



**FIRST
PASS**

FirstWatch customer Chuck Walker, Clinical Services Coordinator for Sunstar Paramedics, uses FirstPass to enhance their QI process

Many of our FirstPass Customer Partners:

Advanced Medical Transport, IL | Alachua CO Fire Rescue, FL | Alameda County EMS - LEMSA Regional Host, CA | Alameda County EMS - Alameda County Fire, CA | Alameda County EMS - Albany Fire, CA | Alameda County EMS - City of Alameda Fire, CA | Alameda County EMS - Berkeley Fire, CA | Alameda County EMS - Fremont Fire, CA | Alameda County EMS - Hayward Fire, CA | Alameda County EMS - Livermore Pleasanton Fire, CA | Alameda County EMS - Oakland Fire, CA | Alameda County EMS - Piedmont Fire, CA | Allina Health EMS, MN | American Ambulance Visalia, CA | AMR Blount County, TN | AMR CSA 17, CA | AMR Imperial County, CA | AMR Portland, OR | AMR San Bernardino, CA | AMR San Diego, CA | AMR Santa Barbara, CA | AMR Santa Clara, CA | AMR Santa Cruz, CA | AMR Ventura, CA | Anchorage Fire, AK | Austin - Travis County EMS, TX | Baltimore City Fire Department, MD | Bay Medic Ambulance, CA, CA | Bell Ambulance, WI | Brewster Ambulance Service, MA | Broken Arrow Fire, OK | Brunswick County, NC | Calvert County EMS, MD | Cetronia Ambulance Corps, PA | Charles County EMS, MD | CHRISTUS EMS, TX | City of Baton Rouge/Parish of East Baton Rouge EMS, LA | Citywide Mobile Response, NY | Clackamas County Fire - Regional System, OR | Clackamas County Fire - Canby Fire Dist, OR | Clackamas County Fire - Clackamas Fire Dist 1, OR | Clackamas County Fire - Colton Rural Fire Prot Dist 70, OR | Clackamas County Fire - Gladstone Fire Dept., OR | Clackamas County Fire - Hoodland Fire Dist 74, OR | Clackamas County Fire - Lake Oswego Fire Dept., OR | Clackamas County Fire - Molalla Fire Dist., OR | Clallam County Fire District 3, WA | Collier County EMS, FL | Community Ambulance, NV | Community Ambulance (Henderson NV), NV | Community Ambulance, MidGA, GA | CONFIRE JPA (San Bernardino), CA | Contra Costa BLS Transport, CA | Contra Costa County EMS (Regional Host), CA | Cox Health, MO | Cy-Fair, TX | DC Fire and EMS, DC, DC | Durham County EMS, NC | Eagle Ambulance, CA | Eastern PA EMS Council - Regional Host, PA | El Dorado County EMS, CA | Empress Emergency Medical Service, NY | EMSA, OK | Falck Alameda County, CA | Falck Northwest, OR | Falck Rocky Mountain, CO | Falck San Diego, CA | Falcon Ambulance, CA | Fire Department New York, NY | Gaston County EMS, NC | Gold Cross Ambulance, WI | Guilford County EMS, NC | Hackensack UMC EMS, NJ | Hall Ambulance Service, CA | Hall Ambulance - Kern County EMS, CA | Hamilton Paramedic Service, ON - Canada | Harris County Emergency Corp., TX | Harris County ESD No 11, TX | Huntsville Emergency Medical Services Inc. (HEMSI), AL | Mercy Flights (Regional Host), OR | Mercy Flights - Jackson County Fire Dist. 3, OR | Mercy Flights - Medford Fire Department, OR | Jamaica/Flushing Hospital, NY, NY | Jersey City EMS, NJ | JFK EMS, NJ | Johnson County, KS | Kanawha County Ambulance, WV | Kirkland Fire Department, WA | Lake EMS, FL | Las Vegas Fire Rescue, NV | Lassen County EMS, CA | Leon County EMS, FL | Life EMS MT, MI | LifeLine EMS, CA | LifeNet EMS, TX | Loudoun County FD, VA | MAAS, GA | Maimonides Medical Center, NY | Manatee County, FL | Mayo Clinic Medical Transport, MN | McCormick/AMR Ambulance, CA | Medical Center EMS Bowling Green, KY | MedStar, TX | Menlo Park Fire Department, CA | Mercy Medical Transportation, CA | Middlesex London, ON - Canada | Milwaukee Fire Department, WI | MONOC, NJ, NJ | Montgomery County FRS, MD | Mount Sinai Health System, NY | Mountain Valley EMS - LEMSA, CA | Mountain Valley EMS - Mercy Ambulance, Mariposa, CA | Mountain Valley EMS - American Legion Ambulance, CA | Mountain Valley EMS - Ebbetts Pass Fire, CA | Napa County EMS, CA | New Castle County EMS, DE | New Hanover EMS, NC | Niagara EMS, Canada | NorCal Ambulance, CA | North Collier Fire & Rescue, FL | North Shore Fire Rescue, WI | Northwell Health (MT), NJ | Northwell SkyHealth, NJ | NYC 911 - Lenox Hill, NY | NYC 911 Queens & Manhattan, NY | NYC 911 Staten Island, NY | NYU Langone Health, NY | Onslow County EMS, NC | Ontario Fire Dept., CA | Orange County Fire & EMS (VA), VA | Pasco County Fire Rescue, FL | PatientCare EMS (Sioux Falls), SD | Pinellas County Fire/EMS - Regional Host, FL | Portage Public Safety Fire Division, MI | Prince George's County Elite, MD | Prince George's County Fire/EMS, MD | Prince William County, VA | ProEMS, MA | Reedy Creek Improvement District, FL | Region of Waterloo EMS, CAN, Canada | Regions EMS, MN | Richmond University Medical Center, NY | Riggs Ambulance, CA | Riverside County EMS - LEMSA, CA | Robert Wood Johnson, NJ | Royal Ambulance, CA, CA | Robert Wood Johnson - Barnabas, NJ | San Diego Fire-Rescue, CA | San Marcos Hays County EMS, TX | San Mateo County EMS (New), CA | Santa Barbara County EMS, CA | St. Charles County Ambulance District, MO | Sedgwick County EMS, KS | SeniorCare Emergency Medical Services, NY | South King County Washington Training Consortium, WA | SNOPAC (Snohomish Regional Fire and Rescue), WA | Solano County EMS - Medic Amb, CA | AMR Sonoma County - REDCOM, CA | Spokane Fire Dept., WA | Stanislaus County EMS - AMR, CA | Stanislaus County EMS - LEMSA, CA | Stanislaus County EMS - Modesto Fire, CA | Stanislaus County EMS - Oak Valley, CA | Stanislaus County EMS - Pro-Transport, CA | Stanislaus County EMS - Stanislaus Fire, CA | Stanislaus County EMS - Patterson Fire, CA | Stanislaus County EMS - West Side Ambulance, CA | Stockton Fire Dept., CA | Sumter County Fire & EMS, FL | Three Rivers Ambulance, IN | Trinity EMS, MA | Tucson Fire Department, AZ | UC Health EMS, CO | UHEMS (Formerly UMDMJ), NJ | UMC-Lubbock, TX | Vancouver Fire Dept./AMR, WA | Washington Township Fire, OH | Western Berks Ambulance, PA | Westmed Ambulance, CA | Williamson County Communications Center TX, TX | Williamson County EMS (Clinical Protocols), TX | Winnipeg Fire Paramedics, Canada | Wyckoff Hospital EMS, NY | Yolo County EMS, CA

