



ATTACHMENT 6

FirstWatch Real-Time Performance Monitoring



3.6 Att.

Performance, Operational & Clinical data monitoring in real-time? ...there's an App for that!



FirstWatch interfaces with most: CAD, ProQA, ePCR, RMS public safety data systems, as well as Billing, Nurse Triage, Hospital ED, Poison Center and other Data Sources, too.

The following pages offer a few select examples of FirstWatch usage from customers across United States & Canada.

Real-Time Performance, Operational & Trending Dashboards

FIRST WATCH

Dashboard Setup

Last Refresh: 3/17/2010 11:09:50 AM

Current

Call Processing Time < 45

OK

Month-To-Date

- Dispatch Assignment Time < 15

OK

Month-To-Date

Overall Dispatch Time < 60

OK

Year-To-Date

90 Sec Barn Time (RAW EMS)

OK

Current

- Long Drop RAW(40 Min)

OK

Month-To-Date

Response Time - 1st ALS

OK

Year-To-Date

Response Time - 1st Resource

OK

Month-To-Date

LAFD - All Calls - 1Hr

OK

Current

All Calls

ALERTING

Month-To-Date

Response Time - 1st Resource 5-

OK

Year-To-Date

PD - Sector A

OK

Month-To-Date

PD - Sector B

OK

Current

ALS/BLS ALL CALLS

OK

Year-To-Date

PD - Sector C

OK

Month-To-Date

Burglary

OK

Year-To-Date

Police - All

OK

Current

Plano PD - Sector D

OK

Show Exceptions Only

Date/Time	Pri	Problem	ProDA	Address/Location	Overage
2010-03-16 13:08:59	2	Breathing Difficulty C1	DE-IDENTIFIED	DE-IDENTIFIED	-00:05:23
2010-03-16 13:22:09	1	Breathing Difficulty C1C	DE-IDENTIFIED	DE-IDENTIFIED	-00:08:01
2010-03-16 13:35:32	1	Chest Pain C1C	DE-IDENTIFIED	DE-IDENTIFIED	-00:05:25

C1 Response Performance (10 Min)

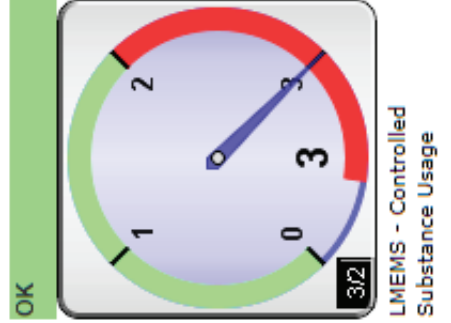
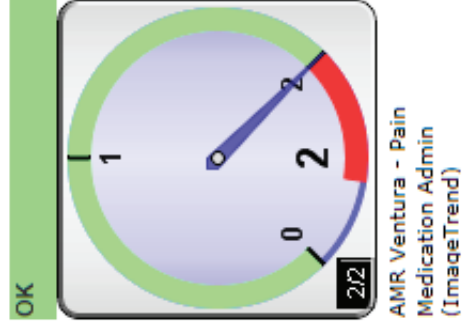
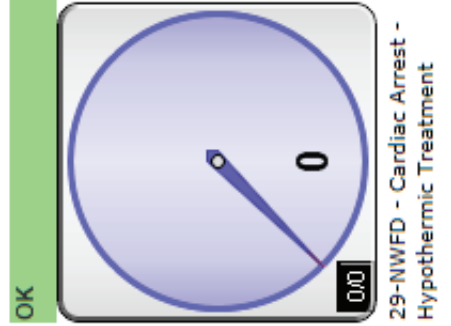
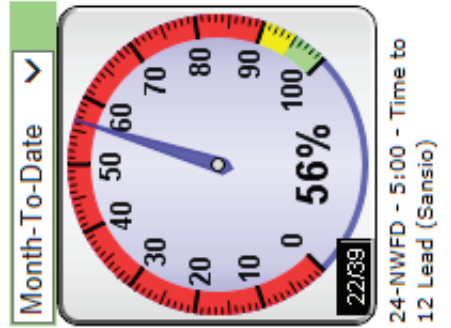
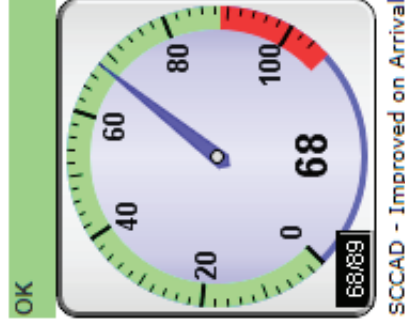
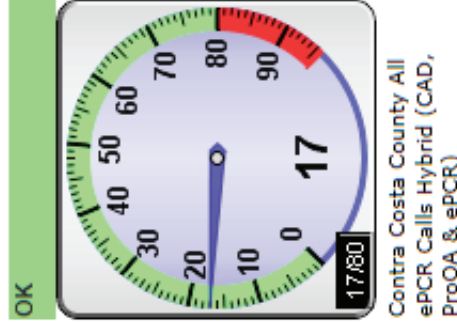
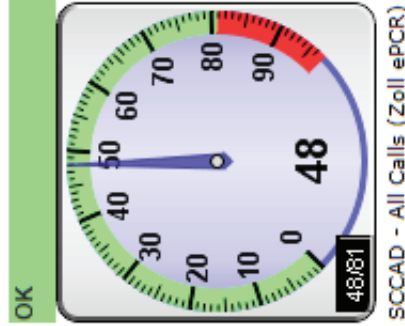
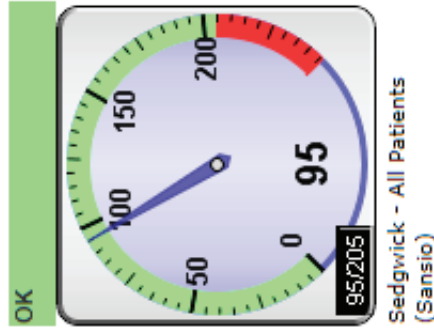


Real-Time Clinical Dashboards



Demo

Trigger Status Dashboard 9-1-1/Comm Center Police Police Ops Fusion Center Fire Fire Ops EMS Clinical ePCR P Health





Real-Time Dispatcher / Call-Taker Performance

Dispatch Performance Current Call Information

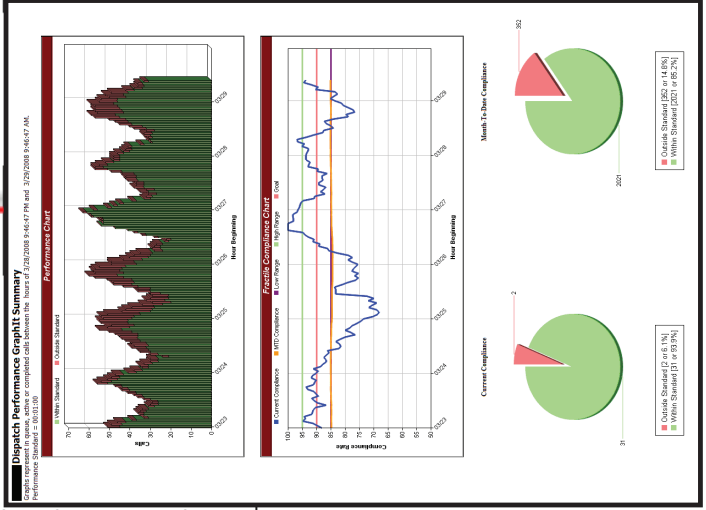
Calls displayed represent active or performed calls between the hours of 4/8/2008 7:55:38 AM and 4/8/2008 7:55:38 PM. Performance Standard = 00:01:00

Data and Report from the FirstWatch™ Internet Server

GC	Geo Valid	Time Sent To Queue	Problem	ProQA	Response #	Unit	Address/Location	Dispatcher	Create To Dispatch	Outside Standard
	✓	4/8/2008 8:13:25 AM	Falls	Z5460	5223				00:04:17	Yes
	✓	4/8/2008 8:33:47 AM	Diabetic Problems	Z5467	00988				00:00:09	No
	?	4/8/2008 8:55:48 AM	Heart Problems / A.I.C.D.	Z5470	01197				00:00:22	No
	✓	4/8/2008 9:01:34 AM	Hemorrhage / Lacerations	Z5472	3050				00:00:34	No
	✓	4/8/2008 9:04:23 AM	Falls	Z5473	01039				00:00:21	No
	✓	4/8/2008 9:48:11 AM	Unknown Problem (Man Down)	Z5480	5223				00:00:12	No
	✓	4/8/2008 10:23:33 AM	Abdominal Pain / Problems	Z5483	00975				00:00:17	No
	✓	4/8/2008 10:24:44 AM	Traffic/Transportation Accidents	Z5484	GAEMS				00:00:31	No

De-identified information

De-identified information



When measured against pre-defined standards, dispatch related time intervals captured via CAD system operation may be used as Key Performance Indicators. In this instance, a CAD computed elapsed time of 4 minutes, 17 seconds, representing the dispatch interval between "clock start" and "clock stop" is noted to have exceeded the user-determined 60 second standard. Using FirstWatch, appropriate administrative personnel can be alerted in real time when current and/or month-to-date dispatch elements, calculated as a percentage of overall compliance goals, exceed user-set baselines.

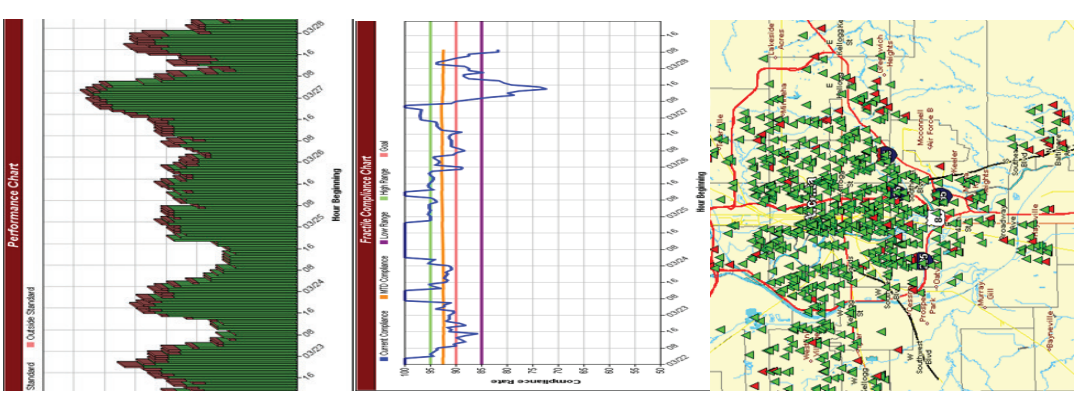


Response Time Performance

Sedgwick Co EMS - Urban Delta/Echo (8:59) Current Call Information

Calls displayed represent active or performed calls between the hours of 3/16/2012 6:00:00 AM and 3/16/2012 10:00:00 AM.
Performance Standard = 00:08:59

Data and Report from the FirstWatch™ Internet Server



Geo Valid	Time Sent To Queue	Problem	ProQA Incident #	Unit	Address/Location	Longitude	Latitude	DispatcherID	Assign To Scene	Outside Standard
✓	3/16/2012 6:01:02 AM	DIFF BREATHING-LEVEL D	06D02 12010723	M36	[REDACTED]	97307775	37596506	291	00:05:58	No
✓	3/16/2012 6:11:40 AM	DIFF BREATHING-LEVEL D	06D01A 12010724	M31	[REDACTED]	97379146	37678026	291	00:05:06	No
✓	3/16/2012 6:23:47 AM	DIFF BREATHING-LEVEL D	06D04 12010725	M34	[REDACTED]	97278636	37671383	291	00:03:42	No
✓	3/16/2012 8:10:15 AM	FALL-LEVEL D	17D03 12010740	M35	[REDACTED]	97432291	37674409	329	00:04:40	No
✓	3/16/2012 8:41:54 AM	DIFF BREATHING-LEVEL D	06D01 12010743	M22	[REDACTED]	97280641	37748929	329	00:03:18	No
✓	3/16/2012 9:12:39 AM	SICK PERSON-LEVEL D	26D01 12010747	M27	[REDACTED]	97270386	37566867	329	00:09:00	Yes
✓	3/16/2012 9:37:46 AM	SUBJECT UNCONSCIOUS	12010748	M33	[REDACTED]	97308927	37722708	329	00:03:00	No

Records Per Page: 50
Total Responses: 7
Standard: 00:08:59

Within Standard: 6
Outside Standard: 1
Compliance: 85.71%
Average: 00:04:58

Like many communities, Sedgwick County, KS staffs ambulances for exclusive use on emergency calls in the County. These units are efficiently dispatched directly by County EMS and have strict response time compliance standards. Using a FirstWatch Performance Trigger, the contracted provider is able to immediately identify any response time outside the acceptable standard, immediately investigate and (when appropriate) resolve issues as they occur. Previously, response issues were addressed on a monthly or quarterly basis, this made the investigation and follow-up much more time intensive and, in some cases, irresolvable



Out of Chute / Station Compliance

Performance and Operational Triggers provide real-time views and automated alerts to Command Staff accountable for response time related performance. In this example, FirstWatch monitors an "Out of Chute" time constructed of CAD generated time stamps between dispatch "time to queue" and squad "responding." Supervisory personnel are automatically alerted when Out of Chute times exceed the user-defined baseline (2 minutes in this case).

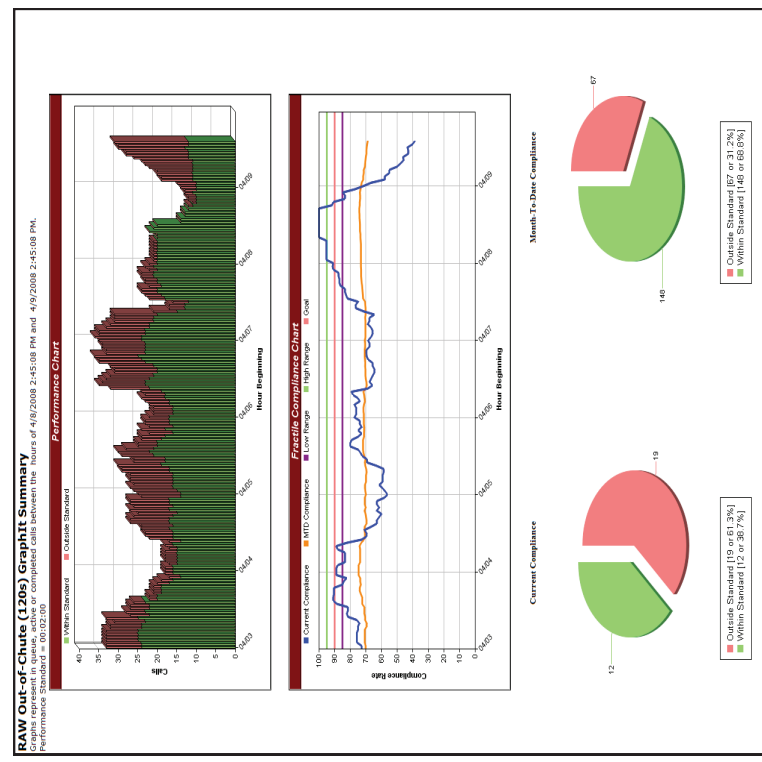
RAW Out-of-Chute (120s) Current Call Information
 Calls displayed represent active or performed calls between the hours of 3/27/2008 7:48:13 AM and 3/28/2008 7:48:13 AM.
 Performance Standard = 00:02:00
 Data and Report from the FirstWatch™ Internet Server

