Wyoming Office of Emergency Medical Services

WATRS
WYOMING AMBULANCE TRIP REPORTING SYSTEM
ELITE

"Quick Stats"
Agency Timeliness to Start WATRS PCR
July 1, 2020 through September 30, 2020

Ground Transporting – WATRS Elite Sorted by Agency as the Best Performer City, Agency Name, and 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
LaGrange, LaGrange Rescue Unit (046)	100%	0.0%	0.0%	5	1
Newcastle, Newcastle Ambulance Service (105)	99.0%	0.9%	0.0%	219	2
Thayne, Thayne Ambulance Service (015)	98.3%	1.6%	0.0%	60	3
Rock Springs, Sweetwater Medics LLC (130)	97.5%	1.5%	0.9%	774	4
Pine Bluffs, Pine Bluffs EMS (063)	97.5%	2.5%	0.0%	40	5
Torrington, Torrington Ambulance Service (078)	96.1%	3.3%	0.5%	387	6
Kaycee, Johnson County EMS – Kaycee (119)	96.0%	0.0%	4.0%	25	7
Douglas, Memorial Hospital of Converse County (022)	93.0%	6.6%	0.2%	738	8
Laramie, Laramie Fire Department (050)	91.5%	6.9%	1.5%	970	9
Buffalo, Johnson County EMS - Buffalo (114)	91.4%	5.3%	3.2%	280	10
Powell, Powell Hospital Ambulance Service (065)	90.2%	9.1%	0.6%	318	11
Worland, Washakie County Ambulance Service (083)	89.9%	4.1%	5.9%	219	12
Sheridan, Rocky Mountain Ambulance Service (104)	89.5%	9.1%	1.3%	1079	13
Ten Sleep, Ten Sleep Ambulance Service (076)	89.4%	5.2%	5.2%	19	14
Gillette, Campbell County Health EMS (117)	89.3%	10.2%	0.3%	1065	15
Dayton, Dayton-Rescue Unit (092)	89.2%	10.7%	0.0%	28	16
Fort Laramie, Fort Laramie Ambulance Service (023)	88.8%	0.0%	11.1%	9	17
Cheyenne, Cheyenne Regional Medical Center – Transport Services, (208)	88.4%	7.6%	3.8%	104	18
Evanston, Lyman, Uinta County EMS (116)	87.4%	4.6%	7.9%	492	19
Sheridan, Sheridan Fire-Rescue (100)	87.2%	12.7%	0.0%	110	20
Lovell, North Big Horn Hospital Ambulance (053)	86.9%	12.3%	0.7%	130	21
Green River, Castle Rock Ambulance Service (033)	86.6%	8.0%	5.2%	360	22
Jackson, Jackson Hole Fire/EMS (113)	84.4%	12.4%	3.1%	411	23
Midwest, Salt Creek Emergency Services (056)	84.2%	10.5%	5.2%	19	24
Afton, Star Valley Health EMS (136)	82.6%	16.8%	0.4%	208	25
Wamsutter, Wamsutter EMS (080)	81.8%	18.1%	0.0%	33	26
Casper, Wyoming Medical Center (014)	81.0%	18.1%	0.8%	3075	27
Kemmerer, South Lincoln County EMS (043)	80.1%	7.5%	12.2%	106	28
Cody, Cody Regional Health (019)	78.4%	17.9%	3.6%	860	29
Pinedale, Sublette County EMS (064)	74.8%	19.1%	5.9%	438	30

Ground Transporting – WATRS Elite Sorted by Agency as the Best Performer City, Agency Name, and 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
Sundance, Crook County Medical Services District EMS (075)	73.0%	23.0%	3.8%	104	31
Farson, Eden Farson Fire District (027)	70.3%	11.1%	18.5%	27	32
Alpine, Alpine Fire Department (003)	70.0%	12.0%	18.0%	50	33
Lander, Gillette, Riverton, American Medical Response Fremont (205)	69.1%	27.6%	3.2%	1702	34
Wheatland, Platte County Memorial Hospital Service (169)	68.9%	27.1%	3.9%	402	35
Driggs ID, Teton County Fire Protection District (171)	68.4%	31.5%	0.0%	19	36
Mills, Mills Fire Department (057)	65.4%	25.0%	9.5%	136	37
Thermopolis, Mortimore's Ambulance Service (077)	65.0%	13.3%	21.6%	120	38
Elk Mountain, Saratoga, South Central WY EMS (145)	63.0%	8.0%	28.8%	149	39
Moorcroft, Moorcroft Ambulance (059)	58.5%	29.2%	12.2%	41	40
Cheyenne, American Medical Response (016)	57.2%	39.0%	3.7%	3291	41
Baggs, Little Snake River EMS (004)	55.0%	10.0%	35.0%	20	42
Lusk, Lusk Ambulance Service (054)	54.5%	11.3%	34.0%	44	43
Rawlins, Carbon County EMS (124)	53.6%	28.8%	17.4%	298	44
Lingle, Lingle Fire Department (052)	53.5%	17.8%	28.5%	28	45
Evansville, Evansville Emergency Services (026)	53.1%	28.1%	18.7%	192	46
Glendo, Glendo Volunteer Ambulance Service (030)	50.0%	45.8%	4.1%	24	47
Point of Rocks, Bridger Coal (I-106)	50.0%	8.3%	41.6%	12	48
Burns, Burns EMS (011)	40.0%	0.0%	60.0%	5	49
Hawk Springs, Hawk Springs-FD (038)	40.0%	10.0%	50.0%	10	50
Upton, Upton Fire Department (079)	39.1%	26.0%	34.7%	23	51
Salt Lake City UT, Gold Cross Ambulance (188)	35.7%	28.5%	35.7%	14	52
Centennial, Centennial Fire Department & Rescue (101)	28.5%	42.8%	28.5%	7	53
Pine Haven, Town of Pine Haven Ambulance (140)	25.0%	0.0%	75.0%	4	54
Burlington, Burlington - BHFD #4 Ambulance (010)	22.2%	27.7%	50.0%	18	55
Hulett, Hulett EMS Inc. (039)	6.4%	16.1%	77.4%	31	56
Albin, Albin Rescue (002)	0.0%	100%	0.0%	1	57
Laramie, Grand Avenue Urgent Care (201)	0.0%	0.0%	100%	4	58
Osage, Osage Volunteer Ambulance Service (061)	0.0%	100%	0.0%	1	59
Scottsbluff NE, Valley Ambulance Service (070)	0.0%	0.0%	100%	1	60