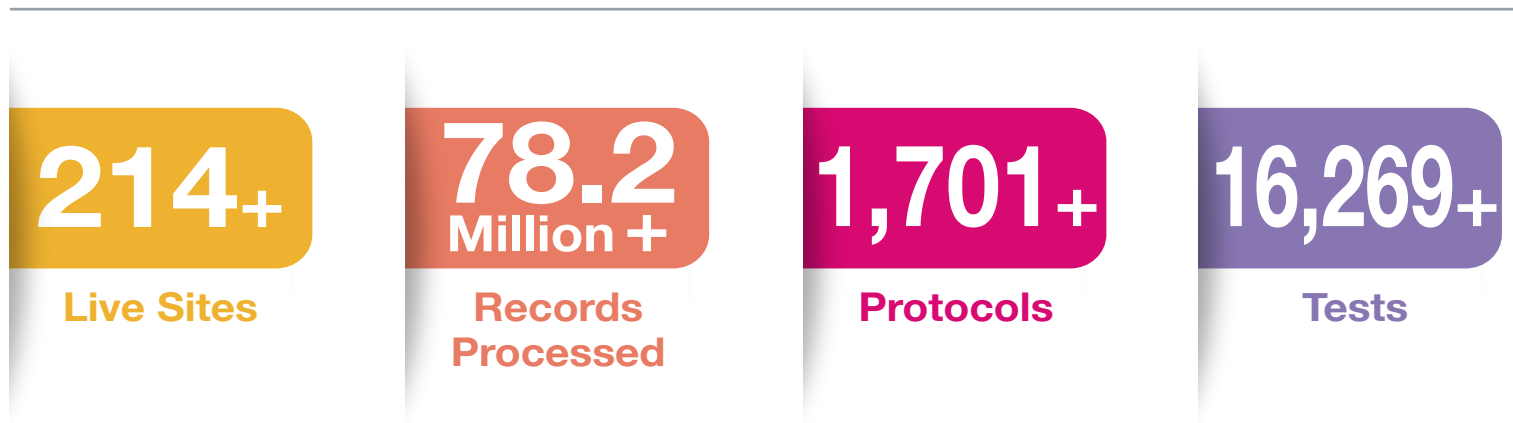
LET US SHOW YOU HOW FIRSTPASS CAN HELP.

