

## 25 Years Of Improving Performance & Harnessing The Power Of Your Data

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 to help organizations continuously improve at what they do. Founded in 1998, and based in Carlsbad, Calif., FirstWatch has partnered with more than 500 communities across North America to improve outcomes, efficiency, safety, and operations.

# Product Innovation Awards



Todd Stout Mike Taigman



Check out our COVID-19 handout to see how we are helping

## FIRST WATCH® Helping the Helpers through COVID-19

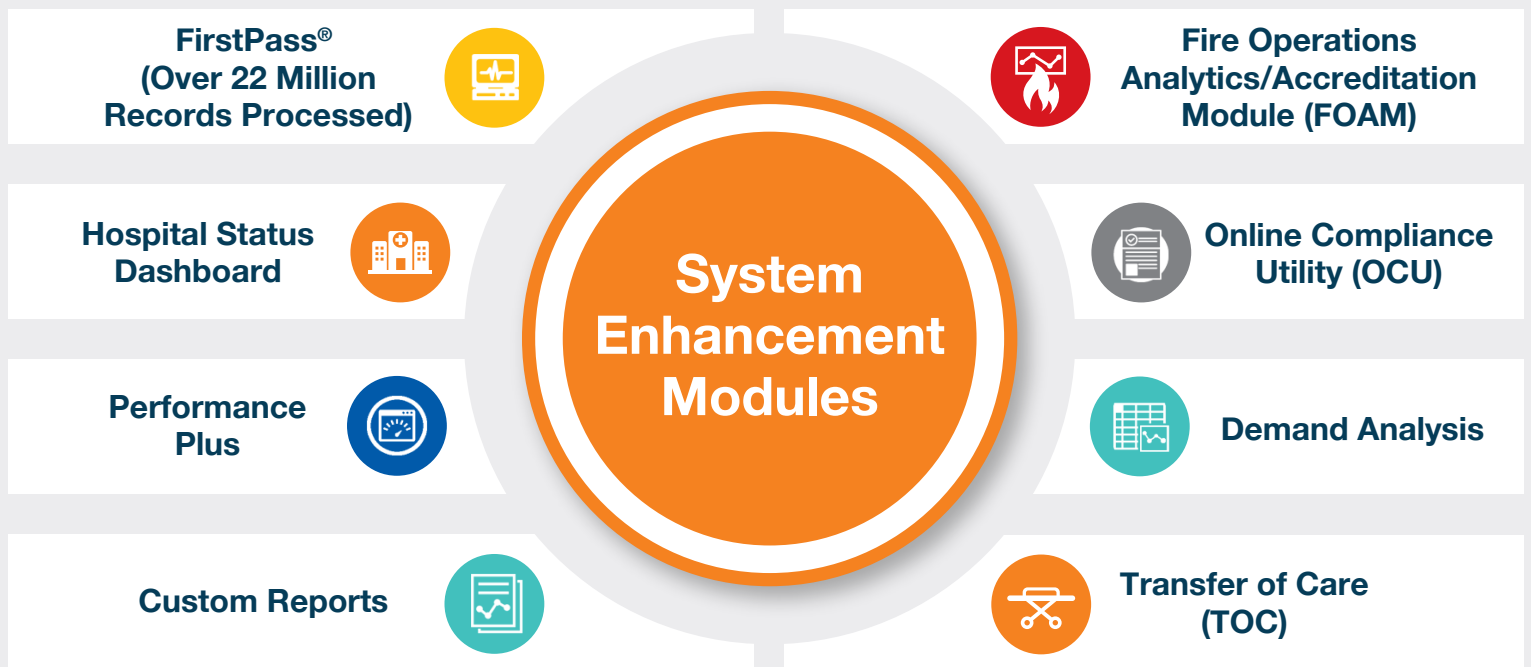


FirstWatch is helping more than 160 communities across the US and Canada with real-time COVID-19 related data analysis and automated alerting.





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

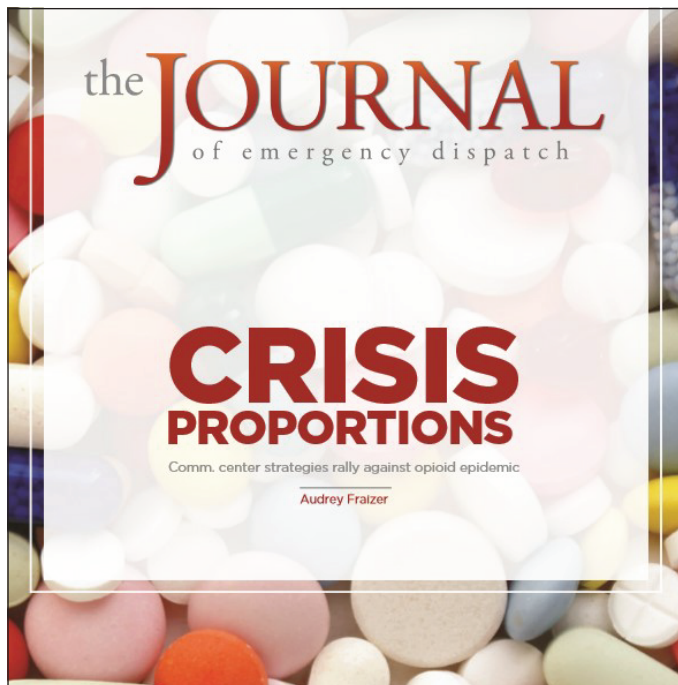
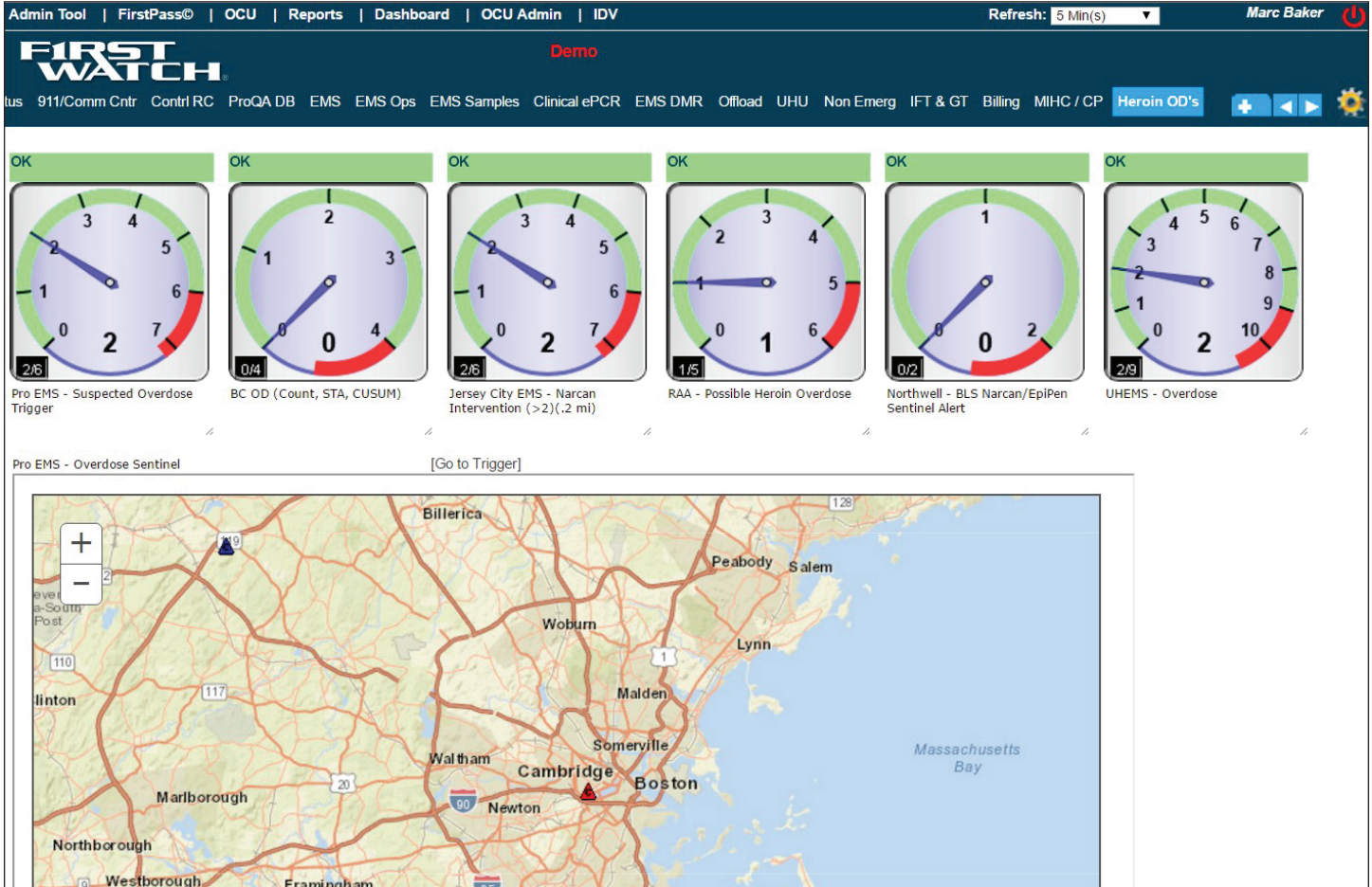


## About FirstWatch

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](http://FirstWatch.net)

**FIRST WATCH**  
Helping the Helpers

# Real-Time Tracking of Opiates Overdoses



## IAED March/April 2017 Issue

### Crisis Proportions: Comm center strategies rally against opioid epidemic

Surveillance and multi-agency cooperation using and sharing CAD and electronic patient care reporting (ePCR) data is a strategy with the persistence to escalate the war against opioid abuse.

This article features FirstWatch customers like RAA, VA and ProEMS, MA who both use FirstWatch to track potential opioid-related calls by searching ePCRs for terms such as “Narcan” or “heroin”. Read the full article here:

<https://iaedjournal.org/crisis-proportions/>





For 25 years FirstWatch has provided real-time, automated situational awareness visualizations & alerts for our 9-1-1, Law, Fire, EMS, Public Health, and Homeland Security customer partners (across the US).



# HELPING MORE HELPERS

Expand your FirstWatch data view by including other regional partners

We're Helping MORE Helpers than ever before! Our FirstWatch customer partners are **strategically leveraging their investment in FirstWatch tools and technology** by inviting other Public Safety agencies (dispatched via the same CAD, or using same ePCR, RMS, or ProQA data systems, or even completely disparate CADs, or different ePCR, RMS, or other data systems). Using FirstWatch, all teams can share data & benefit via automated, real-time situational awareness, data visualizations, and automated alerts across the entire operational area, region, or even State!

# Interact with data visualizations, displayed your way



## IDV

### What does IDV stand for?

IDV stands for Interactive Data Visualization and like the name suggests, its intended to enable users to create dashboard visualizations offering interactive drill-downs into their FirstWatch data.



### What is IDV?

IDV is a module with a modernized look and feel designed to allow users to interact with the data that is populated from a FirstWatch trigger. Users can create and save an unlimited number of widgets or tabs to display data in a manner that is meaningful to them and their organization.

Once designed, IDV allows users to answer common questions about what may be going on in their system. IDV supports the ability for users to search or filter data and save custom filters for each user profile to be used at a later time.

IDV provides the ability to group multiple data elements and compare to previous day, month, or year. Interval breakdowns can include day of week, hour of day, by station, unit, shift, battalion or other options important to your organization.

Access to the data at your finger tips on screen or multiple export options are part of the core feature set. All widgets can be exported in various formats to add to your reports. The IDV Grid allows the end user to group by, hide or sort columns, reorder the data columns, apply filters just to the grid and if needed export to Excel.

### How would it help my organization?

IDV helps organizations setup and see information at a glance in an easy-to-read visual display. IDV can be shared to other individuals within your organizations or entities that you report to. Because information can be exported out, many agencies use IDV to assist in reporting or providing information in an easy-to-understand manner for authorities, councils, etc.

### What type of data does IDV look at?

The majority of clients using IDV are using CAD or ePCR data, but IDV can be setup against any data source you have flowing to a trigger in FirstWatch – CAD, ePCR, ProQA, RMS, or a combination of data sources.

➤ For more IDV FAQs, please visit: [firstwatch.net/idv](https://firstwatch.net/idv)



# Manatee County EMS Customer Spotlight

“We use IDV to communicate with our hospital partners daily. We provide them with data that showcases their Transfer of Care times, Nurse Signature Times for Transfer and Volume. This helps us have a continual pulse on their performance as it relates to getting our units turned around at their facilities.

We also use IDV to provide senior leadership within our organization a view of how our system is performing. Some of the most desired data is presented to them through IDV to quickly show trends in our teams performance.”



**Sean Dwyer**  
Assistant Chief, Special Operations  
Manatee County EMS



# Cypress Creek EMS Customer Spotlight

“FirstWatch IDV gives administrators the ability to view response data in a clear and concise report. We share this data with the various fire departments we provide emergency communications services saving my Communications Manager three days of work.”



