



Wyoming Office of Emergency Medical Services



“Quick Stats”

Agency Timeliness to Start WATRS PCR

October 1, 2019 through December 31, 2019

Ground Transporting – WATRS Elite City, Agency Name, and ID Number	Percentage of WATRS Records Started After the Date/Time Back in Service			
	Percentage ≤ 2 Hours	Percentage > 2 Hours to ≤ 12 Hours	Percentage > 12 Hours	Sequential Number
LaGrange, LaGrange Rescue Unit, (046)	100%	0.0%	0.0%	1
Rock Springs, Sweetwater Medics LLC, (130)	98.3%	1.4%	0.2%	2
Newcastle, Newcastle Ambulance Service, (105)	97.2%	2.7%	0.0%	3
Pine Bluffs, Pine Bluffs EMS, (063)	97.2%	2.7%	0.0%	4
Green River, Castle Rock Hospital District-Emergency Services, (033)	92.6%	4.2%	3.0%	5
Laramie, Laramie Fire Department, (050)	91.3%	7.4%	1.2%	6
Evanston, Uinta County EMS, (116)	91.2%	3.7%	5.0%	7
Sheridan, Sheridan Fire-Rescue, (100)	91.1%	8.8%	0.0%	8
Jackson, Jackson Hole Fire/EMS, (113)	90.5%	6.4%	3.0%	9
Gillette, Campbell County Health EMS Emergency Temp, (117)	90.3%	9.0%	0.6%	10
Kaycee, Johnson County - Kaycee, (119)	90.0%	10.0%	0.0%	11
Sheridan, Rocky Mountain Ambulance Service, (104)	86.9%	11.8%	1.2%	12
Powell, Powell Hospital Ambulance Service, (065)	86.2%	12.7%	1.0%	13
Thayne, Thayne EMS, (015)	85.4%	3.6%	10.9%	14
Sundance, Crook County Medical Services District EMS, (075)	84.7%	13.8%	1.3%	15
Worland, Washakie County EMS, (083)	84.3%	11.9%	3.6%	16
Afton, Star Valley Health EMS, (136)	83.8%	13.2%	2.8%	17
Kemmerer, South Lincoln EMS, (043)	83.0%	9.4%	7.5%	18
Lovell, North Big Horn Hospital Ambulance, (053)	81.7%	15.0%	3.2%	19
Casper, Wyoming Medical Center, (014)	81.1%	17.9%	0.8%	20
Dayton, Dayton-Rescue Unit, (092)	80.0%	20.0%	0.0%	21
Buffalo, Johnson County - Buffalo, (114)	79.7%	9.6%	10.5%	22
Mills, Mills Fire Department, (057)	79.0%	13.9%	6.9%	23
Cody, Cody Regional Health EMS, (019)	78.2%	19.9%	1.7%	24
Douglas, Memorial Hospital of Converse County, (022)	76.5%	21.4%	2.0%	25
Pinedale, Sublette County EMS, (064)	76.2%	16.8%	6.9%	26
Fort Laramie, Fort Laramie Ambulance Service, (023)	75.0%	25.0%	0.0%	27
Ten Sleep, Ten Sleep Ambulance Service, (076)	75.0%	8.3%	16.6%	28
Elk Mountain, Saratoga, South Central WY Emergency Medical Services, (145)	73.2%	15.0%	11.6%	29

Ground Transporting – WATRS Elite City, Agency Name, and ID Number	Percentage of WATRS Records Started After the Date/Time Back in Service			Sequential Number
	Percentage ≤ 2 Hours	Percentage > 2 Hours to ≤ 12 Hours	Percentage > 12 Hours	
Lander, Riverton, American Medical Response - Fremont County, (205)	72.5%	25.2%	2.2%	30
Alpine, Alpine FD, (003)	71.4%	14.2%	14.2%	31
Wheatland, Platte County Memorial Hospital EMS, (169)	71.0%	24.9%	4.0%	32
Farson, Eden Farson Fire District, (027)	66.6%	11.1%	22.2%	33
Midwest, Salt Creek Emergency Services, (056)	66.6%	26.6%	6.6%	34
Thermopolis, Hot Springs County - Mortimore Ambulance, (077)	62.2%	34.2%	3.5%	35
Rawlins, Carbon County EMS, (124)	57.3%	26.8%	15.7%	36
Wamsutter, Wamsutter EMS, (080)	56.0%	39.0%	4.8%	37
Evansville, Evansville Emergency Services, (026)	55.3%	30.5%	14.1%	38
Point of Rocks, Bridger Coal Company, (I-106)	54.5%	27.2%	18.1%	39
Albin, Albin Rescue, (002)	50.0%	0.0%	50.0%	40
Cheyenne, American Medical Response, (016)	49.9%	45.2%	4.8%	41
Torrington, Torrington Emergency Medical Services, (078)	45.7%	27.4%	26.8%	42
Burns, Burns EMS, (011)	40.0%	40.0%	20.0%	43
Driggs ID, Teton County Fire Protection District, (171)	40.0%	53.3%	6.6%	44
Salt Lake City UT, Gold Cross Ambulance, (188)	40.0%	20.0%	40.0%	45
Lusk, Lusk EMS, (054)	38.2%	11.7%	50.0%	46
Upton, Upton-FD, (079)	35.00	40.0%	25.0%	47
Burlington, BHFD #4 Ambulance, (010)	25.0%	0.0%	75.0%	48
Hulett, Hulett EMS, (039)	25.0%	0.0%	75.0%	49
Hawk Springs, Hawk Springs-FD, (038)	23.0%	46.15	30.7%	50
Moorcroft, Moorcroft Ambulance, (059)	21.8%	50.0%	28.1%	51
Centennial, Centennial Fire Department & Rescue, (101)	18.1%	0.0%	81.8%	52
Baggs, Little Snake River, (004)	13.6%	18.1%	68.1%	53
Glendo, Glendo Volunteer Ambulance Service, (030)	8.3%	58.3%	33.3%	54
Laramie, Grand Ave Wildfire Response, (201)	0.0%	0.0%	100%	55
Lingle, Lingle Fire Department, (052)	0.0%	25.0%	75.0%	56
Osage, Osage Volunteer Ambulance Service, (061)	0.0%	0.0%	100%	57
Pine Haven, Town of Pine Haven - EMS, (140)	0.0%	0.0%	100%	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%				
> 2 Hours and ≤ 12 Hours	22.5%	21.9%				
> 12 Hours	4.8%	4.2%				

