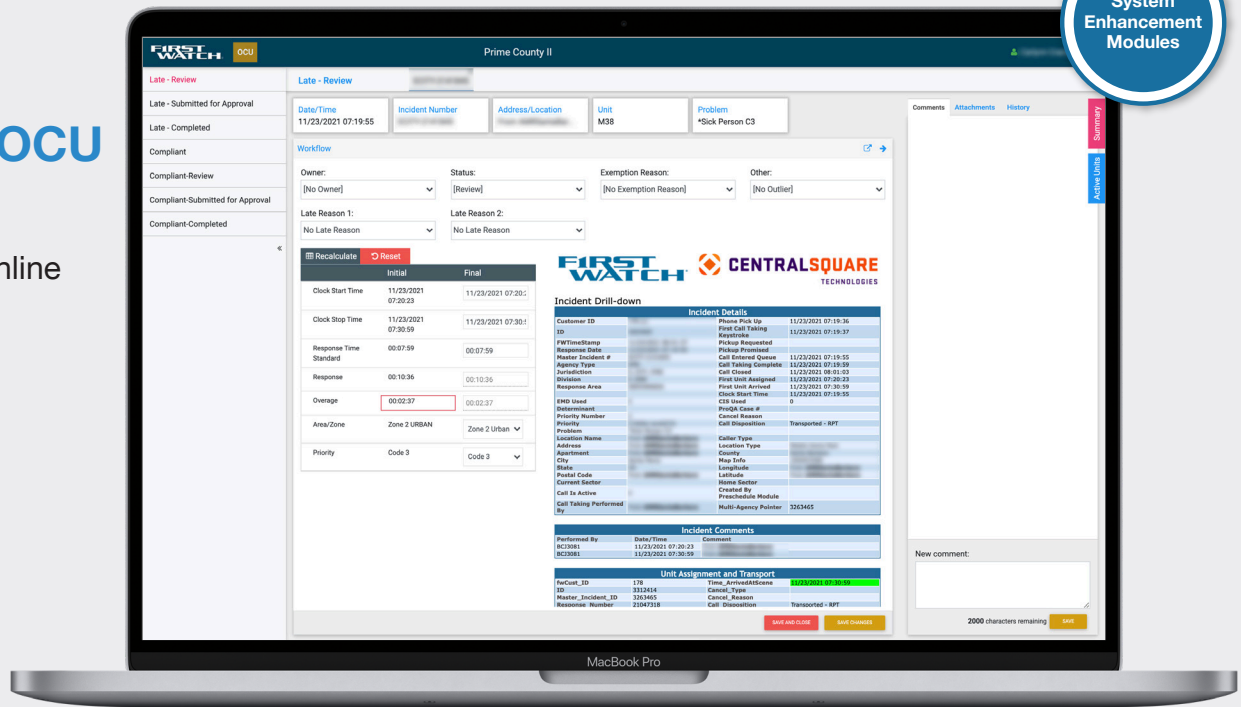


# Simplify and manage contractual compliance

## OCU

### What does OCU stand for?

OCU stands for Online Compliance Utility



### What is OCU?

The Online Compliance utility (OCU) is a real-time web-enabled tool for use by Providers and Authorities to simplify and manage contractual compliance. The web-based FirstWatch tool provides interactive queues with consistent look and feel for both the provider and authority, which allows for an on-line review of late runs based on business rules. OCU is capable of capturing late response analysis, evaluating complex business logic, supporting documentation attachments, and auto-generated reporting output.

### How would it help my organization?

Accurate and timely response time compliance data is imperative to running an efficient EMS system. Having near real-time access to process adjudications and visualize current compliance allows for resource deployment adjustments to be made to meet compliance

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 through 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.

Home > 6 - Compliance and Penalty Combined

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

1 of 1 | 100% | Find | Next

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

Prime County II

Late - Review

Custom Date Range From: 11/22/2021 To: 11/23/2021 GO!

