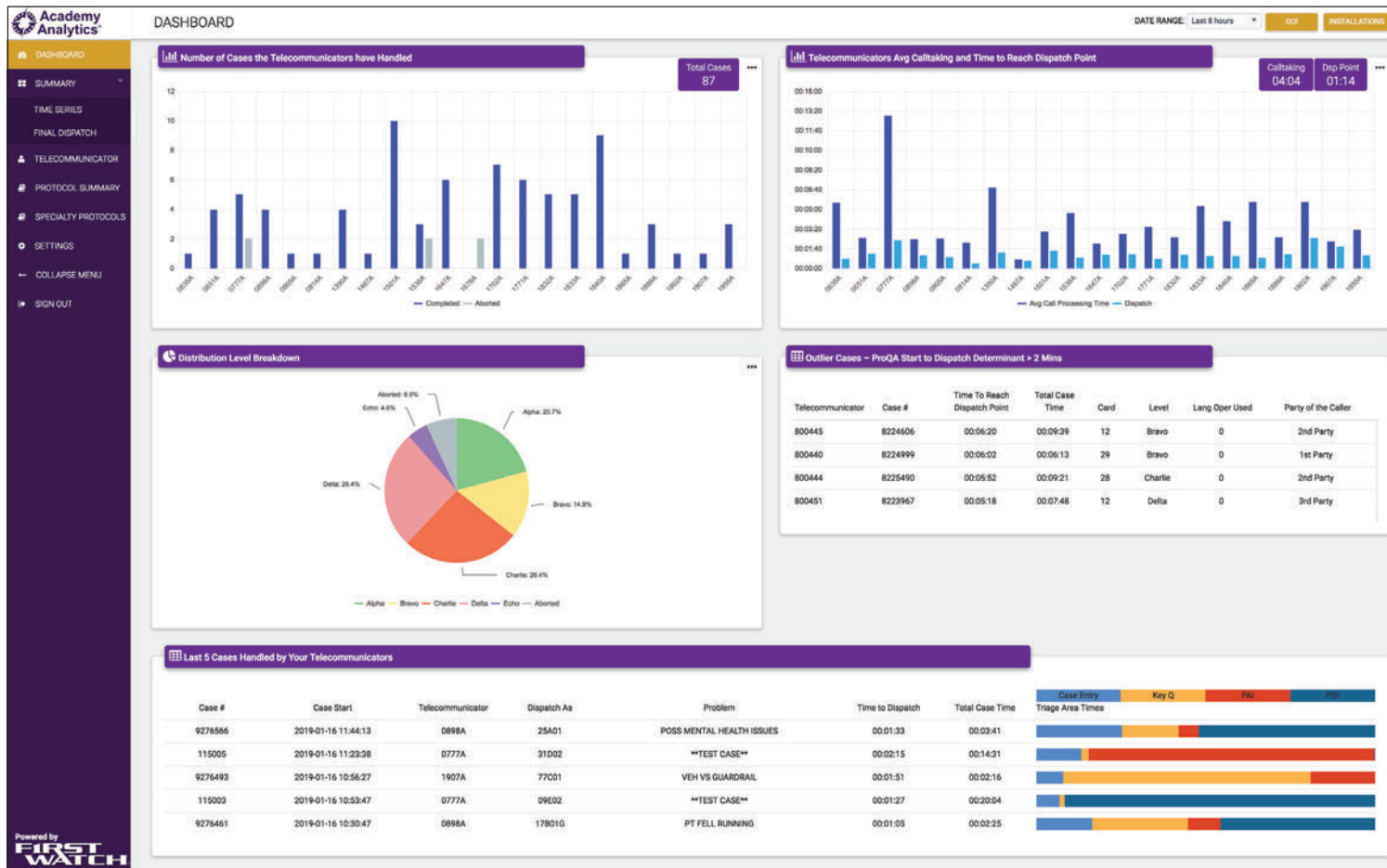


## With Academy Analytics you can:

- 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!**

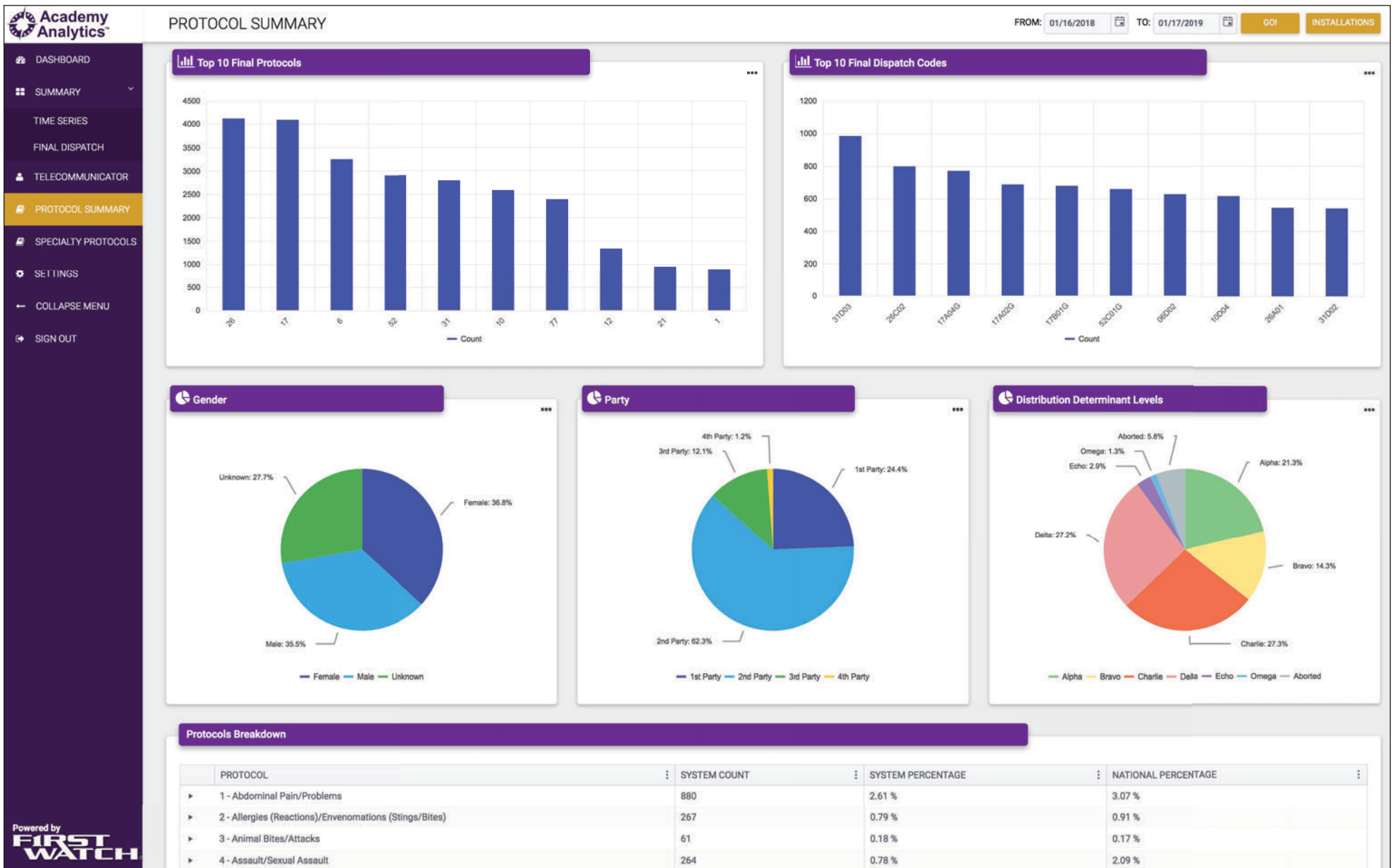


# Academy Analytics™





# Academy Analytics™



