Automated Compliance & Performance Reports for Your Accreditation Process
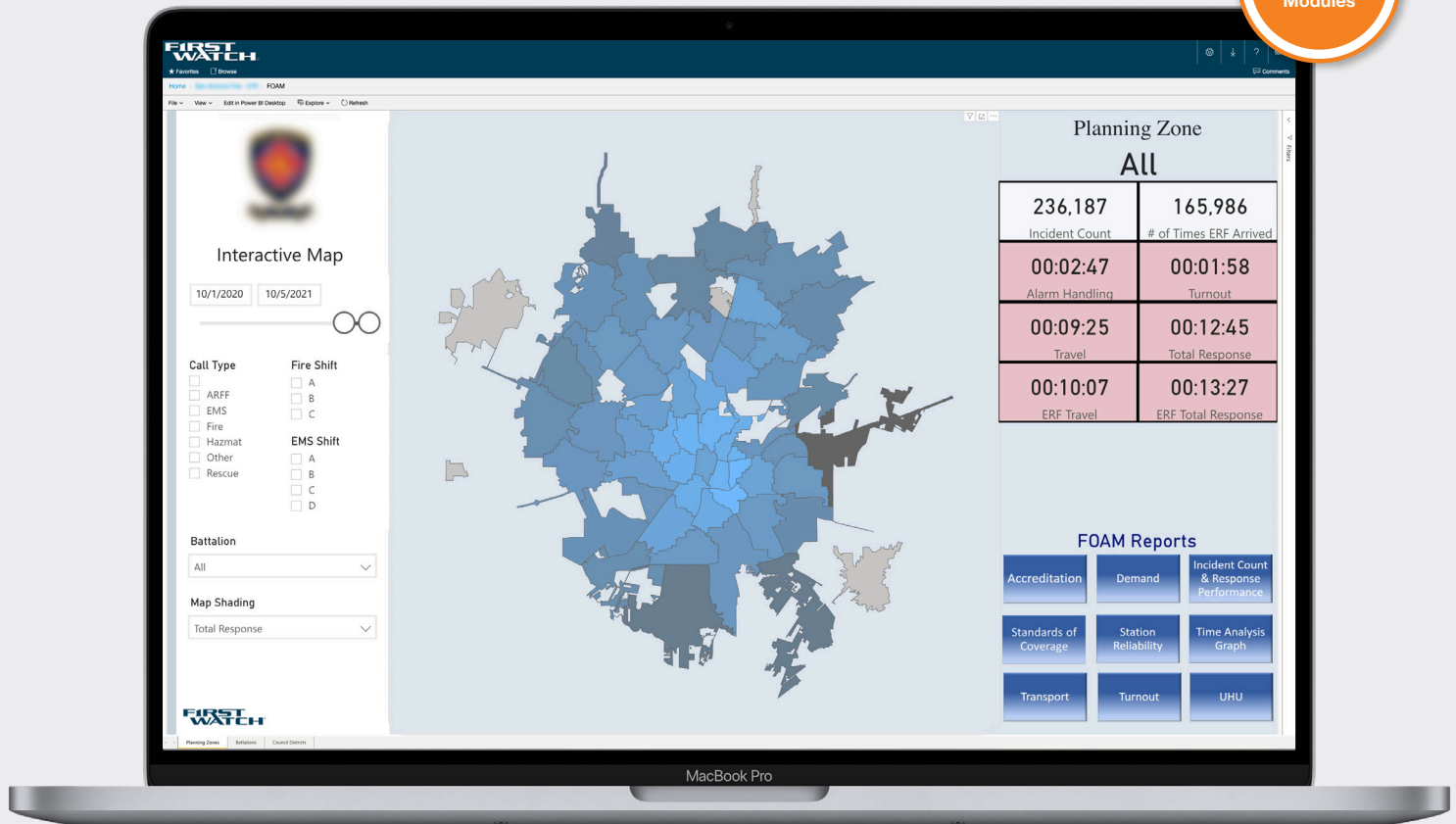
F1RST WATCH®
Helping the Helpers

FOAM

What does FOAM stand for?

