



Wyoming Office of
Emergency Medical Services



“Quick Stats”

Agency Timeliness to Start WATRS PCR

July 1, 2019 through September 30, 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
Green River, Castle Rock Ambulance Service (033)	97.2%	1.5%	1.1%	1
Rock Springs, Sweetwater Medics LLC (130)	97.1%	1.9%	0.9%	2
Thayne, Thayne Ambulance Service (015)	95.1%	3.2%	1.6%	3
Laramie, Laramie Fire Department (050)	91.1%	7.2%	1.5%	4
Evanston, Uinta County EMS (116)	90.6%	5.3%	3.9%	5
Farson, Eden Farson Fire District (027)	90.0%	6.6%	3.3%	6
Kaycee, Johnson County EMS – Kaycee (119)	90.0%	5.0%	5.0%	7
Newcastle, Newcastle Ambulance Service (105)	89.7%	10.2%	0.0%	8
Powell, Powell Hospital Ambulance Service (065)	89.2%	10.4%	0.3%	9
Kemmerer, South Lincoln County EMS (043)	87.9%	7.2%	4.8%	10
LaGrange, LaGrange Rescue Unit (046)	87.5%	0.0%	12.5%	11
Lovell, North Big Horn Hospital Ambulance (053)	85.4%	11.9%	2.5%	12
Jackson, Jackson Hole Fire/EMS (113)	85.4%	10.2%	4.3%	13
Pine Bluffs, Pine Bluffs EMS (063)	85.2%	11.7%	2.9%	14
Gillette, Campbell County Health EMS (117)	85.0%	12.3%	2.6%	15
Sheridan, Rocky Mountain Ambulance Service (104)	83.8%	14.2%	1.8%	16
Worland, Washakie County Ambulance Service (083)	83.5%	10.5%	5.8%	17
Sundance, Crook County Medical Services District EMS (075)	82.6%	15.3%	2.0%	18
Afton, Star Valley Medical Center EMS (136)	81.0%	17.1%	1.8%	19
Buffalo, Johnson County EMS - Buffalo (114)	80.0%	6.2%	13.7%	20
Sheridan, Sheridan Fire-Rescue (100)	79.4%	19.6%	0.9%	21
Casper, Wyoming Medical Center (014)	78.5%	20.2%	1.2%	22
Cody, Cody Regional Health (019)	75.8%	21.5%	2.6%	23
Albin, Albin Rescue (002)	75.0%	12.5%	12.5%	24
Dayton, Dayton-Rescue Unit (092)	75.0%	17.8%	7.1%	25
Alpine, Alpine Fire Department (003)	74.5%	17.6%	7.8%	26
Elk Mountain, Saratoga, South Central WY EMS (145)	74.4%	17.6%	7.9%	27
Douglas, Memorial Hospital of Converse County (022)	73.0%	21.3%	5.6%	28
Mills, Mills Fire Department (057)	71.5%	20.3%	8.1%	29
Pinedale Sublette County EMS (064)	68.9%	22.2%	8.8%	30
Lander, Riverton, American Medical Response Fremont (205)	68.0%	28.8%	3.2%	31

