



Wyoming Office of Emergency Medical Services



"Quick Stats"

Agency Timeliness to Start WATRS PCR

April 1, 2020 through June 30, 2020

Ground Transporting – WATRS Elite	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
Sorted by Agency as the Best Performer City, Agency Name, and Number					
Burns, Burns EMS (011)	100%	0.0%	0.0%	2	1
LaGrange, LaGrange Rescue Unit (046)	100%	0.0%	0.0%	2	2
Lyman, Village of Lyman (154)	100%	0.0%	0.0%	1	3
Newcastle, Newcastle Ambulance Service (105)	99.2%	0.0%	0.7%	134	4
Rock Springs, Sweetwater Medics LLC (130)	98.5%	0.9%	0.4%	625	5
Thayne, Thayne Ambulance Service (015)	97.9%	0.0%	2.0%	49	6
Pine Bluffs, Pine Bluffs EMS (063)	97.6%	2.3%	0.0%	43	7
Kaycee, Johnson County EMS – Kaycee (119)	95.2%	0.0%	4.7%	21	8
Green River, Castle Rock Ambulance Service (033)	95.0%	3.0%	1.9%	261	9
Evanston, Lyman, Uinta County EMS (116)	94.2%	1.8%	3.9%	380	10
Douglas, Memorial Hospital of Converse County (022)	94.1%	5.8%	0.0%	493	11
Laramie, Laramie Fire Department (050)	93.7%	4.6%	1.6%	739	12
Kemmerer, South Lincoln County EMS (043)	92.7%	5.4%	1.8%	55	13
Powell, Powell Hospital Ambulance Service (065)	92.4%	7.2%	0.3%	330	14
Midwest, Salt Creek Emergency Services (056)	92.3%	0.0%	7.6%	13	15
Sheridan, Sheridan Fire-Rescue (100)	91.3%	8.6%	0.0%	104	16
Lovell, North Big Horn Hospital Ambulance (053)	90.2%	7.7%	1.9%	103	17
Gillette, Campbell County Health EMS (117)	88.0%	11.8%	0.1%	922	18
Sheridan, Rocky Mountain Ambulance Service (104)	87.8%	10.9%	1.2%	888	19
Ten Sleep, Ten Sleep Ambulance Service (076)	87.5%	12.5%	0.0%	16	20
Afton, Star Valley Health EMS (136)	85.3%	11.9%	2.7%	109	21
Casper, Wyoming Medical Center (014)	84.2%	13.8%	1.8%	2616	22
Jackson, Jackson Hole Fire/EMS (113)	84.0%	11.7%	4.2%	238	23
Sundance, Crook County Medical Services District EMS (075)	83.7%	12.1%	4.0%	74	24
Worland, Washakie County Ambulance Service (083)	83.4%	12.7%	3.8%	236	25
Torrington, Torrington Ambulance Service (078)	81.4%	11.8%	6.6%	270	26
Cody, Cody Regional Health (019)	80.0%	17.9%	1.9%	612	27
Buffalo, Johnson County EMS - Buffalo (114)	78.9%	11.3%	9.6%	176	28
Farson, Eden Farson Fire District (027)	78.2%	8.7%	13.0%	23	29
Dayton, Dayton-Rescue Unit (092)	77.2%	18.1%	4.5%	22	30
Lander, Riverton, American Medical Response Fremont (205)	74.5%	23.4%	2.0%	1594	31

Ground Transporting – WATRS Elite	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
Mills, Mills Fire Department (057)	73.6%	23.0%	3.3%	91	32
Pinedale, Sublette County EMS (064)	72.9%	20.4%	6.6%	299	33
Thermopolis, Mortimore’s Ambulance Service (077)	71.8%	16.5%	11.6%	103	34
Elk Mountain, Saratoga, South Central WY EMS (145)	71.4%	22.3%	6.2%	112	35
Lusk, Lusk Ambulance Service (054)	71.1%	8.8%	20.0%	45	36
Wheatland, Platte County Memorial Hospital Service (169)	71.0%	22.6%	6.2%	335	37
Moorcroft, Moorcroft Ambulance (059)	70.3%	11.1%	18.5%	27	38
Rawlins, Carbon County EMS (124)	62.9%	21.7%	15.3%	221	39
Wamsutter, Wamsutter EMS (080)	60.8%	34.7%	4.3%	23	40
Cheyenne, American Medical Response (016)	57.9%	39.2%	2.8%	3101	41
Evansville, Evansville Emergency Services (026)	51.8%	36.6%	11.5%	139	42
Albin, Albin Rescue (002)	50.0%	25.0%	25.0%	4	43
Centennial, Centennial Fire Department & Rescue (101)	50.0%	16.6%	33.3%	6	44
Driggs ID, Teton County Fire Protection District (171)	50.0%	25.0%	25.0%	4	45
Upton, Upton Fire Department (079)	50.0%	33.3%	16.6%	18	46
Alpine, Alpine Fire Department (003)	48.3%	29.0%	22.5%	31	47
Glendo, Glendo Volunteer Ambulance Service (030)	45.4%	40.9%	13.6%	22	48
Lingle, Lingle Fire Department (052)	38.4%	23.0%	38.4%	13	49
Fort Laramie, Fort Laramie Ambulance Service (023)	33.3%	66.6%	0.0%	9	50
Point of Rocks, Bridger Coal (I-106)	33.3%	16.6%	50.0%	6	51
Hawk Springs, Hawk Springs-FD (038)	28.5%	28.5%	42.8%	7	52
Baggs, Little Snake River EMS (004)	25.0%	25.0%	50.0%	8	53
Burlington, Burlington - BHFD #4 Ambulance (010)	25.0%	31.2%	43.7%	16	54
Salt Lake City UT, Gold Cross Ambulance (188)	14.2%	14.2%	71.4%	7	55
Hulett, Hulett EMS Inc. (039)	5.0%	15.0%	80.0%	20	56
Osage, Osage Volunteer Ambulance Service (061)	0.0%	0.0%	100%	1	57
Pine Haven, Town of Pine Haven Ambulance (140)	0.0%	0.0%	100%	9	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%	78.5%		
> 2 Hours and ≤ 12 Hours	22.5%	21.9%	19.2%	18.3%		
> 12 Hours	4.8%	4.2%	3.4%	3.1%		