Current All Queues Search... SEARCH

Owner	Date/Time	Incident #	Address/Location	Contract Area	Zone	Final Resp Code	STD	Overage	Status	Exemption
	11/23/2021 22:11:45	ECITY-2141947		URBAN	Zone 2 URBAN	Code 3	00:07:59	00:00:48	Review	Declared Stat y or Disaster
	11/23/2021 22:46:58	ECITY-2141949		URBAN	Zone 4 URBAN	Code 3	00:07:59	00:01:31	Review	
	11/22/2021 03:05:32	AMRS-2141706		URBAN	Zone 7 URBAN	Code 3	00:07:59	00:03:39	Review	
	11/22/2021 04:55:35	AMRS-2141708		URBAN	Zone 7 URBAN	Code 3	00:07:59	00:00:50	Review	
	11/22/2021 11:31:36	AMRS-2141739		URBAN	Zone 7 URBAN	Code 3	00:07:59	00:16:27	Review	
	11/22/2021 12:52:25	ECITY-2141746		URBAN	Zone 2 URBAN	Code 3	00:07:59	00:03:53	Review	
	11/22/2021 13:47:14	AMRS-2141760		URBAN	Zone 5 URBAN	Code 3	00:07:59	00:19:00	NATS	
	11/22/2021 13:52:17	MTOP-2141762		URBAN	Zone 6 URBAN	Code 3	00:09:59	00:00:14	Review	
	11/22/2021 17:10:51	AMRS-2141792		URBAN	Zone 2 URBAN	Code 3	00:07:59	00:02:12	Review	
	11/22/2021 19:45:55	ASDLV-2141810		SEMI-RURAL	Zone 3 SEMI-RURAL	Level 2	00:30:00	00:14:34	Review	
	11/22/2021 20:51:06	AMRS-2141815		URBAN	Zone 5 URBAN	Code 3	00:07:59	00:01:47	Review	
	11/23/2021 07:19:55	ECITY-2141845		URBAN	Zone 2 URBAN	Code 3	00:07:59	00:02:37	Review	
	11/23/2021 09:37:48	AMRS-2141853		URBAN	Zone 5 URBAN	Code 3	00:07:59	00:00:17	Review	
	11/23/2021 14:14:31	AMRS-2141890		URBAN	Zone 7 URBAN	Code 2	00:14:59	00:03:26	Review	
	11/23/2021 15:09:53	AMRS-2141900		URBAN	Zone 5 URBAN	Code 2	00:14:59	00:00:54	Review	
	11/23/2021 16:36:32	ECITY-2141912		URBAN	Zone 2 URBAN	Code 3	00:07:59	00:02:32	Review	
	11/23/2021 16:49:37	ECITY-2141914		URBAN	Zone 2 URBAN	Code 3	00:07:59	00:07:39	NATS	
	11/23/2021 18:28:35	AMRS-2141931		URBAN	Zone 7 URBAN	Code 3	00:07:59	00:00:35	Review	

18 items in 1 page Showing 25 items per page EXPORT TO EXCEL

Late review

## Do you have a standard template that you can just copy over and setup for me?

The OCU data and rules applied are always custom to the CAD/AVL data source and response time contract. The OCU module where the provider and authority adjudicate the calls has a default workflow that has been designed from years of experience and needs from previous OCU users. This workflow is then adjusted based on roles and needs of the specific agencies. The OCU reports have a standard style but the compliance and penalty rules are specific to the needs of the response time contract.

### OCU Standard Reports Include:

1. OCU Calls in Progress
2. OCU Incident Details
3. Exemption Reasons
4. Late Reasons
5. Response and Transport Summary
6. Compliance and Penalty Combined
7. Reconciliation Report
8. Mutual Aid

## How is it implemented?

Once purchased the OCU team will meet with the provider and authority to discuss rules and objectives for the modules' implementation based on the response time compliance contract. The CAD data points that are needed for those contract requirements are identified and mapped to the contract language. Interaction with the Provider and Authority is essential in developing an OCU that correctly interprets the contract and meets the workflow needs of the agencies. The OCU module is built and customized based on functional user groups within each organization and their role in the review/authorization process. Training is conducted and recorded with the agencies. The OCU has a standard set of 8 reports and the customized contractual requirement rules are implemented into the reports. OCU updates are done in an iterative collaboration as contract requirements or CAD data changes happen that necessitate OCU updates throughout the life of the contract.



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

# FIRST WATCH Core System Features

Dashboards



Mobile App



Triggers



ESRI Maps



Alerts



Interactive Data Visualization (IDV)



# System Enhancement Modules

FirstPass®  
(Over 22 Million  
Records Processed)



Fire Operations  
Analytics/Accreditation  
Module (FOAM)



Risk Identification  
for Emergency  
Services (RIDES)



Online Compliance  
Utility (OCU)



Performance  
Plus



Demand Analysis



Custom Reports



Transfer  
of Care  
(TOC)



Hospital  
Status  
Dashboard



Academy  
Analytics™



Stand  
Alone  
Products

Resource  
Planner™



ASK US ABOUT

Our NEW  
AI Capability

## 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