Call #	Time Sent To Queue	Problem	ProQA	Response #	Unit	Address/Location	Chute Time	Outside Standard
?	3/27/2008 8:50:53 AM	XTRF-XTR	2008-13210		E22		00:01:45	No
C	3/27/2008 11:24:58 AM	24004-24004 OB/PRO TRI BLEED	2008-13243		E14		00:01:26	No
C	3/27/2008 12:16:49 PM	10001-10001 CP/RESP DISTRESS	2008-13254		E14		00:01:41	No
C	3/27/2008 2:23:28 PM	06001-06001 SOB/RESP DISTRESS	2008-13268		E16		00:01:04	No
C	3/27/2008 3:30:28 PM	29002-29002 NWU HIGH MECHANISM	2008-13276		E16		00:01:08	No
C	3/27/2008 3:34:41 PM	X1020-X1020	2008-13278		E14		00:01:20	No
C	3/27/2008 4:02:38 PM	21801-21801 POSS DGR BLEED	2008-13280		E15		00:01:46	No
C	3/27/2008 4:20:49 PM	31001-31001 MWC @ END OF CALL	2008-13281		E16		00:01:25	No
?	3/27/2008 4:27:24 PM	5-SINGLE ENGINE RESPONSE	2008-13283		E15		00:00:33	No
?	3/27/2008 5:40:02 PM	17401-17401 FALL/NON DGR AREA	2008-13292		E16		00:01:07	No
?	3/27/2008 5:58:15 PM	17401-17401 FALL/NON DGR AREA	2008-13296		E15		00:00:51	No
?	3/27/2008 6:21:43 PM	2-TRAFIC COLLISION	2008-13299		E22		00:01:58	No
C	3/27/2008 7:00:11 PM	1CSV- GUNSHOT/SHOOTING VICTIM	2008-13305		E16		00:01:07	No
?	3/27/2008 7:17:15 PM	5TF-TRANSFORMER FIRE	2008-13307		E16		00:01:51	No
C	3/27/2008 9:05:42 PM	06001-06001 INEFFECTIVE BREAK	2008-13327		E16		00:01:22	No
?	3/27/2008 10:15:52 PM	01CO2-01CO2 ABD PAIN/F FAINT 127050	2008-13338		E14		00:01:36	No
?	3/27/2008 5:58:15 PM	17401-17401 FALL/NON DGR AREA	2008-13296		BR23		00:03:05	Yes
?	3/27/2008 9:41:08 PM	54FD-ASSIST PD	2008-13331		E22		00:13:29	Yes
C	3/28/2008 12:05:18 AM	54LA-LIFT ASSIST	2008-13345		E14		00:02:18	Yes
C	3/28/2008 12:23:59 AM	06001-06001 SOB/RESP DISTRESS	2008-13347		E15		00:02:01	Yes
C	3/28/2008 1:56:21 AM	19R-ALARMS RINGING - RESIDENTIAL	2008-13353		E21		00:02:45	Yes
?	3/28/2008 3:08:28 AM	XEMT-XEMT	2008-13361		E14		00:02:22	Yes
C	3/28/2008 6:35:42 AM	5EE-EXTINGUISHED FIRE	2008-13365		E22		00:02:16	Yes

De-identified information

Call #	Time Sent To Queue	Problem	ProQA	Response #	Unit	Address/Location	Chute Time	Outside Standard
?	3/27/2008 8:50:53 AM	XTRF-XTR	2008-13210		E22		00:01:45	No
C	3/27/2008 11:24:58 AM	24004-24004 OB/PRO TRI BLEED	2008-13243		E14		00:01:26	No
C	3/27/2008 12:16:49 PM	10001-10001 CP/RESP DISTRESS	2008-13254		E14		00:01:41	No
C	3/27/2008 2:23:28 PM	06001-06001 SOB/RESP DISTRESS	2008-13268		E16		00:01:04	No
C	3/27/2008 3:30:28 PM	29002-29002 NWU HIGH MECHANISM	2008-13276		E16		00:01:08	No
C	3/27/2008 3:34:41 PM	X1020-X1020	2008-13278		E14		00:01:20	No
C	3/27/2008 4:02:38 PM	21801-21801 POSS DGR BLEED	2008-13280		E15		00:01:46	No
C	3/27/2008 4:20:49 PM	31001-31001 MWC @ END OF CALL	2008-13281		E16		00:01:25	No
?	3/27/2008 4:27:24 PM	5-SINGLE ENGINE RESPONSE	2008-13283		E15		00:00:33	No
?	3/27/2008 5:40:02 PM	17401-17401 FALL/NON DGR AREA	2008-13292		E16		00:01:07	No
?	3/27/2008 5:58:15 PM	17401-17401 FALL/NON DGR AREA	2008-13296		E15		00:00:51	No
?	3/27/2008 6:21:43 PM	2-TRAFIC COLLISION	2008-13299		E22		00:01:58	No
C	3/27/2008 7:00:11 PM	1CSV- GUNSHOT/SHOOTING VICTIM	2008-13305		E16		00:01:07	No
?	3/27/2008 7:17:15 PM	5TF-TRANSFORMER FIRE	2008-13307		E16		00:01:51	No
C	3/27/2008 9:05:42 PM	06001-06001 INEFFECTIVE BREAK	2008-13327		E16		00:01:22	No
?	3/27/2008 10:15:52 PM	01CO2-01CO2 ABD PAIN/F FAINT 127050	2008-13338		E14		00:01:36	No
?	3/27/2008 5:58:15 PM	17401-17401 FALL/NON DGR AREA	2008-13296		BR23		00:03:05	Yes
?	3/27/2008 9:41:08 PM	54FD-ASSIST PD	2008-13331		E22		00:13:29	Yes
C	3/28/2008 12:05:18 AM	54LA-LIFT ASSIST	2008-13345		E14		00:02:18	Yes
C	3/28/2008 12:23:59 AM	06001-06001 SOB/RESP DISTRESS	2008-13347		E15		00:02:01	Yes
C	3/28/2008 1:56:21 AM	19R-ALARMS RINGING - RESIDENTIAL	2008-13353		E21		00:02:45	Yes
?	3/28/2008 3:08:28 AM	XEMT-XEMT	2008-13361		E14		00:02:22	Yes
C	3/28/2008 6:35:42 AM	5EE-EXTINGUISHED FIRE	2008-13365		E22		00:02:16	Yes

Summary:
 Total Responses: 23
 Standard: 00:02:00
 Within Standard: 16
 Outside Standard: 7
 Compliance: 69.57%
 Average: 00:02:11





Free Text Analysis—Key Words, Phrases, Notes in Narrative

FirstWatch can also analyze user-defined free text analysis using keyword or phrase inclusion, exclusion, and regular expressions rules. Comprehensive trend analysis or sentinel event notifications can be generated using FirstWatch Free Text Triggers. In this case, the customer is using free text rules to mine and analyze fever related events during H1N1.

FreeText Setup: [Redacted] Fever - FreeText

FreeText Search

Matched	Categories	Event	Date/Time	Free Text
Y	Fever	2566587	4/8/2008 6:33:36 PM	[De-Identified]
Y	Fever	2566619	4/8/2008 7:19:08 PM	[De-Identified]
Y	Fever	2566642	4/8/2008 7:51:37 PM	[De-Identified]
Y	Fever	2566644	4/8/2008 7:54:39 PM	[De-Identified]

From: 4/8/2008 6:33:36 PM To: 4/8/2008 7:54:39 PM Rows to Return: 10

Categories: Fever

Keyword/Phrase: Add

EXCLUDED Keyword/Phrase: Add

Keywords/Phrases: Fever, fièvre, febrile, hot skin, high temp, SHIVERING, REALLY HOT, hot to touch, elevated temp. Remove

EXCLUDED Keywords/Phrases: afebrile, no fever, Fever UNK, INABILITY, unk fever, denies fever, UNK IF Fever, NO OUTBREAKS OR Fever. Remove

Regular Expression: Update Regular Expression

FW FreeText (TM)
Categories: Illi [De-Identified]
Free Text: [De-Identified]

Incident Drill-down

ProQA (tm)

Incident Details

fwCust_ID	47	Time_FirstCallTrackingKeyStroke	4/8/2008 11:29:56 AM
ID	2566206	Time_CalledEnteredQueue	4/8/2008 11:31:48 AM
FWTimeStamp	4/8/2008 10:12:11 AM	Time_CallTrackingComplete	4/8/2008 11:33:42 AM
Response_Date	4/8/2008 11:29:56 AM	Time_CallClosed	4/8/2008 1:09:39 PM
Master_Incident_Number	08-0076670	Time_First_Unit_Assigned	4/8/2008 11:33:20 AM
Agency_Type	ENS	Time_First_Unit_Arrived	4/8/2008 11:44:56 AM
Jurisdiction	[Redacted]	Cancel_Reason	01 - Incident Complete
Division	SE	Call_Disposition	1
Response_Area	44 Station	EMD_Used	
Problem	Interfacility-B	CIS_Used	
Priority_Number	4	Determinant	33C06T
Location_Name	[De-Identified]	ProQA_CaseNumber	0008058754
Address	[De-Identified]	Call_Is_Active	0
Apartment	[De-Identified]	CreatedbyPrescheduleModule	
City	[Redacted]	Caller_Type	Nurse
State	[Redacted]	Location_Type	
Postal_Code	[Redacted]	Priority_Description	3-Bravo
County	[De-Identified]	ClockStartTime	4/8/2008 11:29:56 AM
Longitude	[De-Identified]	MultiAgency_Ptr	[De-Identified]
Latitude	[De-Identified]	Calc_Latitude	[De-Identified]
Time_PhonePickUp	4/8/2008 11:29:48 AM	Calc_Longitude	[De-Identified]



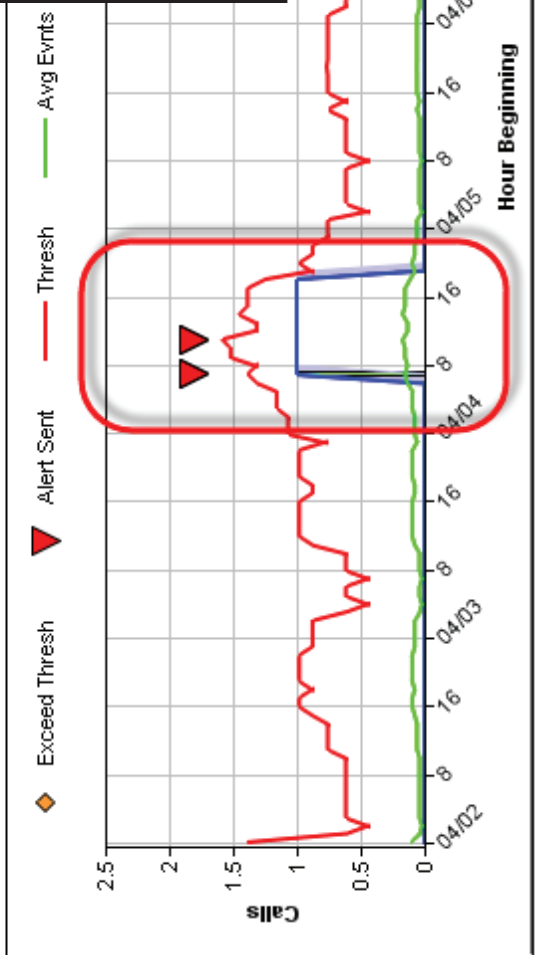
STEMI Alert and Incident Drill-down

When EMS Medical Directors requested notifications for all STEMI's within their jurisdictional area—our savvy EMS customers turned to FirstWatch! Now real-time STEMI data views, maps, charts are generated on the fly and automated alerts are sent out as soon as STEMI criteria is met, as defined within their system. Further evolution of the STEMI Trigger could include automated notifications of Hospital ED and Catheterization Lab teams.

STEMI Alert GraphIt Summary

Graphs represent in queue, active or completed calls between the hours of 4/8/2008 4:47:26 AM and 4/8/2008 4:47:26 PM

- Hide Min/Max Events
- Hide Hourly Events



Incident Drill-down

fwCust_ID	54	Time_FirstCallTaking	4/4/2008 7:24:07 AM
ID	282308	Time_CalledEnteredQueue	4/4/2008 7:29:07 AM
FWTimeStamp	4/4/2008 9:47:12 AM	Time_CallTakingComplete	4/4/2008 7:29:06 AM
Response_Date	4/4/2008 7:29:16 AM	Time_CallClosed	4/4/2008 8:45:23 AM
Master_Incident_Number	2008231000010599	Time_First_Unit_Assigned	4/4/2008 7:29:16 AM
Agency_Type		Time_First_Unit_Arrived	4/4/2008 7:51:40 AM
Jurisdiction		Cancel_Reason	
Division	Station 14 Response District	Call_Disposition	
Response_Area	Sta14	EMD_Used	0
Problem	Patient Transport - GF	CIS_Used	0
Priority_Number	5	Determinant	
Location_Name		ProQA_CaseNumber	
Address	4315 DIPLOMACY DR	Call_Is_Active	Y
Apartment	CCU 221-1	CreatedbyPrescheduleModule	0
City		Caller_Type	Hospital
Postal_Code		Location_Type	Baseline Yellow
County		Priority_Description	4/4/2008 7:24:07 AM
Longitude	149799444	ClockStartTime	
Latitude	61183333	MultiAgency_Ptr	
Time_PhonePickup	4/4/2008 7:23:56 AM	Calc_Latitude	
		Calc_Longitude	

FW FreeText (TM)

Categories: STEMI
46M - STEMI - Stable Transport per cardiologist wPatient Pick Up:[Address] QAP on file 1/1/05
231002000000736 [Station 14 Response District] Record #:
Record #1: [Station 14 Response District] Record #:



San Francisco – Mass Casualty Incident (MCI)



San Francisco City and County officials needed a way to be notified in real-time of any major Mass Casualty Incident (MCI) within the City.

San Francisco Fire and EMS responses vary greatly in a community like San Francisco, so the agency needed a First-Watch Trigger that could watch for a complex set of criterion. The FirstWatch MCI Trigger constantly scans for events where a certain number of units (and specific types of apparatus) are assigned and arrive on scene, while filtering out other types of calls.

Once the criterion indicates an MCI, alerts are sent to notify the specified authorized City and County officials.