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%	77.8%	
> 2 Hours and ≤ 12 Hours	22.5%	21.9%	19.2%	18.3%	18.4%	
> 12 Hours	4.8%	4.2%	3.4%	3.1%	3.7%	

Fire Protective Services (& Non Transporting)	Percentage of WATRS Records Started After the Date/Time Back in Service				
Sorted by Agency as the Best Performer City, Agency Name, and ID Number	Percentage ≤ 2 Hours	Percentage > 2 Hours to ≤ 12 Hours	Percentage > 12 Hours	Record Count	Sequential Number
Bar Nunn, Bar Nunn Fire Department (168)	100.00%	0.00%	0.00%	35	1
Cheyenne, Cheyenne Fire Rescue (112)	64.51%	31.89%	3.60%	944	2
Rock Springs, Rock Springs Fire Department (111)	56.46%	31.82%	11.72%	418	3
Guernsey, Camp Guernsey Fire Department (195)	50.00%	50.00%	0.00%	2	4
Casper, City of Casper Fire-EMS Department (013)	41.09%	45.74%	13.18%	129	5
Rawlins, Rawlins Fire Department (175)	28.57%	57.14%	14.29%	7	6
Casper, Natrona County Fire Protection District (099)	24.24%	63.64%	12.12%	33	7
Cheyenne, Laramie County Fire District #1 (159)	7.14%	42.86%	50.00%	14	8

Percentage of Non Transporting Agencies with Records Meeting Criteria

	2019		2020			
Average Time to Start PCR	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%	59.7%	
> 2 Hours and ≤ 12 Hours	36.5%	38.5%	34.5%	31.1%	33.1%	
> 12 Hours	7.8%	7.6%	6.8%	6.3%	7.0%	

Flight Services	Percentage of WATRS Records Started After the Date/Time Back in Service				
Sorted by Agency as the Best Performer City, Agency Name, and ID Number	Percentage ≤ 2 Hours	Percentage > 2 Hours to ≤ 12 Hours	Percentage > 12 Hours	Record Count	Sequential Number
Pueblo CO, Travelaire Services Inc. (191)	75.0%	0.0%	25.0%	4	1
Casper, Wyoming Life Flight - Air Methods (155)	71.4%	24.4%	4.1%	168	2
Lander, Gillette, Riverton, Worland, Guardian Flight (198)	67.8%	31.5%	0.5%	380	3
Salt Lake City UT, Intermountain Life Flight (024)	52.6%	31.5%	15.7%	19	4
Rawlins, Riverton, Classic Air Medical (147)	52.1%	32.2%	15.5%	186	5
Greeley CO, North Colorado MedEvac (035)	50.0%	0.0%	50.0%	2	6
Idaho Falls ID, Air Idaho Rescue (021)	49.0%	38.8%	12.1%	157	7
Billings MT, Help Flight St. Vincent Healthcare (151)	41.1%	50.0%	8.8%	34	8
Cheyenne, Air Life - Health One (150)	35.4%	23.0%	41.5%	113	9
Scottsbluff NE, Air Link RW (139)	27.2%	18.1%	54.5%	11	10
Loveland CO, UCHealth LifeLine (184)	10.0%	30.0%	60.0%	10	11
Scottsbluff NE, Air Link FW (204)	9.0%	27.2%	63.6%	11	12
Rock Springs, AirMed - University of Utah (028)	8.9%	29.1%	61.9%	134	13
Billings MT, Billings Clinic MedFlight (017)	8.0%	20.0%	72.0%	25	14
Aurora CO, Children's One (206)	0.0%	14.2%	85.7%	28	15
Helena MT, Montana Medical Transport (202)	0.0%	0.0%	100%	8	16
North Platte NE, Life Net Air Medical Services (203)	0.0%	0.0%	100%	1	17
Rapid City SD, Black Hills Life Flight (106)	0.0%	70.3%	29.6%	27	18
Rapid City SD, Medical Air Rescue Company (179)	0.0%	100%	0.0%	1	19

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%	48.4%	
> 2 Hours and ≤ 12 Hours	35.9%	33.1%	29.5%	25.0%	30.8%	
> 12 Hours	22.3%	24.6%	23.3%	23.6%	20.6%	

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 start and 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/