**Wren Nealy Jr.**  
Chief Executive Officer  
Cypress Creek EMS

# HOT Trigger Examples

## Frequent Patients / Hot Spots

**PGFD - ePCRs - Frequent Patient - Current Call Information**  
 Calls displayed represent active or performed calls between the hours of 2/5/2017 10:46:10 AM and 2/9/2017 10:46:10 AM  
 Data and Report from the FirstWatch™ Internet Server

| Geo Valid | CAD | Time Sent To Queue                   | Box # | First Name     | Last Name      | Count of Duplicates | Ts |
|-----------|-----|--------------------------------------|-------|----------------|----------------|---------------------|----|
| ✓         |     | <a href="#">2/5/2017 11:44:22 PM</a> |       | [Deidentified] | [Deidentified] | 1                   | 7  |
| ✓         |     | <a href="#">2/5/2017 11:53:26 PM</a> |       | [Deidentified] | [Deidentified] | 11                  | 7  |
| ✓         |     | <a href="#">2/5/2017 11:53:26 PM</a> |       | [Deidentified] | [Deidentified] | 11                  | 7  |
| ✓         |     | <a href="#">2/5/2017 11:56:35 PM</a> |       | [Deidentified] | [Deidentified] | 1                   | 4  |
| ✓         |     | <a href="#">2/6/2017 12:01:44 AM</a> |       | [Deidentified] | [Deidentified] | 4                   | 2  |
| ✓         |     | <a href="#">2/6/2017 1:28:31 AM</a>  |       | [Deidentified] | [Deidentified] | 3                   | 0  |
| ✓         |     | <a href="#">2/6/2017 1:38:52 AM</a>  |       | [Deidentified] | [Deidentified] | 1                   | 0  |
| ✓         |     | <a href="#">2/6/2017 2:18:14 AM</a>  |       | [Deidentified] | [Deidentified] | 14                  | 21 |

PGFD - ePCRs - Frequent Patient - Google Chrome  
 Secure | <https://sanbssubscriber.firstwatch.net/W>

**Prehospital Patient Care Report**

| INC_DT              | Incident ID             | Primary Impression               | First Name    | Last Name     |
|---------------------|-------------------------|----------------------------------|---------------|---------------|
| 01/18/2017 03:37:30 | <a href="#">6936150</a> | Altered Mental Status            | DE-IDENTIFIED | DE-IDENTIFIED |
| 12/26/2016 14:07:59 | <a href="#">6826400</a> | Diabetic Symptoms (Hypoglycemia) | DE-IDENTIFIED | DE-IDENTIFIED |
| 12/18/2016 07:03:56 | <a href="#">6794038</a> | Diabetic Symptoms (Hypoglycemia) | DE-IDENTIFIED | DE-IDENTIFIED |
| 12/14/2016 09:55:35 | <a href="#">6781013</a> | Diabetic Symptoms (Hypoglycemia) | DE-IDENTIFIED | DE-IDENTIFIED |
| 12/07/2016 09:24:36 | <a href="#">6754275</a> | Diabetic Symptoms (Hypoglycemia) | DE-IDENTIFIED | DE-IDENTIFIED |
| 12/02/2016 10:36:07 | <a href="#">6733310</a> | Diabetic Symptoms (Hypoglycemia) | DE-IDENTIFIED | DE-IDENTIFIED |
| 11/08/2016 02:39:46 | <a href="#">6646629</a> | Diabetic Symptoms (Hypoglycemia) | DE-IDENTIFIED | DE-IDENTIFIED |
| 10/31/2016 14:06:33 | <a href="#">6618639</a> | Diabetic Symptoms (Hypoglycemia) | DE-IDENTIFIED | DE-IDENTIFIED |
| 10/09/2016 01:23:27 | <a href="#">6538038</a> | Diabetic Symptoms (Hypoglycemia) | DE-IDENTIFIED | DE-IDENTIFIED |
| 09/09/2016 10:37:44 | <a href="#">6425159</a> | Diabetic Symptoms (Hypoglycemia) | DE-IDENTIFIED | DE-IDENTIFIED |
| 08/24/2016 13:58:16 | <a href="#">6365385</a> | Altered Mental Status            | DE-IDENTIFIED | DE-IDENTIFIED |
| 08/19/2016 03:15:14 | <a href="#">6345784</a> | Diabetic Symptoms (Hypoglycemia) | DE-IDENTIFIED | DE-IDENTIFIED |

## Critical / Special Incidents

**AHEMS - Critical Incidents - Current Call Information**  
 Calls displayed represent active or performed calls between the hours of 1/1/2017 and 2/6/2017 11:59:59 PM  
 Data and Report from the FirstWatch™ Internet Server

**INFO:** MATCHING PROBLEM TYPES: 07 Burns / Explosions 14 Drowning / Diving / SCUBA 22 Industrial / Machine Accid. 27 Stab/ Gunshot / Penetrating AND MATCHING DETERMINANTS: 7% 14C% 14D% 14E% 22% 27B% 27D% OR 4 OR MORE UNITS ARE ON SCENE OR HAS BRAIN MATTER IN THE PCR NARRATIVE OR PCR HAS PT AGE <= 18 WITH PRIMARY/SECONDARY IMPRESSION OF CARDIAC ARREST. EXCLUDES: TEST, MIS-ASSIGNED, DUPLICATE CALLS AND PRIORITY 99 CALLS, SEA ALS Special Event Ded., SEA ALS Special Event Nondedic, SEB BLS Special Event Ded., SEB BLS Special Event Nondedic

| Geo Valid | ePCR              | Time Sent To Queue                   | Pri | Problem                        | ProQA                  | Incident #                  | Address/Location |
|-----------|-------------------|--------------------------------------|-----|--------------------------------|------------------------|-----------------------------|------------------|
| ✓         | <a href="#">1</a> | <a href="#">1/1/2017 3:31:32 PM</a>  | 10  | 27 Stab/ Gunshot / Penetrating | <a href="#">27D04Y</a> | <a href="#">010117-0255</a> | From AHEMS       |
| ✓         | <a href="#">1</a> | <a href="#">1/1/2017 8:52:26 PM</a>  | 10  | 27 Stab/ Gunshot / Penetrating | <a href="#">27D02X</a> | <a href="#">010117-0340</a> | From AHEMS       |
| ✓         | <a href="#">1</a> | <a href="#">1/1/2017 8:52:26 PM</a>  | 10  | 27 Stab/ Gunshot / Penetrating | <a href="#">27D02X</a> | <a href="#">010117-0340</a> | From AHEMS       |
| ✓         |                   | <a href="#">1/7/2017 11:28:26 AM</a> | 15  | FS Fire Standby                |                        | <a href="#">010717-0163</a> | From AHEMS       |
| ✓         | <a href="#">1</a> | <a href="#">1/13/2017 5:42:40 AM</a> | 10  | 27 Stab/ Gunshot / Penetrating | <a href="#">27D04G</a> | <a href="#">011317-0056</a> | From AHEMS       |
| ✓         | <a href="#">1</a> | <a href="#">1/14/2017 9:10:22 AM</a> | 10  | 27 Stab/ Gunshot / Penetrating | <a href="#">27D05G</a> | <a href="#">011417-0099</a> | From AHEMS       |
| ✓         | <a href="#">1</a> | <a href="#">1/14/2017 9:10:22 AM</a> | 10  | 27 Stab/ Gunshot / Penetrating | <a href="#">27D05G</a> | <a href="#">011417-0099</a> | From AHEMS       |
| ✓         | <a href="#">1</a> | <a href="#">1/14/2017 9:10:22 AM</a> | 10  | 27 Stab/ Gunshot / Penetrating | <a href="#">27D05G</a> | <a href="#">011417-0099</a> | From AHEMS       |





# Hospital Status Dashboard



The **Hospital Transport Status Dashboard** lists each primary hospital in the area, showing how many units are currently en route to, or at each facility. Additionally, the dashboard provides: count of units transporting to and arrived at each hospital, average elapsed time and maximum time at hospital, visual warnings by hospital, pre-defined counts and time thresholds, summary and detailed view of each hospital, custom sorting by hospital - allowing each hospital to see transports and times.

| County of Riverside Hospitals - TOC Dashboard   |         |         |               |               |
|---|---------|---------|---------------|---------------|
| 7/17/2018 8:48:55 AM                            |         |         |               |               |
| Southwest Zone Hospitals                        | Enroute | Arrived | Elapsed - Avg | Elapsed - Max |
| INLAND VALLEY REGIONAL MEDICAL CENTER           | 0       | 1       | 22:59         | 22:59         |
| LOMA LINDA UNIVERSITY MEDICAL CENTER - MURRIETA | 0       | 3       | 13:11         | 19:49         |
| MENIFEE VALLEY MEDICAL CENTER                   | 0       | 0       |               |               |
| RANCHO SPRINGS MEDICAL CENTER                   | 0       | 0       |               |               |
| TEMECULA VALLEY HOSPITAL                        | 0       | 1       | 25:04         | 25:04         |
| Hemet/Pass Zone Hospitals                       | Enroute | Arrived | Elapsed - Avg | Elapsed - Max |
| HEMET VALLEY MEDICAL CENTER                     | 0       | 1       | 35:35         | 35:35         |
| SAN GORGONIO MEMORIAL HOSPITAL                  | 0       | 0       |               |               |
| Desert Zone Hospitals                           | Enroute | Arrived | Elapsed - Avg | Elapsed - Max |
| DESERT REGIONAL MEDICAL CENTER                  | 0       | 0       |               |               |
| EISENHOWER MEDICAL CENTER                       | 0       | 0       |               |               |
| JOHN F. KENNEDY MEMORIAL HOSPITAL               | 0       | 0       |               |               |
| Northwest Zone Hospitals                        | Enroute | Arrived | Elapsed - Avg | Elapsed - Max |
| CORONA REGIONAL MEDICAL CENTER                  | 0       | 0       |               |               |
| ETS   | 1       | 0       |               |               |
| KAISER HOSPITAL - RIVERSIDE                     | 0       | 0       |               |               |
| PARKVIEW COMMUNITY HOSPITAL                     | 0       | 0       |               |               |
| RIVERSIDE COMMUNITY HOSPITAL                    | 0       | 4       | 22:12         | 35:45         |
| Central Zone Hospitals                          | Enroute | Arrived | Elapsed - Avg | Elapsed - Max |
| MORENO VALLEY COMMUNITY HOSPITAL - KAISER       | 0       | 0       |               |               |
| RIVERSIDE COUNTY REGIONAL MEDICAL CENTER        | 0       | 0       |               |               |
| Out of Area Hospitals                           | Enroute | Arrived | Elapsed - Avg | Elapsed - Max |
| ARROWHEAD REGIONAL MEDICAL CENTER               | 0       | 0       |               |               |

Available as an add-on feature to the Hospital Status Transport Dashboard, the **Transfer of Care module** is a web enabled system that records and tracks the transfer and acceptance of a patient to the Emergency Department. In addition to capturing the date and time stamp for the transfer of care at each facility, the TOC tool can be configured to capture delay reasons over a user defined threshold.

|   |      |                                      |           |                                      |                                     |
|---|------|--------------------------------------|-----------|--------------------------------------|-------------------------------------|
| EISENHOWER MEDICAL CENTER - 39000 BOB HOPE DRIVE, RANCHO MIRAGE, CA             |      |                                      |           |                                      |                                     |
| Agency  | Unit | Enroute                              | (Elapsed) | Arrived                              | (Elapsed) Problem/Nature            |
| AMR_RC  | 8437 | <a href="#">7/17/2018 8:48:17 AM</a> | 01:35     |                                      | 1A1 ABD_PN                          |
| ETS - 9990 County Farm Rd, Riverside, CA  |      |                                      |           |                                      |                                     |
| Agency  | Unit | Enroute                              | (Elapsed) | Arrived                              | (Elapsed) Problem/Nature            |
| AMR_RC  | 4115 | <a href="#">7/17/2018 8:19:39 AM</a> | 30:13     |                                      | 5150 HOLD                           |
| HEMET VALLEY MEDICAL CENTER - 1117 E. DEVONSHIRE AVE, HEMET, CA                 |      |                                      |           |                                      |                                     |
| Agency  | Unit | Enroute                              | (Elapsed) | Arrived                              | (Elapsed) Problem/Nature            |
| AMR_RC  | 5502 | <a href="#">7/17/2018 8:00:24 AM</a> | 11:46     | <a href="#">7/17/2018 8:12:10 AM</a> | 37:42 12D2 SEIZ_MULTI SEIZ          |
| INLAND VALLEY REGIONAL MEDICAL CENTER - 36485 INLAND VALLEY DRIVE, WILDOMAR, CA |      |                                      |           |                                      |                                     |
| Agency  | Unit | Enroute                              | (Elapsed) | Arrived                              | (Elapsed) Problem/Nature            |
| AMR_RC  | 4460 | <a href="#">7/17/2018 8:06:28 AM</a> | 18:18     | <a href="#">7/17/2018 8:24:46 AM</a> | 25:06 30B1 TRAUMA_DANG BODY AREA    |
| LOMA LINDA UNIVERSITY MEDICAL CENTER - MURRIETA - 28062 Baxter Rd, Murrieta, CA |      |                                      |           |                                      |                                     |
| Agency  | Unit | Enroute                              | (Elapsed) | Arrived                              | (Elapsed) Problem/Nature            |
| AMR_RC  | 4440 | <a href="#">7/17/2018 8:15:54 AM</a> | 12:02     | <a href="#">7/17/2018 8:27:56 AM</a> | 21:56 SICK PERSON_26                |
| AMR_RC  | 4428 | <a href="#">7/17/2018 8:19:09 AM</a> | 16:51     | <a href="#">7/17/2018 8:36:00 AM</a> | 13:52 UNKNOWN MEDICAL ASSISTANCE_32 |
| AMR_RC  | 4443 | <a href="#">7/17/2018 8:19:23 AM</a> | 20:23     | <a href="#">7/17/2018 8:39:46 AM</a> | 10:06 26B1 SICK_UNK                 |
| RIVERSIDE COMMUNITY HOSPITAL - 4445 MAGNOLIA AVE, RIVERSIDE, CA                 |      |                                      |           |                                      |                                     |
| Agency  | Unit | Enroute                              | (Elapsed) | Arrived                              | (Elapsed) Problem/Nature            |
| AMR_RC  | 3334 | <a href="#">7/17/2018 8:25:41 AM</a> | 04:55     | <a href="#">7/17/2018 8:30:36 AM</a> | 19:16 SICK PERSON_26                |
| AMR_RC  | 3338 | <a href="#">7/17/2018 8:17:52 AM</a> | 23:02     | <a href="#">7/17/2018 8:40:54 AM</a> | 08:58 HEADACHE_18                   |
| AMR_RC  | 3359 | <a href="#">7/17/2018 8:00:55 AM</a> | 17:47     | <a href="#">7/17/2018 8:18:42 AM</a> | 31:10 23C2 OVERDOSE_ABN BREATHING   |
| AMR_RC  | 3316 | <a href="#">7/17/2018 7:58:13 AM</a> | 13:47     | <a href="#">7/17/2018 8:12:00 AM</a> | 37:52 FALLS_17                      |
| TEMECULA VALLEY HOSPITAL - 31700 TEMECULA PKWY, Temecula, CA                    |      |                                      |           |                                      |                                     |