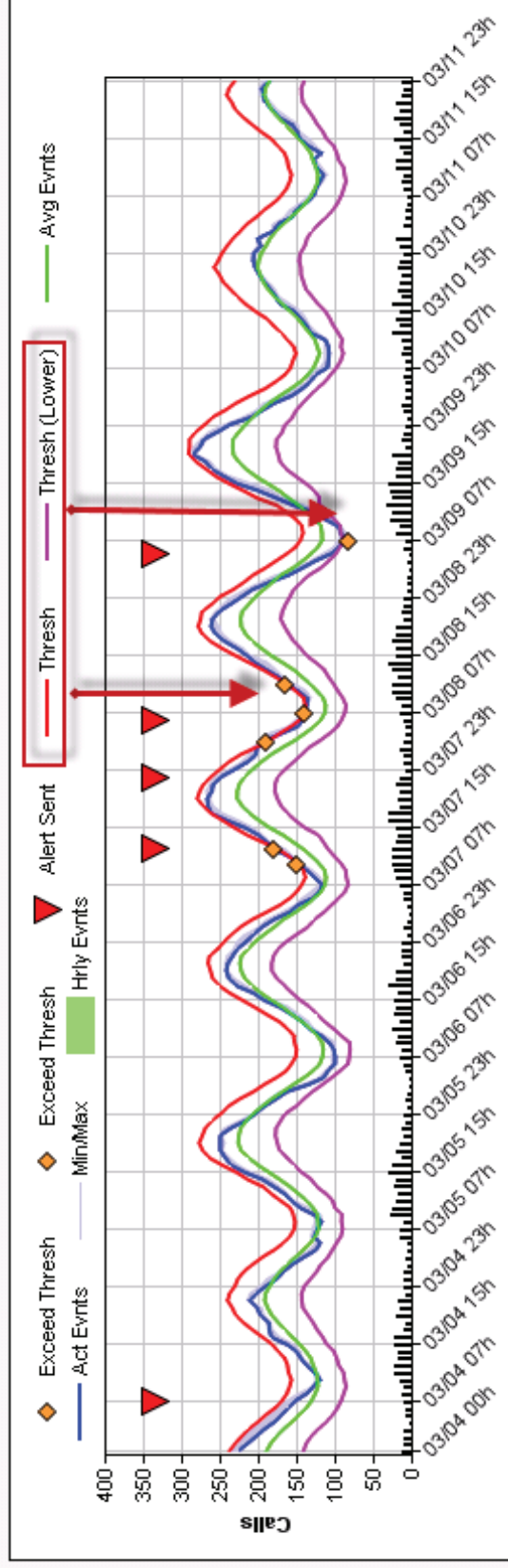


High / Low Call Volume Activity—Automated Alerts

AMR Riverside - Riverside All Calls GraphIt Summary

Graphs represent in queue, active or completed calls between the hours of 3/4/2012 and 3/11/2012 11:59:59 PM

Hide Min/Max Events Hide Hourly Events



Using FirstWatch, managers with AMR Riverside County created a Trigger to alert them when resources are being stretched too thin. The High / Low Volume Sentinel Trigger alerts designated AMR managers when certain dynamic call volume is over (or under) thresholds (based on their staffing model). FirstWatch enables AMR managers to quickly make assessments and decisions (based on real-time data) to add additional team members as needed to handle the increased call volume.



ePCR Compliance—sync between CAD & ePCR systems

Calls displayed represent active or performed calls between the hours of 2/23/2006 2:16:00 PM and 2/24/2006 2:16:00 PM.
Data and Report from the FirstWatch™ Internet Server

<u>ePCR</u>	<u>Time Assigned</u>	<u>Time ArrivedAtScene</u>	<u>Pri</u>	<u>Problem</u>	<u>Call Disposition</u>	<u>Response #</u>	<u>Unit</u>
	2/23/2006 2:51:48 PM	2/23/2006 3:02:10 PM	5	Sick Party NPS	Patient Transported	00099255	M02
	2/23/2006 3:05:44 PM	2/23/2006 3:12:45 PM	4	Medical Alarm	Patient Assist	00099256	M19
	2/23/2006 3:11:08 PM	2/23/2006 3:17:25 PM	4	MVA - Injuries	Patient Transported	00099257	M18
	2/23/2006 3:39:03 PM	2/23/2006 3:42:20 PM	5	Sick Party NPS	Non-Transport	00099262	A30
	2/23/2006 3:36:32 PM	2/23/2006 3:48:10 PM	5	Sick Party NPS	Non-Transport	00099261	M12
	2/23/2006 3:41:54 PM	2/23/2006 3:48:10 PM	3	Sick Party-Cardiac Hx	Patient Transported	00099263	M14
	2/23/2006 4:38:01 PM	2/23/2006 4:42:47 PM	3	Diabetic -Charlie Override	Patient Transported	00099265	M01

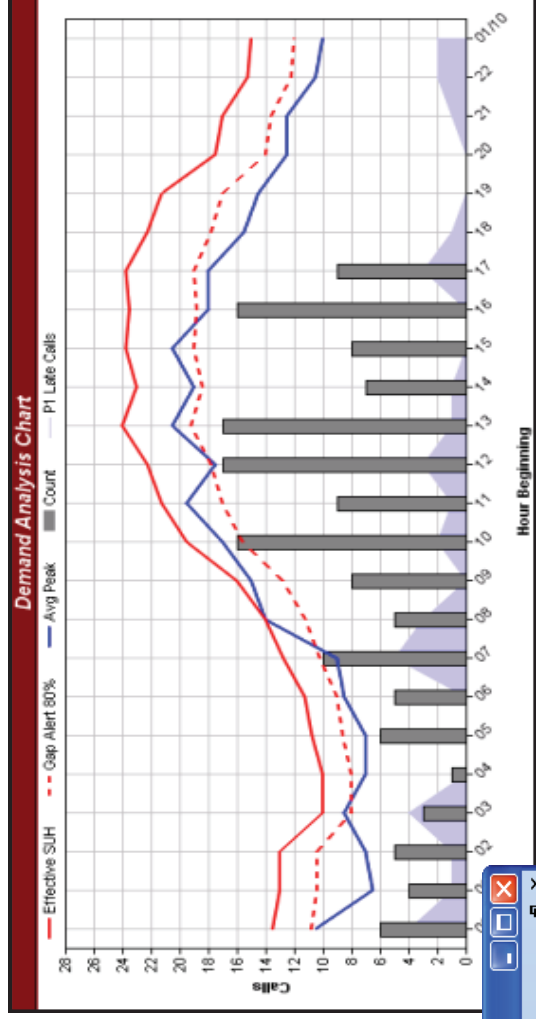
Every EMS agency understands the importance and necessity of maintaining adequate documentation of all patient encounters, but there are times when due to the normal busy nature of the job some reports are not completed/submitted right away. Using FirstWatch, EMS Managers & Medical Directors can ensure an electronic patient care report (ePCR) is completed for each response where a crew arrived on scene. FirstWatch integrates data from CAD & ePCR systems and provides a real-time quality assurance check that allows them to identify when a report is missing. This tool ensures that all reports are turned in for 100% compliance before the crew finishes their shift.



Real Time Demand Analysis Tool

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 Enhancement Module



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 sheet, 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.

Microsoft Excel - DownloadDA-20060911125641.xls

	A	B	C	D	E	F	G	H	I	J
1	Hr Ending	1	2	3	4	5	6	7	8	9
2	20060501	6	7	4	3	3	3	3	7	11
3	20060508	6	7	4	3	3	3	0	6	9
4	20060515	2	2	7	3	1	3	3	2	7
22	Total	145	110	119	83	59	79	101	122	147
23	Min	2	1	1	0	0	0	0	0	3
24	Max	15	13	12	7	7	9	8	11	16
25	Mean	7.25	5.5	5.95	4.15	2.95	3.95	5.05	6.1	7.35
26	Median	6	5	5	4	3	3	5.5	6	6.5
27	Mode	6	5	4	3	3	3	6	6	6
28	StDev	3.32	2.93	3.07	2.03	1.82	2.42	1.96	3.08	3.53
29	Avg High	10.6	8.6	8.9	5.8	4.8	6.6	6.8	9	11.8
30	90th Percentile Rank	12	9	10	2	7	5	7	11	11.4
31	Avg Peak	13.5	11.5	11	7	6	7.5	7	11	13.5
32	2x StDev + Mean	13.9	11.4	12.1	8.22	6.59	8.78	8.97	12.3	14.4
33	Smoothed Average Peak	12.9	11.8	10.3	7.6	6.5	7.1	7.9	10.7	13.8
34	Blended Demand	12.9	10.8	10.9	7.61	6.03	7.66	7.99	11.3	13.2



Free Text—Severe Weather Sentinel

Hurricane Irene — Saturday 27 August 2011

Chesterfield - Severe Weather (Free Text) Current Call Information

Calls displayed represent active or performed calls between the hours of 8/27/2011 11:55:59 PM.

Data and Report from the FirstWatch™ Internet Server

Geo Valid	Time Sent To Queue	Incident #	Address/Location	Problem
✓	8/27/2011 10:27:51 AM	FRR110827023204		FIRE HAZARDOUS CONDI
✓	8/27/2011 10:45:22 AM	FRR110827023209		TREE DOWN
✓	8/27/2011 10:46:28 AM	FRR110827023210		FIRE HAZARDOUS CONDI
✓	8/27/2011 11:20:18 AM	FRR110827023214		FIRE HAZARDOUS CONDI
✓	8/27/2011 11:20:49 AM	FRR110827023213		TREE DOWN
✓	8/27/2011 11:27:16 AM	FRR110827023217		TREE DOWN
✓	8/27/2011 11:30:30 AM	FRR110827023218		TREE DOWN
✓	8/27/2011 11:53:27 AM	FRR110827023220		TREE DOWN
✓	8/27/2011 11:53:54 AM	FRR110827023221		TREE DOWN
✓	8/27/2011 12:07:02 PM	FRR110827023224		FIRE HAZARDOUS CONDI
✓	8/27/2011 12:40:20 PM	FRR110827023231		TREE DOWN
✓	8/27/2011 12:43:04 PM	FRR110827023232		FIRE HAZARDOUS CONDI
✓	8/27/2011 2:44:12 PM	FRR110827023236		FIRE HAZARDOUS CONDI
✓	8/27/2011 2:44:19 PM	FRR110827023235		TREE DOWN
✓	8/27/2011 2:44:22 PM	FRR110827023233		TREE DOWN
✓	8/27/2011 2:44:23 PM	FRR110827023234		SPECIAL FIRE
✓	8/27/2011 2:44:57 PM	FRR110827023238		TREE DOWN

You are now viewing records 1 through 50. Page 1 of 8.

Next >> Go to Page 1

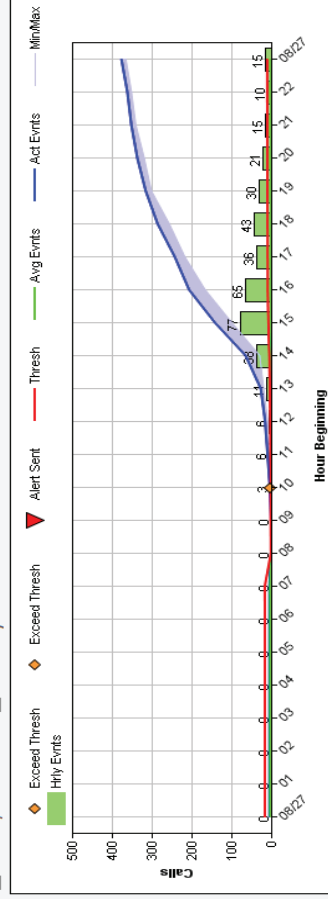
Records Per Page: 50

Total Responses: 376

Chesterfield - Severe Weather (Free Text) GraphIt Summary

Graphs represent in queue, active or completed calls between the hours of 8/27/2011 and 8/27/2011 11:59:59 PM

Hide Min/Max Events Hide Hourly Events



Matched	Categories	Event	Date/Time	Free Text
Y	Severe Weather	1192230	8/27/2011 12:43:27 PM	Primary Event: MAIN Opened: 11/08/27 12:45 Incident Initiated By: SUE SPECIAL FIRE ACROSS FROM ST MICHAELS CHURCH/TREE ON FIRE/TREE ON FIRE POSS GOING TO BE IN THE SPECIAL FIRE TREE DOWN ON POWER LINE VA POWER NOTIFIED WILL GET SOMEONE ON WAY AS SOON AS POSSIBLE BUT THEY ARE EXTREMELY BUSY PER COMMAND BLOCKING LN, FIRE REMAINING ON SCENE DUE TO TREE ON FIRE BLOCKING ROADWAY SPECIAL FIRE ROUTE CLOSED: MAIN Incident Closed: 11/08/27 13:53

From: 8/27/2011 10:27:31 AM To: 8/27/2011 11:42:19 PM Show Matched Only Rows to Return: 100 Query Again

Keywords/Phrases: Arcing, Building collapse, Flooding, High water, High winds, Lighting strike, Power Line, Powerline, Sparking, Sparks

EXCLUDED Keywords/Phrases: street

Keyword/Phrase: Add

EXCLUDED Keyword/Phrase: Add

Remove Remove



Rain, winds pound Northern California

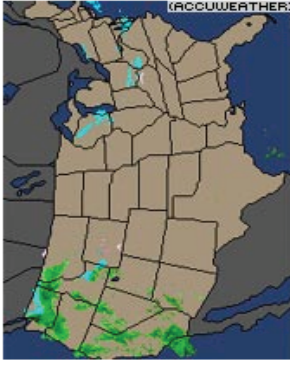
Northeast, Great Lakes remain cold

Tuesday, February 28, 2006; Posted: 9:42 a.m. EST (14:42 GMT)

SAN FRANCISCO, California (AP) - A storm bringing wind gusts of nearly 100 mph and heavy rains toppled trees, power lines and a 30-ton construction crane Monday night.

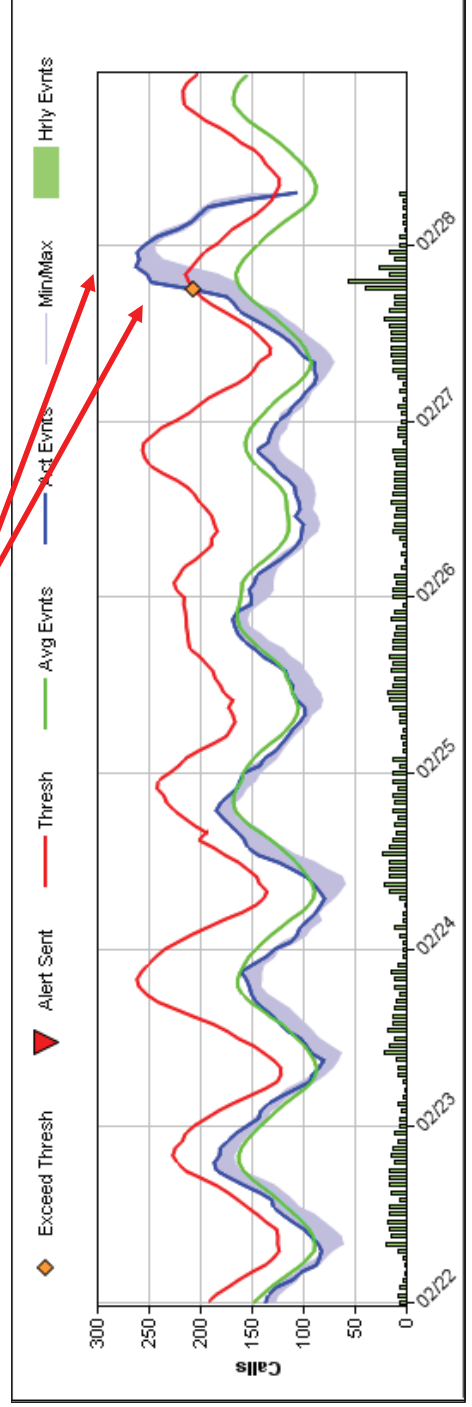
More than 100,000 Pacific Gas and Electric Co. customers were without power as of 11 p.m. Monday night, PG&E spokeswoman Jana Schuering said.

Most of the power outages were reported



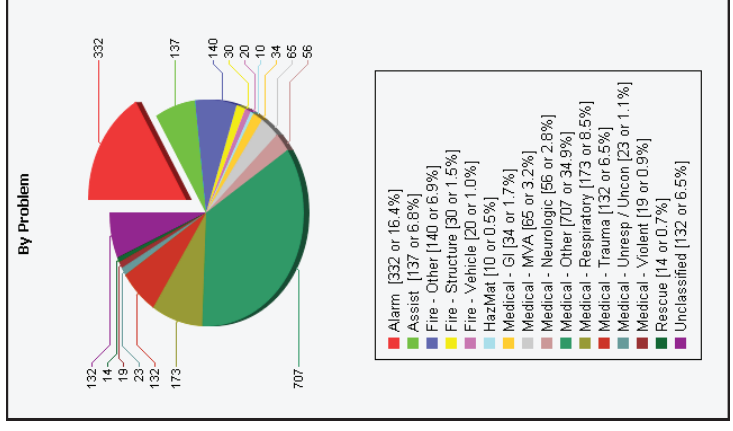
The continental United States as seen at 6:30 a.m. ET.

FirstWatch Chart (below) outlines Spike in Emergency Responder activity during the height of the storm.



