

Agenda (subject to change based on attendees and feedback)

Tuesday, October 24th

3:00 pm – 5:00 pm FirstWatch Basics | **Jim Veskerna** | Great Room V

Wednesday, October 25th

Start: 7:15 am Breakfast and Welcome/Introductions | **Todd Stout** | Foyer/Great Room V

Opening Ceremony | **Todd Stout** | Great Room V

Data-Driven Leadership | **Special guest: Commander Jamie Cunningham of Collier County (FL) Sheriff's Department** | Great Room V

Break

FirstWatch Updates | **Debbie Gilligan, Chris Carlson, Brian McCurdy** | Great Room V

Break

Just In Time Training | **Todd Stout and Mike Taigman** | Great Room V

11:45 am – 1:15 pm

Lunch

Break Outs - see next page for descriptions of sessions

1. Fire Operations Analytics/Accreditation Module (FOAM) | **Chris Carlson, Daniel Brown** | Great Room V

2. FirstPass | **Silvia Verdugo** | Room VI

3. From Dispatch to Hospital Using ProQA Data | **Carlynn Crampton, Scott Kraetsch** | Room VII

4. Getting Data Out of FirstWatch | **Todd Stout** | Room VIII

Break

Data Visualization with IDV and PowerBI | **Darlene Davis and Daniel Brown** | Great Room V

Break

End: 4:30 pm

Big-Picture Data | **Special guest: Nick Ritchie, Senior EMS Specialist, County of Riverside** | Great Room V

5:30 pm – 7:00 pm

Hosted Reception

Thursday, October 26th

Start: 7:15 am

Breakfast and Q&A | **Todd Stout and Mike Taigman** | Foyer/Great Room V

Monitoring Performance and Making Meaningful Improvement | **Mike Taigman** | Great Room V

Break

Optimizing Opioid Surveillance | **Silvia Verdugo and Mallie Juergens** | Great Room V

Break

Break Outs - see next page for descriptions of sessions

1. UX Focus Group – tell us what you want! | **Brian McCurdy** | Great Room V

2. Online Compliance Utility (OCU) | **Yvonne Stringer and Wayne Johnson** | Room VI

3. Demand Analysis Module and Resource Planner | **Todd Stout and Scott Kraetsch** | Room VII

Break

Prehospital Coordination | **Special guest: Geoff Martin, Prehospital Care Coordinator, EMS** | Great Room V

12:15 pm – 1:15 pm

Lunch

TBD | Great Room V

Getting More Out of Data and Each Other | **Carlynn Crampton** | Great Room V

TBD | Great Room V

Break

4 End: 4:15 pm

Closing Keynote

Agenda - Breakout Descriptions

Wednesday breakout sessions:

- 1. Fire Operations Analytics/Accreditation Module (FOAM):** This module was created by experts in measurement and improvement and veterans of the fire service as an automated, near-real-time method of measuring and reporting a fire department's compliance with operational response time metrics in order to monitor performance, achieve and maintain CFAI accreditation, and assess the impact of changes to deployment models and other interventions. Additional functionality options include, conformance with ERF response goals and automated 3-axis risk models that can be used to determine or confirm current risk category models.
- 2. FirstPass:** This clinical quality improvement system dramatically improves the QI function of any organization. Customized to your system's requirements, FirstPass helps you make meaningful improvements to the clinical care you provide.
- 3. From Dispatch to Hospital Using ProQA Data:** Include ProQA data to analyze calls from call pickup to hospital drop off, and see the whole picture!
- 4. Getting Data Out of FirstWatch:** Every once in a while you need to pull some data out of your FirstWatch system to do a quick analysis, create a chart for a report, or answer an urgent question. In this brief session FirstWatch President, Todd Stout, will show you several tricks to use, tips for getting exactly what you want, and traps to avoid for getting the data you need whenever you want.

Thursday breakout sessions:

- 1. UX Focus Group:** Description coming soon.
- 2. Online Compliance Utility (OCU):** This real time tool is used by providers and regulators to mutually manage contractual compliance to response time requirements.
- 3. Demand Analysis and Resource Planner:** Matching the supply of EMS resources with the actual call volume and location is the art and science of System Status Management. These resources when used together help improve performance and decrease waste. We'll be covering the new features of Demand Analysis, and the web version of Resource Planner.

One-on-one Opportunity: Let us know if you want to learn more or make improvements on something specific while you're here with us.

Contact Liz at lbgart@firstwatch.net to get you set up.