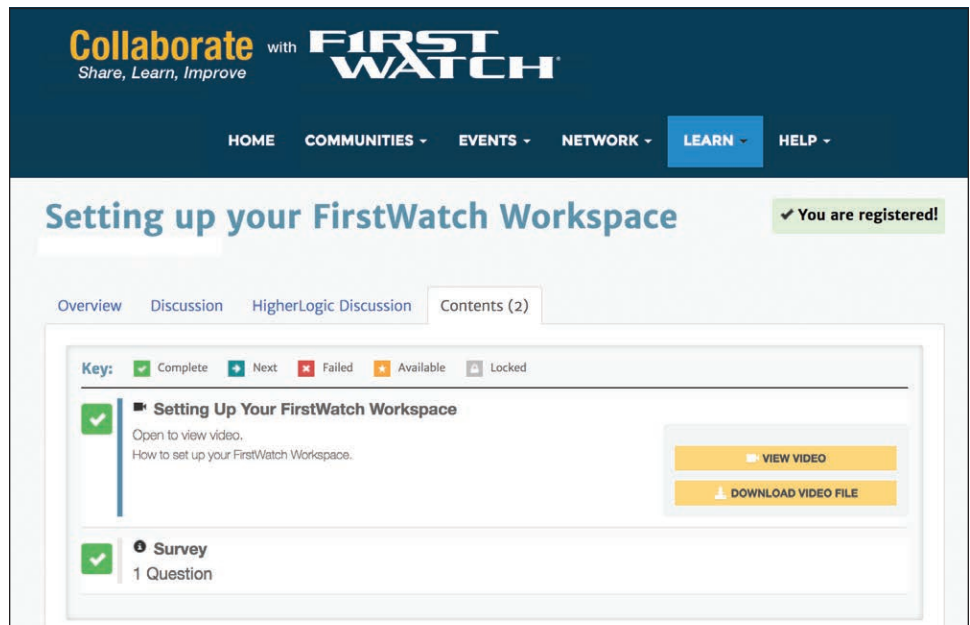
Suicide Awareness & Prevention for First Responders

24

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.



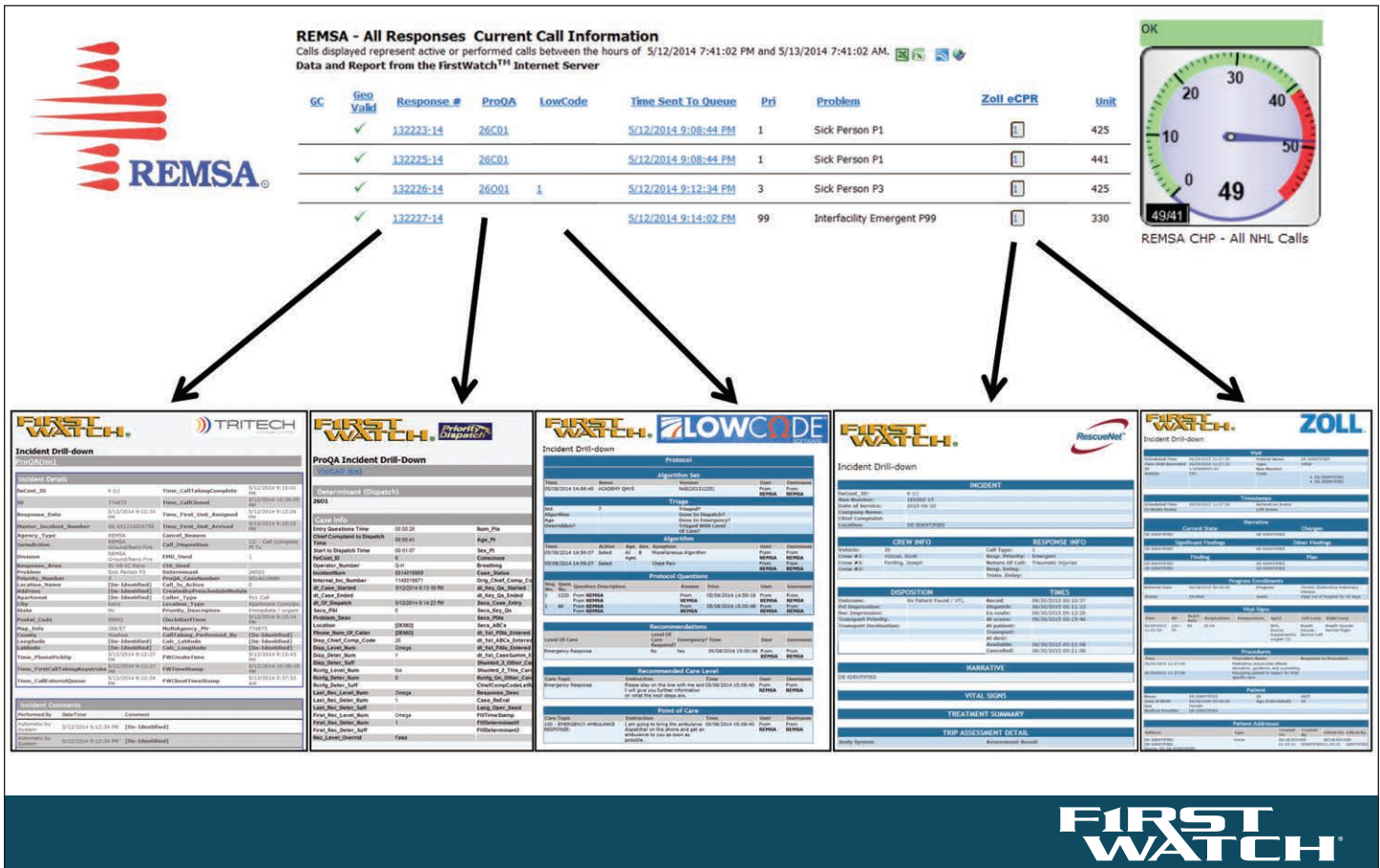
Ever since our inception 20 years ago, FirstWatch customers have talked with each other, tackled shared problems together, and helped each other improve. Several times a week one of us will be talking with someone about an issue and say, “you should really check out what _____ is doing.” Here are a few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

