

Real-time Multi-Agency System Tracks Ambulance Transports Countywide to Monitor off-load times, Surge Capacity and System activity

BACKGROUND—Las Vegas / Clark County has a “no divert policy.” Previously Ambulances that transported patients and arrived at Clark County (Las Vegas) Hospitals had to locate other units that were at the Hospital and find out how long they had been at the Hospital and update (via radio) their Communications / Dispatch center so they could change the Hospital status manually within the Hospital status application. Using this innovative application and interface between FirstWatch and EMSsystem—the ambulance transport information is now automatically updated, in real-time, providing both the ambulance crew en-route and their dispatch center with information on the destination Hospital, as well as information on possible alternate Hospitals that may be able to handle the patient right away, which could also allow the Ambulance crew to return to service much faster.

Every EMS system is challenged when ambulances wait for bed-space to open up in busy Emergency Departments.

During periods of heavy 9-1-1 activity in Las Vegas this could mean units waited for 30 minutes or longer before units can transfer patients. Despite the hospital emergency department’s best efforts, there are times when available beds and staff are stretched thin. At peaks times ambulances can “stack-up” in Emergency Departments causing further delays.

At-a-glance, users can see the real-time count of ambulances currently Transporting, currently dropping patients at Emergency Departments and average and max wait times.

Additionally authorized users can review incident details, by agency, including the types of calls.

Clark County Unit/Hospital Status [911 Calls Only]
9/11/2006 10:12:09 AM

Clark County Region A	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
H1 SUMMERLIN HOSPITAL	0	2	22:46	30:20
H11 MOUNTAIN VIEW HOSPITAL	0	1	31:01	31:01
H4 UMC HOSPITAL	0	1	16:55	16:55
H9 VALLEY HOSPITAL	1	0		

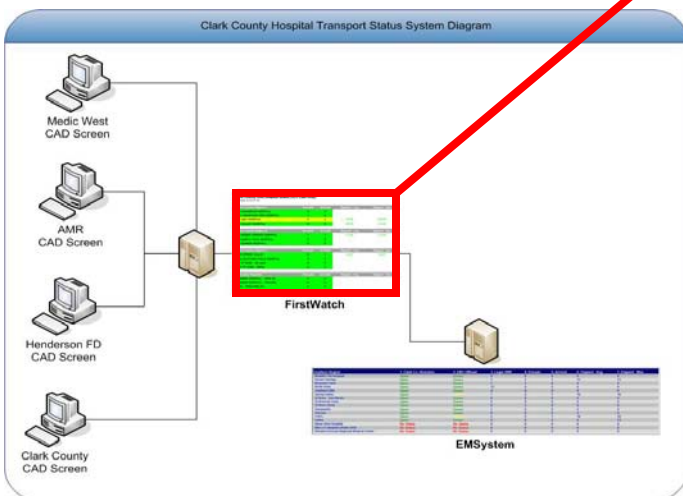
Clark County Region B	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
H2 DESERT SPRINGS HOSPITAL	0	2	27:51	33:29
H5 NORTH VISTA HOSPITAL	1	0		
H6 SUNRISE HOSPITAL	0	0		

Clark County Region C	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
H15 SPRING VALLEY	1	0		
H16 SOUTHERN HILLS HOSPITAL	0	0		
H7 ST ROSE - DE LIMA	0	0		
H72 ST ROSE - SIENA	0	2	18:16	27:11

Specialty Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
SUNRISE HOSPITAL - PEDS ER	0	0		
SUNRISE HOSPITAL - TRAUMA	0	0		
UMC - PEDIATRIC ER	0	0		
UMC - TRAUMA	0	0		

FirstWatch EMS Transport Status Dashboard screen shot

FirstWatch EMS Transport Data System schematic



FirstWatch real-time interface integrates with data systems for Las Vegas Fire Rescue, Clark County Fire Department, North Las Vegas Fire Department Henderson Fire Department, American Medical Response and Medic West Ambulance and tracks each time an ambulance begins transporting a patient. In addition to tracking units transporting, the system tracks the number of ambulances dropping patients and provides wait-time statistics for end users.

The real-time analysis means that public safety agencies, emergency department staff and hospital administrators can gauge the activity within their system, at any time automatically.

In addition to tracking system activity, surge capacity and patient transport volume, FirstWatch can assist officials in tracking transport destinations from major events such as mass casualty incidents (MCI) and natural or man-made disasters while the incidents are still active.

CONTACT INFORMATION

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