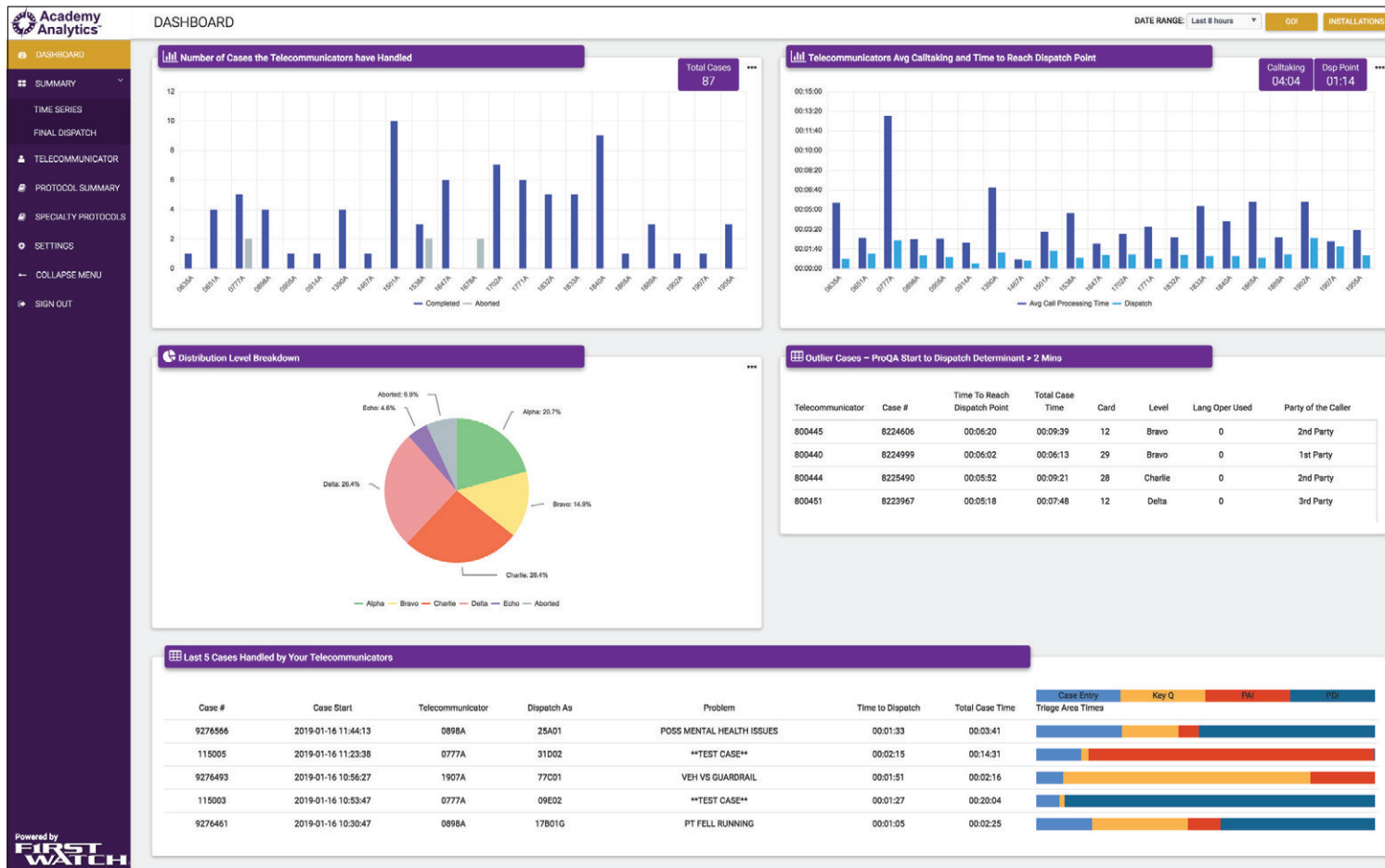


With Academy Analytics you can:

- 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.



View your ProQA dashboards and analytics from any web-connected device!