Fire Protective Services (& Non Transporting) City, Agency Name, and ID Number	Percentage of WATRS Records Started After the Date/Time Back in Service			
	Percentage ≤ 2 Hours	Percentage > 2 Hours to ≤ 12 Hours	Percentage > 12 Hours	Sequential Number
Bar Nunn, Bar Nunn Fire Department, (168)	92.1%	7.8%	0.0%	1
Cheyenne, Cheyenne Fire Rescue, (112)	56.8%	39.4%	3.7%	2
Rawlins, Rawlins Fire Department, (175)	50.0%	25.0%	25.0%	3
Rock Springs, Rock Springs Fire Dept, (111)	49.8%	37.2%	12.8%	4
Casper, City of Casper Fire-EMS Department, (013)	41.7%	45.7%	12.5%	5
Cheyenne, Laramie County Fire District 1, (159)	35.7%	28.5%	35.7%	6
Casper, Natrona County Fire District, (099)	29.6%	51.8%	18.5%	7
Cheyenne, Wyoming State Parks, (190)	0.0%	33.3%	66.6%	8

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	55.55%	53.8%				
> 2 Hours and ≤ 12 Hours	36.5%	38.5%				
> 12 Hours	7.8%	7.6%				

Flight Services City, Agency Name, and ID Number	Percentage of WATRS Records Started After the Date/Time Back in Service			
	Percentage ≤ 2 Hours	Percentage > 2 Hours to ≤ 12 Hours	Percentage > 12 Hours	Sequential Number
Lander, Gillette, Riverton, Worland, Guardian Flight, 148	63.8%	34.3%	1.8%	1
Laramie, Sheridan, Rapid City SD, Dale Aviation, Inc. dba Medical Air Rescue Company, 179	52.9%	23.5%	23.5%	2
Rawlins, Riverton, Classic Air Medical, 147	52.5%	38.6%	8.7%	3
Greeley, North Colorado Medevac, 35	50.0%	0.0%	50.0%	4
Salt Lake City, Intermountain Healthcare Life Flight, 24	50.0%	21.4%	28.5%	5
Billings, Help Flight - St. Vincent Healthcare, 151	48.4%	45.4%	6.0%	6
Casper, Rocky Mountain Holdings, LLC d/b/a Wyoming Life Flight, 155	48.1%	36.0%	15.7%	7
Idaho Falls, Rocky Mountain Holdings, LLC d/b/a Air Idaho Rescue, 21	45.0%	42.2%	12.6%	8
Aurora OR, Life Flight Network, 177	33.3%	33.3%	33.3%	9
Rapid City, Rocky Mountain Holdings, LLC d/b/a Black Hills Life Flight, 106	33.3%	33.3%	33.3%	10
Scottsbluff NE, Air Link RW (139)	22.2%	33.3%	44.4%	11
Pueblo CO, Travelaire Services Inc., 191	16.6%	83.3%	0.0%	12
Cheyenne, Air Life - Denver, 150	8.5%	25.6%	65.8%	13
Rock Springs, AirMed - University of Utah, 28	5.0%	25.8%	69.1%	14
Aurora CO, Children's One (206)	2.0%	10.4%	87.5%	15
Billings, Billings Clinic MedFlight Air Ambulance, 17	0.0%	0.0%	100%	16
Loveland, UCHHealth LifeLine, 184	0.0%	0.0%	100%	17
Scottsbluff, Air Link FW (GF) - Scottsbluff, 204	0.0%	83.3%	16.6%	18

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	41.7%	42.1%				
> 2 Hours and ≤ 12 Hours	35.9%	33.1%				
> 12 Hours	22.3%	24.6%				

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 REQUIREMENTS, 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/>