**FIRST
WATCH**

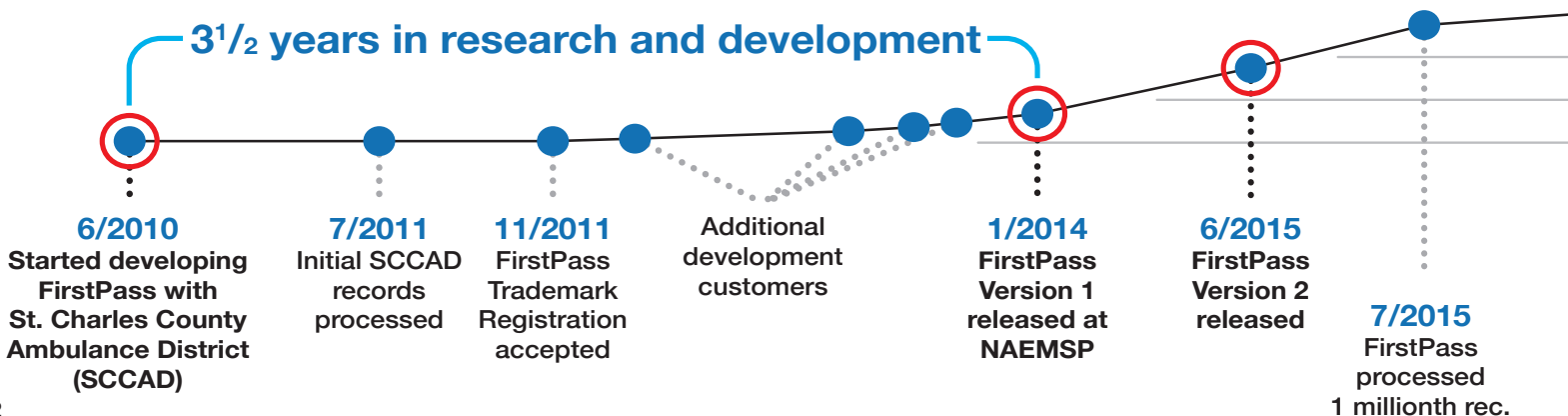
You have the data. Now what you need is a way to understand what it means quickly and confidently.

KEY BENEFITS

- *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



FirstPass[®] by the Numbers



“By using FirstPass, our team has saved a minimum of 20 hours a week by reviewing only those charts flagged as needing to be reviewed. FirstPass has created significant efficiencies for us with a long term annual savings of a half FTE.”

~ FirstPass User, Tony Sorensen, Life EMS

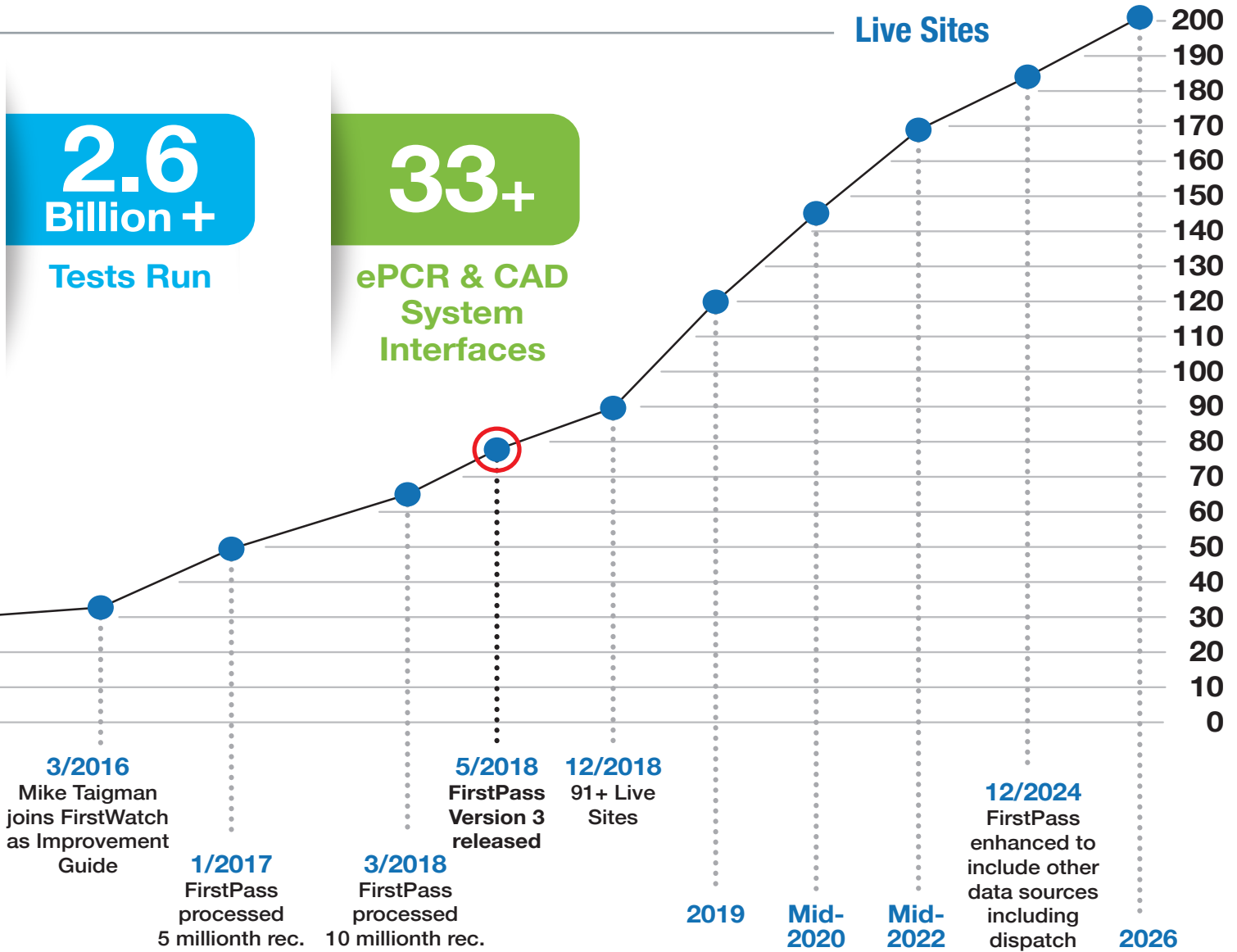


Life EMS Quality Team Member Reviewing Flagged Calls in real-time for follow-up with crews



HEMSI Medics

“We use our FirstPass billing protocol everyday. We love it because it saves us both time and money. Without FirstPass, we would definitely need to hire an additional full time employee just to keep up with reviewing more than 50,000 ePCR records per year. I don't know what we would do without FirstPass!” —FirstPass User, Jon Howell, HEMSI



2.6
Billion +

Tests Run

33+

ePCR & CAD
System
Interfaces

Live Sites

200
190
180
170
160
150
140
130
120
110
100
90
80
70
60
50
40
30
20
10
0

3/2016
Mike Taigman
joins FirstWatch
as Improvement
Guide

1/2017
FirstPass
processed
5 millionth rec.

