



Wyoming Office of Emergency Medical Services



“Quick Stats”

Agency Timeliness to Start WATRS PCR

January 1, 2020 through March 31, 2020

Ground Transporting – WATRS Elite City, Agency Name, and ID Number	Percentage of WATRS Records Started After the Date/Time Unit was Back in Service				
	Percentage ≤ 2 Hours	Percentage > 2 Hours to ≤ 12 Hours	Percentage > 12 Hours	Record Count	Sequential Number
Hawk Springs, Hawk Springs-FD (038)	100%	0.0%	0.0%	2	1
LaGrange, LaGrange Rescue Unit (046)	100%	0.0%	0.0%	6	2
Newcastle, Newcastle Ambulance Service (105)	99.3%	0.6%	0.0%	154	3
Rock Springs, Sweetwater Medics LLC (130)	98.1%	1.4%	0.4%	688	4
Thayne, Thayne Ambulance Service (015)	95.2%	4.7%	0.0%	42	5
Green River, Castle Rock Ambulance Service (033)	94.4%	1.5%	3.9%	253	6
Powell, Powell Hospital Ambulance Service (065)	93.8%	5.8%	0.3%	310	7
Laramie, Laramie Fire Department (050)	93.4%	4.2%	2.2%	841	8
Jackson, Jackson Hole Fire/EMS (113)	93.3%	4.9%	1.7%	404	9
Kaycee, Johnson County EMS – Kaycee (119)	92.0%	8.0%	0.0%	25	10
Evanston, Lyman, Uinta County EMS (116)	91.1%	3.4%	5.4%	405	11
Pine Bluffs, Pine Bluffs EMS (063)	90.6%	6.2%	3.1%	32	12
Worland, Washakie County Ambulance Service (083)	90.3%	6.9%	2.6%	186	13
Lovell, North Big Horn Hospital Ambulance (053)	90.1%	7.1%	2.6%	112	14
Gillette, Campbell County Health EMS (117)	90.0%	9.7%	0.1%	1,068	15
Ten Sleep, Ten Sleep Ambulance Service (076)	90.0%	10.0%	0.0%	10	16
Douglas, Memorial Hospital of Converse County (022)	89.6%	9.8%	0.5%	568	17
Kemmerer, South Lincoln County EMS (043)	89.1%	4.0%	6.7%	74	18
Midwest, Salt Creek Emergency Services (056)	88.8%	11.1%	0.0%	9	19
Afton, Star Valley Health EMS (136)	86.9%	11.6%	1.3%	146	20
Alpine, Alpine Fire Department (003)	86.2%	10.3%	3.4%	29	21
Sheridan, Rocky Mountain Ambulance Service (104)	85.3%	11.8%	2.9%	898	22
Sheridan, Sheridan Fire-Rescue (100)	84.7%	15.2%	0.0%	131	23
Mills, Mills Fire Department (057)	82.9%	12.7%	4.2%	94	24
Buffalo, Johnson County EMS - Buffalo (114)	82.7%	10.3%	6.9%	203	25
Sundance, Crook County Medical Services District EMS (075)	81.4%	16.6%	1.8%	54	26
Casper, Wyoming Medical Center (014)	81.3%	18.0%	0.6%	2,807	27
Farson, Eden Farson Fire District (027)	76.9%	7.6%	15.3%	13	28
Dayton, Dayton-Rescue Unit (092)	76.4%	17.6%	5.8%	17	29
Lander, Riverton, American Medical Response Fremont (205)	76.4%	21.6%	1.9%	1,477	30
Cody, Cody Regional Health (019)	76.3%	22.3%	1.3%	592	31