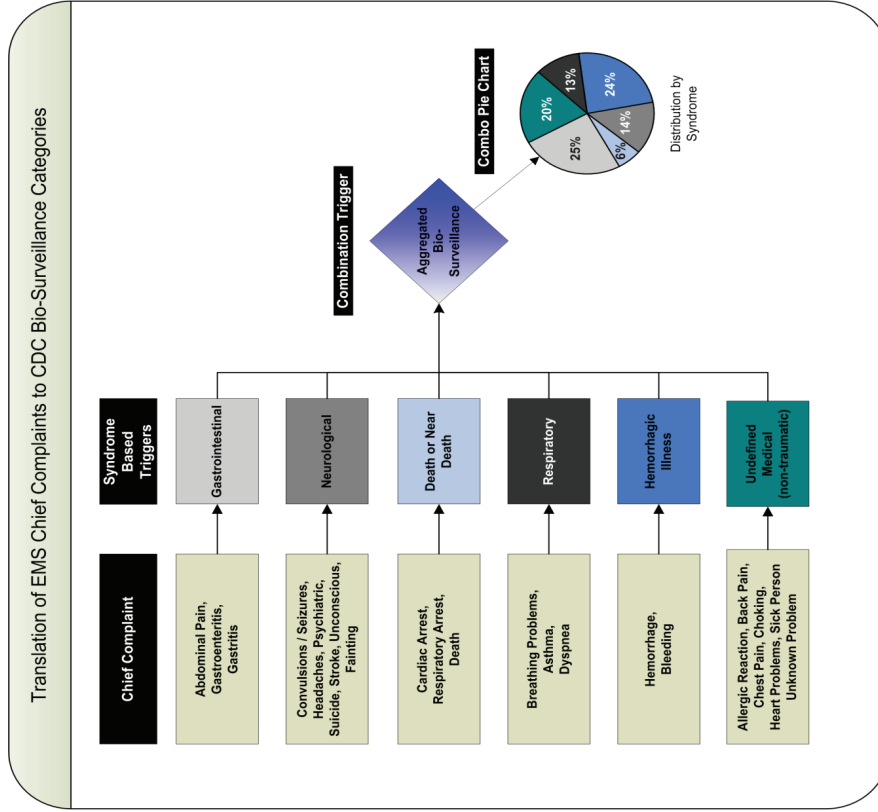
EMA—Emergency Preparedness

When disaster strikes, the dissemination of accurate and up-to date information from the front lines becomes ever more crucial. When hurricane Katrina devastated the gulf coast in 2005, State and Federal authorities struggled to get accurate and timely information from the scene. FirstWatch is able to bridge that information gap by allowing agencies to share identified or de-identified 9-1-1 call information with regional and federal emergency management organizations in real-time. In 2006, when hurricane force winds pounded the San Francisco Bay area, FirstWatch worked in the background and was able to share a real-time perspective of the storm's impact based on where the calls were coming from, nature of the call and number of calls taken. Whether a short lived storm or a major disaster like an Earthquake, Hurricane, or Wildfire, FirstWatch can provide officials with a front-line perspective of the impact with real-time information.





Bioterrorism (BT)

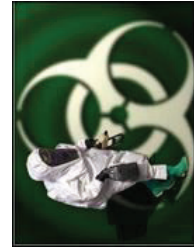


Using Public Safety 9-1-1 call data for bioterrorism (BT) and health surveillance has created a new awareness of the value of emergency pre-hospital data. FirstWatch, a pioneer in Public Safety 9-1-1 call data analysis, has been actively monitoring real-time 9-1-1 call data since 1999. Now processing more than **40,000** real-time Public Safety encounters daily from systems throughout North America, FirstWatch is the largest real-time network of its kind.

Public Health Officials recognize that information from multiple data sources is required to develop the best assessment of a community's overall health. Public Safety 9-1-1 data brings a number of distinct benefits providing a very unique and timely perspective. Typically the geographic area covered by a 9-1-1 system is very large, many times comprised of a multi-city or county area. Other data sources, such as hospital emergency department data, represent a much smaller geographic footprint. Additionally, 9-1-1 data is processed in a very timely manner, typically within one or two minutes. Once processed, the 9-1-1 information includes not only specific chief complaint criteria, but also includes a geographically specific location which can be used to provide a precise location for the patient. The combination of a large service area, timeliness of information, and geographically validated location data (via FirstWatch) offers health officials a valuable situational awareness tool.

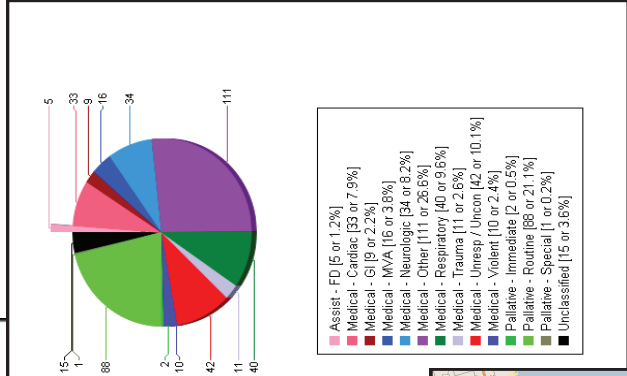
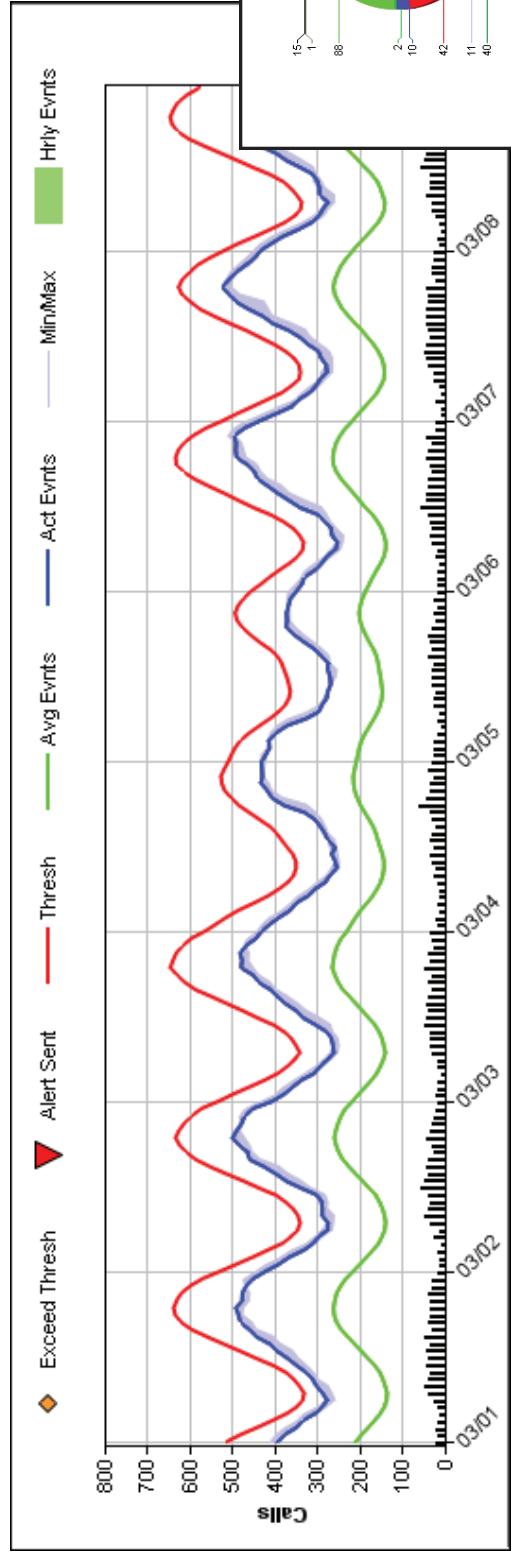
Patient information collected during a 9-1-1 call can vary from agency to agency. However, users of the Priority Dispatch ProQA, an automated expert algorithm system software, can gather a variety of health data including age, sex and acuity to categorize a patient into almost **300 condition determinants**. ProQA provides additional value by ensuring consistency in the call screening process where each incident is processed the same way.

FirstWatch is the only organization integrating real-time Command and Dispatch (CAD) data with ProQA data in a seamless interface. The system also includes supplemental screening tools designed to screen for exposure to Chemical, Biological, Radiological or Nuclear exposure (CBRN) and symptoms associated with severe respiratory syndrome, including information relating to recent travel to high risk locations. Public Safety and 9-1-1 teams are on the front lines of health emergencies, and FirstWatch provides real-time analysis and alerting.





Pandemic Driven International Deployments



Toronto EMS is Canada's largest EMS agency, providing all emergency and non-emergent transports for the regions 2.5million.



With the deployment of FirstWatch in Toronto, officials have a new tool providing real-time information relating to Canada's largest EMS agency. Toronto's configuration of FirstWatch includes monitors for gastrointestinal, respiratory problems, sudden illness/death, neurological, chest pain and non-emergent "palliative" care transports of the sick throughout the community's elaborate health care system. These FirstWatch Triggers are designed to provide an early indicator for a community particularly sensitive after their experience with Severe Acute Respiratory Syndrome (SARS).

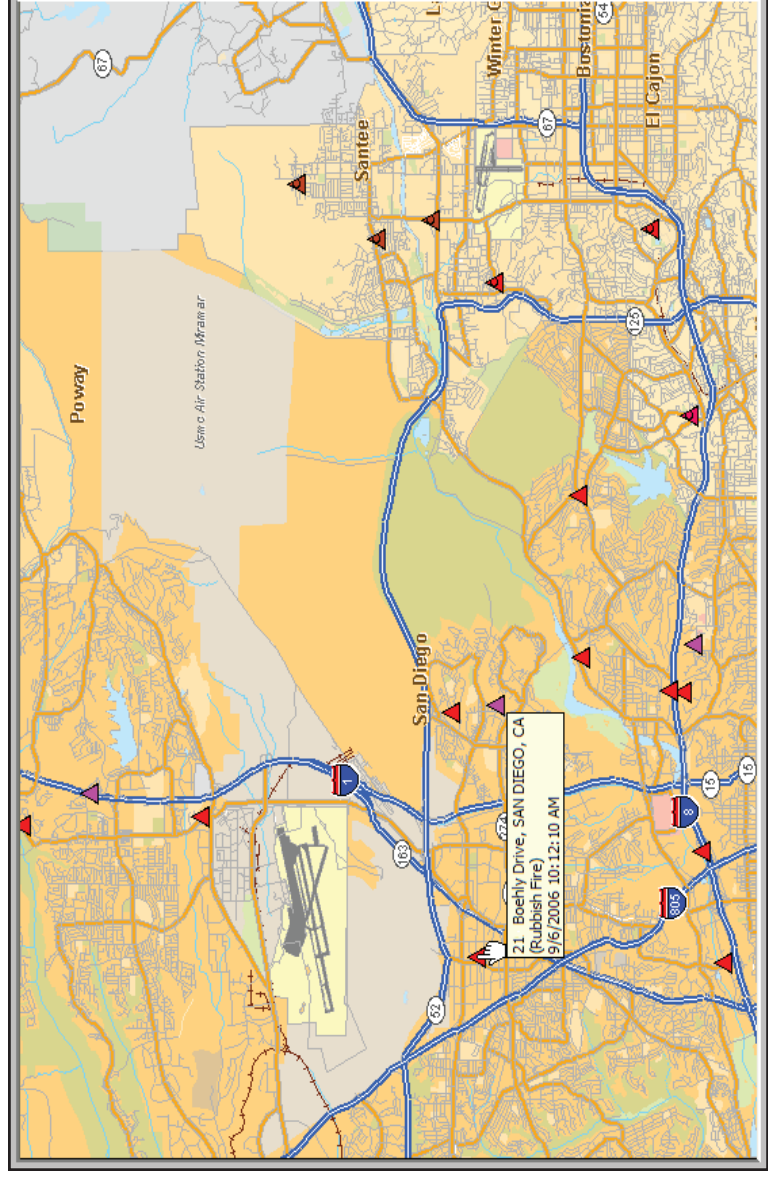


All Fires Trigger – San Diego County

Like many Southern California communities, San Diego is subject to ferocious wildfires that often impinge on the expanding urban areas of the county. Using FirstWatch, San Diego Fire Officials can view real-time information on all active fires across the county. FirstWatch pulls data from 9-1-1 centers serving the cities of San Diego, Oceanside and two regional JPA multi-jurisdictional 9-1-1 centers, serving 20 different agencies across San Diego County.

The All Fires Trigger pulls data from all four 9-1-1 centers (in real-time) across San Diego County and provides a single view of all active fire calls, including alerts indicating when shared assets such as wildfire strike teams, are committed to other scenes. This Trigger also allows the centers to gather real-time information from fire incidents along jurisdictional borders that often result in calls from concerned citizens.

This map (right) shows all reported structure, vehicle, wild land or other types of fires, by pulling real-time data from multiple agencies across San Diego County.





Arson Task Force Alert — Las Vegas

Officials in Las Vegas use FirstWatch to monitor for suspicious fire activity related to possible arsons & bomb calls.

FirstWatch can look for key words, phrases, volumetric increases (or geographic clusters) of suspicious fire activity such as: dumpster fires, grass fires, vehicle fires, as well as suspicious fires in abandoned homes or office buildings.

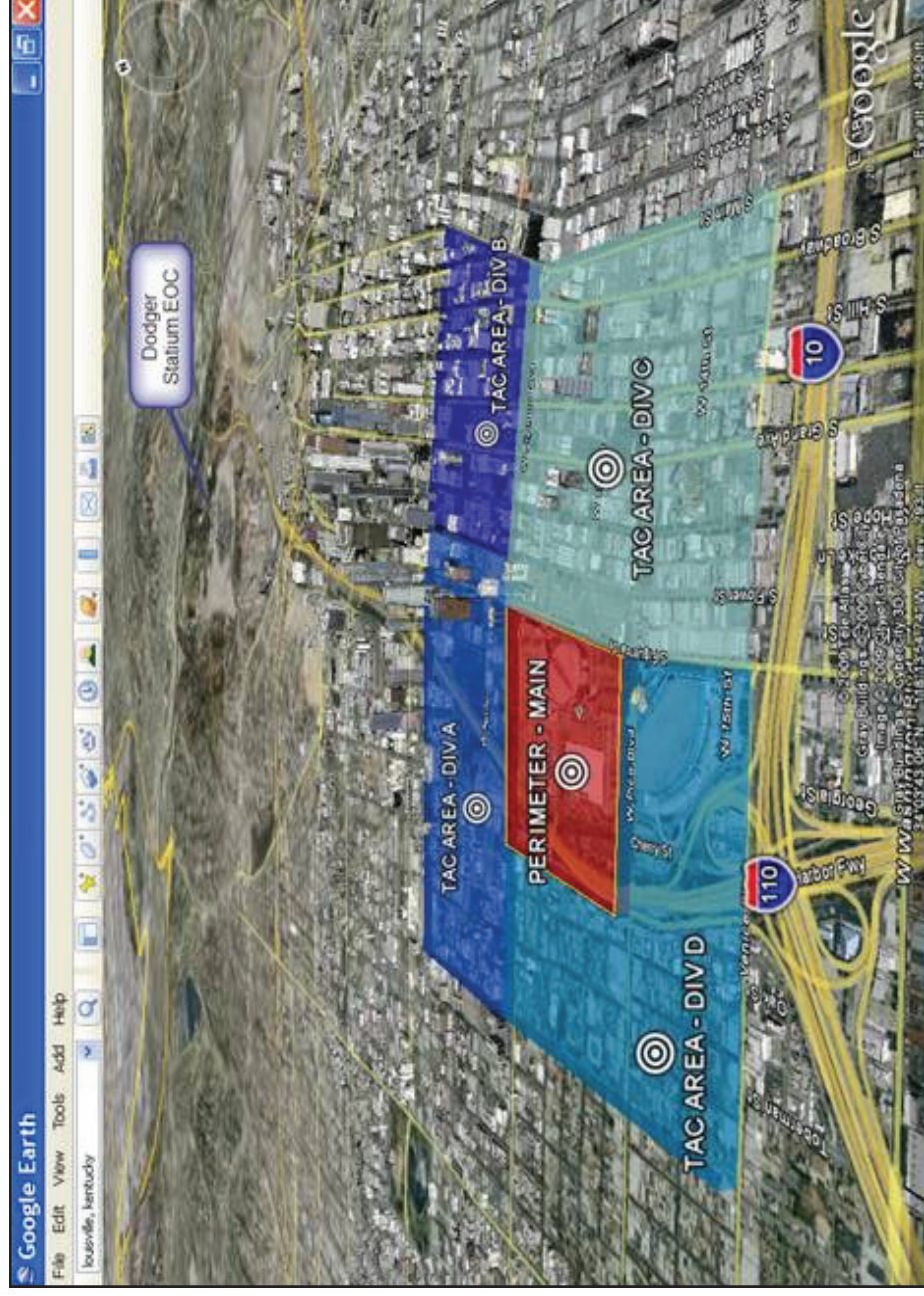
Fire officials are keenly aware that fire setters and potential bomb builders may escalate their dangerous behavior endangering citizens and first responders alike.