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

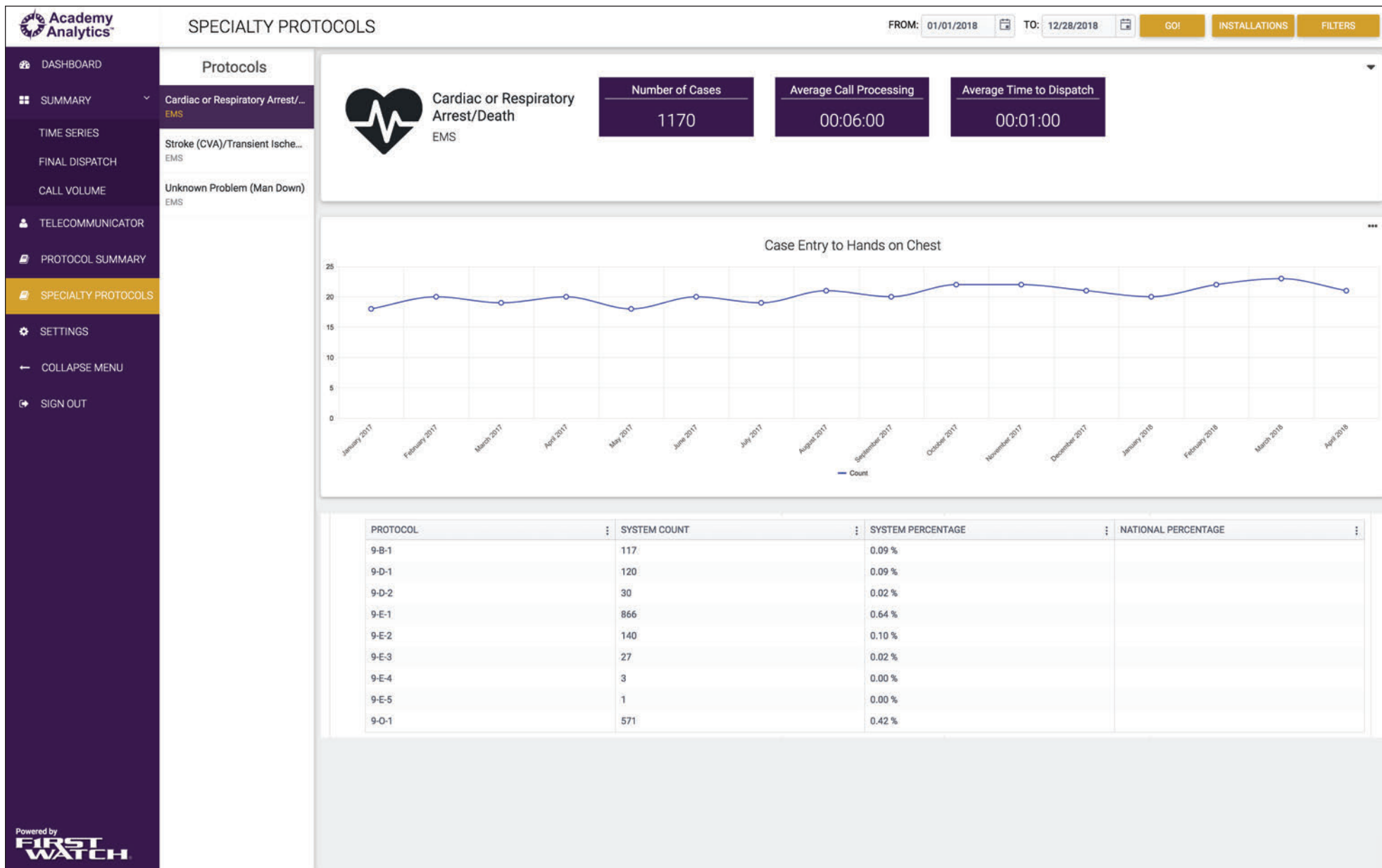
## PROTOCOL SUMMARY

FROM: 01/16/2018 TO: 01/17/2019
GO!
INSTALLATIONS

### 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 %
9-B-1	88	0.26 %	
9-D-1	38	0.11 %	
9-D-2	10	0.03 %	
9-E-1	260	0.77 %	
9-E-2	58	0.17 %	
9-E-3	11	0.03 %	
9-E-4	1	0.00 %	
9-O-1	19	0.06 %	
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 - Electrocuting/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 %