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	Percentage ≤ 2 Hours	Percentage > 2 Hours to ≤ 12 Hours	Percentage > 12 Hours	Record Count	Sequential Number
Pinedale, Sublette County EMS (064)	76.2%	15.1%	8.5%	316	32
Point of Rocks, Bridger Coal (I-106)	75.0%	0.0%	25.0%	8	33
Elk Mountain, Saratoga, South Central WY EMS (145)	72.8%	16.6%	10.4%	162	34
Albin, Albin Rescue (002)	66.6%	33.3%	0.0%	3	35
Wamsutter, Wamsutter EMS (080)	66.6%	27.2%	6.0%	33	36
Rawlins, Carbon County EMS (124)	65.6%	24.0%	10.3%	358	37
Wheatland, Platte County Memorial Hospital Service (169)	64.9%	28.3%	6.6%	391	38
Thermopolis, Mortimore’s Ambulance Service (077)	61.9%	28.5%	9.5%	105	39
Cheyenne, American Medical Response (016)	57.9%	39.2%	2.7%	3,337	40
Upton, Upton Fire Department (079)	55.0%	25.0%	20.0%	20	41
Salt Lake City UT, Gold Cross Ambulance (188)	53.8%	23.0%	23.0%	13	42
Torrington, Torrington Ambulance Service (078)	53.7%	28.3%	17.9%	296	43
Evansville, Evansville Emergency Services (026)	53.6%	31.2%	15.0%	179	44
Glendo, Glendo Volunteer Ambulance Service (030)	52.3%	23.8%	23.8%	21	45
Fort Laramie, Fort Laramie Ambulance Service (023)	50.0%	12.5%	37.5%	8	46
Driggs ID, Teton County Fire Protection District (171)	40.0%	40.0%	20.0%	30	47
Burns, Burns EMS (011)	37.5%	62.5%	0.0%	8	48
Osage, Osage Volunteer Ambulance Service (061)	33.3%	0.0%	66.6%	3	49
Lusk, Lusk Ambulance Service (054)	29.6%	16.6%	53.7%	54	50
Moorcroft, Moorcroft Ambulance (059)	27.2%	66.6%	6.0%	33	51
Centennial, Centennial Fire Department & Rescue (101)	22.2%	11.1%	66.6%	18	52
Burlington, Burlington - BHFD #4 Ambulance (010)	18.1%	18.1%	63.6%	11	53
Hulett, Hulett EMS Inc. (039)	15.0%	15.0%	70.0%	20	54
Lingle, Lingle Fire Department (052)	12.5%	12.5%	75.0%	8	55
Baggs, Little Snake River EMS (004)	0.0%	0.0%	100%	9	56
Lyman, Village of Lyman (154)	0.0%	0.0%	100%	1	57
Pine Haven, Town of Pine Haven Ambulance (140)	0.0%	0.0%	100%	2	58

Percentage of Ground Agencies with Records Meeting Criteria

Average Time to Start PCR	2019		2020			
	7/1 to 9/30	10/1 to 12/31	1/1 to 3/31	4/1 to 6/30	7/1 to 9/30	10/1 to 12/31
≤ 2 Hours	72.6%	73.8%	77.4%			
> 2 Hours and ≤ 12 Hours	22.5%	21.9%	19.2%			
> 12 Hours	4.8%	4.2%	3.4%			

Fire Protective Services (& Non Transporting)	Percentage of WATRS Records Started After the Date/Time Back in Service				
	City, Agency Name, and ID Number	Percentage ≤ 2 Hours	Percentage > 2 Hours to ≤ 12 Hours	Percentage > 12 Hours	Record Count
Cheyenne, Bureau of Land Management (158)	100%	0.0%	0.0%	1	1
Bar Nunn, Bar Nunn Fire Department (168)	92.1%	7.8%	0.0%	38	2
Rawlins, Rawlins Fire Department (175)	80.0%	20.0%	0.0%	5	3
Cheyenne, Cheyenne Fire Rescue (112)	62.6%	34.3%	2.9%	983	4
Rock Springs, Rock Springs Fire Department (111)	56.3%	32.9%	10.7%	364	5
Casper, City of Casper Fire-EMS Department (013)	39.2%	40.8%	20.0%	125	6
Casper, Natrona County Fire Protection District (099)	30.1%	49.2%	20.6%	63	7
Cheyenne, Laramie County Fire District #1 (159)	20.0%	40.0%	40.0%	5	8

Percentage of Non Transporting Agencies with Records Meeting Criteria

Average Time to Start PCR	2019		2020			
	7/1 to 9/30	10/1 to 12/31	1/1 to 3/31	4/1 to 6/30	7/1 to 9/30	10/1 to 12/31
≤ 2 Hours	55.55%	53.8%	58.7%			
> 2 Hours and ≤ 12 Hours	36.5%	38.5%	34.5%			
> 12 Hours	7.8%	7.6%	6.8%			