3/2018
FirstPass
processed
10 millionth rec.

5/2018
FirstPass
Version 3
released

12/2018
91+ Live
Sites

2019

Mid-
2020

Mid-
2022

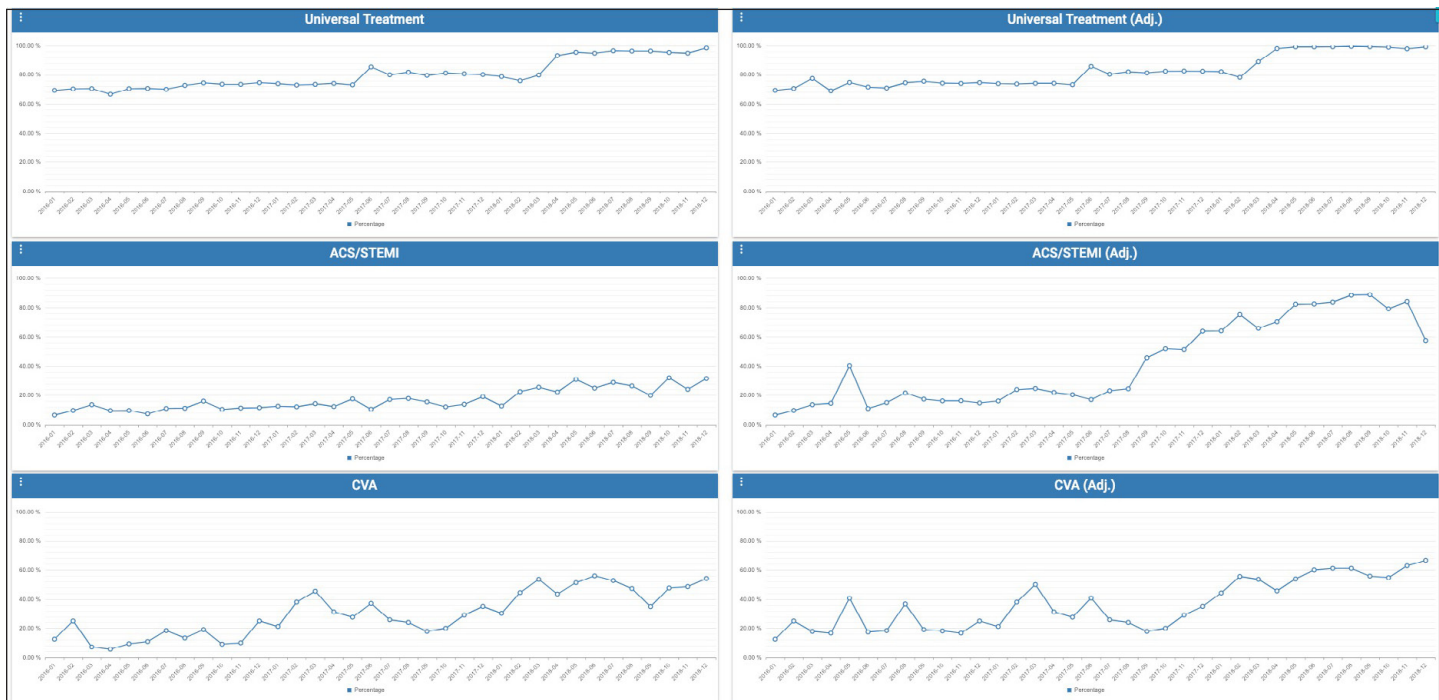
12/2024
FirstPass
enhanced to
include other
data sources
including
dispatch