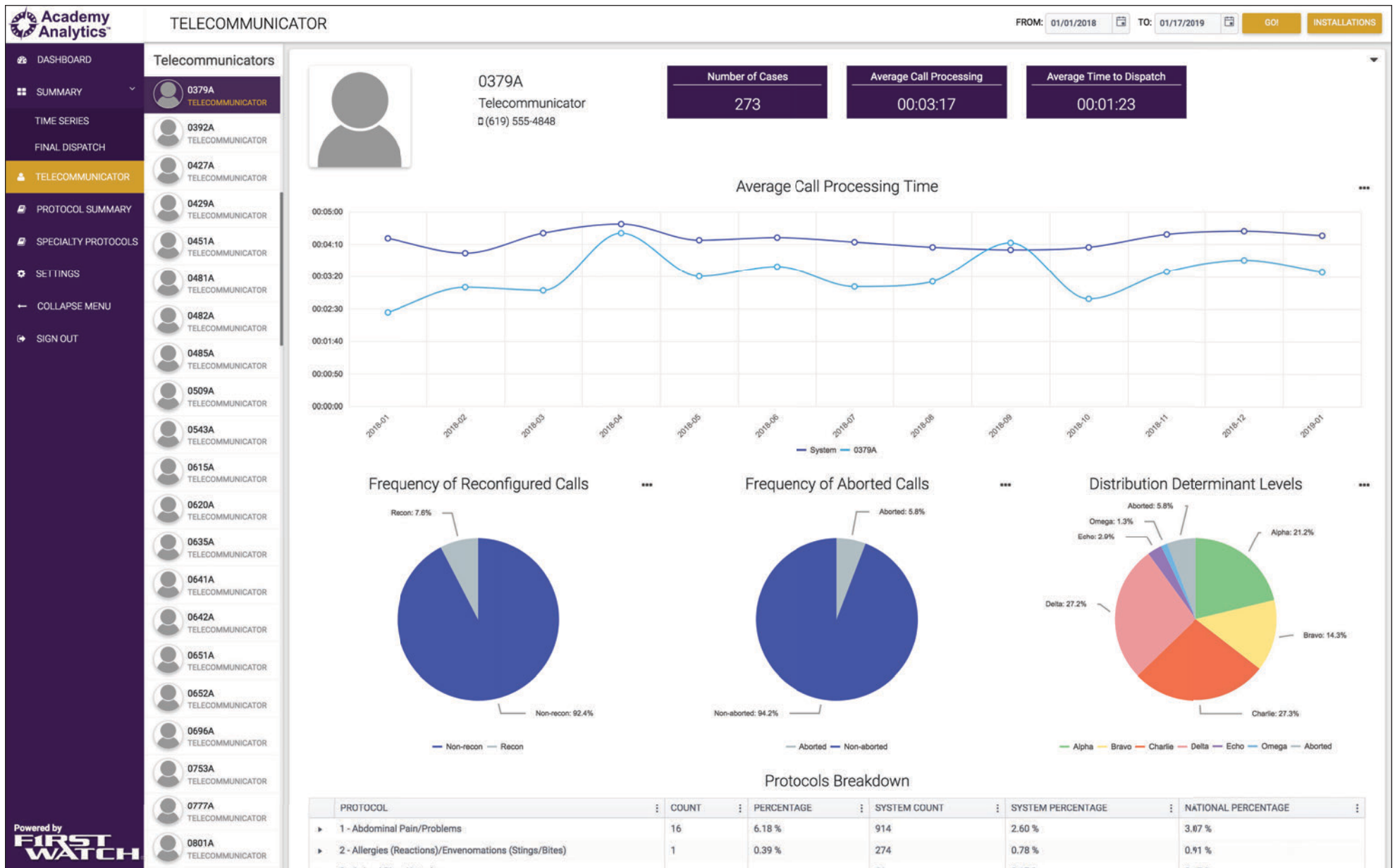
# Academy Analytics™



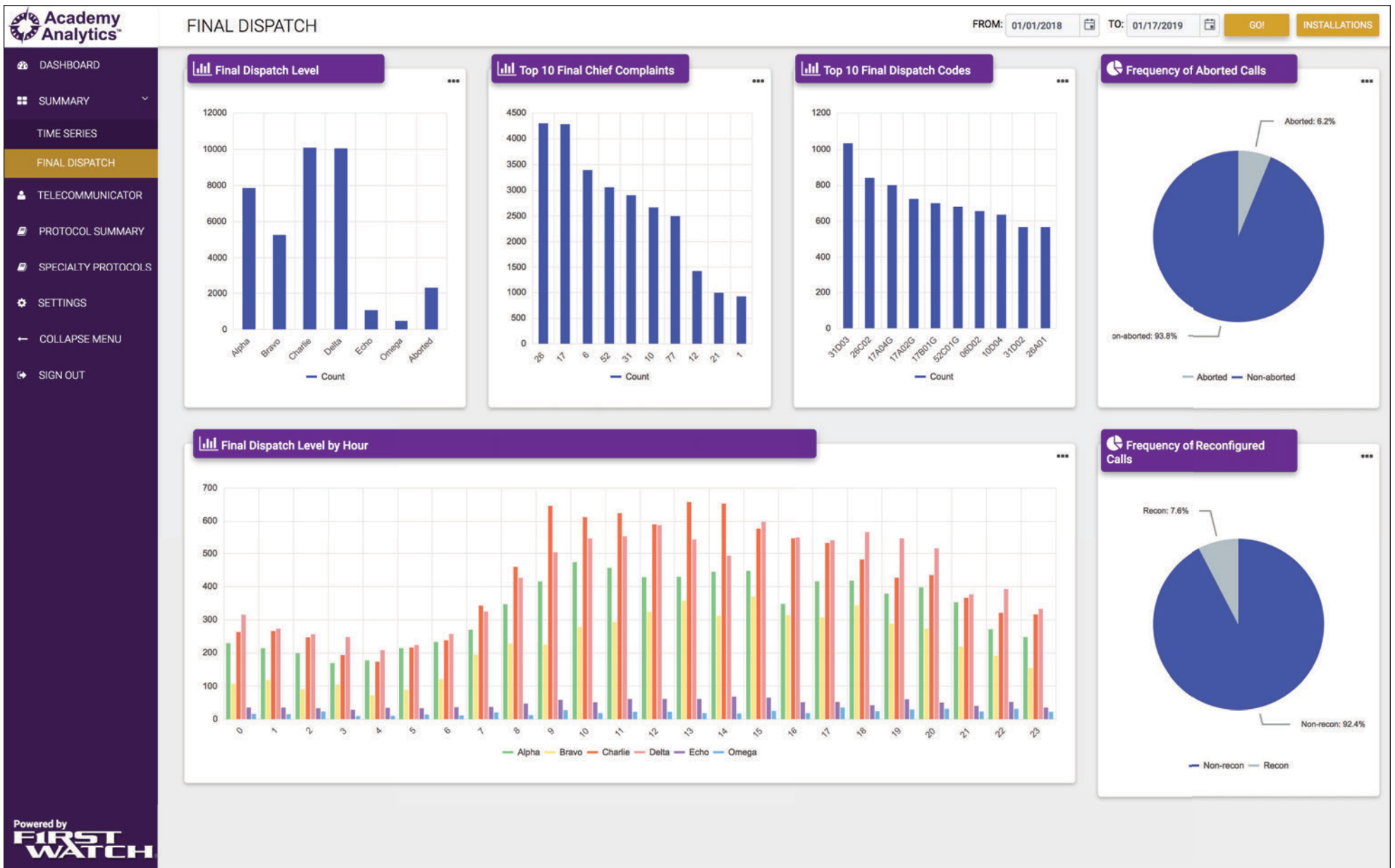
PROTOCOL	SYSTEM COUNT	SYSTEM PERCENTAGE	NATIONAL PERCENTAGE
9-B-1	117	0.09 %	
9-D-1	120	0.09 %	
9-D-2	30	0.02 %	
9-E-1	866	0.64 %	
9-E-2	140	0.10 %	
9-E-3	27	0.02 %	
9-E-4	3	0.00 %	
9-E-5	1	0.00 %	
9-O-1	571	0.42 %	