Academy Analytics™

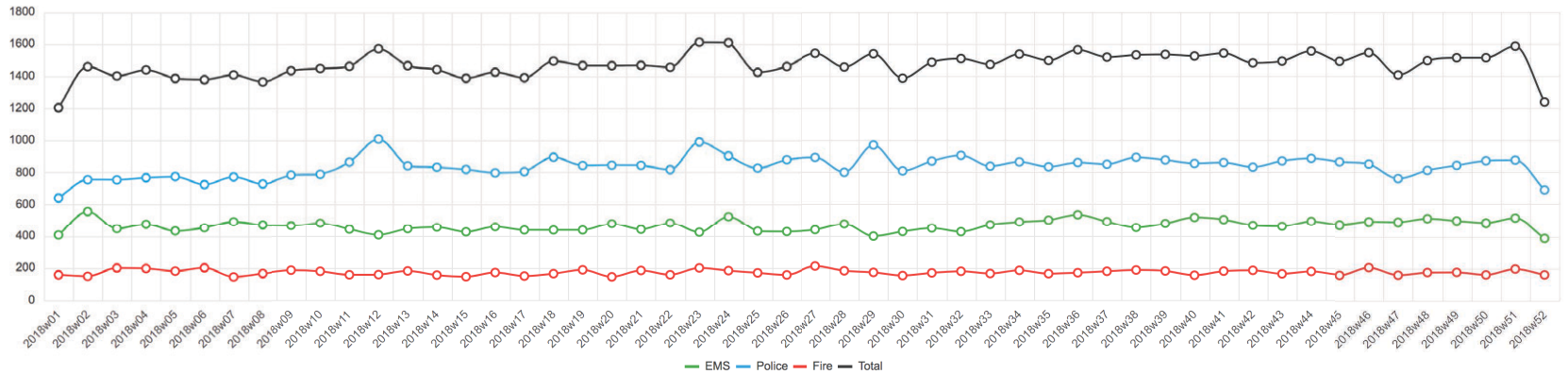


- DASHBOARD
- SUMMARY
- TIME SERIES
- FINAL DISPATCH
- CALL VOLUME
- TELECOMMUNICATOR
- PROTOCOL SUMMARY
- SPECIALTY PROTOCOLS
- SETTINGS
- COLLAPSE MENU
- SIGN OUT

