

**FIRST
WATCH®**
Helping the Helpers

What does OCU stand for?

System Enhancement Modules



How would it help my organization?

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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Home > Compliance Reporting > 6 - Compliance and Penalty Combined

Date Range: Last Month Year: Select for Custom DateRange
 Month: Select for Custom DateRange
 Start Date: End Date: NULL NULL

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Period: Nov 2021 Report Status: FINAL

Compliance Reporting 2021/11/01 - 2021/11/30														Outlier Reporting 2021/11/01 - 2021/11/30	
Zone	Priority	On Time	Late	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Time Corrections Approved	Compliance Calculated Incidents	Compliance Calculated Late	Response Time Compliance	Excessively Late	Priority Upgrade
1	Emergent	702	56	758	2	756	56	0	0	9	756	47	93.78%	1	93
	Non-Emergent	845	19	864	10	854	19	1	1	6	853	12	98.59%	0	0
2	Emergent	56	3	59	0	59	3	0	0	0	59	3	94.92%	0	7
	Non-Emergent	37	1	38	0	38	1	0	0	1	38	0	100.00%	0	0
3	Emergent	9	0	9	0	9	0	0	0	0	9	0	100.00%	0	4
	Non-Emergent	11	0	11	0	11	0	0	0	0	11	0	100.00%	0	0
4	Emergent	13	0	13	0	13	0	0	0	0	13	0	100.00%	0	0
	Non-Emergent	8	1	9	1	8	1	0	0	1	8	0	100.00%	0	0
5	Emergent	3	0	3	1	2	0	0	0	0	2	0	100.00%	0	0
	Non-Emergent	3	0	3	1	2	0	0	0	0	2	0	100.00%	0	0
				1767		1752		1	1		1751	62		1	104

Compliance and penalty combined report



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](https://www.FirstWatch.net)

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