# Performance by Individual, by Unit, or Shift



FirstWatch Performance Plus is an enhancement module to existing FirstWatch standard Performance Triggers. While standard Performance Triggers are great at providing the overall compliance perspective, they do not provide compliance monitoring at the various individual or specific component levels. For example, standard Performance Triggers can monitor overall Priority 1 calls processed within 45 seconds, ninety percent of the time. However, they cannot measure or monitor the individual Call-Taker's performance against the same standard (John Smith's performance).

The Performance Plus module is designed to do just that, by analyzing both the overall and the specific components that make up the overall compliance. By automating these performance measures, it increases situational awareness and early detection of potential problem areas, which in turn allows for early mitigation – resulting in improved performance, compliance, and operational efficiencies. Real-time alerts on individual performance keep your finger on the pulse of performance in your agency.

Trigger Views: Events Graphs Maps Destination **Individual Performance** Analysis Tool View Alert Config Refresh rate 3 min(s) Jessica Smith

**- Hospital Drop Performance Plus - Individual Performance**  
 Current = Data between the hours of 12/1/2015 12:20:41 AM and 12/1/2015 12:20:41 PM | Download to Excel:

View:  Current  MTD  Last Month  Last 30 Days  YTD

| Individual Performance | Current |                   |              |          | MTD   |                   |              | Last Month |                   |              | Last 30 Days |                   |              | YTD   |                   |
|------------------------|---------|-------------------|--------------|----------|-------|-------------------|--------------|------------|-------------------|--------------|--------------|-------------------|--------------|-------|-------------------|
|                        | Total   | Out of Compliance | Compliance % | Avg Time | Total | Out of Compliance | Compliance % | Total      | Out of Compliance | Compliance % | Total        | Out of Compliance | Compliance % | Total | Out of Compliance |
|                        | 1       | 0                 | 100.00       | 00:00:28 | 1     | 0                 | 100.00       | 155        | 107               | 30.97        | 155          | 107               | 30.97        | 1512  | 1038              |
|                        | 8       | 2                 | 75.00        | 00:22:24 | 8     | 2                 | 75.00        | 301        | 147               | 51.16        | 301          | 147               | 51.16        | 3990  | 2075              |
|                        | 7       | 3                 | 57.14        | 00:32:09 | 7     | 3                 | 57.14        | 382        | 226               | 40.84        | 382          | 224               | 41.36        | 4632  | 2792              |
|                        | 4       | 2                 | 50.00        | 00:40:20 | 4     | 2                 | 50.00        | 138        | 89                | 35.51        | 142          | 91                | 35.92        | 1501  | 1106              |
|                        | 18      | 9                 | 50.00        | 00:34:08 | 20    | 11                | 45.00        | 1313       | 962               | 26.73        | 1314         | 963               | 26.71        | 13998 | 10244             |
|                        | 6       | 3                 | 50.00        | 00:36:31 | 6     | 3                 | 50.00        | 414        | 206               | 50.24        | 413          | 203               | 50.85        | 4184  | 2342              |
| - Hospital Drop        | 87      | 52                | 40.23        | 00:37:28 | 90    | 55                | 38.89        | 5910       | 3886              | 34.25        | 5894         | 3885              | 34.09        | 65122 | 43803             |
|                        | 11      | 7                 | 36.36        | 00:43:28 | 11    | 7                 | 36.36        | 769        | 497               | 35.37        | 765          | 498               | 34.90        | 8364  | 5362              |
|                        | 19      | 14                | 26.32        | 00:44:19 | 19    | 14                | 26.32        | 1181       | 879               | 25.57        | 1184         | 884               | 25.34        | 12973 | 9822              |
|                        | 9       | 8                 | 11.11        | 00:40:50 | 9     | 8                 | 11.11        | 674        | 396               | 41.25        | 668          | 396               | 40.72        | 7370  | 4839              |
|                        | 0       | 0                 | ---          | 00:00:00 | 0     | 0                 | ---          | 170        | 121               | 28.82        | 161          | 115               | 28.57        | 1804  | 1261              |
|                        | 1       | 1                 | 0.00         | 01:19:34 | 2     | 2                 | 0.00         | 172        | 138               | 19.77        | 168          | 136               | 19.05        | 2086  | 1592              |
|                        | 2       | 2                 | 0.00         | 00:33:03 | 2     | 2                 | 0.00         | 146        | 68                | 53.42        | 147          | 70                | 52.38        | 1702  | 781               |
|                        | 1       | 1                 | 0.00         | 00:32:24 | 1     | 1                 | 0.00         | 95         | 50                | 47.37        | 94           | 51                | 45.74        | 1006  | 549               |

## Example Performance Plus Triggers:

- Call processing times – performance by individual call taker
- Dispatch assignment – performance by individual dispatcher
- Total call processing performance – performance by individual
- Call-taker/dispatcher performance by priority
- Call-taker call completeness/accuracy
- Geovalidation by call-taker
- Call-taker overrides
- 1st unit assignment accuracy
- Unit/crew times – performance by unit, by station, by battalion, and individual



# Workload Monitoring

Make informed, real-time decisions when sending your crews on calls based on their current total task time for that shift.

**First Water**

Austin - 24hr Fast DCI-SCS Unit Workload Current Call Information

Call duration represents active or performed calls between the hours of 07:00:00-04:00:00 and 07:00:00-04:00:00.

Performance Standard = 11.0000

Data and Report from the FireWatch™ Advanced System

| Run Status | Task Start To-Channel | Problem                  | Incident # | Unit | Address/Location | Estimate | # of Calls Assigned/Dispatched | Task Start | Task End | Duration Task Time On-Task | Daybook On-Task% | Duration Unit | Adj. Task Time | Adj. Task Unit | Adj. Duration On-Task% | Adj. Duration Unit |
|------------|-----------------------|--------------------------|------------|------|------------------|----------|--------------------------------|------------|----------|----------------------------|------------------|---------------|----------------|----------------|------------------------|--------------------|
| ✓          | 07:00:00 11:00:00 AM  | Abused Woman Pri 3       | 16785805   | DC01 |                  | 3        | 0                              | 08:00:00   | 0:00     | 08:00:00                   | 0%               | 0:00          | 00:00:00       | 0:00           | 0%                     | 0:00               |
| ✓          | 07:00:00 11:00:00 AM  | Tactical Squad Responded | 16785808   | DC04 |                  | 3        | 0                              | 08:10:00   | 0:11     | 08:08:00                   | 10%              | 0:11          | 00:00:00       | 0:11           | 10%                    | 0:11               |
| ✓          | 07:00:00 11:00:00 AM  | Carbon monoxide          | 16785809   | DC01 |                  | 3        | 0                              | 08:00:00   | 0        | 08:00:00                   | 0%               | 0:00          | 00:00:00       | 0:00           | 0%                     | 0:00               |
| ✓          | 07:00:00 11:00:00 AM  | Traffic Heavy Pri 4      | 16785810   | DC01 |                  | 3        | 0                              | 08:00:00   | 0:0      | 08:00:00                   | 0%               | 0:0           | 00:00:00       | 0:0            | 0%                     | 0:0                |

**M06 has been dispatched 15 times since 6am and has spent 05:13:12 on task.**

| Incident Date       | Run #    | Problem Type            | Task Time | Disposition                    |
|---------------------|----------|-------------------------|-----------|--------------------------------|
| 06/29/2016 07:42:54 | 16785805 | Psychiatric Pri 3       | 00:07:46  | Reconfigured Response          |
| 06/29/2016 07:37:33 | 16785761 | Unknown Pri 4           | 00:00:20  | Reconfigured Response          |
| 06/29/2016 07:59:58 | 16785860 | Unknown Pri 3           | 00:05:03  | No Patient                     |
| 06/29/2016 08:06:36 | 16785897 | Syncopal Episode Pri 3  | 01:04:37  | South Austin                   |
| 06/29/2016 09:12:04 | 16786241 | Unknown Pri 3           | 00:07:26  | Referred Austin Police Dept.   |
| 06/29/2016 09:41:13 | 16786407 | Seizure Pri 3           | 00:59:45  | University Med Ctr Brackenridg |
| 06/29/2016 10:48:40 | 16786807 | Allergic Reaction Pri 4 | 00:01:07  | Reconfigured Response          |
| 06/29/2016 10:54:00 | 16786844 | Chest Pain Pri 2        | 01:18:10  | University Med Ctr Brackenridg |
| 06/29/2016 13:18:40 | 16787813 | Psychiatric Pri 5       | 00:10:54  | Cancelled                      |
| 06/29/2016 13:30:24 | 16787895 | Psychiatric Pri 4       | 00:27:16  | Refusal                        |
| 06/29/2016 13:59:08 | 16788085 | Psychiatric Pri 4       |           |                                |
| 06/29/2016 13:53:50 | 16788049 | Overdose Pri 1          | 00:02:15  | Reconfigured Response          |
| 06/29/2016 14:16:00 | 16788196 | Unknown Pri 3           | 00:01:38  | Cancelled                      |
| 06/29/2016 14:29:38 | 16788317 | Respiratory Pri 1       | 00:46:55  | Saint Davids                   |
| 06/29/2016 15:16:05 | 16788686 | Fall Pri 3              |           |                                |

**OOS Log**

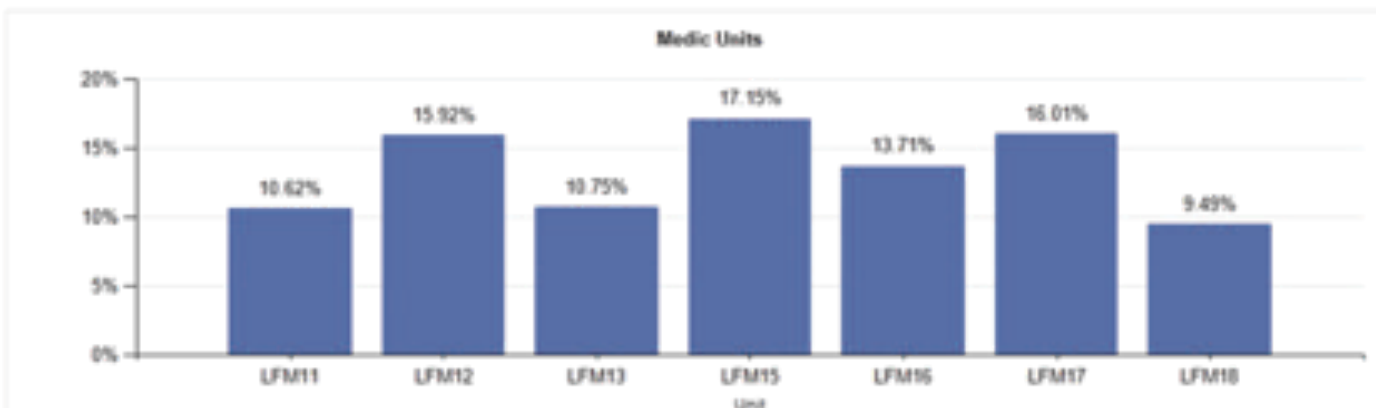
| OOS Description | Start Time          | End Time            | Time Taken |
|-----------------|---------------------|---------------------|------------|
| OS Repair EMSG  | 06/29/2016 12:22:28 | 06/29/2016 12:45:55 | 00:23:27   |

## Unit Hour Utilization by Unit monitoring for workload

UHU (DRAFT)

Criteria:

Period: 02/06/2017 thru 02/12/2017



# FirstPass Module

The screenshots display the FirstPass software interface. The top section shows four line graphs for 'Airway Management', 'Airway Management (Adj.)', 'Refusal', and 'Refusal (Adj.)', each plotting percentage over time with markers for 'Percentage', 'Lower', 'Median', and 'Upper' bounds. Below these is a 'Provider Protocol Compliance' table with columns for 'Completed By', 'Avg Adj. Percent', 'Test', 'Total Incidents', 'Test %', 'System Test %', 'RAW Protocol %', and 'Adjusted Protocol %'. To the right is a detailed table of protocols with columns for 'Protocol', 'Test', 'Pass...', 'Adj. ...', 'Provi...', 'Syste...', and 'Test Exception'. The table lists various ACS protocols such as '12 Lead Applied', 'Aspirin administered or allergy documented', and 'STEMI, Alert called and 12 lead transmitted'.