FOAM stands for Fire Operations Accreditation/Analytics Module.

System Enhancement Modules

What is FOAM?

It provides you with clean, accurate and verifiable data that provides consistent and creditable management information based upon the accreditation requirements of CFAI and from any combination of data sources that are required to report on the specific dimensions of importance to you.

Providing automated Annual Compliance Reports (ACR) allows your agency to allocate expensive resources to things other than data gathering and reporting. The flexibility of the report allows you to report on your operational performance consistent with your Standards of Coverage and/or Strategic Plans Document(s) at any level (Station, engine, Battalion) over any defined time period.

A Report Suite of 10 Reports of Operational Performance enhances your public transparency while providing internal management tools. All provided with maximum flexibility that allows you to report operational performance across any time period and for any geographic area by Apparatus, Equipment, Station, Battalion or District.

Annual Compliance Report

Criteria: 01/01/2019 to 12/31/2020

Shift(s): A, B, C **Battalion(s):** 1

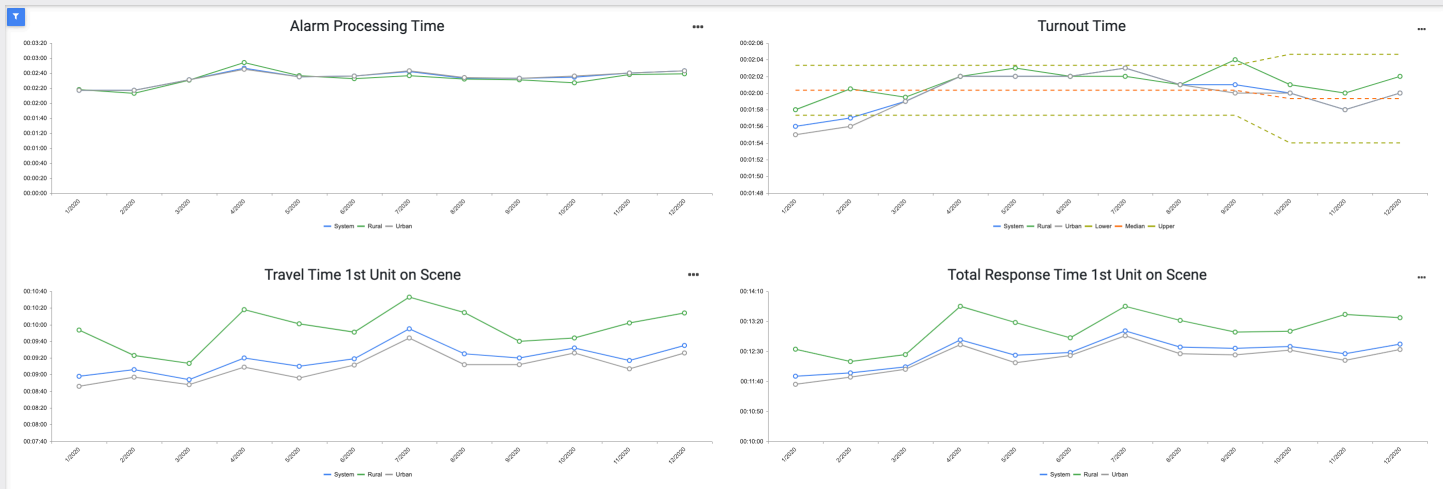**Service Area(s):** 1, 3, 4, 8, 10, 106, 108