This FirstWatch Sentinel Trigger is designed to quickly alert officials (in real-time) to suspicious incidents many times before patterns and trends lead to an escalation of arson related activities





High Profile Location / Geo-Fence Triggers—Los Angeles



The City of Los Angeles Fire Department used FirstWatch KML export (into Google Earth) to set-up views of Special Event Tactical (TAC Areas) for the Michael Jackson Memorial Events. This view helped the Fire Teams within their Departmental EOC, as well as providing a real-time tool for the teams located within the primary City of Los Angeles EOC and remote mobile command post.



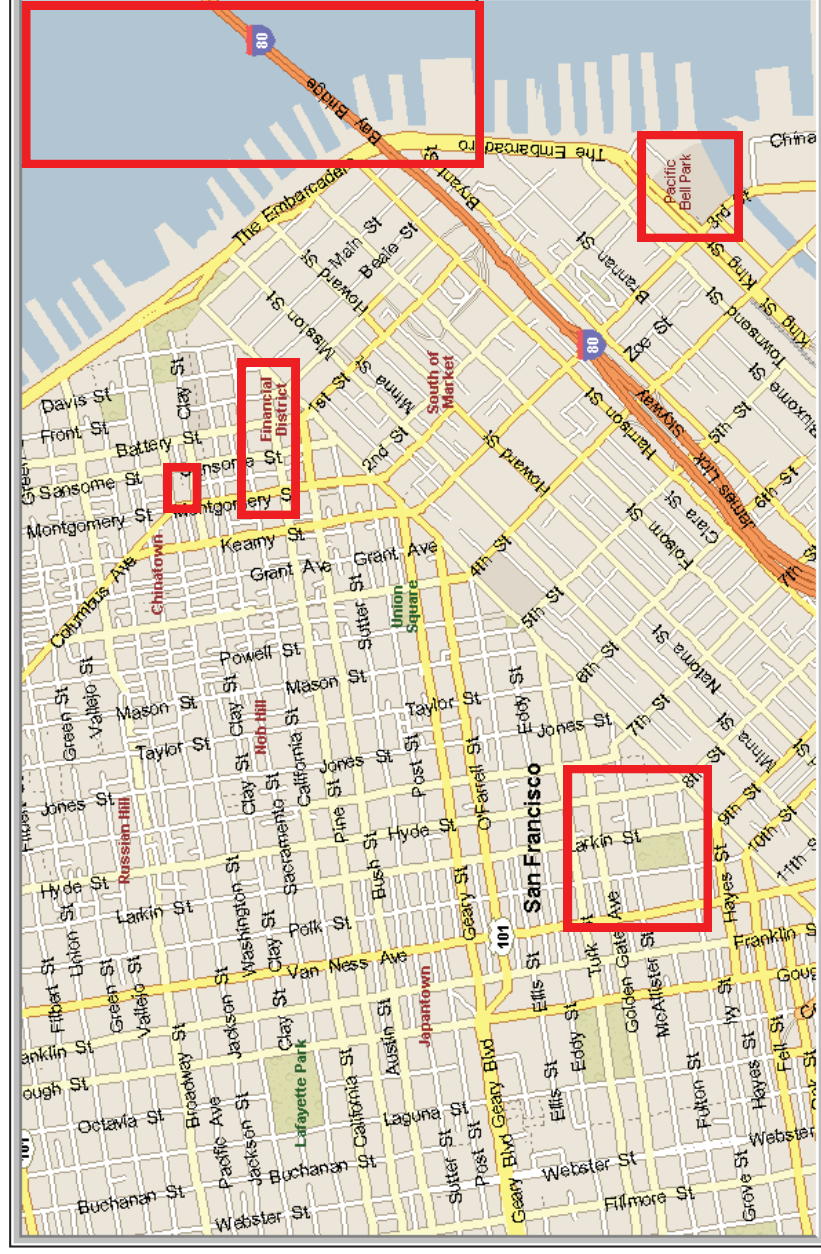
High Profile Location / Geo-Fence Triggers—New Orleans



The City of New Orleans uses FirstWatch KML export (into Google Earth) to set-up views of their Hospitality Zone. In addition to Mardi Gras, New Orleans plays host to several major sporting & cultural events such as the 2012 NCAA Final Four, 2013 Super Bowl and the annual Jazz Festival. This view enables a highly intuitive common operating picture, accessible in the PSAP, EOC, Mobile Command Vehicles and City Hall or from any web-enabled device.

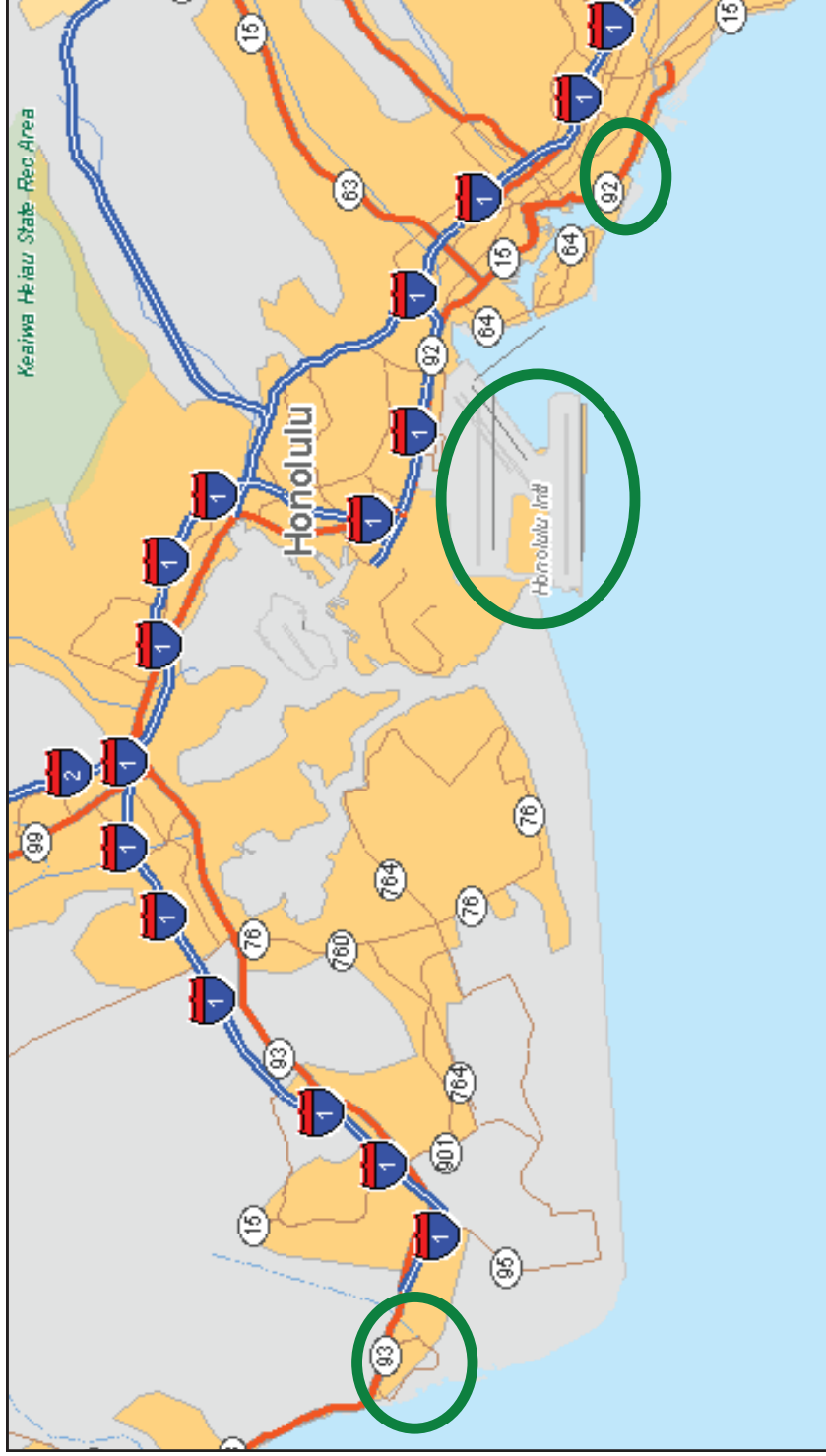


High Profile Location / Geo-Fence Triggers—San Francisco



The City of San Francisco includes a number of highly recognizable landmarks known throughout the world as well as other landmarks that are integral parts of the government and economy. The Golden Gate Bridge, Trans America Pyramid, United Nations Building, Federal Courthouse and the Financial District are a few of the monitored areas. Using FirstWatch Geo-spatial Analysis, officials are able to place a geo-fence (or perimeter) around specific landmarks with the intent of being notified of significant events or activities around any of the designated landmarks or districts. This Trigger provides a situational awareness perspective to rapidly notify officials of events occurring within any of their high profile zones.

High Profile Location / Geo-Fence Triggers—Honolulu



The City of Honolulu hosted the 2011 Asian Pacific Economic Conference (APEC Summit). Declared a National Security Special Event (NSSE). Stakeholders involved in the APEC Summit required enhanced Situational Awareness. FirstWatch Geo Fences were established around critical infrastructure, Summit Hotels, Convention Center and other sites which were key to the event situational awareness. User-defined incidents occurring in the Geo-Fenced areas were automatically plotted and maps, charts and graphs were automatically updated as events unfolded. Public Safety stakeholder groups responsible for securing the Summit area were automatically notified of significant events or activities around any of the designated geo-fenced areas. FirstWatch provided a real-time perspective to authorized event officials & public safety stakeholder groups.



Geographic Clusters of Incidents, by Incident Type

FirstWatch can automatically and in real time, identify emerging clusters of any type of events or activities. The user defines the parameters of the clusters in terms of the event types and the number of events as well as geographic spacing of the events. When clusters are identified, automated Alerts are sent to appropriate personnel.



Oceanside Burglary Trigger Current Call Information

Calls displayed represent active or performed calls between the hours of 2/2/2010 10:20:53 AM and 2/5/2010 10:20:53 AM.

GC	Geo Valid	Time Sent To Queue	Pri	Problem	Call Disposition	Incident #	Address/Location
●	✓	2/3/2010 12:09:26 AM	4	459VR Vehicle Burg Rpt	Report To Follow	1000013541	From Oceanside
●	✓	2/4/2010 9:11:14 AM	4	459R Burglary Rpt	Report To Follow	1000014013	From Oceanside
●	✓	2/4/2010 2:57:44 PM	4	459R Burglary Rpt	Report To Follow	1000014109	From Oceanside
●	✓	2/5/2010 8:57:06 AM	4	459R Burglary Rpt	Report To Follow	1000014461	From Oceanside
	✓	2/2/2010 11:26:45 AM	4	10852R Veh Tampering Rpt	Report To Follow	1000013275	From Oceanside
	✓	2/4/2010 1:42:17 PM	4	487R Grand Theft Rpt	Report To Follow	100001330Z	From Oceanside

Active/Recent Geo-Clusters



Target Crime — Oceanside PD

Oceanside Target Crimes Current Call Information

Calls displayed represent active or performed calls between the hours of 2/25/2012 11:37:27 AM and 2/28/2012 11:37:27 AM.   

Data and Report from the FirstWatch™ Internet Server

GC Geo Valid Time Sent To Queue Pri Problem Call Disposition Incident # Address/Location

✓		2/25/2012 10:36:17 PM	3	RSV Recovered Stolen Veh		1200021132	From Oceanside
✓		2/25/2012 11:31:45 PM	3	RSV Recovered Stolen Veh			
✓		2/26/2012 11:41:15 AM	3	RSV Recovered Stolen Veh			
✓		2/26/2012 12:42:47 PM	3	602 Trespassing			
✓		2/26/2012 1:40:36 PM	3	602 Trespassing			
✓		2/26/2012 3:05:24 PM	3	602 Trespassing			



While almost all Law Enforcement agencies share similar concerns, each community has it's own unique combination of offenses that make up the biggest threat to public safety whether they are crimes against persons, property or public order. Triggers can be used to track and trend those "Target Crimes". As with all FirstWatch Triggers; they can be modified as needs and focus change.



Police Hot Alert — Free Text Analysis

FreeText Setup: Oceanside Hot Alert

FreeText Search [Print this Page](#)

+ Larger Font | + Smaller Font

Matched	Categories	Event	Date/Time	Free Text
N	764665	2/24/2006 5:50:41 AM		RP STATES HE IS AFRAID OF THE CIRCUMSTANCES IN THE APT....WHEN ASKED WHAT WAS GOING ON HE STATED HIS ROOMMATE WAS OUT OF CONTROL..... RP BEING VERY EVASIVE... BOLOD [SECTOR 3] Record #: 1 RP NOW STATES THAT HIS ROOMMATE THREW THE RP AGAINST THE WALL AND LAMP CAUSING A LACERATION TO THE RPS. WRIS... 1142....BOTH SUBJS HBDNEG WPNS 6D 2 DETAINED 6D ,,BOTH SUBJS 647F, NO PROSECUTION DESIRED
N	764666	2/24/2006 5:57:50 AM		# 29....# 3#4 DEA AND RPWILL NOT NEED ASSISTANCE OR GOING EMERGENCY TRAFFIC UNLESS PORBLEMS MAY ARISE.... #715 HRS [SECTOR 1]Record #: 1

From: 2/24/2006 5:50:41 AM To: 2/24/2006 1:19:29 PM Rows to Return: 100 Show All Query Again

Categories: Hot Alert

Keywords/Phrases: Riot, Crips, Bloods, Murder, Hostage, Pursuit, mutual aid, AMBER Alert, Gun shot wound, Threat to kill

EXCLUDED Keywords/Phrases: ROAdwY, Marriot, ROAdwAY

Keyword/Phrase: Add

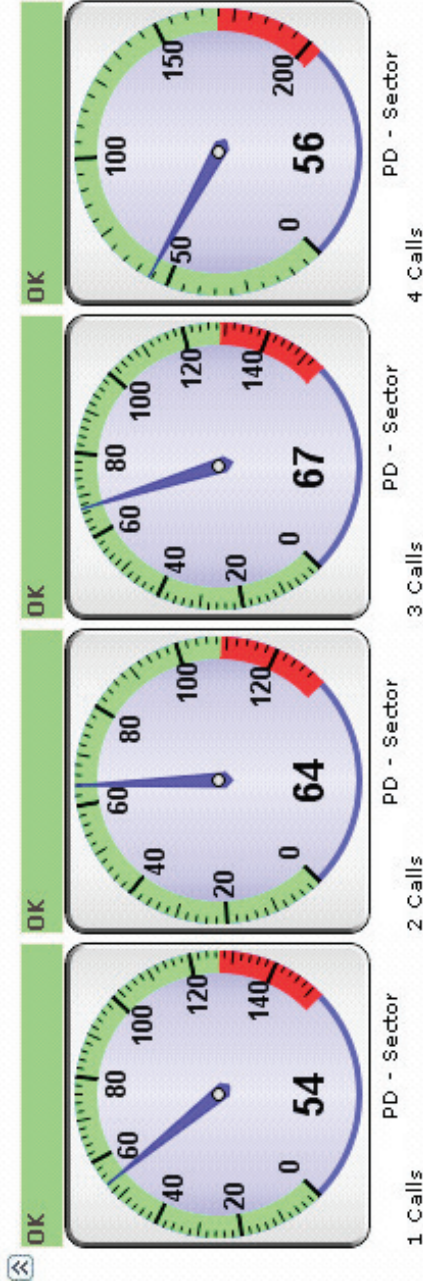
EXCLUDED Keyword/Phrase: partial plate xyz-12 Add

Regular Expression: Update Regular Expression Remove

FirstWatch provides Oceanside crime analysts with a free-text sentinel tool to help them quickly receive alerts on key words or phrases contained in notes/comments received during the call-taking process. The text tool provides investigators with a dynamic way to target specific events and situations (on-the-fly) that are not normally classified during the initial report. Searching through notes/comments from an incident, the trigger can automatically look for information relating to gang activity, partial license plates, information on wanted vehicles, amber alerts, pursuits and more. One of the key real-time benefits of FirstWatch Free Text Trigger is that investigators can deploy or update new analysis/surveillance criteria in a matter of minutes.