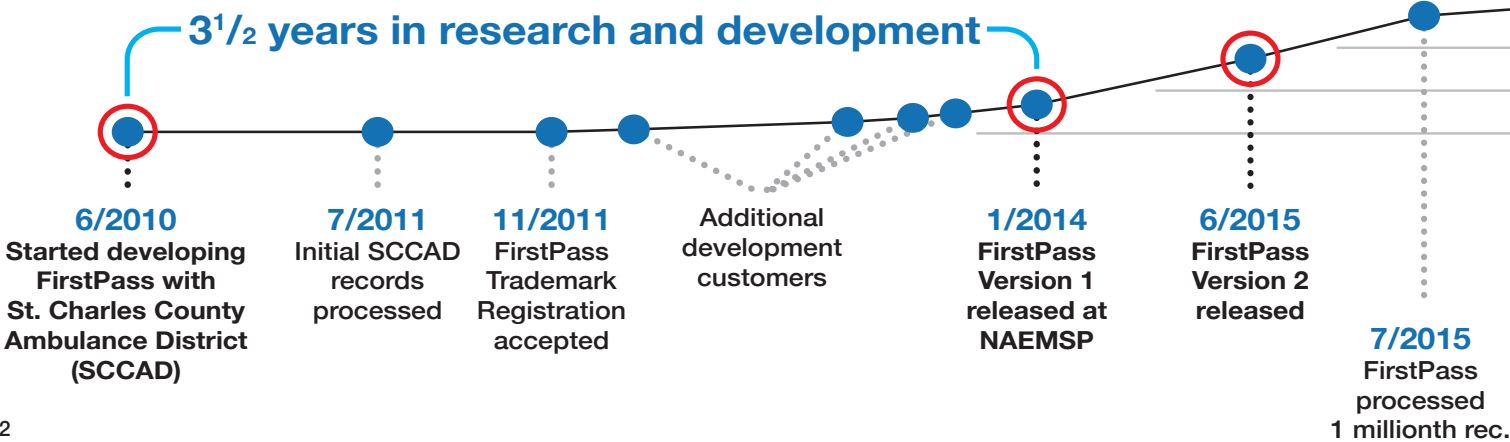
**186+**  
Live Sites

**45.3**  
Million +  
Records Processed

**1,738+**  
Protocols

**8,488+**  
Tests

## FirstPass® by the Numbers



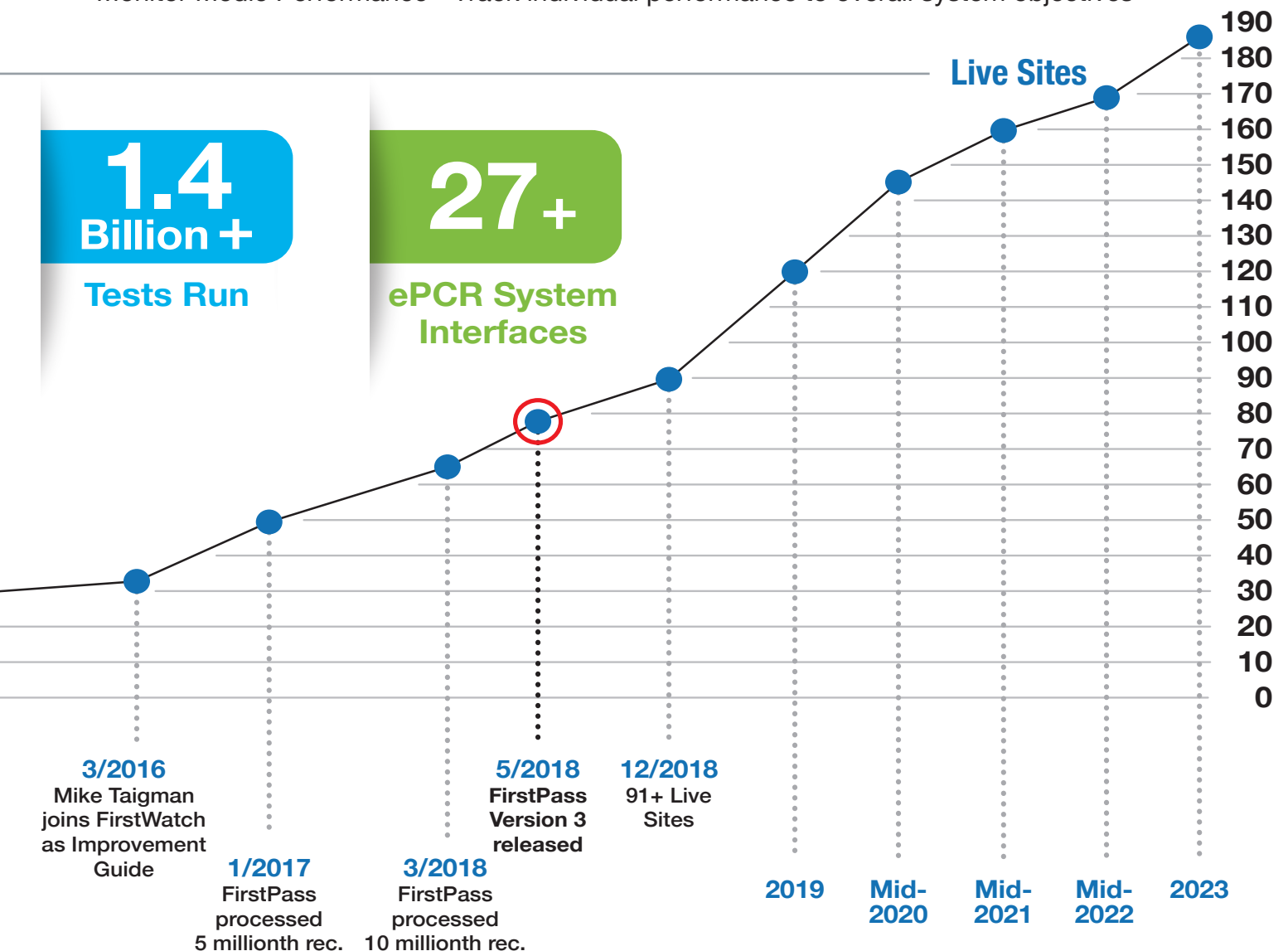


## Automates Performance Improvement

Know how your system is performing on the things that matter most in near real-time

The NEW FirstPass Dashboard includes a customizable display of a tiled summary of where your calls are in your FirstPass queues, and Statistical Process Control (SPC) charts for each of your system's Protocols.

- Real-time Automated Performance Improvement - Use one tool to monitor Protocol compliance, documentation, and improvement success
- Measure Protocol Compliance - Prioritize and monitor the protocols that are most important to your system
- Enhance Documentation Quality - Real-time review of completion of required ePCR fields
- Provide Meaningful Feedback - Ask questions and provide medics with feedback before they end their shift
- Save Time & Resources - Let the computer do the work and save the human for what is most important
- Monitor Medic Performance - Track individual performance to overall system objectives



# Telecommunicator & Provider Wellness

## Critical Incident Notification

Allina Health EMS and Las Vegas Fire uses their Critical Incidents triggers to alert their Chaplain in real-time.

**AHEMS - Critical Incidents Current Call Information**  
 Calls displayed represent active or performed calls between the hours of 5/12/2017 and 5/18/2017 11:59:59 PM  
 Data and Report from the FirstWatch™ Internet Server

**INFO:** MATCHING PROBLEM TYPES: 07 Burns / Explosions 14 Drowning / Diving / SCUBA 22 Industrial / Machine Accid. 27 Stab/ Gunshot / Penetrating AND MATCHING DETERMINANTS: 7% 14% 14D% 14E% 22% 27B% 27D% OR 4 OR MORE UNITS ARE ON SCENE OR HAS BRAIN MATTER IN THE PCR NARRATIVE OR PCR HAS PT AGE <= 18 WITH PRIMARY/SECONDARY IMPRESSION OF CARDIAC ARREST, EXCLUDES: TEST, MIS-ASSIGNED, DUPLICATE CALLS AND PRIORITY 99 CALLS, SEA ALS Special Event Dcd., SEA ALS Special Event Nonmedic, SEB BUS Special Event Dcd., SEB BUS Special Event Nonmedic

| Geo Valid | ePCR | Time Sent To Queue    | Pri | Problem                        | ProQA | Incident #  | Address/Location | City        | County | Division     |
|-----------|------|-----------------------|-----|--------------------------------|-------|-------------|------------------|-------------|--------|--------------|
| ✓         | [1]  | 5/12/2017 1:30:56 AM  | 15  | FS Fire Standby                |       | 051217-0028 | From AHEMS       | ARDEN HILLS | BARSEY | Allina North |
| ✓         | [1]  | 5/12/2017 1:30:56 AM  | 15  | FS Fire Standby                |       | 051217-0028 | From AHEMS       | ARDEN HILLS | BARSEY | Allina North |
| ✓         | [1]  | 5/12/2017 10:59:32 AM | 1   | 27 Stab/ Gunshot / Penetrating |       | 051217-0180 | From AHEMS       | HOUNDS VIEW | BARSEY | Allina North |
| ✓         | [1]  | 5/14/2017 10:27:30 AM | 5   | 29 Traffic Accident / PI       |       | 051417-0138 | From AHEMS       | ANOKA       | ANOKA  | Allina North |

**LVFR - Critical Incident Notification Current Call Information**  
 Calls displayed represent active or performed calls between the hours of 4/17/2016 and 4/18/2016 11:59:59 PM  
 Data and Report from the FirstWatch™ Internet Server

| Geo Valid | ePCR | Time Sent To Queue    | Incident #       | Pri | Problem | ProQA |
|-----------|------|-----------------------|------------------|-----|---------|-------|
| ✓         | [1]  | 4/17/2016 12:07:58 AM | 04172016-6108729 |     |         |       |
| ✓         | [3]  | 4/17/2016 1:04:56 AM  | 04172016-6108772 |     |         |       |
| ✓         |      | 4/18/2016 12:33:27 AM | 04182016-6109705 |     |         |       |

Records Per Page: 50  
 Total Responses: 3

**DRAFT - LVFR - Critical Incident Notification Filter Criteria**  
 Includes Priorities: 1, 10, 11, 12, 13, 14, 15, 16, 17, 18, 2, 3, 4, 5, 6, 7, 8, 9 Only.

**Trigger Criteria Include the Following Categories (with Matching Free-Text Entries with Call Comments):**  
 Critical Incidents, No Patient Contact

**(Drill down into each call's detail to see which free-text words or phrases were found in the call comments and had a corresponding Category.)**

**Other Information:** LVFR units only AND matching determinants: GSW (explosive to head) - "27B05G" GSW (multiple victims) - "27D05G" Building Fire with person inside - "07C01" Cardiac Arrest Obvious Death - "09B1%" Drownings - "14D%" and "14B%" Traffic Accident - "29D%" OR Matching Problems Types: "27B-Stab/Gunshot Wound" "27D-Stab/Gunshot Wound" "7C-Burns/Explosion" "9B-Cardiac/Respiratory Arrest" OR With "Hanging" or "Jumper" in the ePCR narrative. Unit must be on scene > 2 minutes Does not include "unable to locate" or "no patient contact" in ePCR narrative

LVFR units only AND matching determinants: GSW (explosive to head) - "27B05G" GSW (multiple victims) - "27D05G" Building Fire with person inside - "07C01" Cardiac Arrest Obvious Death - "09B1%" Drownings - "14D%" and "14B%" Traffic Accident - "29D%" OR Matching Problems Types: "27B-Stab/Gunshot Wound" "27D-Stab/Gunshot Wound" "7C-Burns/Explosion" "9B-Cardiac/Respiratory Arrest" OR With "Hanging" or "Jumper" in the ePCR narrative. Unit must be on scene > 2 minutes Does not include "unable to locate" or "no patient contact" in ePCR narrative

## Workforce Safety

Monitor unit activity in real-time.