Fire - Critical - 90th Percentile			2019 - 2020	2020	2019	Benchmark	Gap
Alarm Handling	Pick-up to Dispatch	Urban	02:06	01:39	03:00	*01:30*	*00:36*
Turnout Time	Turnout Time 1st Unit	Urban	00:43	00:37	01:10	*01:20*	*00:37*
Travel Time	Travel Time 1st Unit Distribution	Urban	03:49	05:15	03:19	*04:00*	*00:11*
	Travel Time ERF Concentration	Urban	05:21	05:09	05:30	*08:00*	*02:39*
Total Response Time	Total Response Time 1st Unit Distribution	Urban	05:20	05:52	04:39	*06:30*	*01:10*
			n = 19	*n = 10*	*n = 9*		
	Total Response Time ERF Concentration	Urban	05:54	05:16	06:40	*10:30*	*04:36*
			n = 16	*n = 7*	*n = 9*		

Operational reports include:
1. Unit Hour Utilization
2. Medical Transports or Transport Assists from FD Paramedics
3. Annual Compliance Report
4. Time Segment Analysis Graphs
5. Turnout Time Analysis
6. Geospatial Reporting and mapping by user defined layers
7. Incident Count and Response Performance Report
8. Demand by Hour of Day and Day of Week
9. Station Reliability
10. Exclusion tools and reports (allow you to manually exclude calls from data set and generates a report on all excluded calls and the reason for the exclusion).

All performance parameters are reported over time and data is applied to Statistical Process Control Charts to help your agency identify areas of common cause and special cause variation in your response systems.

	Geo Home Page	ACR	UHU	Turnout Time	Time Analysis Graph	Demand Charts	Station Reliability	Transports	Inc. and Resp Summary	SPC Temporal Charts
Category I - Governance and Administration	✔	✔				✔	✔		✔	✔
Category II - Assessment and Planning	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Category III — Goals and Objectives	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Category IV — Financial Resources	✔	✔	✔							✔
Category V — Community Risk Reduction Program	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Category VI — Physical Resources	✔	✔			✔	✔	✔	✔	✔	✔
Category VII — Human Resources			✔	✔		✔		✔	✔	✔
Category VIII — Training and Competency			✔	✔						
Category IX — Essential Resources	✔	✔		✔				✔	✔	✔
Category X — External Systems Relationships	✔	✔				✔	✔	✔		✔

FIRST WATCH

Interactive dashboard with drilldown capability

How will it help my organization?

Accurate and credible data analysis is a time consuming and expensive process. Your credibility is at stake every time you present data or make data influenced decisions. FOAM helps you obtain clean, accurate, near-real-time data in an extremely cost-effective manner. What are the advantages that FOAM provides you and your organization?

- Fully Automated and Formatted ACR Reporting
- Comprehensive Reporting of Required Operational characteristics all calculated and reported at 90th Percentile
- Data is Clean and only appropriate data is provided for analysis. Data points or calls for service that don't reflect your true operational capacity are excluded.
- Proprietary Exclusion Tool allows human review and interaction of outliers or unusual circumstances
- Customized to your staffing patterns, risk categories and classifications, apparatus/equipment types and other unique needs.
- Temporal reporting with statistical process control tools are included
- Comprehensive Report Suite with robust filtering allows reporting for any selected time frame and any selected category (i.e. by company, battalion, geographic zone or region, by agency, council districts, etc.)
- Geocentric display and access based on your defined geographic areas