CALL VOLUME

FROM: 01/01/2018 TO: 12/28/2018 GO! INSTALLATIONS FILTERS

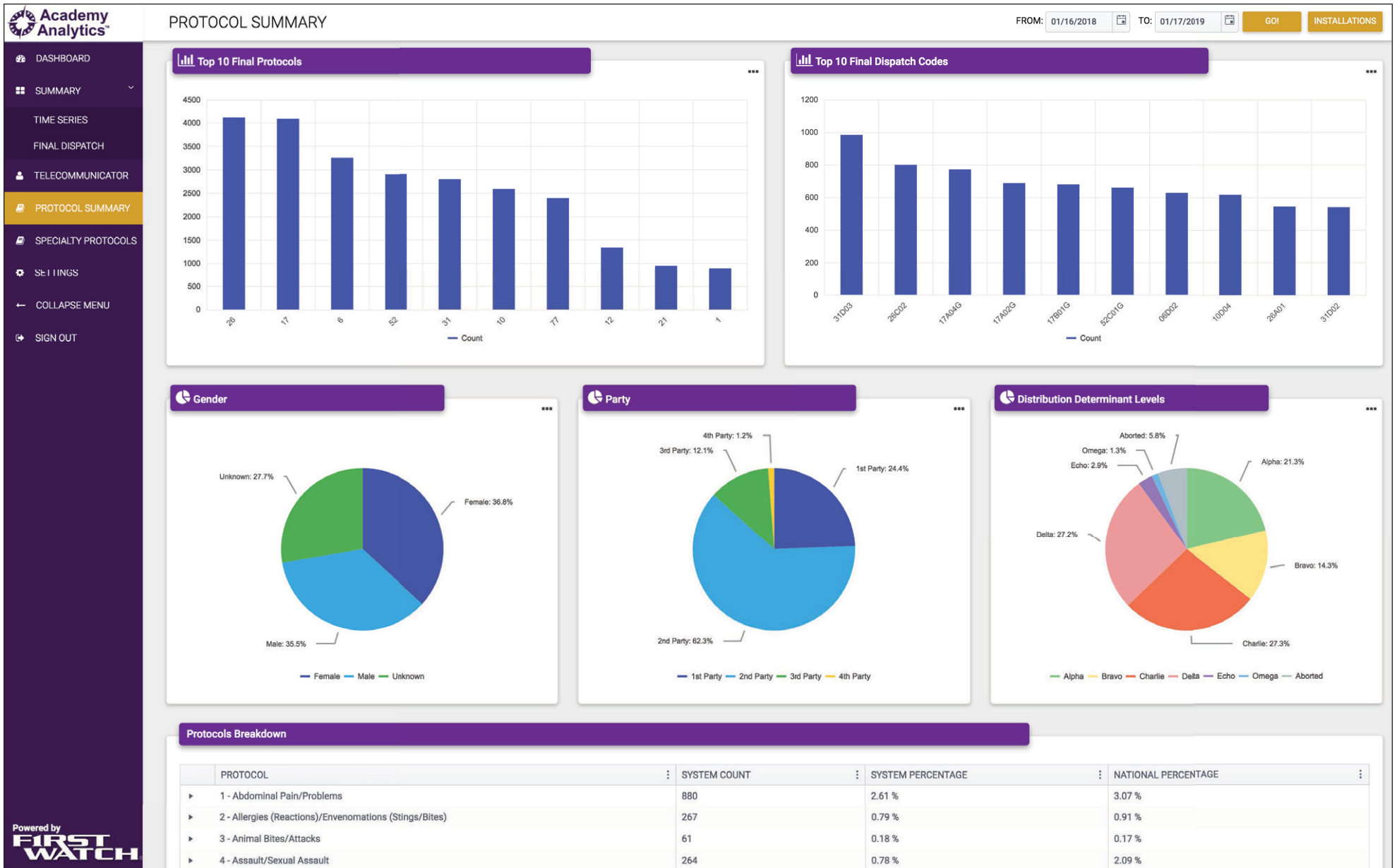
Call Volume by Disposition



Call Volume by Hour of Day, Day of Week

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Sunday	418	314	246	222	148	165	166	197	319	367	446	488	518	482	470	458	499	519	599	512	536	453	388	322
Monday	295	209	175	159	132	156	272	391	618	643	624	645	694	643	644	725	724	642	623	556	501	369	385	302
Tuesday	248	205	170	151	123	174	252	422	654	633	649	617	672	634	622	724	678	712	625	627	515	445	390	296
Wednesday	233	187	150	143	110	141	280	442	587	622	607	642	639	658	657	709	738	662	636	618	524	451	402	307
Thursday	240	200	156	130	130	178	251	447	609	611	661	656	657	692	714	682	754	701	657	598	501	431	424	308
Friday	234	189	159	165	163	160	274	483	587	614	626	648	694	678	687	673	733	780	728	628	539	505	508	406
Saturday	342	281	241	199	182	162	166	307	395	491	521	580	547	546	545	535	584	523	557	556	555	556	527	526

Academy Analytics™



FROM: 01/16/2018

TO: 01/17/2019

GO!