**Live Workload Report**

| Unit             | Scheduled Start Time | Actual Start Time | Total Time on Duty | # of Responses | # of Arrivals | Total Task Time | Task Time UHU | # of Times Out of Service | Out of Service Time | # of Post Movements | Time not at Post | # Post > 30 Min | Active Time UHU |
|------------------|----------------------|-------------------|--------------------|----------------|---------------|-----------------|---------------|---------------------------|---------------------|---------------------|------------------|-----------------|-----------------|
| <b>ALS Units</b> |                      |                   |                    |                |               |                 |               |                           |                     |                     |                  |                 |                 |
| 3333             | 05:00:00             | 05:17:52          | 08:46:04           | 4              | 4             | 05:43:17        | 0:34          | 2                         | 00:34:57            | 5                   | 08:30:00         | 0               | 0:34            |
| 3334             | 05:00:00             | 05:29:54          | 08:24:02           | 5              | 2             | 05:13:52        | 0:02          | 3                         | 00:51:17            | 4                   | 08:13:05         | 0               | 0:73            |
| 3331             | 05:00:00             | 05:30:43          | 08:33:13           | 4              | 3             | 05:06:19        | 0:08          | 1                         | 00:47:28            | 5                   | 07:43:04         | 0               | 0:90            |
| 3365             | 06:00:00             | 06:23:03          | 07:40:51           | 3              | 3             | 05:47:13        | 0:25          |                           |                     |                     | 06:46:45         | 0               | 0:89            |
| 3340             | 06:00:00             | 06:43:44          | 07:20:12           | 6              | 3             | 04:11:53        | 0:37          |                           |                     | 3                   | 05:26:22         | 0               | 0:74            |
| 3326             | 06:00:00             | 06:44:34          | 07:29:22           | 3              | 3             | 03:32:27        | 0:48          | 1                         | 00:40:47            | 4                   | 04:21:00         | 0               | 0:59            |
| 3101             | 06:00:00             | 06:46:18          | 07:17:38           | 3              | 3             | 03:40:41        | 0:29          |                           |                     | 5                   | 05:00:00         | 0               | 1:00            |
| 3338             | 07:00:00             | 07:03:23          | 07:00:31           | 4              | 4             | 03:49:44        | 0:35          |                           |                     | 2                   | 05:28:39         | 1               | 0:38            |
| 3317             | 07:00:00             | 07:30:43          | 06:33:13           | 2              | 2             | 02:29:57        | 0:38          |                           |                     | 8                   | 05:09:03         | 1               | 0:75            |
| 3339             | 07:00:00             | 07:53:44          | 06:50:12           | 3              | 3             | 04:09:16        | 0:07          |                           |                     | 6                   | 05:37:21         | 0               | 0:91            |
| 3343             | 08:00:00             | 08:03:01          | 06:02:35           | 0              | 0             | 00:00:00        | 0:00          | 2                         | 05:51:08            | 0                   | 00:00:00         | 0               | 0:03            |
| 3107             | 08:00:00             | 08:02:46          | 06:01:18           | 2              | 3             | 02:40:46        | 0:34          |                           |                     | 0                   | 00:00:00         | 0               | 1:00            |
| 3364             | 08:00:00             | 08:03:26          | 06:00:17           | 2              | 1             | 02:32:00        | 0:39          |                           |                     | 4                   | 02:54:27         | 0               | 0:48            |
| 3327             | 08:00:00             | 08:17:24          | 05:46:31           | 1              | 1             | 04:37:47        | 0:00          |                           |                     | 3                   | 05:03:41         | 0               | 0:88            |
| 3332             | 08:00:00             | 08:17:50          | 05:46:06           | 3              | 2             | 04:33:44        | 0:26          | 1                         | 00:30:30            | 2                   | 04:40:52         | 0               | 0:81            |
| 3344             | 09:00:00             | 09:16:54          | 04:47:42           | 0              | 0             | 00:00:00        | 0:00          | 1                         | 06:47:46            | 0                   | 00:00:00         | 0               | 0:00            |
| 3342             | 09:00:00             | 09:42:03          | 04:21:53           | 3              | 3             | 04:12:16        | 0:36          |                           |                     | 2                   | 00:00:00         | 0               | 1:00            |
| 3103             | 09:00:00             | 09:07:35          | 03:56:21           | 1              | 1             | 02:45:55        | 0:20          |                           |                     | 3                   | 00:00:00         | 0               | 1:00            |
| 3363             | 10:00:00             | 10:08:16          | 03:53:40           | 2              | 2             | 02:18:20        | 0:39          |                           |                     | 3                   | 03:07:39         | 0               | 0:79            |
| 3104             | 10:00:00             | 10:05:40          | 03:54:16           | 1              | 1             | 03:23:33        | 0:37          |                           |                     | 1                   | 02:57:38         | 0               | 0:93            |
| 3366             | 11:00:00             | 11:39:43          | 02:28:13           | 2              | 2             | 01:15:56        | 0:52          |                           |                     | 5                   | 01:13:11         | 0               | 0:93            |
| 3102             | 06:00:00             | 12:44:12          | 02:29:49           | 1              | 1             | 01:18:20        | 0:39          |                           |                     | 0                   | 00:00:00         | 0               | 1:00            |
| 3113             | 11:00:00             | 13:29:44          | 00:34:12           | 0              | 0             | 00:00:00        | 0:00          |                           |                     | 1                   | 00:33:52         | 0               | 0:98            |
| 3106             | 13:00:00             | 13:12:28          | 00:31:20           | 0              | 0             | 00:00:00        | 0:00          |                           |                     | 1                   | 00:30:21         | 0               | 0:99            |
| <b>BLS Units</b> |                      |                   |                    |                |               |                 |               |                           |                     |                     |                  |                 |                 |
| 4490             | 07:30:00             | 08:46:26          | 1:05:27:38         | 28             | 10            | 10:43:07        | 0:37          | 1                         | 00:53:28            | 3                   | 12:30:40         | 6               | 0:43            |
| 3341             | 06:00:00             | 06:04:29          | 07:59:27           | 3              | 2             | 04:54:59        | 0:52          |                           |                     | 1                   | 00:00:00         | 0               | 0:70            |
| 3302             | 07:30:00             | 07:11:52          | 06:52:44           | 2              | 2             | 01:39:03        | 0:24          |                           |                     | 2                   | 06:20:52         | 1               | 0:92            |
| 3348             | 07:30:00             | 07:38:05          | 06:25:01           | 2              | 2             | 01:53:12        | 0:29          |                           |                     | 3                   | 06:23:29         | 0               | 1:05            |
| 4441             | 08:30:00             | 08:48:27          | 00:23:29           | 2              | 3             | 03:00:31        | 0:71          |                           |                     | 0                   | 00:00:00         | 0               | 1:00            |

# Online Compliance Utility (OCU)



**FIRST WATCH** Dashboard **OCU** Reports

Late - Review 0000157902

DATE/TIME: 7/16/2018 5:43:58 PM INCIDENT #: 0000157902 RESPONSE #: 07162018-8258811 ADDRESS | LOCATION: [REDACTED]

Flow

Owner: [No Owner] Status: [Review] Exemption Reason: [No Exemption Reason]

Late Reason 1: No Late Reason Late Reason 2: No Late Reason

Response Info & Adjustments

|                        | Initial              | Final                |
|------------------------|----------------------|----------------------|
| Clock Start Time       | 7/16/2018 5:43:58 PM | 7/16/2018 5:43:58 PM |
| Clock Stop Time        | 7/16/2018 5:56:01 PM | 7/16/2018 5:56:01 PM |
| Response Time Standard | 00:11:59             | 00:11:59             |
| Response               | 00:12:03             | 00:12:03             |
| Overage                | 00:00:04             | 00:00:04             |
| Area/Zone              | [REDACTED]           | [REDACTED]           |
| Priority               | Priority 1           | Priority 1           |

RESET RECALCULATE SAVE

**FIRST WATCH** Incident Drill-down

- fwCust\_ID
- RunNo
- DateRec
- Unit
- Grid
- Location
- Priority
- InitBy
- InitByDesc
- TransFrom
- TransFromDesc
- TransTo
- TransToDesc
- TransPri
- PatCond
- PatCondDesc
- Received
- Dispatched
- Enroute
- OnScene

## OCU Key Benefits:

- Real-time access to calls outside defined standards
- Web-enabled, late run call analysis completed anywhere
- Simple, universal tool designed for both Authority and Provider
- Automated rules designed to simplify and streamline the process
- 3rd party transparency
- Save time, money and resources
- A suite of OCU reports

**“ ...OCU has truly revolutionized our ambulance response compliance program.”**

*“Before we implemented our FirstWatch OCU, I would spend 20-30 hours every month processing the late responses and exemption requests which included manually verifying the call information and personally calculating the penalty amounts by ambulance zone and then individually generating 10 invoices that were delivered via U.S. mail. Due to the time commitment, we were often 30-45 days behind in completing the process and getting the invoices sent out. Now, with OCU, I spend an hour or two a few times a month to go through the current late responses and exemption requests. FirstWatch generates the invoices and they are emailed to providers directly, which has reduced our invoicing process as much as 45 days. FirstWatch OCU has truly revolutionized our ambulance response compliance program.”*

**– Steve Carroll, EMS Administrator, Ventura County, CA**

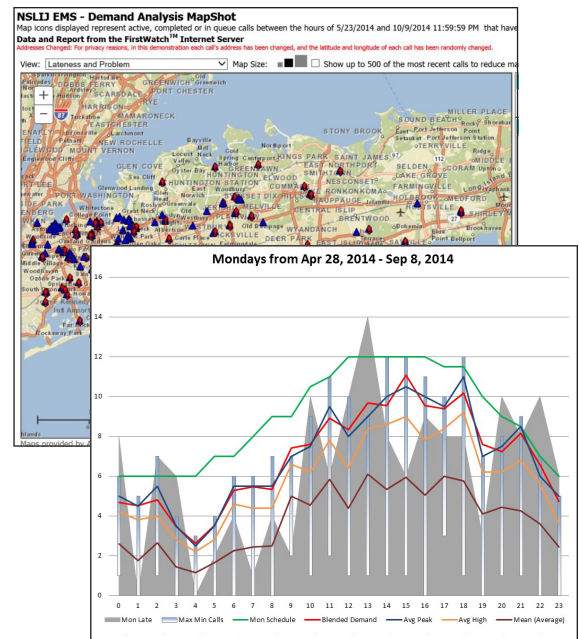
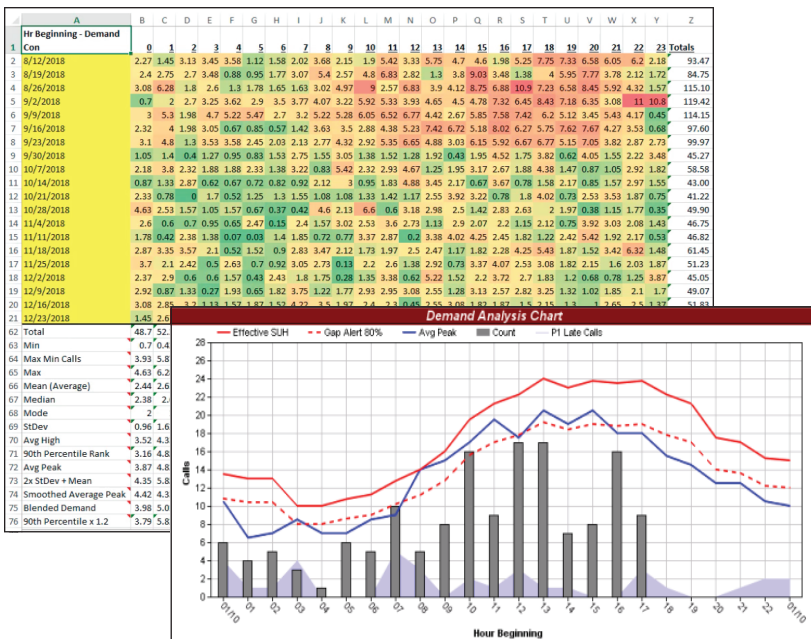


# Demand, Consumption, and Analysis

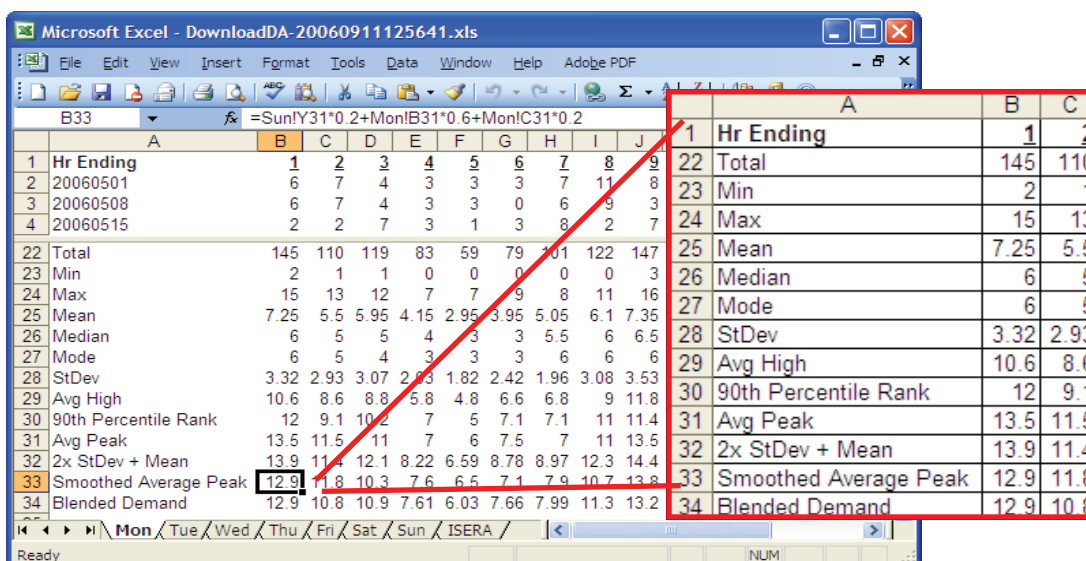


One of the many challenges faced by agencies is making the most effective use of the resources they have available. A common way to forecast needs for staffing, scheduling and resource deployment is to analyze historical patterns of demand for service, both by day of week and hour of day and geographically. This time proven approach is referred to as "Demand Analysis."