Briefing Reports, by Sector — Law Enforcement



Sector Triggers for Law Enforcement teams are presented at daily briefings by command staff or authorized users may log into FirstWatch and check the status of the previous 8, 12, 16 or 24 hours prior to their shift starting.

This enables oncoming shifts to see the activity that has occurred as well as what is in progress.

Plano PD - Sector A Calls Current Call Information

Calls displayed represent active or performed calls between the hours of 3/30/2008 8:50:34 PM and 3/31/2008 12:50:34 PM. Data and Report from the FirstWatch™ Internet Server

Geo Valid	Geo	Time Sent To Queue	Pri	Problem	Response Area	Address/Location	Call Disposition
✓		3/30/2008 8:50:43 PM	2	Traffic Stop-P	Beat A5	96 Nancy Lane	CT - Clear Traffic Stop
✓		3/30/2008 8:52:22 PM	2	Assist Fire Department-P	Beat A1	106 Clawson Drive	N9- No Report/ Compl Contacted
✓		3/30/2008 8:52:35 PM	3	Traffic Accident/Prop Damage-P	Beat A1	210 McKeage Way	R1- Accident Report
✓		3/30/2008 9:03:14 PM	3	Investigation-P	Beat A3	86 ProQA Avenue	CT-Clear Self Int. Investig
✓		3/30/2008 9:07:11 PM	3	Runaway-P	Beat A5	213 Sharp Lane, 126, Plano	R2- Offense Report

Plano PD - Sector A Calls	Status	Std Dev	STA	Geo Cluster	Logged In
Plano PD - Sector A Calls	OK	55/131	STA	CUSUM	...
Plano PD - Sector B Calls	OK	34/106	STA	CUSUM	...
Plano PD - Sector C Calls	OK	70/107	STA	CUSUM	...
Plano PD - Sector D Calls	OK	114/139	STA	CUSUM	...

EMS

FIRE

LAW



Gang Related Sentinel — Oceanside PD

Oceanside PD - Gang Related Sentinel Current Call Information

Calls displayed represent active or performed calls between the hours of 3/25/2008 and 3/31/2008 11:59:59 PM.
Data and Report from the FirstWatch™ Internet Server

<u>Geo Valid</u>	<u>Time Sent To Queue</u>	<u>Pri</u>	<u>Problem</u>	<u>ProQA</u>	<u>Incident #</u>	<u>Address/Location</u>
✓	3/25/2008 7:59:26 AM	4	Tagging 594 Report		080003338Z	203 Academy Blvd
✓	3/25/2008 8:14:31 AM	4	Tagging 594 Report			
✓	3/26/2008 11:23:36 AM	4	Tagging 594 Report			
✓	3/26/2008 12:24:38 PM	5	CKAREA Check Area			
✓	3/26/2008 5:06:49 PM	3	602 Trespassing			
✓	3/26/2008 5:28:31 PM	5	FYI For Your Info			
✓	3/26/2008 5:45:47 PM	4	Tagging 594 Report			



Law enforcement agencies throughout the United States deal with gang activity and have special units assigned to monitor events. Task forces at Oceanside requested a trigger specific to the monitoring of such events. This Trigger was designed to search call comments for key words and call types associated with local gangs. As is depicted in the map view, officers can visually identify areas with strong gang activity.



Auto Theft Trigger — MapShot, Oceanside PD

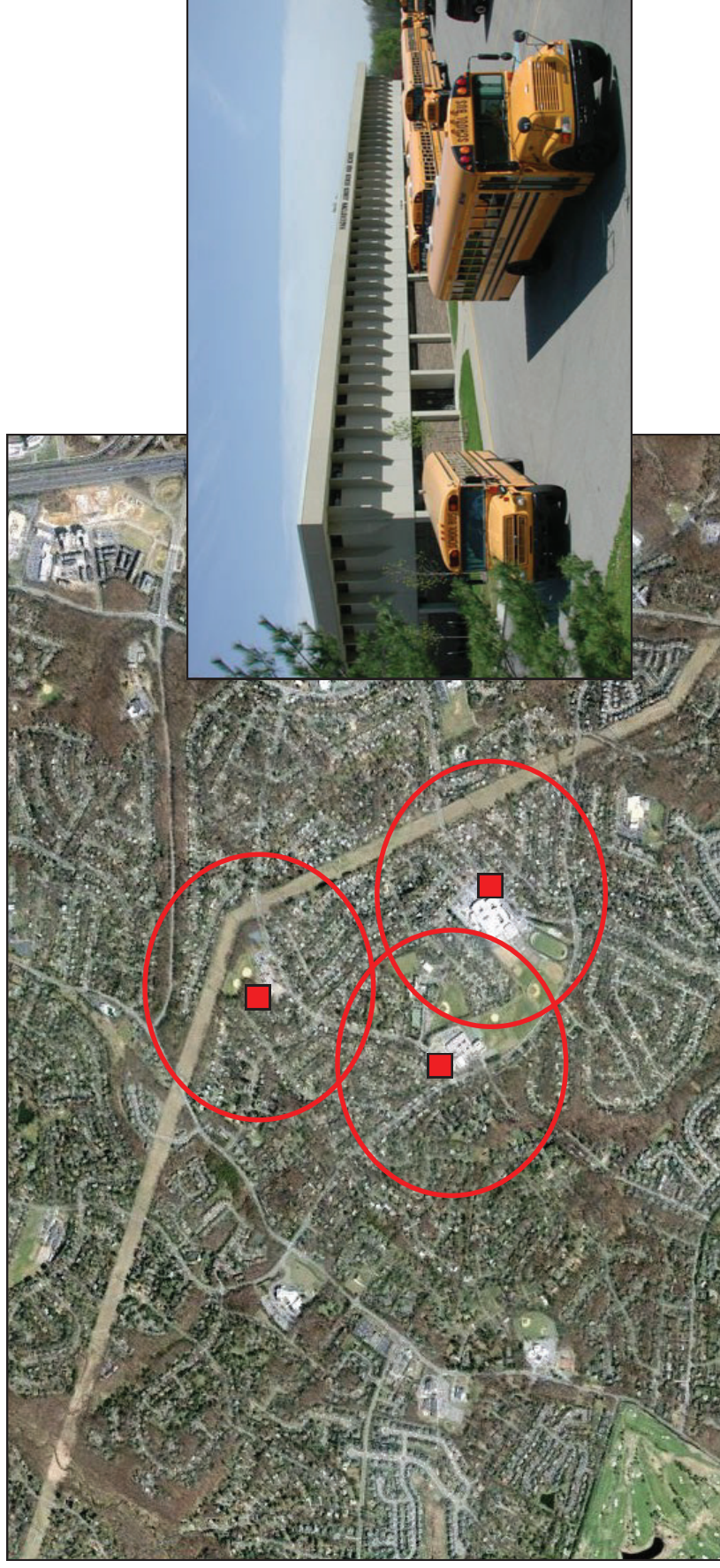
The map plotting feature of First-Watch Triggers enables users to have a visual correlation of what and where calls are occurring.

Using the Auto Theft Trigger, tracking not only stolen vehicles but also locations of the recovered stolen vehicles has helped officers to pinpoint high risk areas.

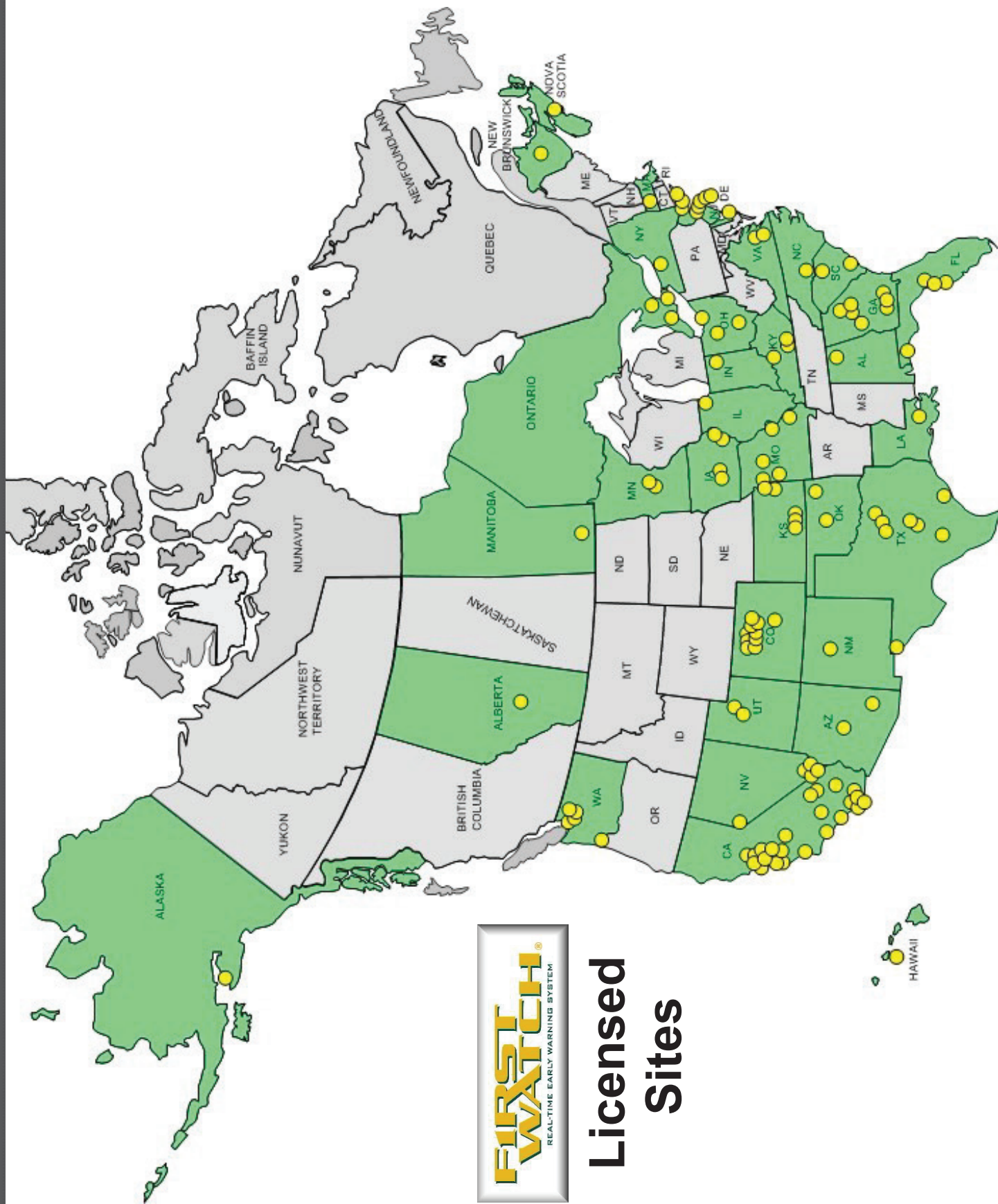
This particular Trigger includes LOJACK and Vehicle Tampering in addition to Stolen Vehicle Information.



School Situational Awareness Trigger



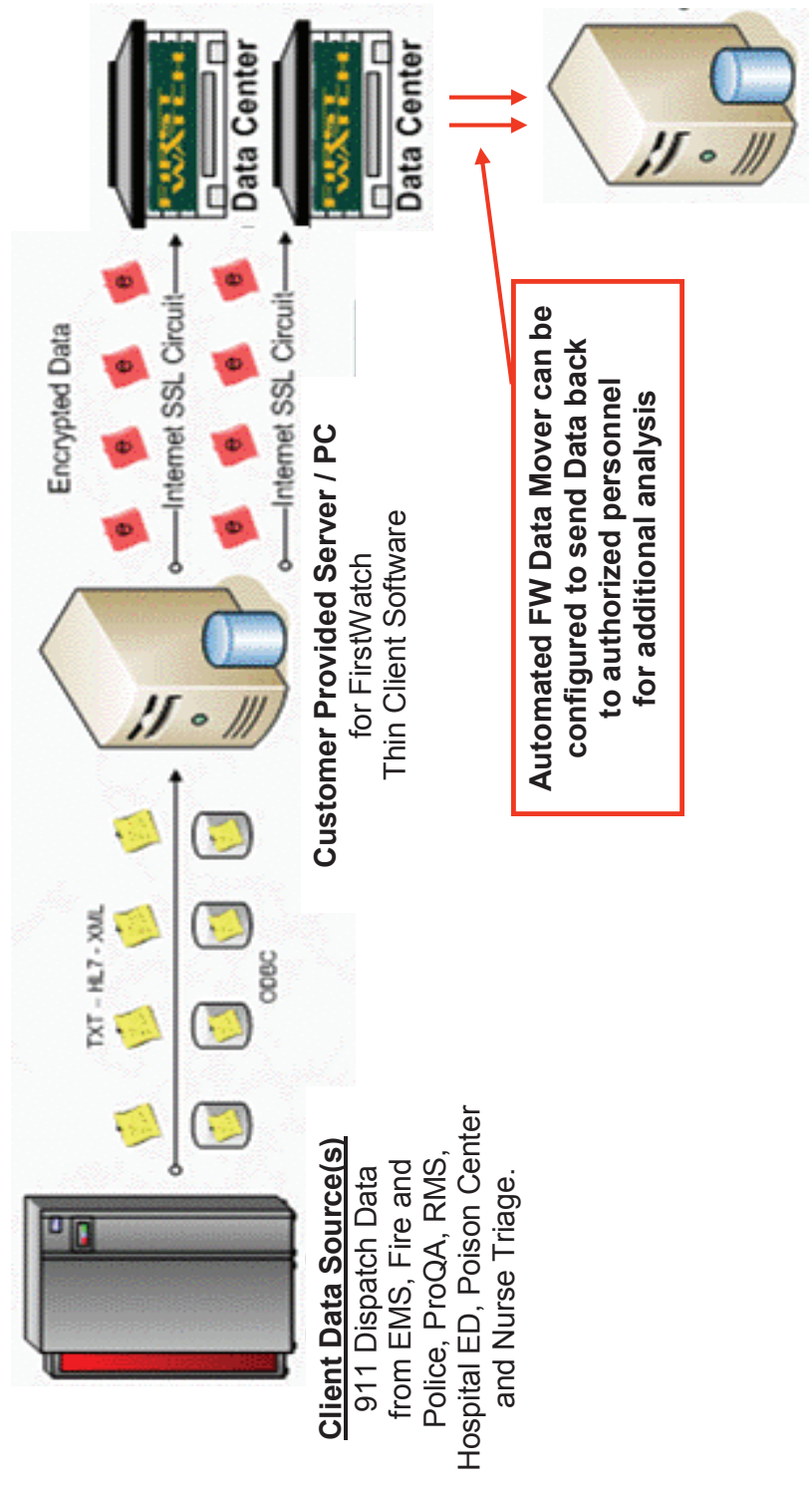
Early Warning is vital for School Notification whether it's an active shooter in the area or simply a house fire nearby. The FirstWatch School Situational Awareness Trigger incorporates Geo-Fences surrounding schools with a user defined radius. The user determines what event types are included or excluded. When a qualifying event is entered into CAD and falls within the Geo-Fence, automated Alerts are sent to Command Staff and School Officials. Once notified, school staff can follow their protocols based on the nature of event. Whether it's a situation requiring a lockdown or simply sending a staff member around the block to keep students walking home, away from a downed utility wire, this Trigger is a great collaborative tool for Law Enforcement, Schools and other public safety teams.