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
Wheatland, Platte County Memorial Hospital Service (169)	64.3%	29.4%	6.1%	32
Ten Sleep, Ten Sleep Ambulance Service (076)	63.3%	10.0%	26.6%	33
Lusk, Lusk Ambulance Service (054)	61.3%	13.6%	25.0%	34
Rawlins, Carbon County EMS (124)	58.5%	21.4%	19.9%	35
Midwest, Salt Creek Emergency Services (056)	56.2%	12.5%	31.2%	36
Wamsutter, Wamsutter EMS (080)	56.2%	21.8%	21.8%	37
Cheyenne, American Medical Response (016)	51.9%	43.5%	4.4%	38
Lyman, Village of Lyman (154)	50.0%	0.0%	50.0%	39
Torrington, Torrington Ambulance Service (078)	48.9%	27.1%	23.9%	40
Evansville, Evansville Emergency Services (026)	46.1%	33.3%	20.4%	41
Upton, Upton Fire Department (079)	44.8%	27.5%	27.5%	42
Thermopolis, Mortimore’s Ambulance Service (077)	37.0%	55.5%	7.4%	43
Hawk Springs, Hawk Springs-FD (038)	35.7%	35.7%	28.5%	44
Driggs ID, Teton County Fire Protection District (171)	30.7%	46.1%	23.0%	45
Fort Laramie, Fort Laramie Ambulance Service (023)	30.7%	0.0%	69.2%	46
Glendo, Glendo Volunteer Ambulance Service (030)	27.2%	63.6%	9.0%	47
Burns, Burns EMS (011)	25.0%	25.0%	50.0%	48
Laramie, Grand Avenue Urgent Care (201)	25.0%	0.0%	75.0%	49
Moorcroft, Moorcroft Ambulance (059)	25.00	25.0%	50.0%	50
Osage, Osage Volunteer Ambulance Service (061)	25.0%	0.0%	75.0%	51
Point of Rocks, Bridger Coal (I-106)	22.2%	22.2%	55.5%	52
Baggs, Little Snake River EMS (004)	21.4%	17.8%	60.7%	53
Centennial, Centennial Fire Department & Rescue (101)	16.6%	33.3%	50.0%	54
Burlington, Burlington - BHFD #4 Ambulance (010)	15.3%	23.0%	61.5%	55
Hulett, Hulett EMS Inc. (039)	14.2%	23.8%	61.9%	56
Lingle, Lingle Fire Department (052)	6.2%	25.0%	68.7%	57
Salt Lake City UT, Gold Cross Ambulance (188)	5.5%	22.2%	72.2%	58
Pine Haven, Town of Pine Haven Ambulance (140)	0.0%	0.0%	100.0%	59

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%					
> 2 Hours and ≤ 12 Hours	22.5%					
> 12 Hours	4.8%					

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)	91.8%	6.1%	2.0%	1
Cheyenne, Cheyenne Fire Rescue (112)	59.6%	37.3%	2.9%	2
Cheyenne, Laramie County Fire District #1 (159)	57.1%	28.5%	14.2%	3
Rock Springs, Rock Springs Fire Department (111)	53.0%	31.0%	15.8%	4
Rawlins, Rawlins Fire Department (175)	42.8%	57.1%	0.0%	5
Casper, City of Casper Fire-EMS Department (013)	37.8%	47.5%	14.5%	6
Casper, Natrona County Fire Protection District (099)	17.5%	62.5%	20.0%	7
Cheyenne, Bureau of Land Management (158)	0.0%	0.0%	100.0%	8
Hyattville, Wyoming State Parks (190)	0.0%	33.3%	66.6%	9

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%					
> 2 Hours and ≤ 12 Hours	36.5%					
> 12 Hours	7.8%					

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
Aurora OR, Life Flight Network (177)	75.0%	0.0%	25.0%	1
Lander, Gillette, Riverton, Worland, Guardian Flight (148)	63.4%	34.7%	1.7%	2
Scottsbluff NE, Air Link FW (204)	55.5%	33.3%	11.1%	3
Rawlins, Riverton, Classic Air Medical (147)	52.4%	40.4%	7.1%	4
Loveland CO, UCHealth LifeLine (184)	50.0%	50.0%	0.0%	5
Pueblo CO, Travelaire Services Inc. (191)	50.0%	33.3%	16.6%	6
Idaho Falls ID, Air Idaho Rescue (021)	49.1%	35.5%	15.3%	7
Billings MT, Help Flight St. Vincent Healthcare (151)	48.1%	37.0%	14.8%	8
Casper, Wyoming Life Flight - Air Methods (155)	43.4%	46.2%	10.3%	9
Salt Lake City UT, Intermountain Life Flight (024)	38.8%	16.6%	44.4%	10
Laramie, Sheridan, Medical Air Rescue Company (179)	27.2%	40.2%	32.4%	11
Scottsbluff NE, Air Link RW (139)	25.0%	50.0%	25.0%	12
Cheyenne, Air Life - Health One (150)	18.0%	33.3%	48.6%	13
Rock Springs, AirMed - University of Utah (028)	7.1%	25.4%	67.4%	14
Rapid City SD, Black Hills Life Flight (106)	6.0%	66.6%	27.2%	15
Billings MT, Billings Clinic MedFlight (017)	4.5%	22.7%	72.7%	16
Aurora CO, Children's One (206)	0.0%	0.0%	100.0%	17
Greeley CO, North Colorado MedEvac (035)	0.0%	0.0%	100.0%	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%					
> 2 Hours and ≤ 12 Hours	35.9%					
> 12 Hours	22.3%					

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 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/>