Variations of this approach have been used for more than 20 years all around the world. In the past, the process of compiling and creating a complete temporal and geographic Demand Analysis was tedious, time-consuming, and too often, very manual.

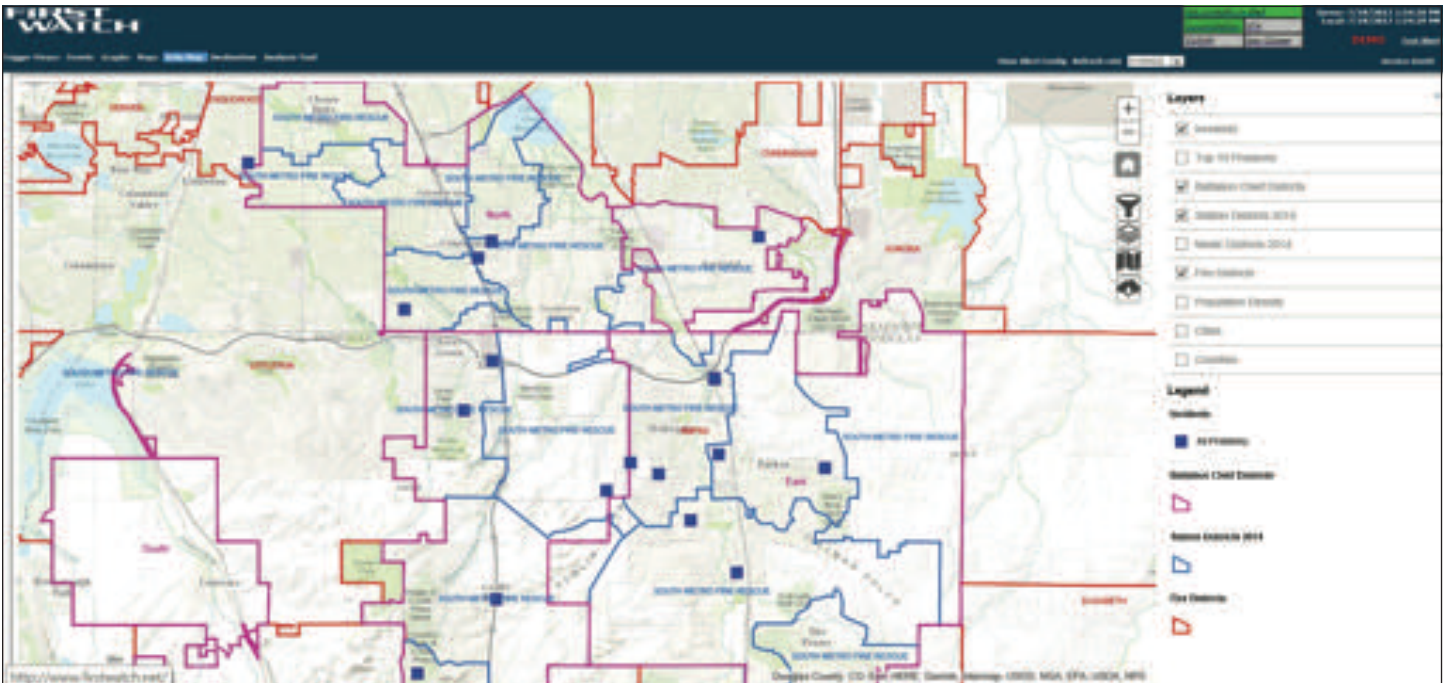


FirstWatch has created a real time, dynamically updated and calculated Demand Analysis Module which offers views of select customer data. The Demand Analysis calculations in the data can be downloaded into an Excel spreadsheet, with all formulas intact. We're working to enhance the Demand Analysis module by adding a Demand Consumption-based approach, as well as addressing geographical demands by creating up-to-the minute problem/solution maps for each hour of the day and each day of the week and/or other user-defined intervals.

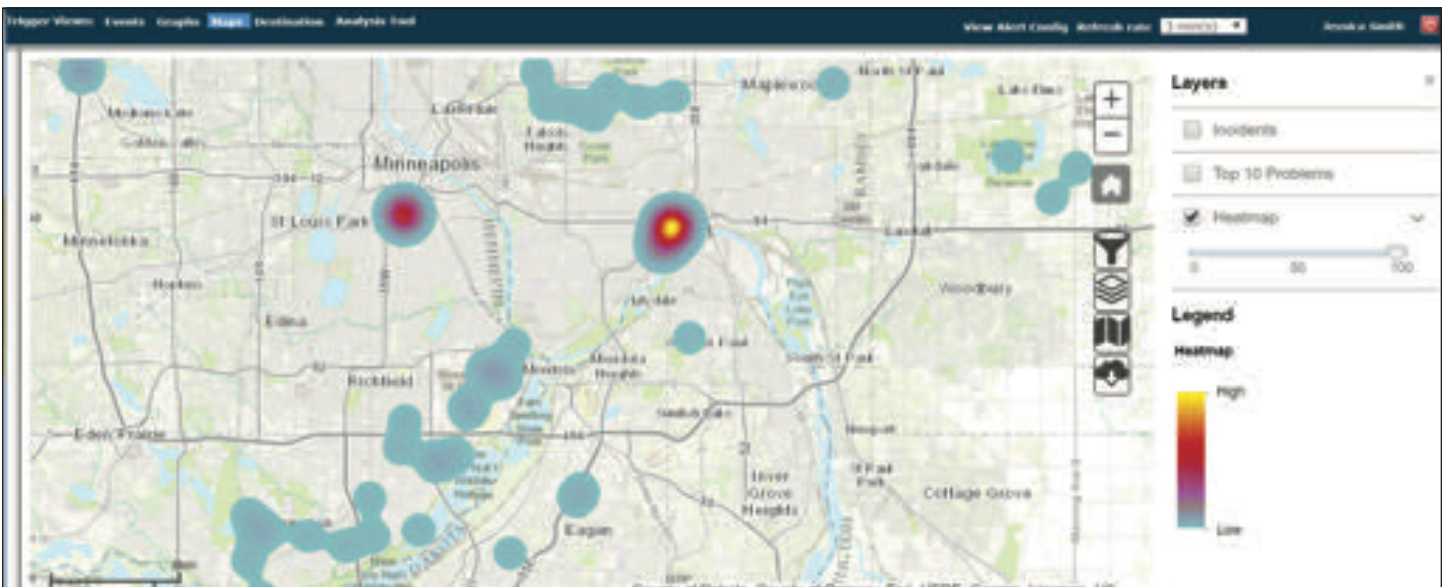


# NEW: Mapping Features

Toggle on/off to layer different mapping components such as Planning Zones, Station Districts, Fire Districts, Population Density, Cities and Counties. Display calls by Top 10 Problems in order to see what/where your most common calls are happening.



Heat maps with a sliding transparency scale



# Fire Operations Analytics Module (FOAM)



- The Fire Operations and Analytics Module provides fully automated and dynamic reporting of your Fire Department's Operational Metrics and Key Performance Indicators.
- Full integration with your Department's Standards of Cover and Strategic Planning Documents.
- Provides GIS/Mapping display capabilities to illustrate community risks, demands and coverage.
- Data is integrated into a true Quality Improvement framework that tracks performance over time and identifies trends that require attention.
- Suite of dynamically updated and auto-distributed reports on operational performance factors including turnout and travel times and demand for services.

**FIRST WATCH**  
Every Record. In Real Time. Automatically.

### FirstWatch Response Performance

Criteria: 01/01/2015 07:30:00 to 01/01/2020 07:29:59  
Risk Category: Low, Moderate, High, Severe

| Fire Suppression - 90th Percentile Times |   |       | 2015 - 2019 | 2019  | 2018  | 2017  | 2016  | 2015  | Benchmark |
|--|---|-------|-------------|-------|-------|-------|-------|-------|-----------|
| Alarm Handling                           | Pick-up to Dispatch                       | Urban | 02:15       | 01:53 | 02:17 | 02:26 | 02:17 | 02:16 | 01:00     |
| Turnout Time                             | Turnout Time 1st Unit                     | Urban | 01:31       | 01:29 | 01:28 | 01:34 | 01:32 | 01:29 | 01:20     |
| Travel Time                              | Travel Time 1st Unit Distribution         | Urban | 07:49       | 07:40 | 07:24 | 07:56 | 08:07 | 07:44 | 04:00     |
|  | Travel Time ERF Concentration             | Urban | 08:35       | 08:19 | 08:05 | 08:52 | 08:48 | 08:42 | 08:00     |
| Total Response Time                      | Total Response Time 1st Unit Distribution | Urban | 08:51       | 08:45 | 08:33 | 09:08 | 08:58 | 08:44 | 05:20     |
|  | Total Response Time ERF Concentration     | Urban | 09:33       | 09:17 | 09:08 | 09:52 | 09:37 | 09:40 | 09:20     |

**FIRST WATCH**  
Every Record. In Real Time. Automatically.

### FirstWatch Demand by Hour of Day and Day of week

Date Range: 01/01/2020 07:30:00 to 02/01/2020 07:29:59  
Battalion(s): 1, 10, 4 Call Type(s): Fire, EMS, HazMat, Bomb, Public Assist, Other  
Service Area(s): 1, 10, 102, 103, 106, 107, 108, 2, 3, 4, 41, 42, 43, 44, 45, 47, 48, 5, 6, 7, 8, 9

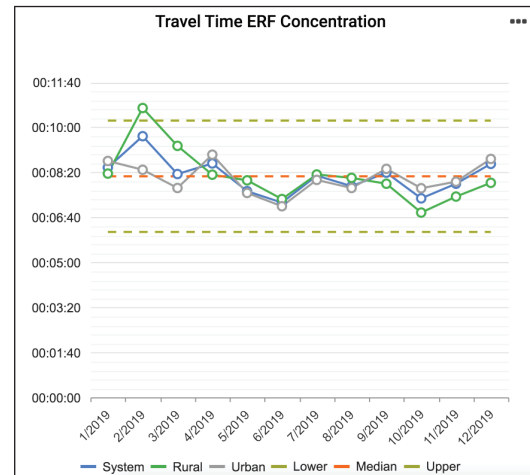
| DOW       | Hour of Day |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     | Total |        |
|-----------|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--------|
|           | 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    | 38          | 57  | 27  | 30  | 35  | 39  | 35  | 33  | 34  | 50  | 65  | 42  | 48  | 51  | 64  | 59  | 70  | 78  | 62  | 60  | 63  | 52  | 50  | 49    | 1,191  |
| Monday    | 49          | 40  | 32  | 26  | 16  | 26  | 39  | 42  | 61  | 57  | 75  | 81  | 69  | 57  | 69  | 89  | 77  | 77  | 68  | 53  | 48  | 51  | 45  | 47    | 1,294  |
| Tuesday   | 29          | 50  | 19  | 37  | 27  | 47  | 45  | 46  | 41  | 64  | 81  | 76  | 47  | 96  | 86  | 83  | 61  | 68  | 79  | 79  | 60  | 46  | 45  | 40    | 1,352  |
| Wednesday | 26          | 28  | 29  | 19  | 42  | 43  | 36  | 54  | 73  | 73  | 57  | 66  | 85  | 64  | 96  | 86  | 91  | 115 | 99  | 84  | 80  | 72  | 64  | 38    | 1,520  |
| Thursday  | 39          | 60  | 27  | 29  | 41  | 41  | 32  | 41  | 80  | 92  | 91  | 112 | 85  | 109 | 94  | 85  | 87  | 108 | 104 | 85  | 79  | 71  | 58  | 48    | 1,698  |
| Friday    | 44          | 34  | 34  | 31  | 34  | 42  | 35  | 53  | 80  | 67  | 66  | 70  | 91  | 89  | 83  | 101 | 98  | 113 | 93  | 81  | 83  | 84  | 86  | 44    | 1,636  |
| Saturday  | 81          | 49  | 32  | 46  | 39  | 27  | 32  | 45  | 59  | 56  | 54  | 67  | 59  | 66  | 69  | 57  | 70  | 64  | 59  | 45  | 61  | 60  | 69  | 44    | 1,310  |
| Total     | 306         | 318 | 200 | 218 | 234 | 265 | 254 | 314 | 428 | 459 | 489 | 514 | 484 | 532 | 561 | 560 | 554 | 623 | 564 | 487 | 474 | 436 | 417 | 310   | 10,001 |