INSTALLATIONS

DASHBOARD

SUMMARY

TIME SERIES

FINAL DISPATCH

TELECOMMUNICATOR

PROTOCOL SUMMARY

SPECIALTY PROTOCOLS

SETTINGS

COLLAPSE MENU

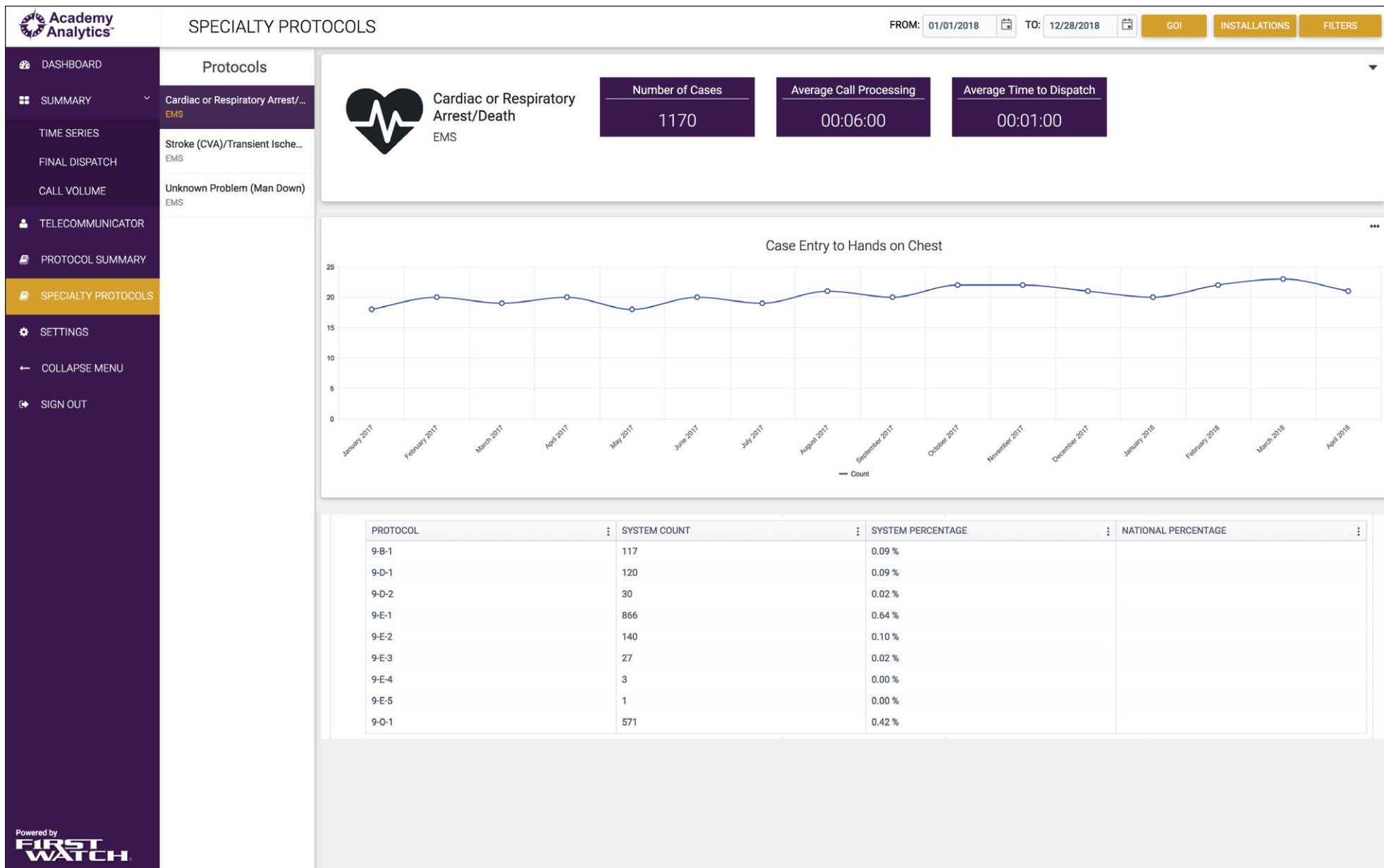
SIGN OUT

Protocols Breakdown

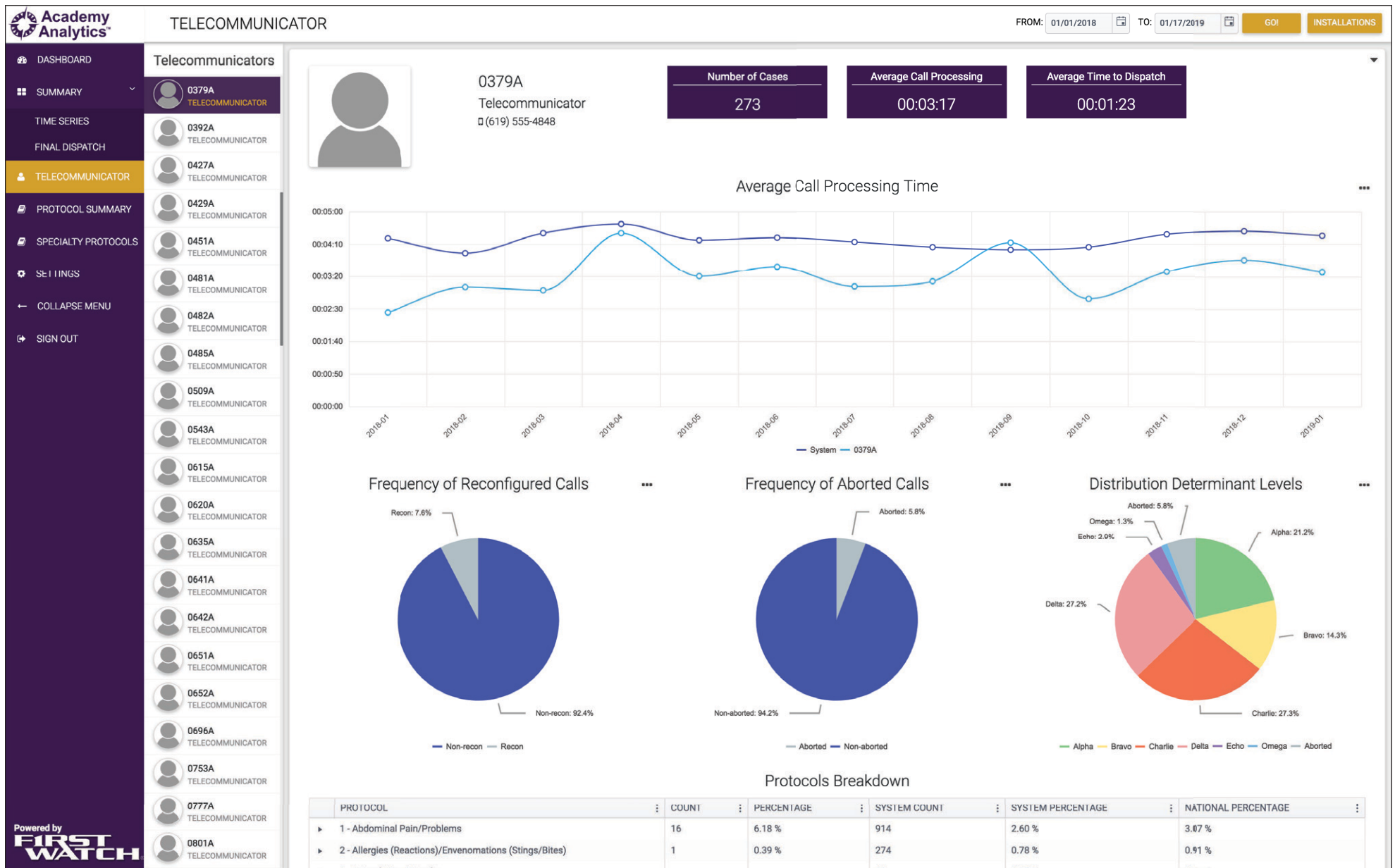
PROTOCOL	SYSTEM COUNT	SYSTEM PERCENTAGE	NATIONAL PERCENTAGE
1 - Abdominal Pain/Problems	880	2.61 %	3.07 %
2 - Allergies (Reactions)/Envenomations (Stings/Bites)	267	0.79 %	0.91 %
3 - Animal Bites/Attacks	61	0.18 %	0.17 %
4 - Assault/Sexual Assault	264	0.78 %	2.09 %
5 - Back Pain (Non-Traumatic or Non-Recent Trauma)	329	0.98 %	1.05 %
6 - Breathing Problems	3249	9.65 %	9.32 %
7 - Burns (Scalds)/Explosion (Blast)	47	0.14 %	0.18 %
8 - Carbon Monoxide/Inhalation/HAZMAT/CBRN	9	0.03 %	0.10 %
9 - Cardiac or Respiratory Arrest/Death	485	1.44 %	1.82 %
<div>PROTOCOL</div> <div>9-B-1</div> <div>9-D-1</div> <div>9-D-2</div> <div>9-E-1</div> <div>9-E-2</div> <div>9-E-3</div> <div>9-E-4</div> <div>9-O-1</div>	<div>SYSTEM