


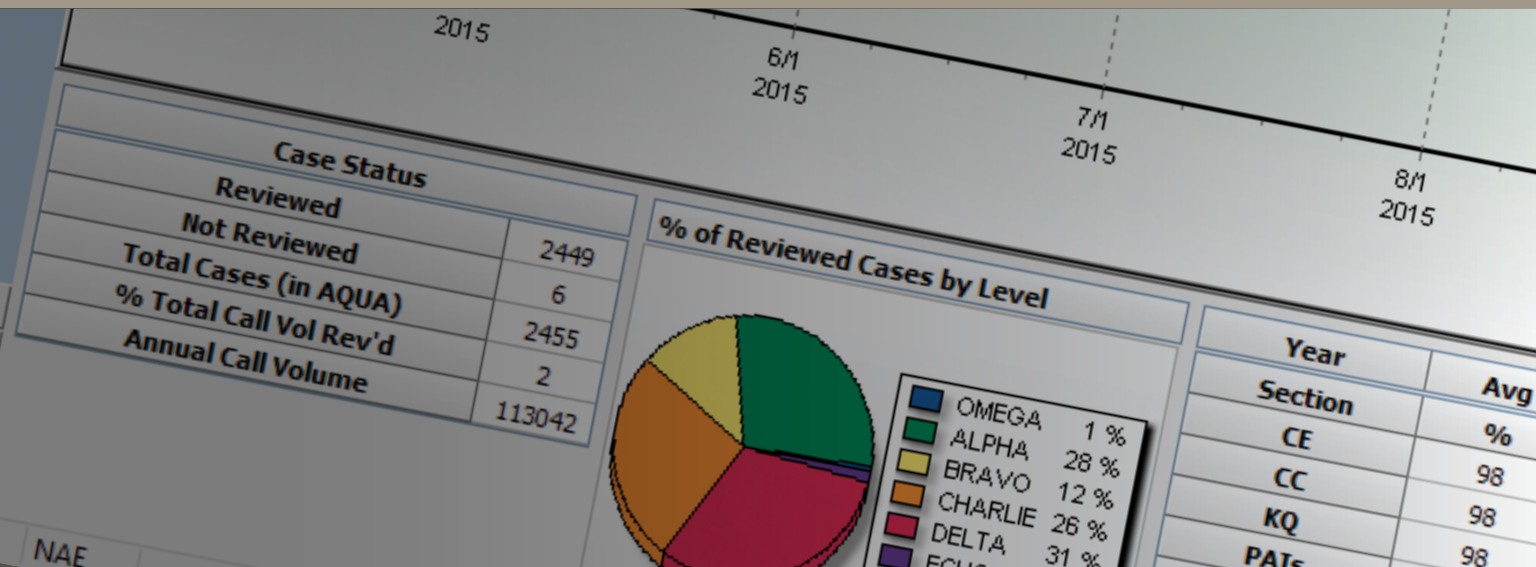


Priority Dispatch


AQUA[®]
EVOLUTION







AQUA® Evolution quality improvement software **automates** the entire emergency dispatch **case review** process. It assists you in everything from data entry, to compliance scoring, to record keeping, to reporting, and more. With the power of **AQUA Evolution**, you can measure and **document the quality of service** your dispatchers are providing the community, as well as your level of compliance to **International Academies of Emergency Dispatch®** standards. In today's world, public safety agencies simply **must have a QI program that measures, analyzes, helps them improve, protects them** from liability lawsuits, and ensures their residents are receiving the safest and **best possible dispatch service**. **AQUA Evolution delivers this and more.**



AQUA Evolution,
 when automatically downloaded
 with case information
 from **ProQA® Paramount,**
 reduces case review times
 by up to **50%.**

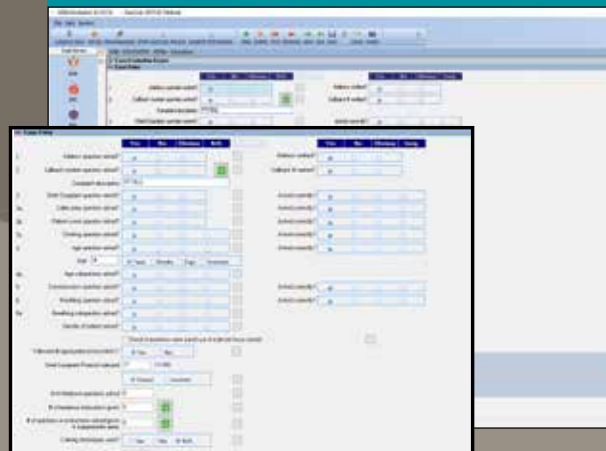


Trends



AQUA Evolution makes it easy to quickly view calltaker compliance trends.

