Simplify and manage contractual compliance



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What is OCU?

The Online Compliance utility (OCU) is a real-time web-enabled tool for use by Providers and Authorities to simplify and manage contractual compliance. The web-based FirstWatch tool provides interactive queues with consistent look and feel for both the provider and authority, which allows for an on-line review of late runs based on business rules. OCU is capable of capturing late response analysis, evaluating complex business logic, supporting documentation attachments, and auto-generated reporting output.

How would it help my organization?

Accurate and timely response time compliance data is imperative to running an efficient EMS system. Having near real-time access to process adjudications and visualize current compliance allows for resource deployment adjustments to be made to meet compliance requirements prior to the month end. This reduces penalties for non-compliance and provides better system-wide response times. FirstWatch provides a neutral 3rd party transparency where data corrections and exemptions go through an approval process that is auditable. The interactive OCU module allows providers and authorities to process adjudications in a real-time manner and removes the labor-intensive post-month manual review processes.

- Near real-time access to calls outside defined standards
- Simple universal tool designed for both authority and provider
- 3rd party transparency
- Hospital Offload Delay, Active Units, and Overload impact for Exemption consideration
- Web-enabled, late run analysis can be completed anywhere
- Automated rules designed to simplify and streamline the process
- Save time, money, and resources

Who uses it?

Generally, both the Provider of Service and Oversight Agency operate within the OCU to adjudicate calls, however, some agencies use the module internally to monitor performance both in dispatch and field applications.

How do you access it?

The Online Compliance Utility is a web-based product though the FirstWatch program. Using the Chrome browser is the preferred method of access.

What type of data does OCU look at?

The OCU looks at CAD data, and at times, AVL data to determine response time compliance.

What data sources can I use for OCU?

CAD, ePCR, AVL, and ProQA have all been utilized to feed the OCU module.

My organization has unique circumstances and needs. Can OCU be customized?

The OCU is customizable. In fact, none of the current OCUs are alike. Some have small differences and some are vastly different in rules and architecture. Response Time Contracts vary from monthly or quarterly compliance to requiring a minimum of 100 calls across months to accurately determine compliance. Some contracts utilize ambulance button push timestamps whereas others require AVL 0 mph at scene timestamps to stop the response clock.

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Compliance and penalty combined report



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Late review

Do you have a standard template that you can just copy over and setup for me?

The OCU data and rules applied are always custom to the CAD/AVL data source and response time contract. The OCU module where the provider and authority adjudicate the calls has a default workflow that has been designed from years of experience and needs from previous OCU users. This workflow is then adjusted based on roles and needs of the specific agencies. The OCU reports have a standard style but the compliance and penalty rules are specific to the needs of the response time contract.

OCU Standard Reports Include:

- 1. OCU Calls in Progress
- 2. OCU Incident Details
- 3. Exemption Reasons
- 4. Late Reasons
- 5. Response and Transport Summary
- 6. Compliance and Penalty Combined
- 7. Reconciliation Report
- 8. Mutual Aid

How is it implemented?

Once purchased the OCU team will meet with the provider and authority to discuss rules and objectives for the modules' implementation based on the response time compliance contract. The CAD data points that are needed for those contract requirements are identified and mapped to the contract language. Interaction with the Provider and Authority is essential in developing an OCU that correctly interprets the contract and meets the workflow needs of the agencies. The OCU module is built and customized based on functional user groups within each organization and their role in the review/authorization process. Training is conducted and recorded with the agencies. The OCU has a standard set of 8 reports and the customized contractual requirement rules are implemented into the reports. OCU updates are done in an iterative collaboration as contract requirements or CAD data changes happen that necessitate OCU updates throughout the life of the contract.

Real-Time data from your CAD, ProQA, ePCR, RMS, Phone, Nurse Triage, Billing, or Hospital ED systems



About FirstWatch

FirstWatch helps public safety and healthcare professionals serve their communities through the use of technology and the science of quality improvement. Drawing on deep experience in emergency services, the FirstWatch team develops software and personalized solutions for over 500 communities across North America. **firstwatch.net**