Licensed Sites



FW Data Mover (FTP) Tool



FirstWatch offers our automated FTP Data Mover Tool for agencies that would like to have the raw (or processed) Data sent back to them so they can do additional Data Analysis using systems already in place with Public Health. FTP processes are prescheduled to occur once a day, or as frequently as every few minutes—depending on how mission critical the additional data analysis is to a Public Safety, Public Health or Homeland Security team.



Performance PLUS (detailed drill-down) Tool

The screenshot displays the 'Performance Plus - Individual Performance' report for the Internet Server. The interface includes a navigation menu with 'Individual Performance' highlighted, a graph showing performance trends, and a detailed data table. A callout box points to the 'Total Current Events in Compliance' column, indicating a drill-down to individual performance triggers.

Individual Performance	Total Current Events	Total Current Events in Compliance	Total Current Events Out of Compliance	Current Compliance %	Total Monthly Events	Total Monthly Event in Compliance	Total Monthly Events Out of Compliance	MID Compliance %	Current Average Elapsed
Blaise, Brock (Slovak)	18	6	12	33.33	50	27	23	54.00	00:01:03
Alonzo, R. (Cuba)	5	5	0	66.67	96	51	45	53.13	00:00:49
Cherise, Gabe	10	10	0	46.15	176	104	72	59.09	00:00:49
Jennifer, A. (China)	10	10	0	29.41	324	229	95	70.68	00:00:49
Jamieson, J. (Australia)	10	10	0	50.00	239	136	103	56.90	00:00:47
Kevin, J. (Canada)	1	0	1	0.00	347	229	118	65.99	00:00:47
Jason, W. (Brazil)	6	4	2	66.67	201	130	71	64.68	00:00:44
Robert, M. (Argentina)	2	1	1	50.00	72	41	31	56.94	00:00:42
Shannon, A. (USA)	2	1	1	50.00	253	85	168	33.60	00:00:42
Jessica, A. (Peru)	18	12	6	66.67	177	119	58	67.23	00:00:40
Christopher, M. (France)	21	15	6	71.43	235	156	79	66.38	00:00:38
Blaise, M. (Canada)	3	2	1	66.67	266	199	67	74.81	00:00:37
Justin, S. (USA)	25	17	8	68.00	597	441	156	73.87	00:00:36
Charles, A. (France)	6	5	1	83.33	314	213	101	67.83	00:00:34
Shannon, W. (Australia)	7	4	3	57.14	409	302	107	73.84	00:00:34
Justin, S. (USA)	4	3	1	75.00	230	165	65	71.74	00:00:31
Thomas, J. (Mexico)	29	25	4	86.21	294	214	80	72.79	00:00:31
Chris, Michael, (Canada)	7	7	0	100.00	333	304	29	91.29	00:00:18
Andrew, S. (USA)	0	0	0	100.00	180	91	89	50.56	00:00:00
Andrew, W. (Canada)	0	0	0	100.00	258	211	47	81.78	00:00:00
Gregory, S. (Australia)	0	0	0	100.00	0	0	0	100.00	00:00:00
Christina, M. (USA)	0	0	0	100.00	314	95	219	30.25	00:00:00
Christina, S. (Australia)	0	0	0	100.00	309	194	115	62.78	00:00:00

The FirstWatch **Performance PLUS** module allows for drill-down into performance criteria specific to units, people, shifts, stations, or other predefined variables. Performance Plus uses a combination of user-defined Primary and Sub-Triggers for measuring, monitoring and automating notifications of performance compliance at the overall system wide and now at the various individual levels.



EMS Transport & Hospital Status Dashboard

Clark County - Hospital Transport Status

1/12/2010 5:11:43 PM

Nevada - Southern Region	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
Boulder City Hospital	0	0		
Centennial Hills Hospital	0	0		
Desert Springs Hospital	0	1	21:04	21:04
Mountain View Hospital	0	1	39:51	39:51
North Vista Hospital	0	0		
Southern Hills Hospital	0	0		
Spring Valley Hospital	1	1	21:03	21:03
St Rose - San Martin	1	1	29:34	29:34
St Rose De Lima	0	1	31:30	31:30
St Rose Siena	0	1	24:00	24:00
Summerlin Hospital	0	1	59:22	59:22
Sunrise Hospital	1	7	21:39	42:11
U.M.C.	0	1	14:51	14:51
Valley Hospital	1	0		

Nevada - Southern Region #2	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
Mesa View Hospital	0	0		
Mike O'Callaghan (Nellis AFB)	0	0		
Western Arizona Regional Medical Center	0	0		

Clark County - Specialty Hospitals	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
Summerlin Childrens	0	0		
UMC Trauma	0	0		
UMC-Children's	1	0		
West Care	0	0		

Many communities are constantly challenged with hospital surge issues that tie up emergency units dropping off patients at local hospitals.

As hospital turn-around times grow longer, emergency units are unavailable to respond to other emergencies, creating a serious problem.

Working with FirstWatch, Clark County developed a dashboard showing all active patient transports in the County. This EMS Transport Status Dashboard pulls data from 4 different EMS Dispatch Centers. The dashboard lists each primary hospital, 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 & times.

Result: improved care to patients, and faster turn-around times for emergency units.



FirstWatch Enhancement Module

Patient Transfer of Care (TOC) Tool *

- Capture Transfer of Care times at each facility
- Can be configured to capture delay reasons over defined threshold
- Report on Transfer of Care Compliance Reporting overall and individually
- Primary TOC Trigger monitors the overall performance for all facilities
- Sub TOC Triggers for each facility – They can each access to their own individual performance monitoring trigger
- Integrated MS Excel export for further analysis at both overall and individual levels.

* This web-enabled system enhancement tool also requires the EMS Transport / Hospital Status Dashboard tool to be deployed too.

Clark County - Hospital Transport Status PTOC
11/17/2009 11:35:54 AM

Nevada - Southern Region	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
Boulder City Hospital	0	0	11:46	11:46
Centennial Hills Hospital	0	0	38:31	38:31
Desert Springs Hospital	0	1	14:48	14:48
Mountain View Hospital	0	0	05:52	05:52
North Vista Hospital	0	0	35:42	35:42
Southern Hills Hospital	0	0	16:56	25:08
Spring Valley Hospital	1	1	14:00	20:01
St Rose - San Martin	0	0		
St Rose De Lima	0	1		
St Rose Siena	0	2		
Summerlin Hospital	0	4		
U.M.C.	0	0		
Valley Hospital	2	3	26:18	32:25

Nevada - Southern Region #2

Mesa View Hospital	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
Mike O'Callaghan (Nellis AFB)	0	0		
Western Arizona Regional Medical Center	0	0		

Clark County - Specialty Hospitals

Summerlin Childrens	Enroute	Arrived	Elapsed - Avg	Elapsed - Max
Sunnrise Children's	0	0		
Sunnrise Trauma	0	0		
UMC Trauma	0	0		
UMC-Children's	0	0		
West Care	0	0		

Desert Springs Hospital - 2075 E Flamingo Rd, Las Vegas, NV

Agency	Unit	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
Medic West	501	11:48	11/17/2009 11:24:36 AM	11:46	1A-Abdominal Pain

Mountain View Hospital - 3100 N Tenaya Wy, Las Vegas, NV

Agency	Unit	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR LV	2702	11:47	11/17/2009 10:59:55 AM	38:31	17B - FALL/BACK INJ

North Vista Hospital - 1409 E Lake Mead Blvd, North Las Vegas, NV

Agency	Unit	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR LV	2725	11:50	11/17/2009 11:12:28 AM	14:48	25B - PSYCH/SUICIDE

Spring Valley Hospital - 5400 S Rainbow Blvd, Las Vegas, NV

Agency	Unit	(Elapsed)	Arrived	(Elapsed)	Problem/Nature
AMR LV	2709	TOC	11/17/2009 11:42:32 AM	12:08	25B - PSYCH/SUICIDE
AMR LV	2714	TOC	11/17/2009 11:37:15 AM	11:33	28C - STROKE/CVA



Upgraded SQL Reporting Services Tools

FirstWatch Enhancement Module

FirstWatch Reporting Services
Home > **Customer Reports**

Properties

Modified Date: 8/17/2009 4:22 PM
Modified By: jselters
Creation Date: 8/17/2009 3:45 PM
Created By: jselters

Name: Customer Reports
Description: Directory Structure for Customer Specific Reports

Hide in list view

Apply Delete Move

Contents | Move | New Folder | New Data Source | Upload File

Icon	Name	Description
Folder	American Medical Response (AMR)	
Folder	Anchorage Fire Department	
Folder	Austin Travis County	
Folder	Barren-Metcalfe - Glasgow	
Folder	Bergen County - Regional Medical Center	
Folder	Bernalillo County	
Folder	Bowling Green EMS - The Medical Center	
Folder	Cape County Private Ambulance	
Folder	CENCOM - Atlantic Health Systems	
Folder	Charleston County EMS	
Folder	Clark County Fire Department (CCFAO)	
Folder	Clark Regional Emergency Services Agency (CRESA)	
Folder	Columbia-Boone County	Combined Center for all three agencies.

Unit Responses By Resp Area

Inc DT in last (n) days (including today) | 2 | 100% | Find | Next | Select a format | Report | View Report

Filter: Responses with Jul and first DT in last (n) days (including today). Resp Unit Name in 'M1', 'M2', 'M3', 'M4', 'M5', 'M6', 'M7', 'M8', 'M9'

Resp Unit Name	Hospital	Health System	Total
M1	15	1	16
M2	20	0	20
M3	10	0	10
M4	14	0	14
M5	6	2	8
M6	15	1	16
M7	14	3	17
M8	1	1	2
M9	14	3	17
Total	65	8	73

Incident Count By Jurisdiction

Inc DT in last (n) days (including today) | 2 | 100% | Find | Next | Select a format | Report | View Report

Filter: Responses with Jul and first DT in last (n) days (including today). Resp Unit Name in 'M1', 'M2', 'M3', 'M4', 'M5', 'M6', 'M7', 'M8', 'M9'

Inc Jurisdiction (if Incident)	Hospital	Health System	Total
M1	15	1	16
M2	20	0	20
M3	10	0	10
M4	14	0	14
M5	6	2	8
M6	15	1	16
M7	14	3	17
M8	1	1	2
M9	14	3	17
Total	65	8	73

Having the ability to allow authorized users to set additional user-defined parameters against their data from within the FirstWatch system. Basic Report tool will be included for customers, but Custom / Enhanced SQL Reporting Services Tools and assistance can be provided (for additional cost—based on project) by FirstWatch. New features and tools will be made available as they are developed, based on contracted customer report development projects.

FirstWatch Enhancement Module



Online Compliance Utility (OCU) Tool & Reports

Provider Queue Example

Online Compliance Utility
 Powered By: **FIRSTWATCH**
 Welcome OCU Demo Supervisor 1 | [Sign Out](#)

Updated: 3/9/2009 5:41:48 PM PT Next: 3/9/2009 5:46:48 PM PT

Late Response Queue - Date Range: 3/8/2009 | 1 Day | 3/9/2009

Vendor Work Completed

Date/Time	Incident#	Problem/ProQA	Pri	Address/Location	Zone	Response	Overage	Status	Owner	Exemp.
3/9/2009 1:14:30 PM	EMS09008601	UNCONSCIOUS	1	DE-IDENTIFIED	2U	00:31:28	00:18:29	Pending		
3/9/2009 9:47:21 AM	EMS09008573	FALL POSSIBLY DANGEROUS	1	DE-IDENTIFIED	2U	00:17:47	00:04:48	Pending		
3/9/2009 9:02:08 AM	EMS09008570	HEMORRHAGE LAC ABN BREATHING	1	DE-IDENTIFIED	3U	00:13:31	00:00:32	Pending		
3/9/2009 8:30:28 AM	EMS09008567	UNABLE TO COMPLETE EMD PROCESS	1	DE-IDENTIFIED	4U	00:13:00	00:00:01	Pending		
3/9/2009 5:05:26 AM	EMS09008553	SEVERE RESPIRATORY DISTRESS	1	DE-IDENTIFIED	3U	00:13:31	00:00:32	Pending		

Show rows: 5 | Edit Assignment

OCU is a web-enabled collaboration tool for use by Providers and Authorities to simplify and manage contract compliance for exceptions and exemption reporting. The web-based FirstWatch tool provides interactive queues with a consistent look and feel for both the provider and the authority, which allows for an on-line review of late runs based on business rules. Capable of capturing late response analysis, supporting documentation and attachments, and flexibility for staff input.

Once the provider records have been updated with supporting information the provider can submit their requests for approval/denial to the authority. The authority will then have the ability to approve, deny or request additional information back to the provider. The online compliance utility allows for near real time reviews of information so users don't have to wait until the end of month to do compliance reporting; late responses can be analyzed as events take place in the system.

Authority Queue Example

Online Compliance Utility
 Powered By: **FIRSTWATCH**
 Welcome OCU Demo Authority Admin 1 | [Sign Out](#)

Updated: 3/9/2009 5:47:09 PM PT Next: 3/9/2009 5:52:09 PM PT

Contract Administrators Queue - Date Range: 2/7/2009 | 30 days | 3/9/2009

Contract Administrators Completed

Date/Time	Incident#	Problem/ProQA	Pri	Address/Location	Zone	Response	Overage	Status	Owner	Exemp.
2/19/2009 8:03:44 PM	EMS09006215	FAINTING - NOT ALERT	1	DE-IDENTIFIED	3U	00:17:43	00:04:44	Exception (after internal review)	Debbie Gilligan	Traffic

Show rows: 5 | Edit Assignment



Custom Threat Assessment & Incident Write-Back Tool

FirstWatch Enhancement Module

Administrator Historical Alerts and Assessments
These are the alerts that were triggered between 03/02/2009 00:00:00 and 03/09/2009 23:59:59.

Time Alert Sent	Assessments	File	Alerts Sent PDF
03-03-2009 12:35:13	03-09 13:06:59		03-03 12:35:32 (klee@firstwat
03-04-2009 07:37:18	create new		03-04 07:37:41 (signal@firstwat
03-06-2009 19:53:52	create new		03-06 19:54:07 (signal@firstwat
03-08-2009 03:33:56	create new		03-08 03:34:12 (signal@firstwat
03-08-2009 20:54:32	create new		03-08 20:54:45 (signal@firstwat

Trigger Assessment

Trigger Name: Biosurveillance

Time Alert Sent: 03/06/2009 16:53:52

Time of Assessment: 03/12/2009 15:22:37

Name of Reviewer: John Selters

Reviewer Summary: Public Health Epi evaluated the alert and trend risk and determined to put the Trigger in Watch Status. There was a sudden but subtle increase in events over the last 24 hours.