Case Review



AQUA Evolution's easy input controls simplify the case review process.



POLICE



FIRE



MEDICAL

Reports

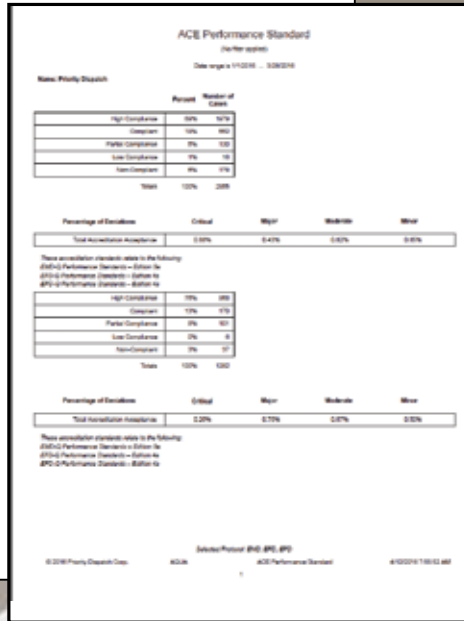
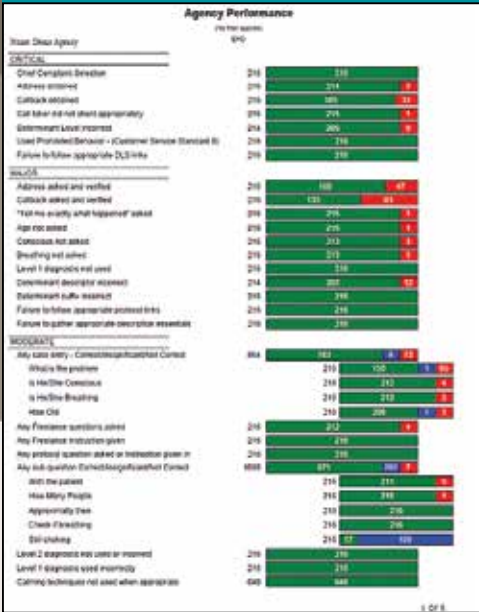
Call ID	Call Date	Call Time	Call Type	Call Status	Call Outcome
20080101	20080101	11:00:00	Police	Success	✓
20080101	20080101	11:05:00	Police	Success	✓
20080101	20080101	11:10:00	Police	Success	✓
20080101	20080101	11:15:00	Police	Success	✓
20080101	20080101	11:20:00	Police	Success	✓
20080101	20080101	11:25:00	Police	Success	✓
20080101	20080101	11:30:00	Police	Success	✓
20080101	20080101	11:35:00	Police	Success	✓
20080101	20080101	11:40:00	Police	Success	✓
20080101	20080101	11:45:00	Police	Success	✓
20080101	20080101	11:50:00	Police	Success	✓
20080101	20080101	11:55:00	Police	Success	✓
20080101	20080101	12:00:00	Police	Success	✓
20080101	20080101	12:05:00	Police	Success	✓
20080101	20080101	12:10:00	Police	Success	✓
20080101	20080101	12:15:00	Police	Success	✓
20080101	20080101	12:20:00	Police	Success	✓
20080101	20080101	12:25:00	Police	Success	✓
20080101	20080101	12:30:00	Police	Success	✓
20080101	20080101	12:35:00	Police	Success	✓
20080101	20080101	12:40:00	Police	Success	✓
20080101	20080101	12:45:00	Police	Success	✓
20080101	20080101	12:50:00	Police	Success	✓
20080101	20080101	12:55:00	Police	Success	✓
20080101	20080101	13:00:00	Police	Success	✓

AQUA Evolution helps you quickly generate useful reports to help improve calltaker performance.