Fire Protective Services (& Non Transporting)	Percentage of WATRS Records Started After the Date/Time Back in Service				
	Percentage ≤ 2 Hours	Percentage > 2 Hours to ≤ 12 Hours	Percentage > 12 Hours	Record Count	Sequential Number
Sorted by Agency as the Best Performer City, Agency Name, and ID Number					
Guernsey, Camp Guernsey Fire Department (195)	100%	0.0%	0.0%	1	1
Bar Nunn, Bar Nunn Fire Department (168)	95.9%	2.0%	2.0%	49	2
Cheyenne, Cheyenne Fire Rescue (112)	66.7%	28.9%	4.3%	784	3
Rock Springs, Rock Springs Fire Department (111)	60.8%	31.3%	7.8%	319	4
Rawlins, Rawlins Fire Department (175)	50.0%	50.0%	0.0%	2	5
Casper, City of Casper Fire-EMS Department (013)	34.6%	50.0%	15.3%	98	6
Casper, Natrona County Fire Protection District (099)	31.1%	62.2%	6.6%	45	7
Cheyenne, Laramie County Fire District #1 (159)	20.0%	0.0%	80.0%	5	8
Cheyenne, Bureau of Land Management (158)	0.0%	0.0%	100%	1	9

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%	62.5%		
> 2 Hours and ≤ 12 Hours	36.5%	38.5%	34.5%	31.1%		
> 12 Hours	7.8%	7.6%	6.8%	6.3%		

Flight Services	Percentage of WATRS Records Started After the Date/Time Back in Service				
	Percentage ≤ 2 Hours	Percentage > 2 Hours to ≤ 12 Hours	Percentage > 12 Hours	Record Count	Sequential Number
Sorted by Agency as the Best Performer City, Agency Name, and ID Number					
Lakewood, Flight for Life (194)	100%	0.0%	0.0%	1	1
Pueblo CO, Traveaire Services Inc. (191)	100%	0.0%	0.0%	2	2
Salt Lake City UT, Intermountain Life Flight (024)	76.9%	7.6%	15.3%	13	3
Lander, Gillette, Riverton, Worland, Guardian Flight (198)	75.2%	23.0%	1.6%	299	4
Casper, Wyoming Life Flight - Air Methods (155)	72.8%	21.6%	5.6%	125	5
Idaho Falls ID, Air Idaho Rescue (021)	72.2%	20.4%	7.2%	83	6
Rawlins, Riverton, Classic Air Medical (147)	57.6%	30.6%	11.6%	137	7
Aurora OR, Life Flight Network (177)	50.0%	50.0%	0.0%	2	8
Billings MT, Help Flight St. Vincent Healthcare (151)	29.4%	55.8%	14.7%	34	9
Scottsbluff NE, Air Link RW (139)	25.0%	50.0%	25.0%	4	10
Rapid City SD, Black Hills Life Flight (106)	16.6%	61.1%	22.2%	18	11
Cheyenne, Air Life - Health One (150)	12.6%	30.9%	56.3%	71	12
Billings MT, Billings Clinic MedFlight (017)	10.7%	14.2%	75.0%	28	13
Rock Springs, AirMed - University of Utah (028)	9.0%	23.1%	67.7%	121	14
Loveland CO, UCHHealth LifeLine (184)	0.0%	50.0%	50.0%	4	15
Scottsbluff NE, Air Link FW (204)	0.0%	40.0%	60.0%	5	16
Aurora CO, Children's One (206)	0.0%	0.0%	100%	39	17

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%	51.3%		
> 2 Hours and ≤ 12 Hours	35.9%	33.1%	29.5%	25.0%		
> 12 Hours	22.3%	24.6%	23.3%	23.6%		

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/>