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

YES – while FOAM is standardized for mandated accreditation reporting almost every aspect of FOAM is custom developed for your organization and reflects your unique staffing, response patterns, unique geographical considerations and risk classifications and categories.
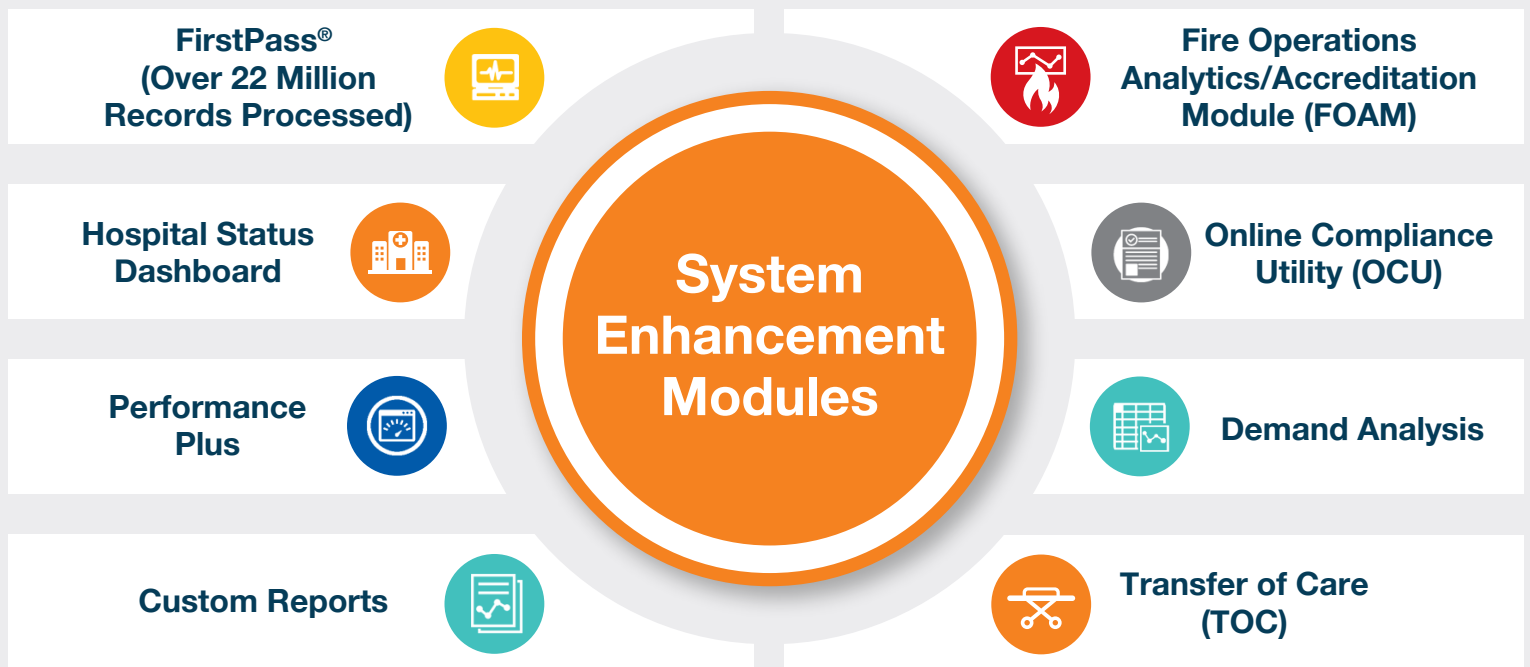
What data sources can I use for FOAM?

One of the primary advantages of FirstWatch is our long history of working with multiple data sources in the public safety environment. While we usually start with CAD data, we often include RMS, ePCR and ProQA data incorporating all into a comprehensive view of operational performance based on your needs and data availability.

What can you tell me about FirstWatch?

FirstWatch has been doing data aggregation, analysis and reporting for over 21 years and currently has over 400 Customer agencies in over 285 licensed sites in the US and Canada. Our experience includes review of over 296MM records covering a population of over 157MM people for a variety of Fire, EMS, Law Enforcement, and Public Health Agencies.

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

FIRST WATCH® Core System Features

Dashboards

Triggers

Alerts

Mobile App

ESRI Maps

Interactive Data Visualization (IDV)

System Enhancement Modules

FirstPass® (Over 22 Million Records Processed)

Hospital Status Dashboard

Performance Plus

Custom Reports

Fire Operations Analytics/Accreditation Module (FOAM)

Online Compliance Utility (OCU)

Demand Analysis

Transfer of Care (TOC)

Academy Analytics™

Resource Planner™

Stand Alone Products

ResilientFirst™ Powered by Driven

ASK ABOUT
RESILIENCE FIRST AID

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

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