2026

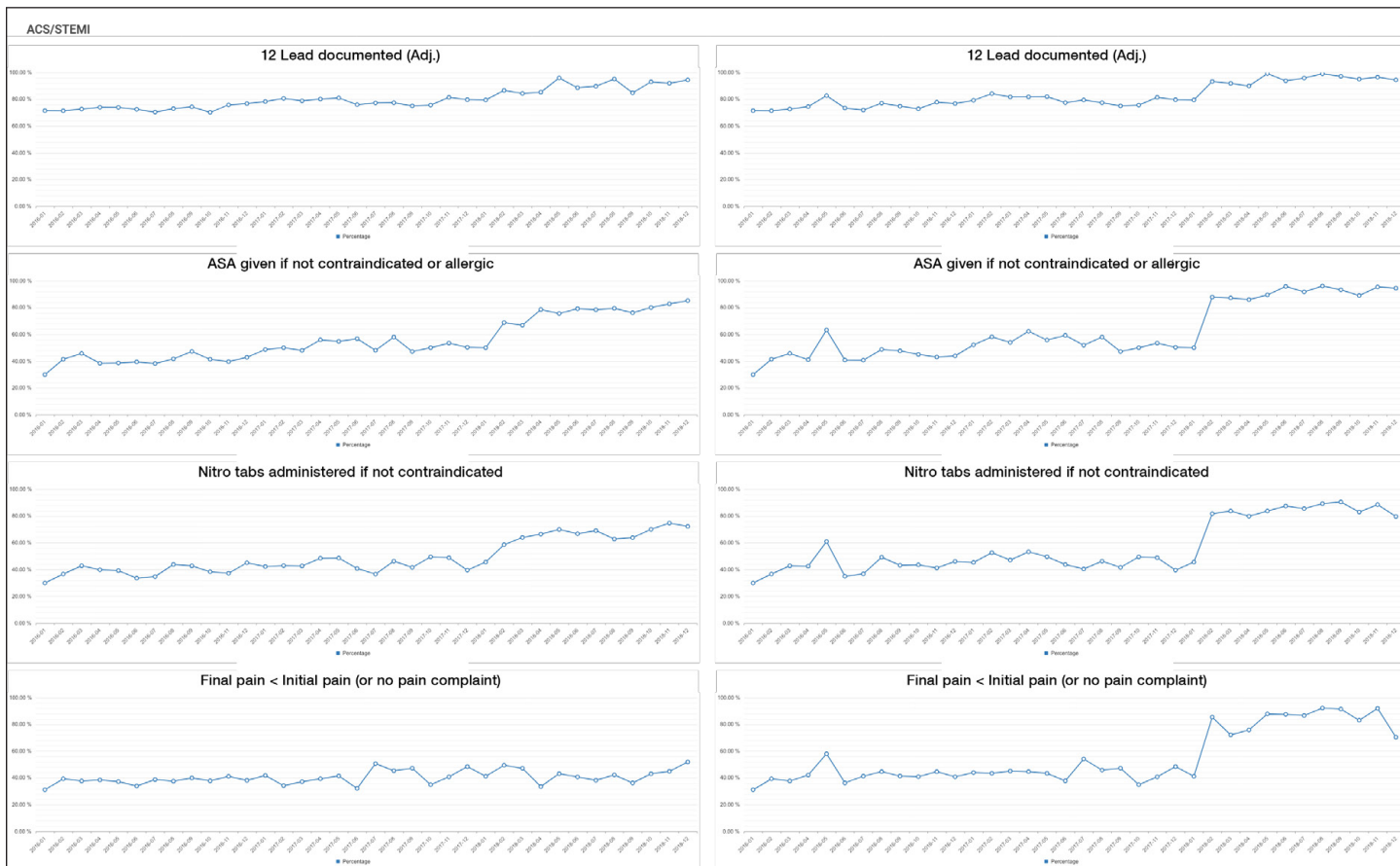
FirstPass Interface



The FirstPass Dashboard has run charts or control charts that display your system's performance to your protocols over time. This makes it easy to see if the training, protocol change, or other improvement you've implemented resulted in actual improvement. These charts make it easy for your team to know where to focus your quality improvement efforts.



Drill down into charts for a view of individual test performance.



FirstPass Interface



FirstPass makes it easy to see how an individual provider's performance compares to their previous performance and the system overall for each individual test.

The screenshot displays the FirstPass interface with a table of test results and a detailed compliance chart for Airway Protocols.

Protocol	Test	Pass/Flag	Adj.Pass/Flag	Provider %	System %	Test Exception
Cardiac Arrest	ETCO2 documented	✓	✓	100.00%(6)	96.43%(56)	[None]
Cardiac Arrest	Fluids Admin (NS/LR)	✓	✓	100.00%(6)	60.71%(56)	[None]
Cardiac Arrest	Monitor Strips Attached	✓	✓	100.00%(6)	100.00%(56)	[None]
Cardiac Arrest	VFib/VTach: Defibrillation done					
Cardiac Arrest	Antiarrhythmic w/ multiple defib					
Cardiac Arrest	Video Attachment (Track/Trend)					
Cardiac Arrest	ROSC: BGL Documented					

The detailed chart for 'Raw Airway Protocol Compliance' and 'Adjusted Airway Protocol Compliance' shows performance across various agencies. The summary table below the charts provides the following data:

TestDescription	Raw Test Pass Rate	Adj. Test Pass Rate
Airway re-confirmed	62.83%	68.11%
Ventilation assistance provided	78.96%	81.77%
Multiple ETCO2 values	95.98%	96.34%
Single airway type used	92.93%	98.58%
Confirmation of placement with ETCO2	95.62%	97.18%
Total	85.26%	88.00%

Summary Rates:
 Raw Protocol Pass Rate: 46.58%
 Adj Protocol Pass Rate: 59.47%
 Test Exception Rate: 15.79%
 Protocol Exception Rate: 19.44%

The FirstPass gives you the ability to send direct feedback to crew members regarding a specific call.

Feedback to Crew EXIT

* TO:

From reviewer:

Incident #:

Response Date:

* Subject:

159 characters remaining

* Reviewer Comment:

This looks like a complex patient. Noticed that aspirin was not documented and there's nothing that says that the patient was allergic or took it prior to arrival. Looking over your last 100 chest pain cases it seems like we are missing this about 24% of the time. I'd like to talk with you about how to close the gap.

FirstPass Standard Reports

Provider Protocol Compliance

Display compliance of protocols and compare them against the system for the same time frame selected. Individual tests can be selected to view the incidents used for compliance reporting.