**FIRST WATCH**  
Every Record. In Real Time. Automatically.

### FirstWatch Station Reliability

Date Range: 01/01/2020 07:30:00 to 02/01/2020 07:29:59  
Shift(s): A, B, C Risk: Low, Moderate, High, Severe, Non-Emergent

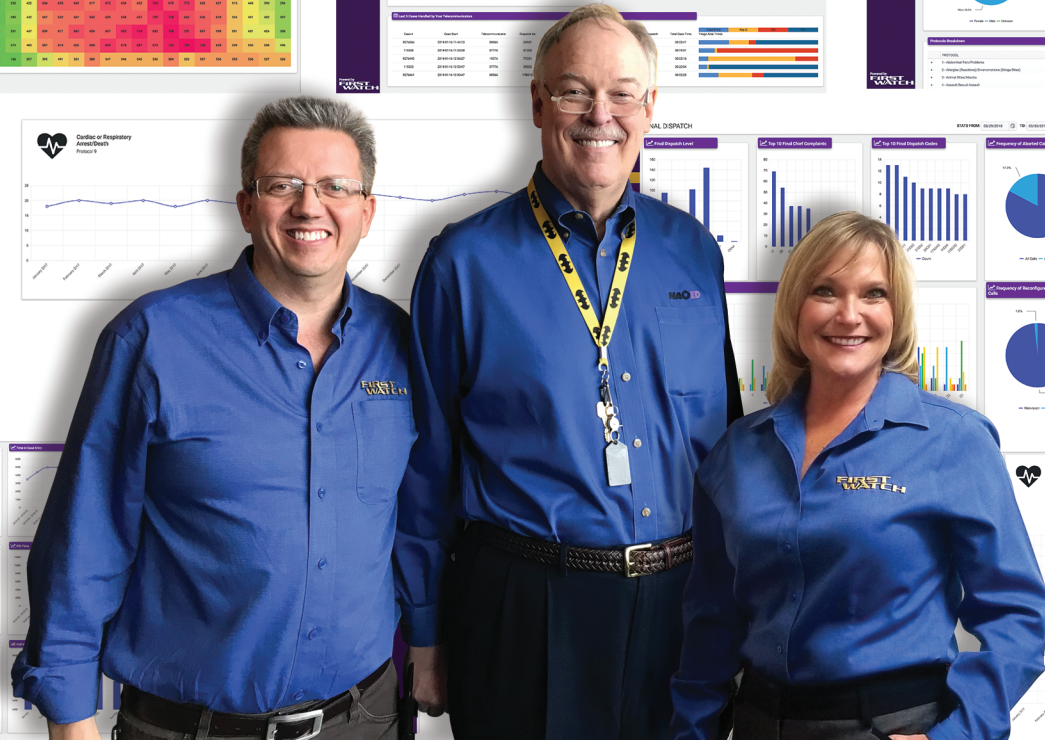
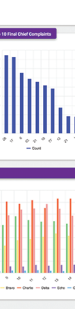
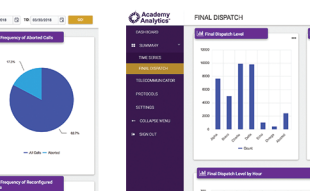
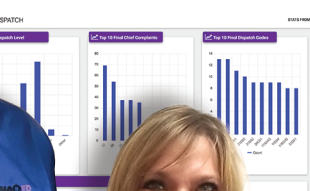
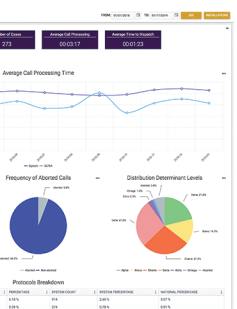
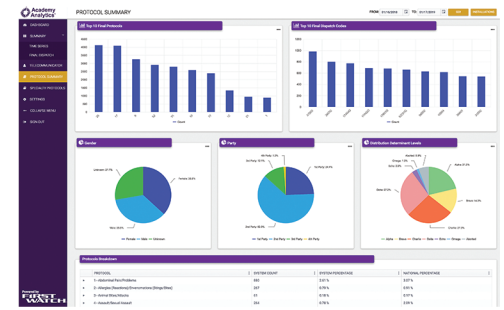
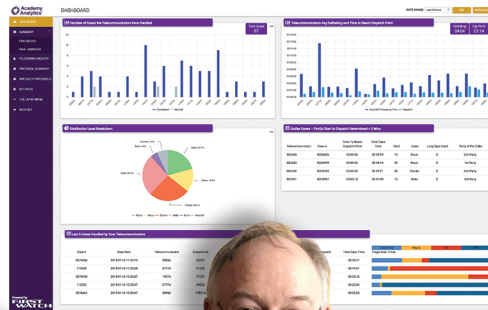
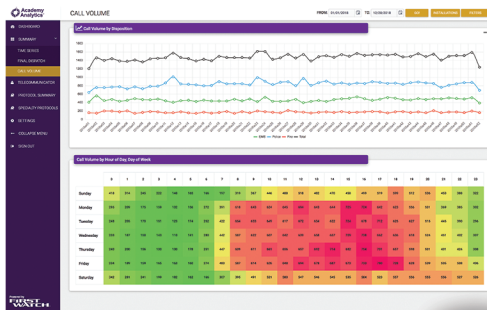
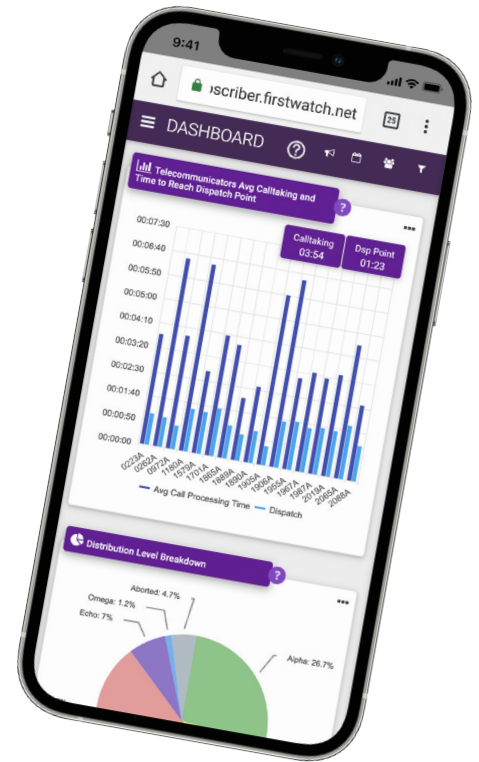
| Station | Unit  | 1      |        | 2    |        | 3     |        | 4     |       | 5     |        |
|---------|-------|--------|--------|------|--------|-------|--------|-------|-------|-------|--------|
|         |       | Resp   | %      | Resp | %      | Resp  | %      | Resp  | %     | Resp  | %      |
| 1       | B1    | 11     | 14.67% |      |        | 4     | 5.33%  | 7     | 9.33% | 3     | 4.00%  |
|         | E1    | 163    | 65.99% |      |        | 7     | 2.83%  | 16    | 6.48% | 1     | 0.40%  |
|         | E201  | 155    | 60.08% |      |        | 12    | 4.65%  | 13    | 5.04% | 2     | 0.78%  |
|         | R1    | 223    | 83.21% |      |        | 5     | 1.87%  | 3     | 1.12% | 1     | 0.37%  |
|         | R201  | 237    | 89.43% |      |        | 5     | 1.89%  | 7     | 2.84% |       |        |
|         | R301  | 215    | 85.32% |      |        | 3     | 1.19%  | 7     | 2.78% |       |        |
| T1      | 136   | 59.13% |        |      | 8      | 3.48% | 14     | 6.09% | 2     | 0.87% |        |
| 2       | B10   |        |        | 4    | 16.67% |       |        |       |       | 1     | 4.17%  |
|         | E2    |        |        | 163  | 83.16% |       |        |       |       |       |        |
|         | R2    |        |        | 166  | 78.30% |       |        |       |       |       |        |
| 3       | CBRN3 | 4      | 28.57% |      |        | 5     | 35.71% |       |       |       |        |
|         | E3    | 30     | 15.08% |      |        | 109   | 54.77% |       |       | 20    | 10.05% |
|         | R3    | 14     | 8.59%  |      |        | 93    | 57.06% |       |       | 18    | 11.04% |





## 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.



# FirstWatch Health Intelligence

## Get up-to-date alerts via email!

What's really happening with the flu this season, Ebola, and the opioid crisis? What do our EMS providers need to know about emerging or re-emerging diseases like COVID-19, Measles, Ebola, Valley Rift fevers, Lassa, or Marburg? Between news outlets competing for the most exciting headline and social media posts hoping for hundreds of likes, it's hard to know what really matters and what you really need to pay attention to in the world of disease outbreaks, public health crises, and public safety health and protection. FirstWatch's Health Intelligence page is the place you can go for up to date, reliable information about global emerging health issues. Sign up for free, and we will alert you via email when something new is posted.

Sign up today

[www.firstwatch.net/hi/sign-up](http://www.firstwatch.net/hi/sign-up)

or visit here: [www.firstwatch.net/hi](http://www.firstwatch.net/hi)

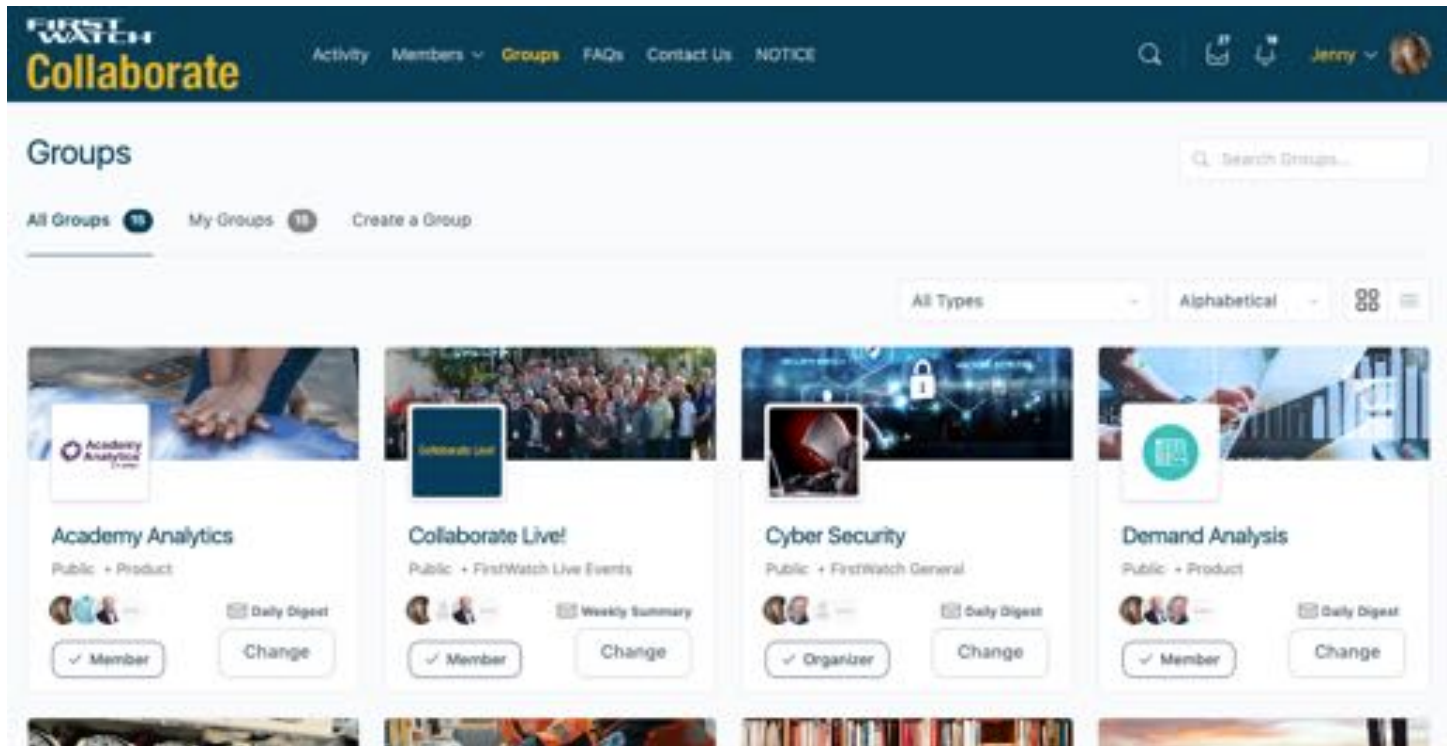
The screenshot displays the 'Health Intelligence' section of the FirstWatch website. At the top, there is a navigation bar with 'Home' and 'Health Intelligence'. The main heading is 'Health Intelligence', followed by a sub-heading 'Public Safety-Specific Information on Emerging Health Issues' and a note that the page was last updated on November 8, 2022. A prominent blue button on the right says 'Sign Up for HI Updates'. Below this, a quote states: "FirstWatch alerted our supervisors of a potential COVID-19 exposure BEFORE the paramedics arrived on scene." Click for full quote... The content is organized into three columns. The first column is titled 'SEASONAL INFLUENZA (FLU)' and includes links for 'Intro to Seasonal Influenza (Flu) for 2022-2023', 'Seasonal Influenza Resources for 2022 & 2023', 'Weekly U.S. Interactive ILL Activity Map', 'Updates for Seasonal Influenza (Flu) for 2022-2023', 'Intro to Seasonal Influenza (Flu) IRI for 2021-2022', 'Seasonal Flu - So NOT in the News in 2020-2021', 'Seasonal Flu in the Midst of COVID-19', and 'Interactive HHS State & Regional Map'. The second column is titled 'EBOLA' and includes links for 'EMIS- Ebola virus disease Sudan Strain emerges in Uganda', 'Ebola (Sudan strain) Outbreak in Uganda', 'Ebola in Guinea & the DRC Update', 'New Ebola Outbreak in the Democratic Republic of the Congo', and 'Ebola Cases in the Democratic Republic of the Congo (DRC)'. The third column is titled 'OVERDOSES / OPIOIDS' and includes links for 'FirstWatch Recommendations for Surveillance of EMS Data For Opioid Overdoses', 'Be Careful with Fentanyl! but Don't Be Afraid to Treat', 'PoliceOne article: "How biosurveillance turns opioids-related data into actionable intelligence"', 'Synthetic Opioids/Fentanyl and Fentanyl Analogs', and 'CDC Enhanced State Opioid Overdose Surveillance 2017-2018'. At the bottom, there are two more sections: 'COVID-19' and 'OUTBREAKS/EMERGING DISEASES/PANDEMICS'. The 'COVID-19' section includes a link for 'Interactive HHS State & Regional Map'. The 'OUTBREAKS/EMERGING DISEASES/PANDEMICS' section includes a link for 'CDC/Government Resources for Opioid Programs and Other Drug-Related Publications'. A final blue button at the bottom right says 'Book: Super-Charge Your Stress Management in the Age of COVID-19'.