Powered by **FIRST WATCH**

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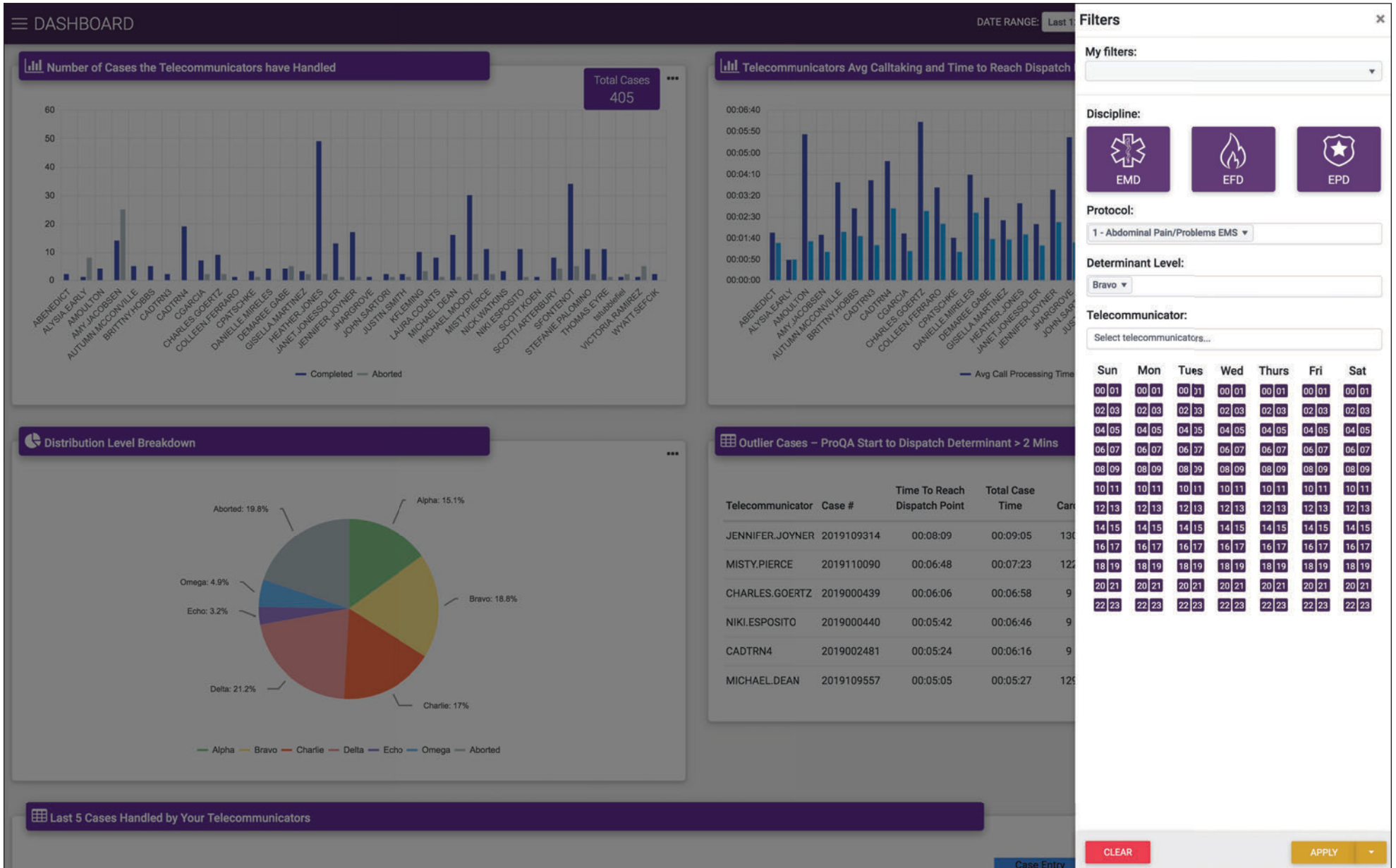