12 of 36 Find | Next

Provider Protocol Compliance

Date Range: 7/17/2017 to 7/23/2017

Completed By	Avg Adj Percent	Test	Total Incidents	Test %	System Test %	RAW Protocol %	Adjusted Protocol %
Provider	1	Universal	1	100.00%	90.04%	100.00%	100.00%
Provider	1	Cardiac Arrhythmias	2	91.67%	97.22%	0.00%	50.00%
		Pain Management	5	98.00%	94.30%	80.00%	80.00%
		Universal	8	87.50%	90.04%	25.00%	25.00%
Provider	1	Universal	4	95.83%	90.04%	75.00%	75.00%
Provider	1	Universal	2	100.00%	90.04%	100.00%	100.00%
Provider	1	Pain Management	1	100.00%	94.30%	100.00%	100.00%
		Universal	4	91.67%	90.04%	75.00%	75.00%
Provider	1	Pain Management	1	100.00%	94.30%	100.00%	100.00%
		Universal	3	100.00%	90.04%	100.00%	100.00%
Provider	1	ACS	1	66.67%	67.93%	0.00%	0.00%
		Cardiac Arrhythmias	5	96.67%	97.22%	60.00%	100.00%
		Pain Management	3	100.00%	94.30%	100.00%	100.00%
		Universal	10	96.67%	90.04%	80.00%	80.00%

Completed By	Avg Adj Percent	Test	Total Incidents	Test %	System Test %	RAW Protocol %	Adjusted Protocol %
Provider	1	Universal	1	100.00%	90.04%	100.00%	100.00%
Provider	1	Cardiac Arrhythmias	2	91.67%	97.22%	0.00%	50.00%
		Pain Management	5	98.00%	94.30%	80.00%	80.00%
		Universal	8	87.50%	90.04%	25.00%	25.00%
Provider	1	Universal	4	95.83%	90.04%	75.00%	75.00%
		Two sets of vital signs > four minutes apart		100.00%	83.06%		
		If ALS SpO2 measured and if <95% O2 administered		100.00%	97.50%		
		AVPU or GCS documented		100.00%	94.71%		
		At least one Pain Scale if patient alert		100.00%	96.41%		
		Impression documented		100.00%	91.69%		
		Medical History, Medications, and Allergies documented		75.00%	76.88%		

Expand Provider Name to view compliance to individual test within each protocol

FirstPass Standard Reports

Summary of Tests by Protocol

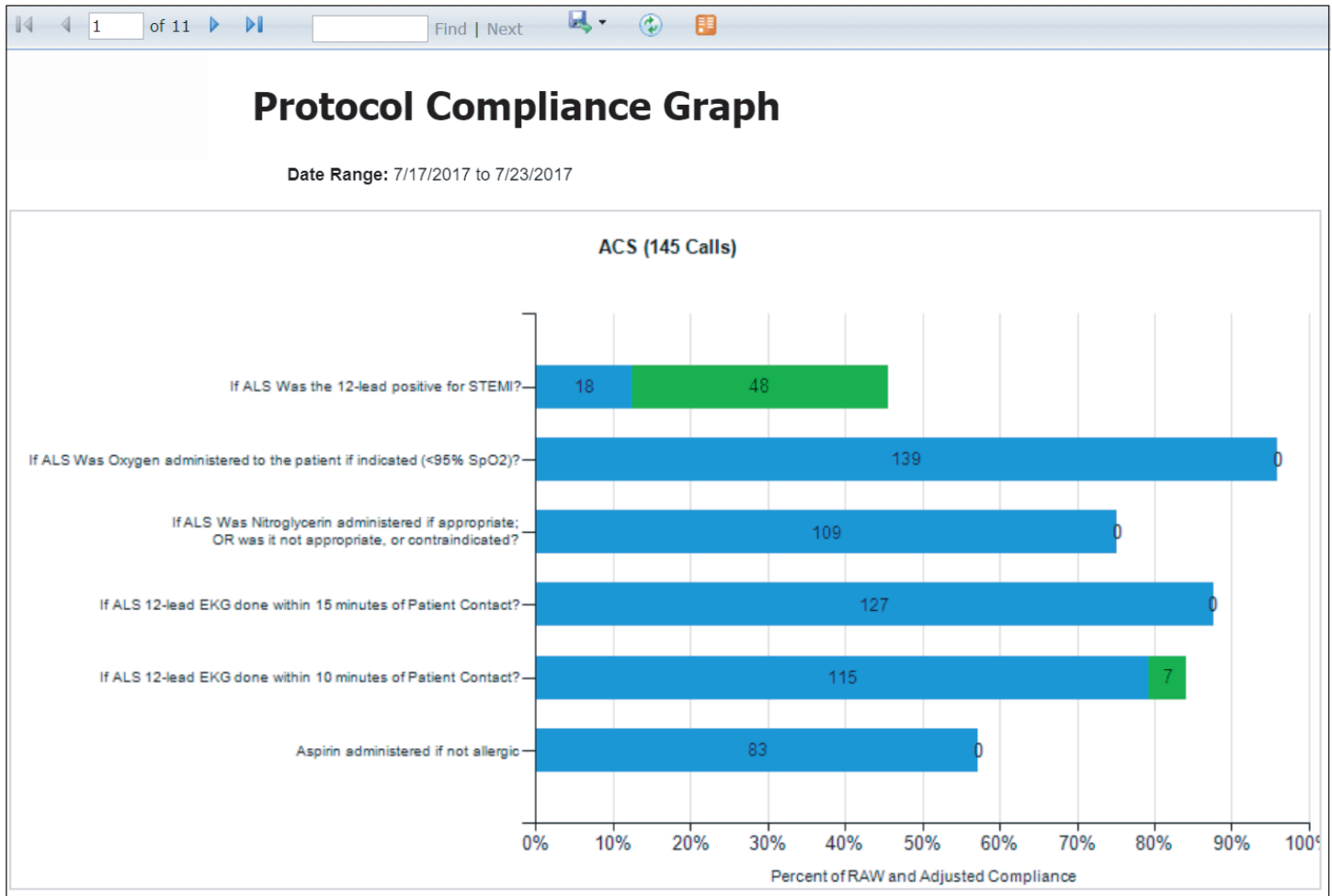
This displays the system protocol compliance. When the protocol is expanded, the individual protocol test information and compliance is displayed. When expanded, this displays the protocol and the associated tests with their system-wide compliance.