# FirstWatch Collaborate

## Share, learn, and improve on our community site

With FirstWatch Collaborate it's easy to discuss ideas, share solutions, explore challenges, and more with FirstWatch customers from across the country. You'll be able to share files, ask questions, share your expertise and more.



Ever since our inception 25 years ago, FirstWatch customers have talked with each other, tackled shared problems together, and helped each other improve. Several times a week one of us will be talking with someone about an issue and say, “you should really check out what \_\_\_\_\_ is doing.” Here are a few recent examples:

- “You should talk with the folks at ProEMS about how they reduced deaths from opioid overdoses.”
- “Heath in Tulsa managed to add over 44 unit hours a day to his system for free by decreasing overall task times and building a culture of trust with their crews, we can connect you.”
- “If you’re hoping to improve your cardiac arrest resuscitation rate, Chief Grayson and the team from Rialto Fire have made dramatic improvement. I’ll introduce you by email.”

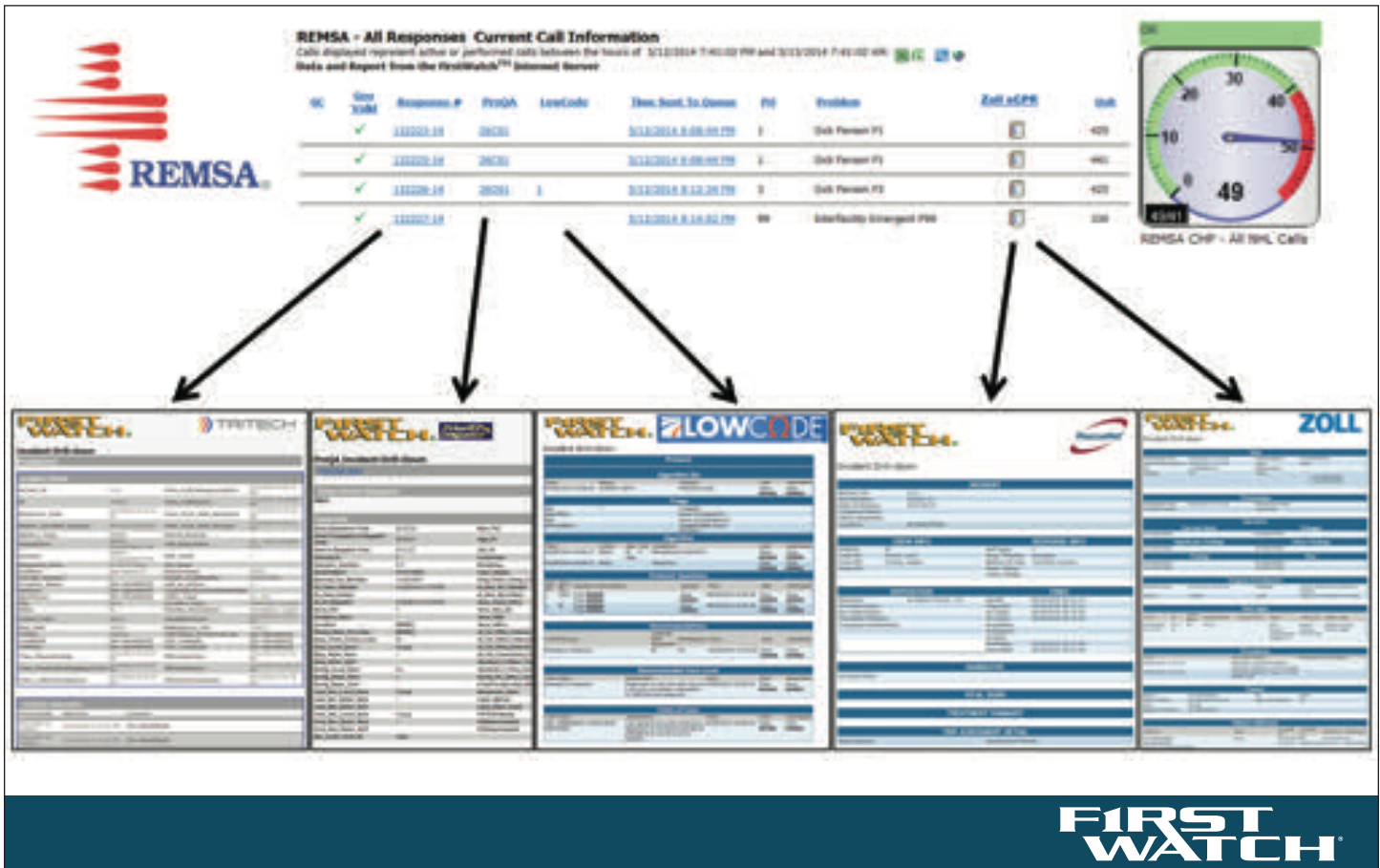
Would you like to learn how to add a user, make Excel Pivot tables sing, or build an effective quality improvement system? Check out the learning part of FirstWatch Collaborate! We’ve got a library of videos to help you use FirstWatch more effectively and learn leadership principles. We are continually adding new things!



Please direct questions, comments, or ideas on FirstWatch Collaborate to Mike Taigman, FirstWatch Improvement Guide; [mtaigman@firstwatch.net](mailto:mtaigman@firstwatch.net) or 510-593-5730



# 1 Patient Encounter = 5 Data Sources



## REMSA Community Health Early Intervention Team... *and the Role FirstWatch Plays*

The Regional Emergency Medical Services Authority of Reno, Nevada, a non-profit provider of ground and air ambulance services (and long-time FirstWatch customer), in partnership with Renown Medical Group, the University of Nevada-Reno School of Community Health Sciences, the Washoe County Health District, and the State of Nevada Office of Emergency Medical Services, received an award to create a Community Health Early Intervention Team (CHIT) to respond to lower acuity and chronic Disease situations in urban, suburban, and rural areas of Washoe County, Nevada.

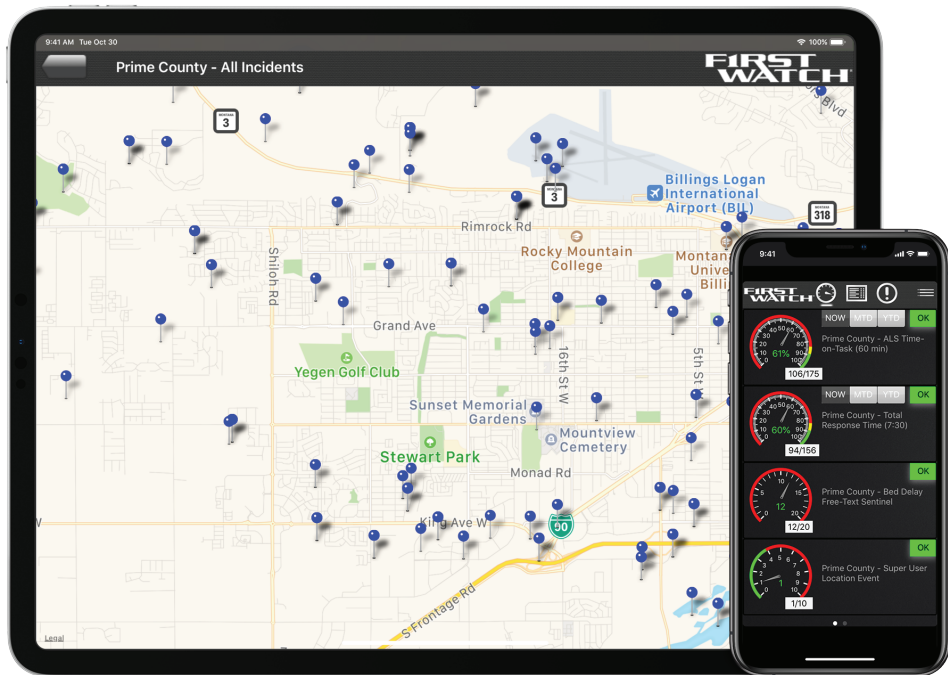
FirstWatch is monitoring REMSA's CAD, ProQA, two ePCR sources and Low Code data source to provide near real-time data and actionable information that can be used to reach the project's goals of reducing: number of non-emergency visits, unreimbursed emergency department costs, hospital admissions, hospital readmissions, hospital stay times, and ambulance transports.

# FirstWatch Mobile App for iOS and Android



## Real-Time Dashboards for:

- Situational Awareness
- Response Times and KPIs
- Clinical and Operational Performance
- Automated Alerting
- Regional Data Aggregation and Sharing
- Bioterrorism
- Pandemic/Public Health Surveillance



**DOWNLOAD the FirstWatch App for iPhone, iPad, Android Phone, and Tablet**



Apple Devices

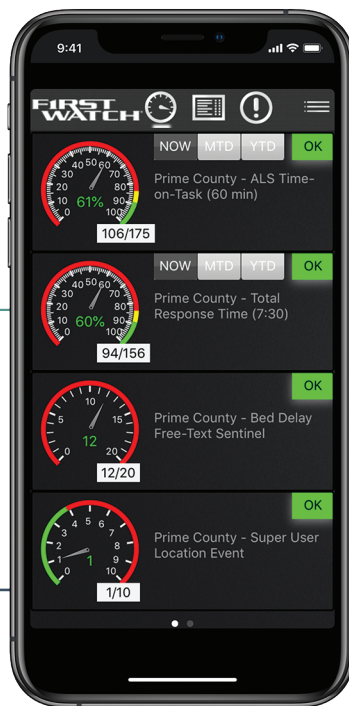


Android Devices

Trending and Performance Based Gauges



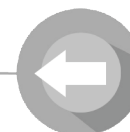
Ability to Drill-Down into the Details of each Trigger



Real-Time Alerts Right on your Phone



Trigger Status



Easily Swipe to View Additional Triggers

**Contact one of our  
team members today!**

To find out who is your regional  
manager, visit: [firstwatch.net/map](http://firstwatch.net/map)

**Sally Olson-Nelson - Regional Manager**



sallyo@firstwatch.net  
D: 760-658-9867  
C: 727-463-9968

**Phil Davis - Regional Manager**



pdavis@firstwatch.net  
D: 727-330-3411  
C: 727-432-2312

**Dave Amaya - Regional Manager**



damaya@firstwatch.net  
D: 760-658-9918  
C: 913-244-9445

**Terry Fitch - Director of Sales**



tfitch@firstwatch.net  
D: 760-658-9868  
C: 858-444-0622

**Marc Baker - Vice President & Partner**



mbaker@firstwatch.net  
D: 760-658-9848  
C: 619-977-4785

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760-943-9123

**FirstWatch.net**



**USING  
DATA<sup>TO</sup>  
IMPROVE<sup>OUR</sup>  
COMMUNITIES  
TOGETHER**

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WATCH<sup>®</sup>**

Helping the Helpers