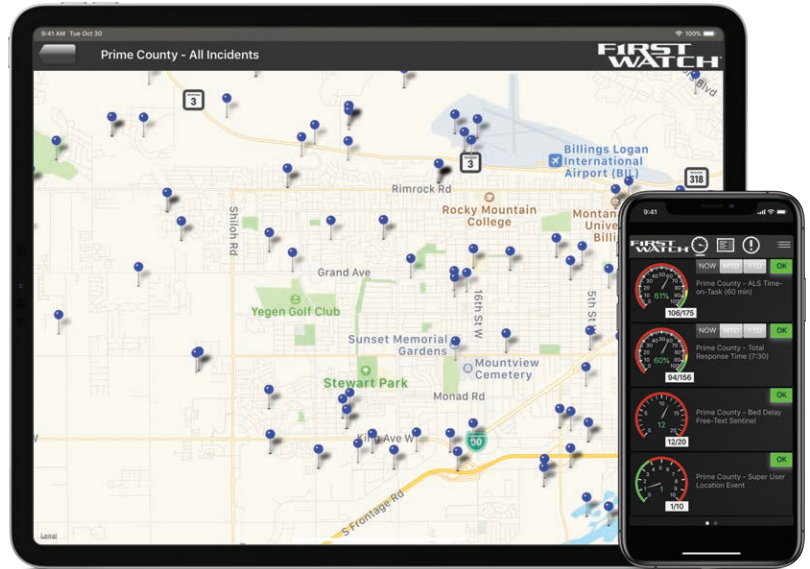
The Regional Emergency Medical Services Authority of Reno, Nevada, a non-profit provider of ground and air ambulance services (and long-time FirstWatch customer), in partnership with Renown Medical Group, the University of Nevada-Reno School of Community Health Sciences, the Washoe County Health District, 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:

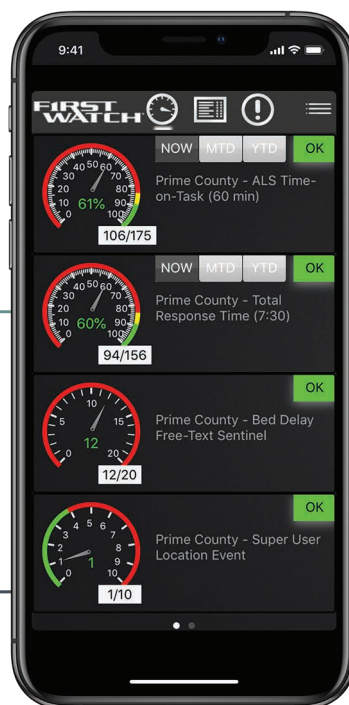
DOWNLOAD the FirstWatch App
for iPhone, iPad, Android Phone, and Tablet



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!**

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C: 727.463.9968



Marc Baker - Vice President & Partner

mbaker@firstwatch.net

D: 760.658.9848

C: 619.977.4785



**USING
DATA^{TO}
IMPROVE^{OUR}
COMMUNITIES
TOGETHER**

Contact us Today for a Live Demo:

sales@firstwatch.net

760.943.9123

firstwatch.net

**FIRST
WATCH®**

Helping the Helpers