# Academy Analytics™

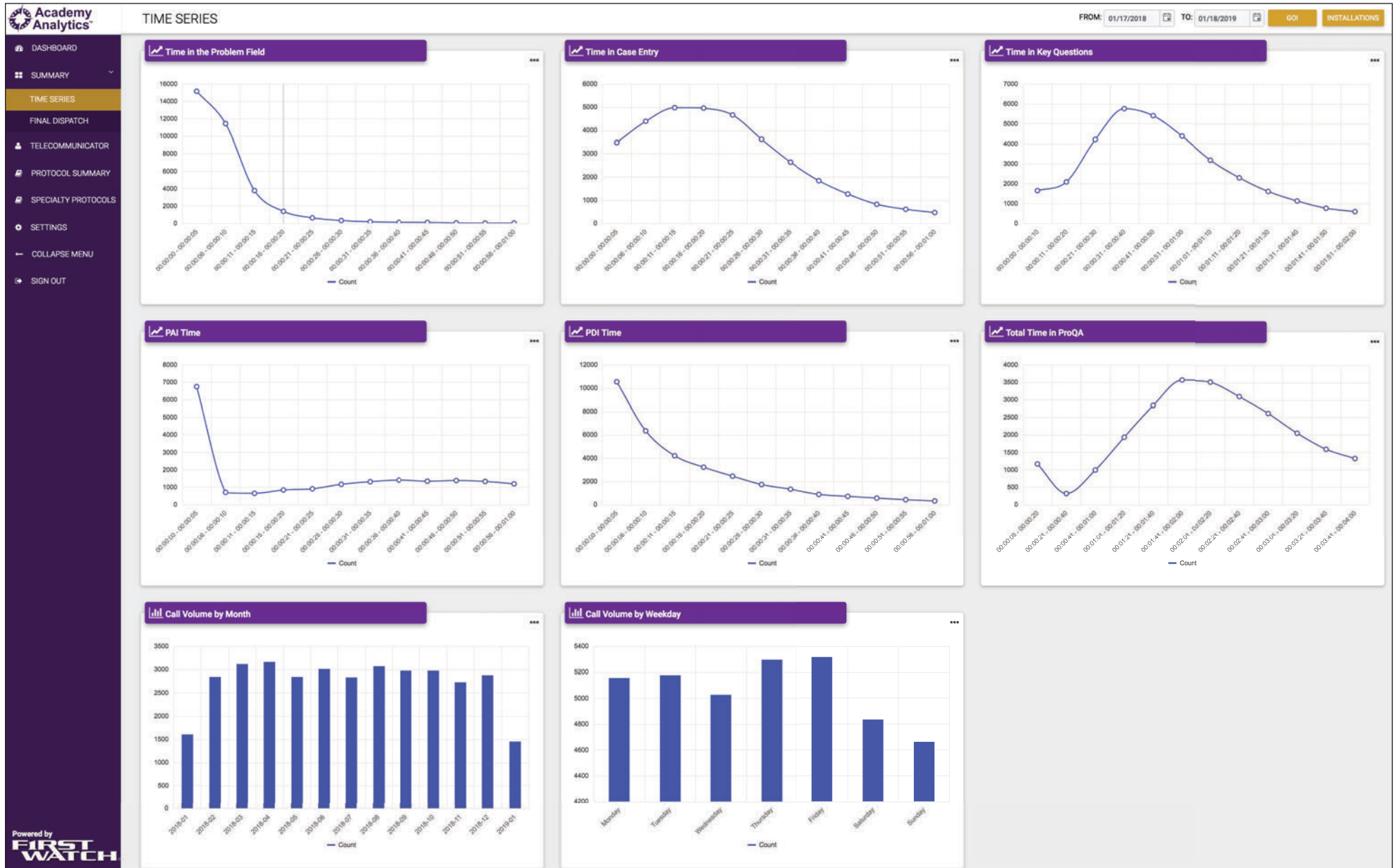




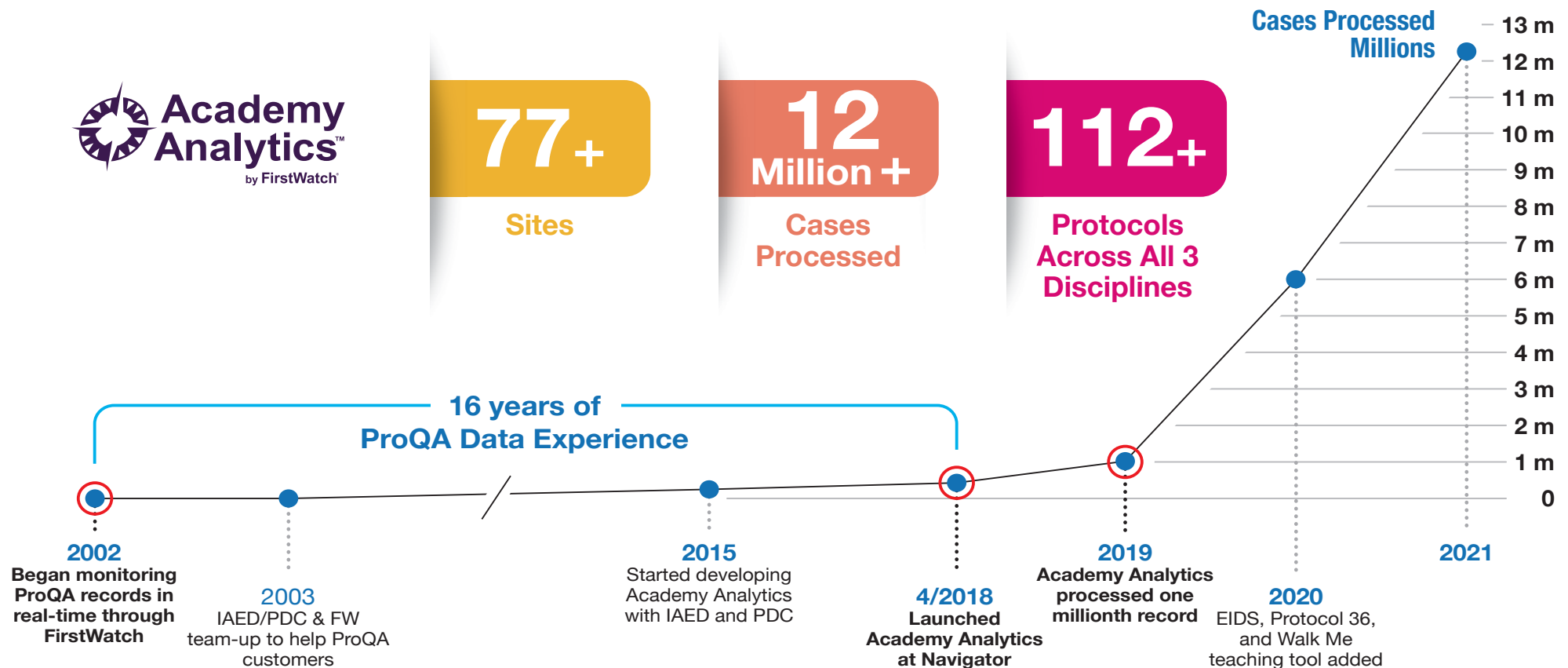
## Filters



# Academy Analytics™



## The evolution of Academy Analytics by FirstWatch

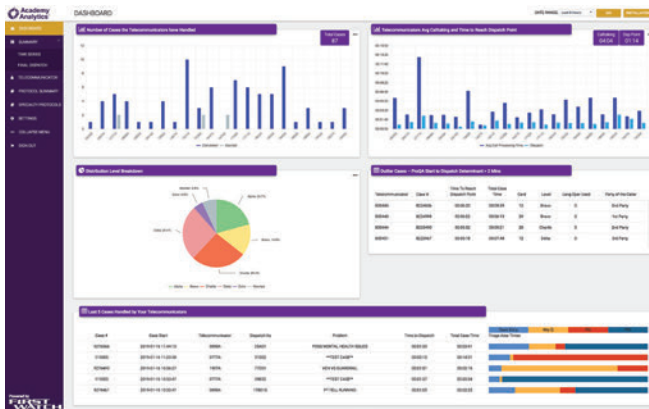




**Academy Analytics by FirstWatch** is the result of a collaboration between FirstWatch and the International Academies of Emergency Dispatch (IAED) to provide near-real-time web-based dashboards and analytics for ProQA users, while also enabling ground-breaking research by the IAED.

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 24+ years strong, public safety software company whose 70+ 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**