COUNT</div> <div>88</div> <div>38</div> <div>10</div> <div>260</div> <div>58</div> <div>11</div> <div>1</div> <div>19</div>	<div>SYSTEM PERCENTAGE</div> <div>0.26 %</div> <div>0.11 %</div> <div>0.03 %</div> <div>0.77 %</div> <div>0.17 %</div> <div>0.03 %</div> <div>0.00 %</div> <div>0.06 %</div>	
10 - Chest Pain (Non-Traumatic)	2586	7.68 %	7.84 %
11 - Choking	139	0.41 %	0.48 %
12 - Convulsions/Seizures	1338	3.97 %	4.56 %
13 - Diabetic Problems	493	1.46 %	2.14 %
14 - Drowning (near)/Diving/SCUBA Accident	21	0.06 %	0.05 %
15 - Electrocution/Lightning	10	0.03 %	0.03 %
16 - Eye Problems/Injuries	41	0.12 %	0.14 %
17 - Falls	4091	12.15 %	11.54 %
18 - Headache	187	0.56 %	0.67 %
19 - Heart Problems/AICD	442	1.31 %	1.66 %
20 - Heat/Cold Exposure	50	0.15 %	0.27 %
21 - Hemorrhage/Laceration	947	2.81 %	3.18 %
23 - Overdose/Poisoning (Ingestion)	666	1.98 %	2.31 %
24 - Pregnancy/Childbirth/Miscarriage	273	0.81 %	0.79 %
25 - Psychiatric/Abnormal Behavior/Suicide Attempt	161	0.48 %	2.28 %
26 - Sick Person (Specific Diagnosis)	4114	12.21 %	16.14 %
	36	0.11 %	0.43 %