Summary of Tests by Protocol						
Date Range: 7/17/2017 to 7/23/2017						
Protocol	Test	Total	Yes	%	No	%
<input checked="" type="checkbox"/> ACS		145	98.50	67.93%	46.50	32.07%
<input checked="" type="checkbox"/> AMS		133	124.67	93.73%	8.33	6.27%
<input checked="" type="checkbox"/> Behavioral		114	99.00	86.84%	15.00	13.16%
<input type="checkbox"/> Cardiac Arrest		17	11.88	69.85%	5.13	30.15%
	Was CPR performed if HR absent or <30?		14	82.35%	3	17.65%
	If ALS, was IV/IO access established within two attempts		17	100.00%	0	0.00%
	If ALS Was an Advanced Airway established within two attempts?		9	52.94%	8	47.06%
	If ALS If Advanced airway placed, was ETCO2 documented to confirm placement?		17	100.00%	0	0.00%
	If patient transported, did ROSC occur?		7	41.18%	10	58.82%
	If ALS If patient transported with Advanced Airway, was ETCO2 measured after patient was in the ambulance?		15	88.24%	2	11.76%
	If ALS If patient transported with an advanced airway, was ETCO2 measured upon arrival at the hospital?		14	82.35%	3	17.65%
	If patient transported, did they have pulses upon arrival at the ED?		2	11.76%	15	88.24%
<input checked="" type="checkbox"/> Cardiac Arrhythmias		180	175.00	97.22%	5.00	2.78%
<input checked="" type="checkbox"/> Pain Management		632	596.00	94.30%	36.00	5.70%
<input checked="" type="checkbox"/> Respiratory Emergencies		125	117.40	93.92%	7.60	6.08%
<input checked="" type="checkbox"/> STEMI		4	3.33	83.33%	0.67	16.67%
<input checked="" type="checkbox"/> Stroke/CVA		16	14.67	91.67%	1.33	8.33%
<input checked="" type="checkbox"/> Trauma		31	26.80	86.45%	4.20	13.55%
<input checked="" type="checkbox"/> Universal		2119	1,908.00	90.04%	211.00	9.96%

FirstPass Standard Reports

Protocol Compliance Graph

This is a graphical representation of the tests for each protocol. The bar graph can be clicked to provide a detailed summary of all incidents that failed a particular test within a protocol. Drill through the graph to display incident information for each incident that failed within a protocol.



Drill-down:

Number of Incidents: 127			Protocol: ACS		Test: If ALS Was the 12-lead positive for STEMI?				
Incident Number	Run ID	RAW Test Result	Inc Date	Status	Problem	Unit	Chief Complaint	Crew 1	Crew 2
074491	43817518	FAIL	7/17/2017 4:18:32 AM	Under PI review	06D1 Breathing Problems	4M03	Syncope/Fainting		
074502	43818402	FAIL	7/17/2017 6:30:44 AM	Under PI review	32B3 Unknown Problems	4M07	Syncope/Fainting		
1202	43820381	FAIL	7/17/2017 9:11:00 AM	Under PI review	UNC - Unconscious Patient	11Y2			
1251	43820188	FAIL	7/17/2017 9:22:00 AM	Under PI review	CARD - Cardiac Condition	11X2	Syncope/Fainting		
1730	43821537	FAIL	7/17/2017 11:13:39 AM	Complete - Passed	DIFF BREATHING WITH CHEST PAIN	46Y2	Chest Pain		

FirstPass Standard Reports

Protocol Summary Report

Provides a count of incidents and displays the raw pass and count percentage as well as the adjusted pass count and percentage of incidents in FirstPass. Adjusted refers to incidents that were reviewed and found to have passed due to predetermined exception criteria.

Protocol	Total Incidents	RAW Pass Count	Adj Pass Count	RAW Protocol Compliance	Adj Protocol Compliance
ACS	145	57	57	39.31%	39.31%
AMS	132	77	91	58.33%	68.94%
Behavioral	113	62	62	54.87%	54.87%
Cardiac Arrest	14	0	0	0.00%	0.00%
Cardiac Arrhythmias	178	137	168	76.97%	94.38%
Pain Management	612	402	404	65.69%	66.01%
Respiratory Emergencies	124	75	110	60.48%	88.71%
STEMI	4	1	1	25.00%	25.00%
Stroke/CVA	16	11	13	68.75%	81.25%
Trauma	31	9	19	29.03%	61.29%
Universal	2,015	1,319	1,319	65.46%	65.46%
Total	3,384	2,150	2,244		

FirstPass Standard Reports

Call Review Status Report

This report displays which incidents in FirstPass have been assigned to individual reviewers and displays how long they have been in the queues for review. It is designed to track the time an incident is assigned in FirstPass and includes each of the users which can review incidents.