Comment Timestamp	User	Comments
03-12-2009 15:30:40	John Selters	Watch Status Score = 2 no action required at this time. They will continue to monitor the related events over the next 24-48 hours for any changes.

Buttons: Cancel, Save, Save & Exit, Finalize

Med-Act C1 Response Performance (10 Min)

Status	Current Compliance	Current Compliance
OK	25/29	86.21

Med-Act C2 Response Performance (15 Min)

Status	Current Compliance	Current Compliance
OK	21/21	100

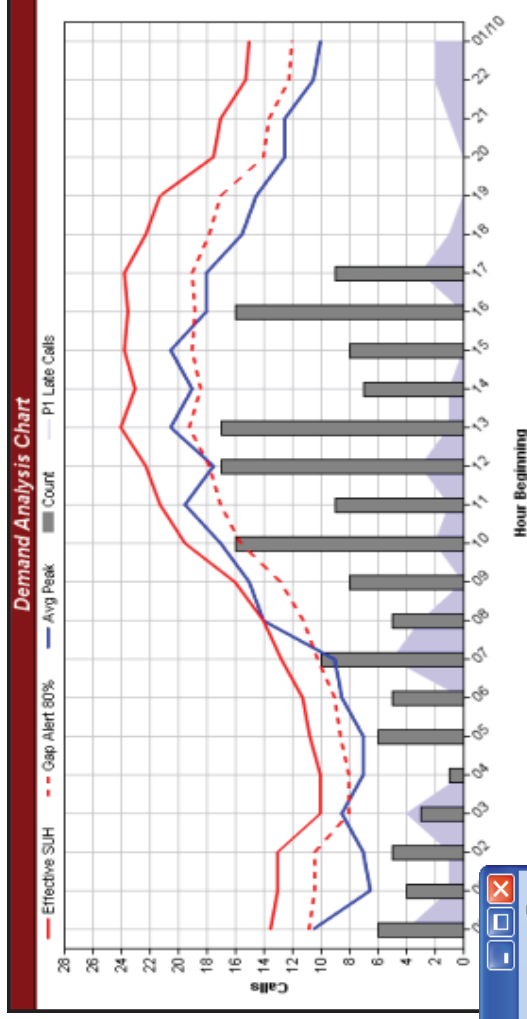
The Trigger Assessment tool is included with the base FirstWatch System – a logical extension of the FirstWatch system; this tool will provide authorized users the ability to associate narrative information with Triggers or Trigger alerts. User can benefit by entering and tracking information related to specific Trigger data points, alert assessments, alert acknowledgments or general information, which will become a part of the FirstWatch records. The information is easily retrieved for viewing and can be printed or emailed for distribution.

An enhanced version of the Trigger Assessment Tool can be provided at cost. The enhanced version will provide custom forms to allow for user defined questions and responses.



Real Time Demand Analysis Tool

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.

Microsoft Excel - DownloadDA-20060911125641.xls

	A	B	C
1	Hr Ending		1
2	20060501	145	110
3	20060508	6	2
4	20060515	15	11
		7.25	5.6
22	Total	145	110
23	Min	6	2
24	Max	15	11
25	Mean	7.25	5.6
26	Median	6	6
27	Mode	6	6
28	StDev	3.32	2.9
29	Avg High	10.6	8.6
30	90th Percentile Rank	12	9
31	Avg Peak	13.5	11.3
32	2x StDev + Mean	13.9	11.3
33	Smoothed Average Peak	12.9	11.3
34	Blended Demand	12.9	11.3

FirstWatch Enhancement Module

FirstWatch Enhancement Module



ProQA Dashboards & Reports

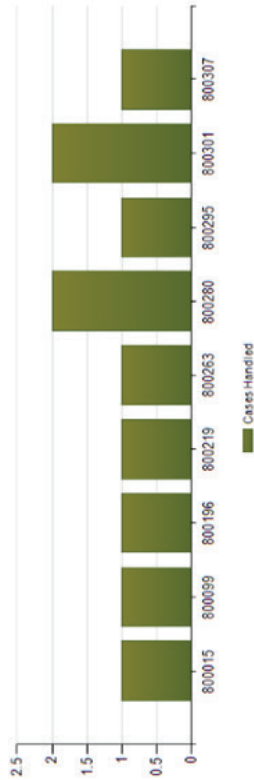


ProQA Paramount Real-Time Supervisor Dashboard

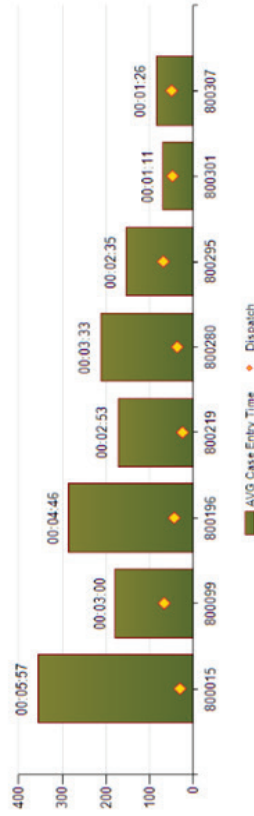
Period: 07/26/2013 18:00:00 thru 07/26/2013 18:53:50



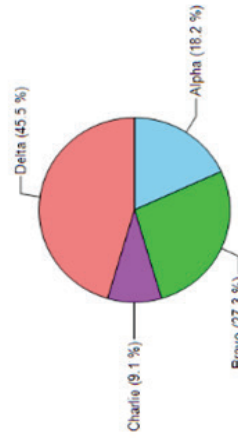
The Number of Cases the Operators are Handling



The Average Time it is Taking Each Operator to Handle and Dispatch their Cases



The Distribution of Levels for the Operators Calls



The Outlier Cases that Should be Reviewed (Time To Dispatch > 00:02:00)

Operator	Time To Dispatch	Total Case Time	Card	Level	Lang Oper Used	Party of the Caller
800263	00:02:25	00:06:42	25	Delta	0	2nd Party

The Last 5 Cases Handled by your Operation

Case #	Case Start	Operator	Dispatch As	Problem	Time to Disp	Total Case Time	CASE ENTRY	KEY Q	PAI	PDI
3320158	7/26/2013 6:46:48 PM	800301	17B1	FVLT FT/FELL	00:00:28	00:01:10				
3320134	7/26/2013 6:34:00 PM	800219	31D2	MALE FT, FALLING, AND FIGHTING ...	00:00:28	00:02:53				
3320126	7/26/2013 6:31:05 PM	800263	25D1V	PT POSS STROKE	00:02:25	00:06:42				
3320124	7/26/2013 6:27:27 PM	800301	28C1L	FM FT HIGH BLOOD SUGAR	00:01:10	00:01:11				
3320121	7/26/2013 6:25:53 PM	800307	13A1		00:00:51	00:01:26				

Our newly enhanced ProQA Dashboards & Reports give Communications Dispatch Managers & Supervisors a quick and easy way to monitor near real-time their ProQA usage.

FirstWatch Enhancement Module



Automated Daily Management Reporting

System Daily Management Report- DRAFT



Monitor the effectiveness of your operation!

Daily Statistics for: 04/04/2013

Priority:	AS:	CC:	CL:	TT:	Tx:	N/L%:	OT%:	CTC/EB:	DTC:
Priority - 1	43	34	8	42.7	28	34.9%	76.5%	25.1	N/A
Priority - 2	13	12	2	14.6	11	15.4%	83.3%	9.8	N/A
Priority - 3	16	13	2	22.3	13	18.8%	84.6%	10.8	N/A
Priority - 4	14	12	1	21.6	12	14.3%	91.7%	1.1	N/A
Priority - 5	5	5	0	13.7	5	0.0%	100.0%	0.5	N/A
Priority - 6	66	54	26	96.6	56	15.2%	51.9%	25.1	N/A
Totals:	157	130	39	211.4	125	20.4%	70.0%	72.4	

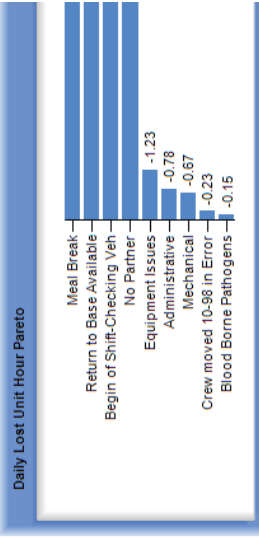


Breakdown various mission times like call taking time, dispatch time or run time.

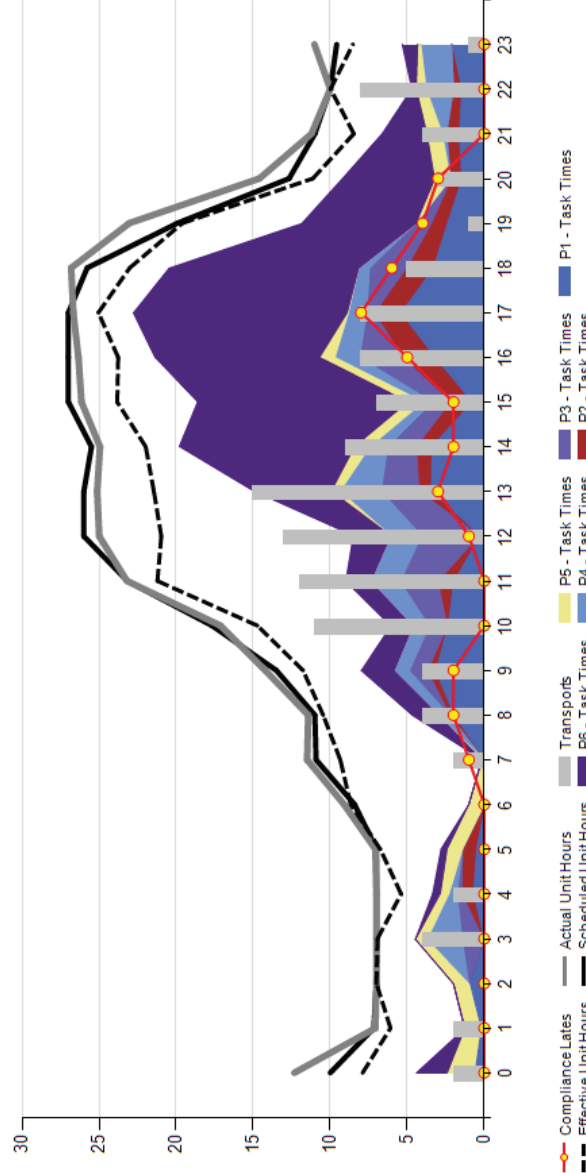
Monitor Unit-Hour Utilization by comparing scheduled, actual and lost unit hours on task time.

Priority:	AS:	Tx:	TT:	SUH:	S%	AUH:	A%
ALS	145	122	207.57	377.28	100%	385.03	100%
BLS	4	3	3.87	0	0%	0	0%
System:	149	125	211.44	377.28		385.03	

Time to Q:	Time in Q:	Time on Phone:	PIU to Asgn:
P1 00:00:13	95.3%	00:00:57	74.4%
P2 00:00:31	84.6%	00:01:32	76.9%
P3 00:00:21	81.3%	00:02:48	62.5%
P4 00:02:29	57.1%	00:05:04	71.4%
P5 00:04:22	60.0%	00:00:00	100.0%
P6 00:00:00	100.0%	00:00:00	100.0%



System Situation Hourly Graph: 04/04/2013



FirstWatch Enhancement Module



Updated: 5/29/2013 17:01:40 GMT-0700 (PDT) Next: 17:06:40 GMT-0700 (PDT)

Pending **Quality Improvement** **Closed**

Pending Queue - Date Range: 5/19/2013 - 5/29/2013 [Owner] Chest Pain [Go]

Date/Time	Incident #	Problem/ProQA	Address/Location	Dest	Primary Protocol	Chief Complaint	Primary Impression
5/29/2013 1:44:26 PM	1313140	10C2 Chest Pain Heart Attack	[Redacted]	ST. JOSEPH HEALTH CENTER	Chest Pain	Chest Pain (Suspected Acute Coronary Syndrome)	Cardiac- Chest Pain/Angina
5/29/2013 7:22:25 AM	1313110	10C2 Chest Pain Heart Attack	[Redacted]	BARNES ST PETERS HOSPITAL	Chest Pain	Chest Pain (Suspected Acute Coronary Syndrome)	Cardiac- Acute Coronary Syndrome
5/28/2013 7:35:17 PM	1313082	33C4 Heart Problems / MI	[Redacted]	BARNES ST PETERS HOSPITAL	Chest Pain	Routine Transfer	Cardiac- Chest Pain/Angina
5/28/2013 12:13:40 PM	1313040	10D2 Chest Pain Diff Breathing	[Redacted]	BARNES ST PETERS HOSPITAL	Chest Pain	Chest Pain (Suspected Acute Coronary Syndrome)	Cardiac- Chest Pain/Angina
5/28/2013 3:00:10 AM	1313015	10D1 Chest Pain Not Alert	[Redacted]	BARNES ST PETERS HOSPITAL	Chest Pain	Chest Pain (Suspected Acute Coronary Syndrome)	Cardiac- Chest Pain/Angina
5/28/2013 1:31:22 AM	1313013	06D2 Difficulty Breathing	[Redacted]	ST. JOSEPH HOSPITAL	Chest Pain	Chest Pain (Suspected Acute Coronary Syndrome)	Cardiac- Chest Pain/Angina
5/28/2013 5:05:13 PM	1312893	06C1 Diff Breathing Abnormal	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
5/25/2013 12:23:51 PM	1312806	10C4 Chest Pain Norm +35 YOA	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
5/25/2013 8:07:42 AM	1312789	33C4 Heart Problems MI	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
5/24/2013 10:17:55 AM	1312703	10C4 Chest Pain Norm +35 YOA	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Show rows: 10 of 3 Page 1 of 3

Protocol: Chest Pain

2/01/2013 - 7/01/2013

Total # of calls: 143

Protocol Test Outcome	Count	Percentage
Was a 12 lead EKG transmitted to the hospital?	YES	88.81%
Was a 12-lead EKG acquired?	YES	89.51%
Was a description of the chest pain documented?	YES	89.51%
Was a pulse oximetry reading obtained?	YES	98.60%
Was an IV established?	YES	76.76%
Was aspirin administered (if allergy not documented)?	YES	73.43%
Was nitroglycerin administration appropriate for this patient?	NO	0.00%
Was pain medication administered?	NO	0.00%

Pre-Process Protocol: [Protocol] All Refresh

Monitor ePCR data and capture Primary Protocol, Chief Complaint and Primary Impression. Measure protocol compliance and test outcomes.

EX. Chest Pain Protocol - YES, a 12 lead EKG was transmitted to the hospital - 88.81 % of the time compliant



To schedule your demo of FirstWatch, please contact us

Midwestern United States & International	Eastern United States	Southern United States	Western United States
Marc Baker Vice President	Glenn Butler Regional Manager	Phil Davis Regional Manager	Terry Fitch Regional Manager
760.943.9123 ext. 208	760.943.9123 ext. 258	760.943.9123 ext. 267	760.943.9123 ext. 268
mbaker@firstwatch.net	gbutler@firstwatch.net	pdavis@firstwatch.net	tfitch@firstwatch.net

FirstWatch Solutions, Inc. Corporate Offices: 322 Encinitas Blvd, Suite 100, Encinitas, CA 92024 USA

For more information on FirstWatch, Our Dashboards, Triggers, Enhancement Modules, Case Studies, Press Coverage, Research Articles or our FirstWatch Team, You can visit us online at: FirstWatch.net

*Real-time Situational Awareness
Dashboards & Alert Notifications* *EMS, Fire and Law Operational
& Performance Monitoring* *Public Safety, Public Health
& Homeland Security Trends*

EMS

FIRE

LAW