Powered by

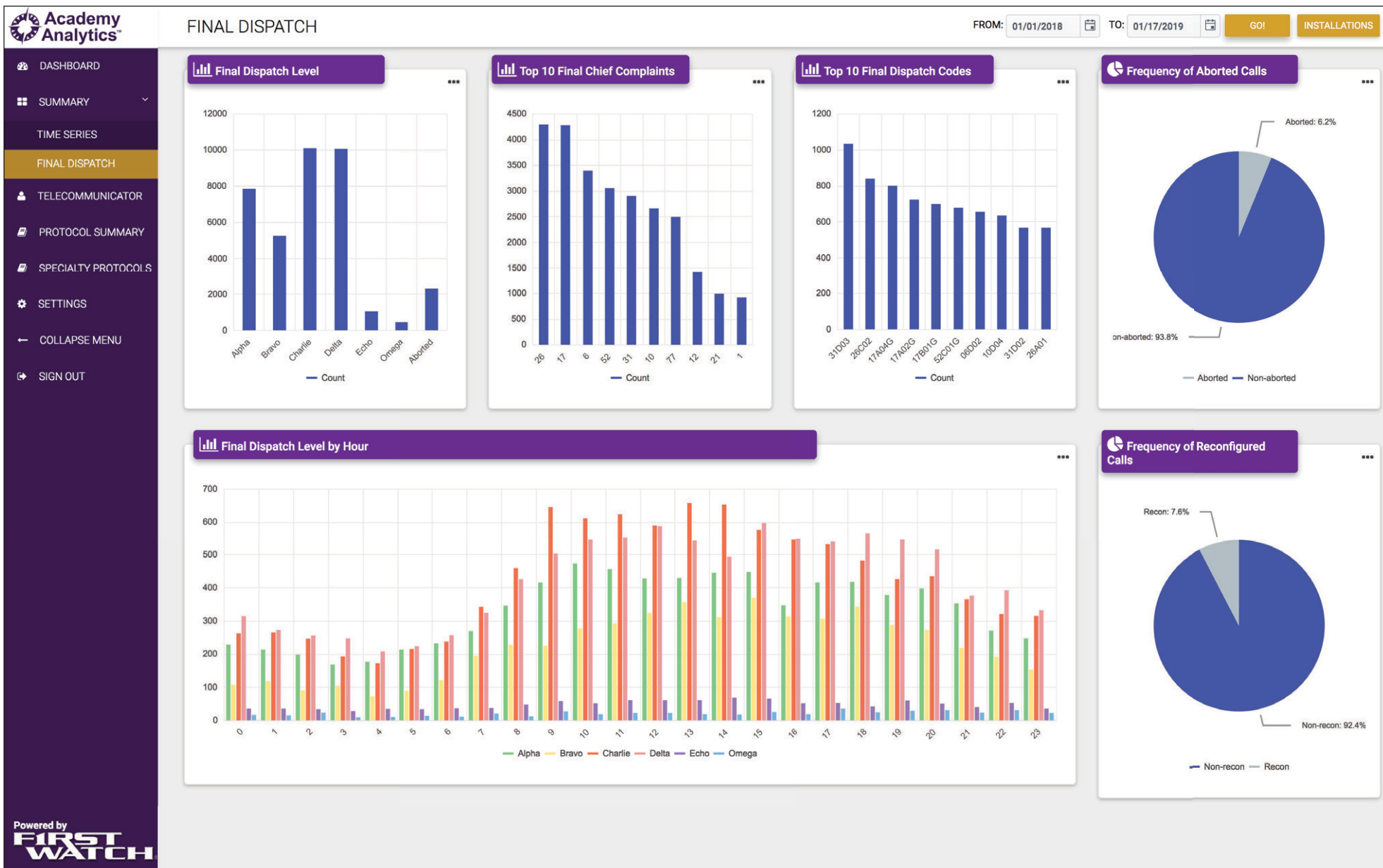
FIRST WATCH



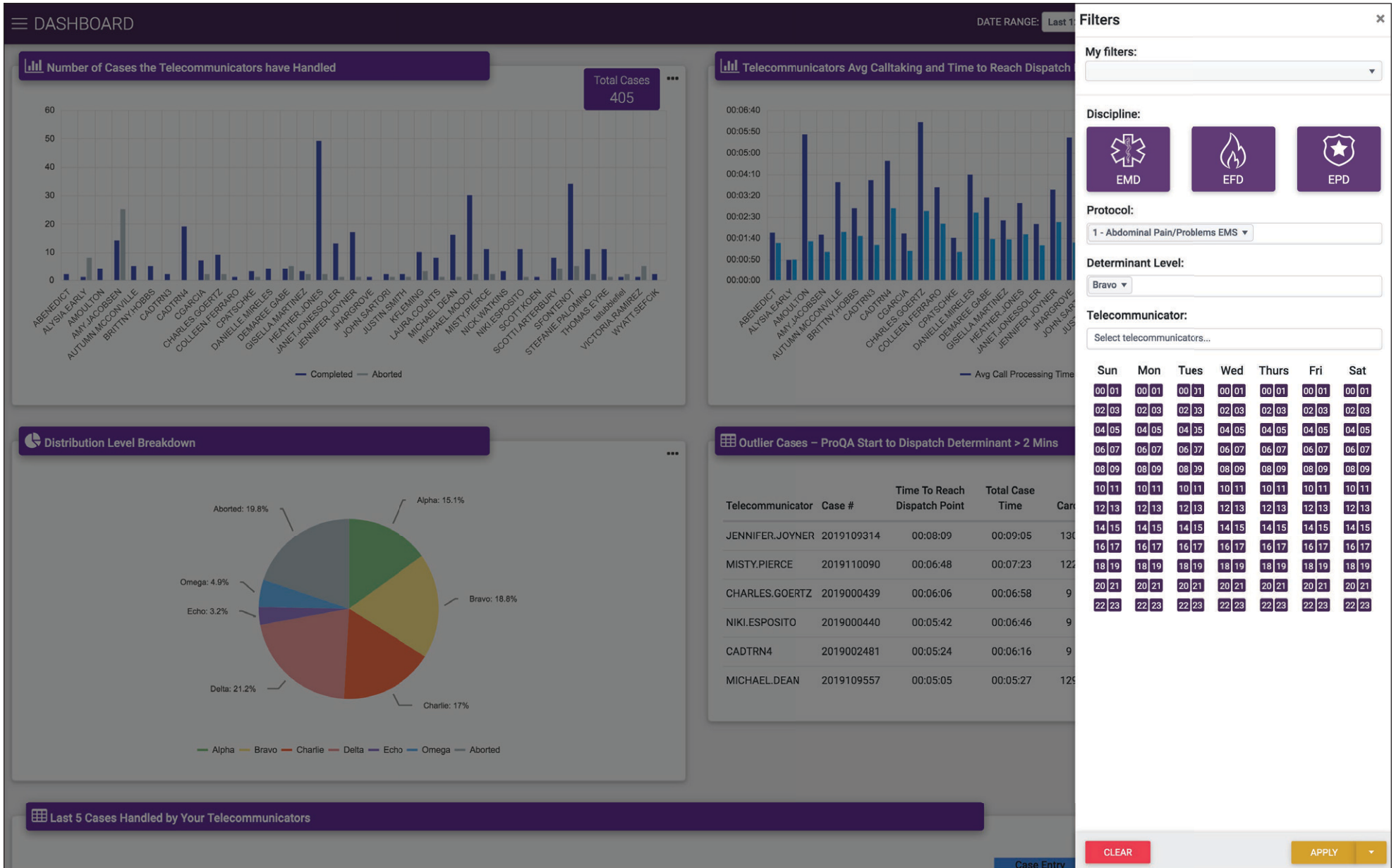
Academy Analytics™



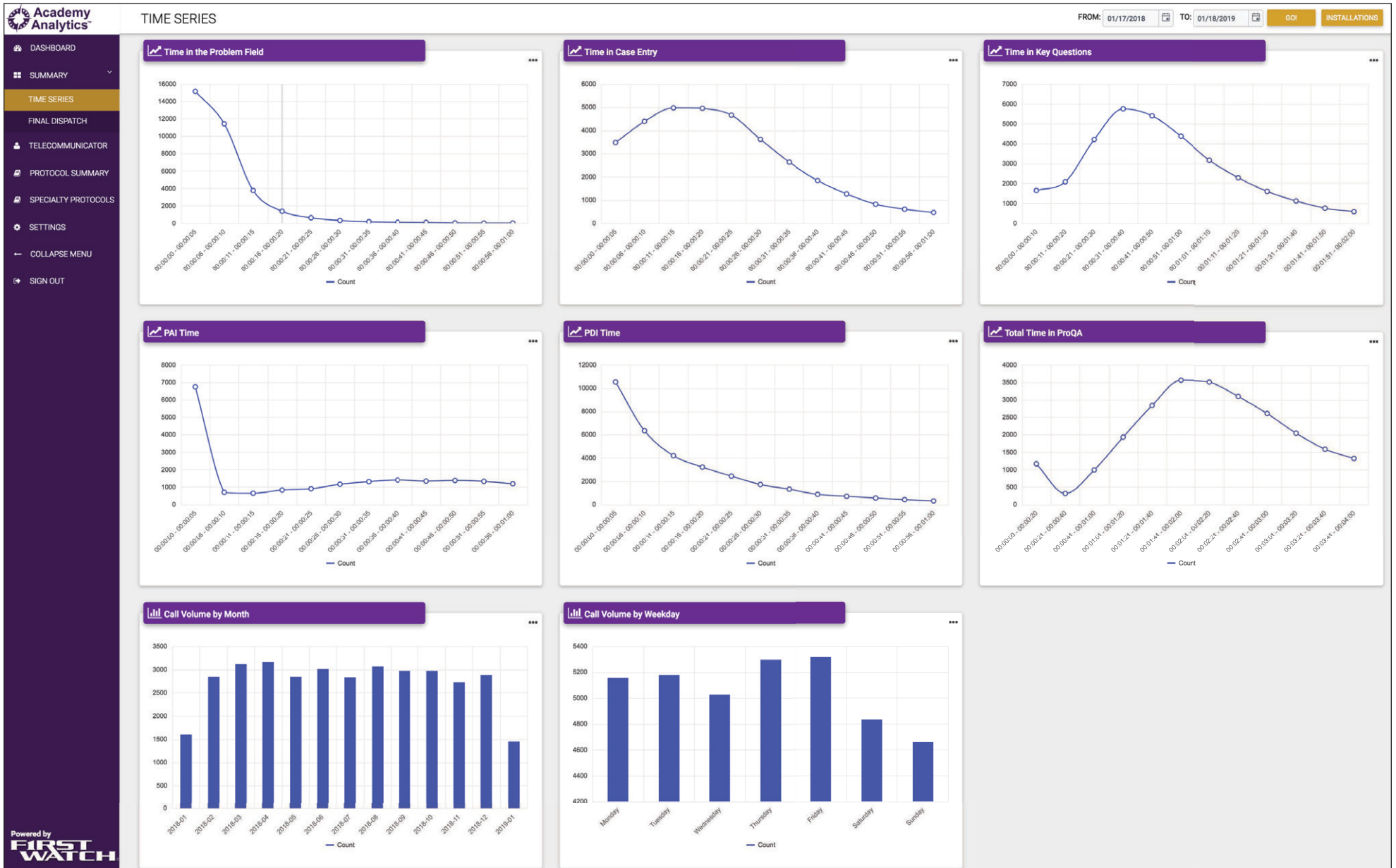
Academy Analytics™



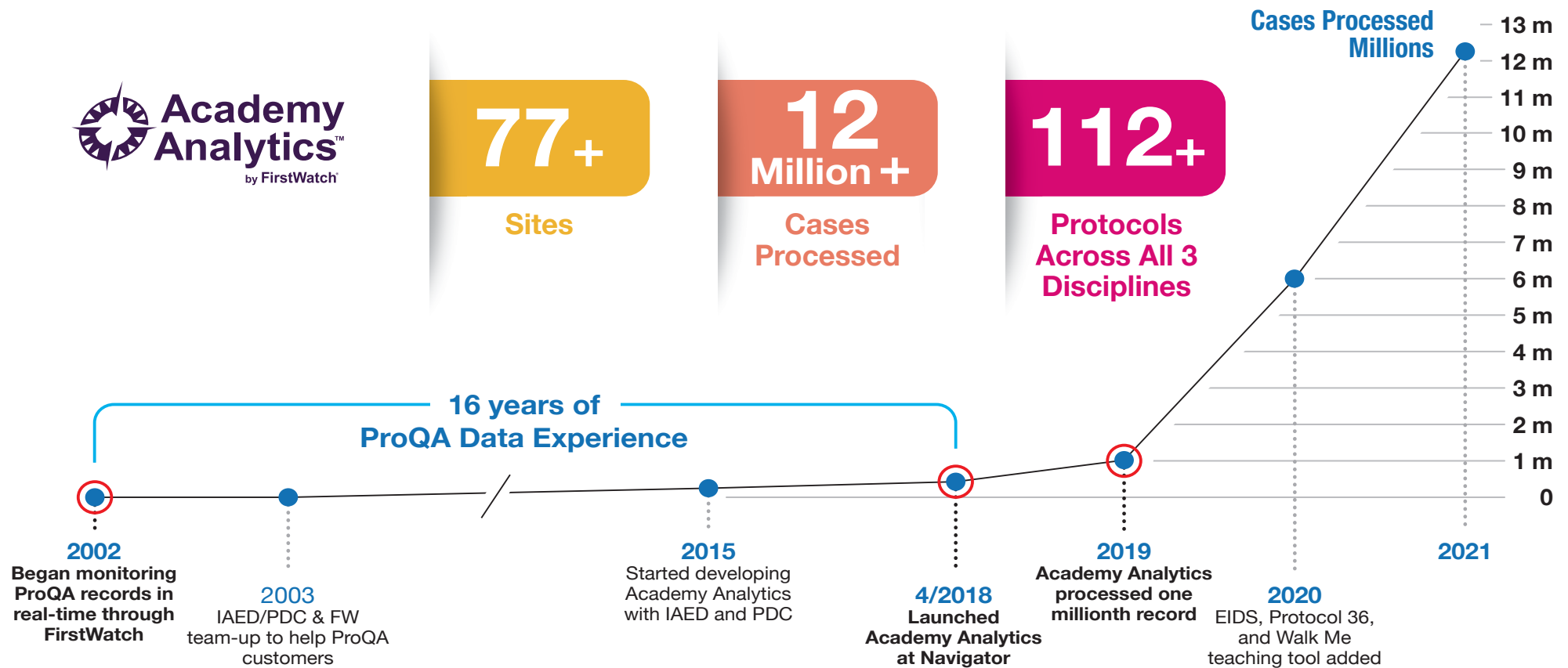
Filters



Academy Analytics™



The evolution of Academy Analytics by FirstWatch

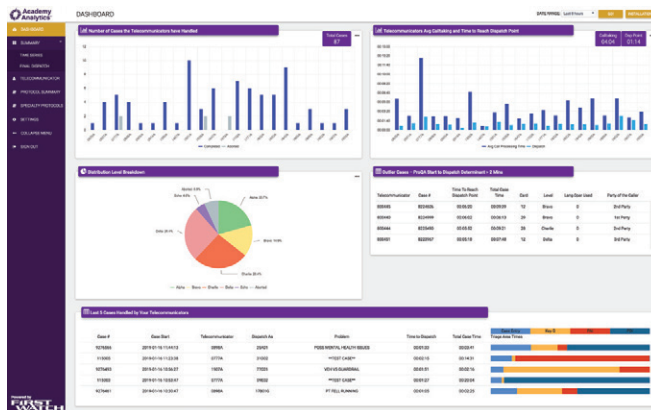




Academy Analytics by FirstWatch is the result of a collaboration between FirstWatch and the International Academies of Emergency Dispatch (IAED) to provide near-real-time web-based dashboards and analytics for ProQA users, while also enabling ground-breaking research by the IAED.

FirstWatch has partnered with the IAED and Priority Dispatch since 2002, monitoring 22 million ProQA records (more than 12 million via Academy Analytics). Now, agencies using ProQA can benefit from near-real-time analytics quickly and easily by adding Academy Analytics to their ProQA system.

To learn more about Academy Analytics, visit
FirstWatch.net/AA



Who We Are...

FirstWatch is a 23+ years strong, public safety software company whose 65+ staff have over 350 years of public safety experience and another 300+ years of public safety software experience. We help 911 Agencies, Law Enforcement, EMS Systems, Fire Departments, and Public Health transform raw data into meaningful information in real time. We have monitored over 350 million 911, ProQA, CAD, ePCR, and RMS records in real time, and add more than 100,000 new records to that total each day. Our 500+ customer partners serve over one-third of the population of the U.S. and Canada.

We're all about doing the right things for the right reasons, for our customers, their patients, the citizens they serve—and each other.

FirstWatch.net