FirstPass Call Review Status

Date Range: 12/1/2018 to 12/31/2018

Status: All

Report set to auto-refresh every: 00:10:00

Assigned To	Assigned At	Days Assigned	Status	Incident #	Incident Date/Time	Primary Protocol	Crew 1	Crew2
		37	Protocol Flagged	6190629	2018-12-10 14:08:31	Pain Management		
		37	Review	6191327	2018-12-10 16:18:51	Trauma		
		37	Protocol Flagged	6190688	2018-12-10 14:15:43	Pain Management		
		37	Protocol Flagged	6190313	2018-12-10 13:25:27	Pain Management		
		37	Protocol Pass	6190154	2018-12-10 13:05:43	Pain Management		
		37	Protocol Flagged	6191182	2018-12-10 15:48:37	Patient Refusal		
		37	Protocol Pass	6190540	2018-12-10 13:57:53	Chest Pain		
		37	Protocol Pass	6190449	2018-12-10 13:44:43	Chest Pain		
		37	Protocol Pass	6191184	2018-12-10 15:43:51	Pain Management		
		37	Protocol Flagged	6191608	2018-12-10 17:12:51	Pain Management		
		37	Protocol Pass	6191746	2018-12-10 17:40:41	Pain Management		
		37	Protocol Pass	6191804	2018-12-10 17:56:31	Bronchodilator		
		37	Protocol Flagged	6191817	2018-12-10 18:00:02	Bronchodilator		
		37	Protocol Flagged	6191670	2018-12-10 17:26:09	Pain Management		
		37	Protocol Flagged	6191930	2018-12-10 18:23:05	Pain Management		
		37	Protocol Flagged	6192115	2018-12-10 19:17:47	Pain Management		
		37	Review	6191164	2018-12-10 15:43:51	Trauma		
		37	Protocol Flagged	6192110	2018-12-10 19:17:07	Pain Management		
		37	Protocol Flagged	6192013	2018-12-10 18:47:30	Pain Management		
		37	Protocol Flagged	6191055	2018-12-10 15:16:19	Pain Management		

FirstPass FAQs

How is FirstPass different from FirstWatch?

FirstPass is an add-on, enhancement module that sits on top of FirstWatch. FirstWatch is the foundation for which the data is derived, where you define the things you want to look at and calls are pulled based on user-defined filters. FirstPass then takes that data through a very structured process of algorithms and logic to evaluate specific quality oriented protocols, tests and outcomes. A queue based tool, FirstPass allows members of QI, risk management and the medical director's office to all access and work through one singular quality improvement tool.

Can FirstPass be customized to fit my system's protocols?

Providing that the data source (CAD, ePCR, ProQA, Hospital Data etc.) FirstWatch is interfaced with captures relevant data that can be used to evaluate against your systems protocols, FirstPass can have a high degree of customization. Once a customer defines what they want to measure, we can build custom protocols that look for quality metrics driven by customer focused initiatives as well as regional or state level mandates. While FirstPass is highly customizable, we recommend starting with our "Bundle of Care" approach. This initial set of evidence-based protocols is designed to encompass recognized standards of care, the affordable care act and overall best practices. The Bundle of Care is made up of the following protocols: **ACS/STEMI, Stroke, Trauma, Airway Management, Cardiac Arrest, and Universal OR Billing. Additional metrics to consider might be: Pain Management, Patient Care Aspect, High Risk/Low Frequency Event or Non Transports/Refusals.**

How will my QI department benefit from using FirstPass?

The overarching goal of FirstPass is to provide automated data analysis for clinical indicators and quality measures – all in real-time, at your fingertips. With FirstPass, QI teams can now spend more time working to improve patient outcomes rather than filtering through every patient record to locate potential outliers that could indicate opportunities for improvement in patient care. FirstPass automates a process that is traditionally time, resources and labor intensive; you will now know right away when a call is outside the expected parameters occurs. Real-time feedback and knowledge of what is happening within your system at all times allows for collaboration amongst crew members, managers, QI analysts, the Medical Director and any other stakeholders involved. Ultimately, this will result in rewarding success to crew members for a job well done and improving patient outcomes by focusing on areas of improvement and continuing education in a timely and continuous manner. Additionally, FirstPass comes with real-time reporting tools; examples include Provider Protocol Compliance, System Protocol Compliance and Summary of Test by Protocol.

How is FirstPass connected to Healthcare Reform and the new focus on Quality Outcomes?

Healthcare is moving to quality measurement, bringing with it improved patient care – and financial implications. Simply stated, the components of the Affordable Care Act are directly related to controlling cost through a focus on quality of care. The same quality measures that are driving change in healthcare will soon be coming to EMS. Progressive EMS agencies are monitoring, measuring and managing quality to improve patient care and ensure success when financial incentives become realities. FirstPass helps agencies to define, automate and streamline their measures and monitor in a timely, consistent and reliable manner. This will allow systems to make corrections and demonstrate timely and effective care through the tracking of patient satisfaction and outcomes in real-time.

Contact one of our team members today!

Find your regional manager at: firstwatch.net/map



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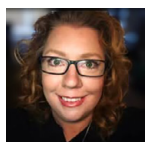


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**USING
DATA^{TO}
IMPROVE^{OUR}
COMMUNITIES
TOGETHER**

**FIRST
WATCH[®]**

Helping the Helpers

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