Manage Risk

There is risk involved in operating any emergency service. However, successful managers understand that careful documentation and continuous improvement have been clearly proven to reduce this risk. AQUA Evolution is a powerful tool that helps you manage risk by tracking and documenting calltaker performance, feedback, and training.

Agency Performance



AQUA workstation reports show the IAED™ performance standards in easy-to-read formats.

Measure Calltaker Performance

AQUA Evolution's powerful statistical formulas crunch your raw operational data and present the information to you in easy-to-understand tables, charts, and reports. Monitoring trends in calltaker performance is easy, so you can reward superior performance and correct problems quickly. AQUA Evolution stores information in an electronic database, so accessing and saving strategically important records is effortless. With AQUA Evolution, you're always right on target when identifying and solving performance problems.

AQUA EVOLUTION REPORTS ARE DESIGNED TO INCREASE EFFICIENCY:

Incident Performance Report:

This report details each case and the employee's compliance to protocol during the call.

Individual/Shift/Agency Performance Reports:

These reports give a clear and visual understanding of your agency's compliance to protocol; they help you determine if an employee is having a difficult time with a specific performance standard or if the agency as a whole is having a difficult time with a specific standard. This will help you precisely tailor your training for your center.

Individual/Agency Trends:

These reports give a clear and visual understanding of your agency's compliance trends. They show the number of protocol deviations by time frame, which can be used for pattern analysis.

FOR AN IN-DEPTH LOOK AT THESE AQUA FORMS AND MORE, VISIT:



WWW.PRIORITYDISPATCH.NET

AQUA Evolution is available in various languages for the:

- Medical Priority Dispatch System™ (MPDS®)
- Fire Priority Dispatch System™ (FPDS®)
- Police Priority Dispatch System™ (PPDS®)



**“The ProQA Paramount
to AQUA Evolution
automated data download
increased my
case review from
24 to 49 cases each day.”**

—Phil Haig
QUALITY IMPROVEMENT UNIT
MELBOURNE, AUSTRALIA

Improves Speed and Accuracy

Measuring performance accurately and consistently is an essential part of any successful QI program, and the ability to obtain this information quickly is a must in today’s fast-paced world. AQUA Evolution helps you maintain **accurate records** of calltaker performance based on criteria that is **applied consistently** from calltaker to calltaker, from shift to shift, and from center to center. In addition, AQUA helps you **review cases faster**. In some instances, centers have reported that AQUA Evolution’s ProQA Paramount data import feature cut case review time in half.

Flexibility

AQUA Evolution can be used effectively as a stand-alone product, or networked to allow database sharing among multiple users within your center. It can be used with the manual cardsets and is designed to allow direct downloading of data from all ProQA Paramount software versions of the IAED protocols. AQUA Evolution reports are easily customized so you can create reports that fit your needs.

Excellent Training

Priority Dispatch® offers an excellent eight-hour hands-on training course for AQUA Evolution software. Course instruction includes:

- User Interface
- Software Navigation
- Case Review Procedures
- Report Generation
- And Much More ...

ED-Q™ Training

This 16-hour QI international certification hands-on training course includes:

- Discussion of the principles of case review for the IAED protocols
- How to do professional reviews in-house
- Techniques to review EMD, EFD, or EPD dispatch cases



Software Support Request

To alert our software support team to your issue for the ProQA software, or if you have an issue concerning AQUA, please use our AQUA form.

Please give us the following information so we can contact you with a fix or with further questions:

Contact Information

Agency Name: _____
Contact Person: _____
Telephone: _____
E-mail: _____

Your ProQA Configuration Information

Language: _____ (How do I find my Language Version?)
Protocol Version: _____ (How do I find my Language Version?)
Language Version: _____ (How do I find my Language Version?)
PAI Version: _____ (How do I find my Software Version?)
Software Build: _____
Version: _____
 Yes No
Choose none if not applicable.
Integrated

Support

We provide outstanding advanced software support for all of our software products. Our friendly and knowledgeable software support staff can be reached via phone and email 24/7/365. Whether you need answers to problems, guidance installing and setting up our software, or integrating with any of our various CAD/Telco partners, we're there to help every step of the way.

support@prioritydispatch.net

www.prioritydispatch.net/support

800-363-9127 or 801-363-9127

WWW.PRIORITYDISPATCH.NET



FOR ADDITIONAL INFORMATION, PLEASE VISIT OUR WEBSITE.



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