Flight Services	Percentage of WATRS Records Started After the Date/Time Back in Service				
	City, Agency Name, and ID Number	Percentage ≤ 2 Hours	Percentage > 2 Hours to ≤ 12 Hours	Percentage > 12 Hours	Record Count
Pueblo CO, Travelaire Services Inc. (191)	83.3%	16.6%	0.0%	6	1
Casper, Wyoming Life Flight - Air Methods (155)	73.5%	22.2%	4.2%	117	2
Aurora OR, Life Flight Network (177)	66.6%	33.3%	0.0%	3	3
Lander, Gillette, Riverton, Worland, Guardian Flight (148)	65.0%	32.9%	1.9%	358	4
Rawlins, Riverton, Classic Air Medical (147)	58.2%	30.6%	11.1%	134	5
Idaho Falls ID, Air Idaho Rescue (021)	51.4%	32.7%	15.8%	107	6
Salt Lake City UT, Intermountain Life Flight (024)	50.0%	33.3%	16.6%	30	7
Loveland CO, UCHealth LifeLine (184)	33.3%	0.0%	66.6%	3	8
Billings MT, Help Flight St. Vincent Healthcare (151)	31.0%	51.7%	17.2%	29	9
Billings MT, Billings Clinic MedFlight (017)	18.7%	18.7%	62.5%	16	10
Cheyenne, Air Life - Health One (150)	12.2%	29.5%	58.1%	98	11
Rock Springs, AirMed - University of Utah (028)	10.0%	21.7%	68.2%	129	12
Rapid City SD, Black Hills Life Flight (106)	8.3%	50.0%	41.6%	12	13
Aurora CO, Children's One (206)	0.0%	5.7%	94.2%	35	14
Greeley CO, North Colorado MedEvac (035)	0.0%	100%	0.0%	1	15
Rapid City SD, Medical Air Rescue Company (179)	0.0%	0.0%	100%	1	16
Scottsbluff NE, Air Link FW (204)	0.0%	66.6%	33.3%	3	17
Scottsbluff NE, Air Link RW (139)	0.0%	50.0%	50.0%	6	18

Percentage of Air Agencies with Records Meeting Criteria

Average Time to Start PCR	2019		2020			
	7/1 to 9/30	10/1 to 12/31	1/1 to 3/31	4/1 to 6/30	7/1 to 9/30	10/1 to 12/31
≤ 2 Hours	41.7%	42.1%	47.1%			
> 2 Hours and ≤ 12 Hours	35.9%	33.1%	29.5%			
> 12 Hours	22.3%	24.6%	23.3%			

About This Report:

Requirements from the Rules and Regulations:

"Rules and Regulations for Wyoming Emergency Medical Services Act of 1977", W.S. 33-36-101, Chapter 4 RESPONSE AND REPORTING REQUIRMENTS, Section 4 Patient Care Reporting.

(a) To promote the uniform provision and accountability of the comprehensive emergency medical services and trauma system, all EMS agencies and their personnel shall utilize the Division's electronic patient care reporting system to document the provision of emergency medical services or related trauma care.

(d) (second sentence) EMS personnel that provide care to a patient shall submit complete and accurate patient care reports for every request for service in the electronic system maintained by the division no later than two (2) hours after the ambulance or agency is returned to service and available for response...

About the Timeliness to Start a WATRS PCR Report:

This timeliness report identifies where EMS agencies presently are in starting patient care reports after a response.

With the advent of integrating WATRS into the Wyoming Frontier Information (WYFI) Health Information Exchange (HIE) project, the process for a facility to receive a patient care report (PCR) for medical records will be enhanced. The goal is to provide to the WATRS PCR to the receiving facility for the continuum of care as soon as practicable. The important link in this process is the timeliness of the EMS provider to complete the WATRS PCR.

Measuring the amount of time it takes to complete a report is presently **not practical** at this time, however it will be available in the future. This report is the measure of time in minutes from the Unit Back in Service Date/Time (eTimes.13) to the date/time the WATRS record is created.

Wyoming Rules & Regulations require that the WATRS PCR should be completed within two hours after the unit is back in service. The performance measure being evaluated is for the PCR to be started within 2 hours for more than 90% of the time. This is currently a performance measure for evaluation, and future benchmarking may be needed. This is a benchmark for a new performance measure.

Values in the green column (Percentage ≤ 2 hours) are the percentage of records that were started within 2 hours after the unit was back in service. Values in the red column (Percentage > 2 Hours to ≤ 12 Hours) are the percentage of records started between 2 hours and 12 hours after the unit was back in service. Values in the black column (Percentage > 12 Hours) are the percentage of records that were started greater than 12 hours after the unit was back in service. Agencies should immediately review and identify a process to avoid having patient care reports started after 12 hours then reduce the number of reports started after two hours. It is also understood that there are exceptions as to when the record is able to be started, an example may be a wilderness evacuation event.

The OEMS continually strives to look at ways to enhance the provider's ability to complete the PCR. Providers and agencies are always welcome to make suggestions to improve this process. One feature available to agencies is the use of "voice to text" technology for completing free text fields.

For more information on WATRS Elite, please visit: <https://health.wyo.gov/publichealth/ems/ems-program-2/watrs/>

