



In Brief

• SMS and Email Integration

Alert C3 now has both SMS and email integration available, this is currently being further developed to provide a wide range of automatic messaging of performance and exception reporting.

• HCP (Health Care Professional)

Alert C3 has been fully developed to meet the recommendations of the Bradley Report for HCP calls.

• EMDC Dashboard

Control specific performance monitoring and alerting. Now widely deployed at a number of key sites. Phase 2 is currently underway which will see a range of enhancements available during the 4th quarter.

• NHS Direct and NHS 24 (Scotland)

Extensive trials are currently underway both in Scotland and England with NHS Direct/24 interfaces to Alert C3

Continuous Development

Alert C3 continues to lead the field with innovation and customer led developments. The latest release of C3 includes a wide range of Web and GIS developments. For further details please contact MIS Emergency Systems directly.

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MIS Emergency Systems Limited
Charnwood House,
Gadbrook Business Centre
Rudheath,
Northwich
Cheshire,
CW9 7UG

Telephone: +44 (0)845 330 4425
Fax: +44 (0)1606 330553
E-mail: info@mis-es.com

www.mis-es.com

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Keeping You
Informed about MIS
Emergency Systems
Developments

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this issue

Virtualisation **P.1**

The Intelligent Ambulance Board **P.2**

Digital Mapping Update **P.3**

In Brief **P.4**

Partnership

"It was seen from the outset that major operational benefits were to be gained by utilising a single database for the Trusts Command and Control system, and a lot of effort was made to make this possible, our partnership with MIS as our system supplier has helped to make this a reality" said David Johnson, Assistant Director of ICT.

EIS Enterprise

EIS (Executive Information System) for Alert C3 has been significantly enhanced by the introduction of the EIS Enterprise Edition. This edition further improves the easy to use report builder by allowing the users to output the underlying SQL data query to the clipboard for easy incorporation within your own reporting systems. This is the ultimate in customer led innovations, done specifically for Yorkshire Ambulance Service, this is now freely available to all C3 users,

Virtualisation - Tomorrows Needs, Today

The demands placed on the Ambulance Services seem to know no bounds. Despite the great advances made with regards to the re-engineering of operational processes and implementing highly progressive resource profiles, the drive for further efficiencies remains a constant.

This 'pincer movement' of increased performance targets together with the tightening of budgets means that the advantages of EMDC rationalisation are never far from the top of the agenda.

The latest Trust in the UK to successfully implement a fully operational virtual Control and Dispatch solution is **East Midlands Ambulance Service**.

Providing emergency unscheduled care and patient transport services for the six counties of Derbyshire, Leicestershire, Lincolnshire, Northamptonshire, Nottinghamshire and Rutland, EMAS will respond to over 500,000 Emergency Calls this year.

The new custom built Control Centre 'Horizon Place' hosts the New Regional Command and Control System and provides most of the organisations Command and Control facility, however in order to help during the transition process, remote operations between the new facility and the Beechdale centre were, and continue to be, a major advantage.

This development is hot on the heels of **Yorkshire Ambulance Service** who were the first Trust to fully implement a fully virtualised Control Centre.

YAS have recently rationalised their control facilities from 3 to 2, with the relocation of the old Rotherham (South Yorkshire) control operation to Wakefield in West Yorkshire. The two control centre model provides an excellent degree of both local resilience and off-site disaster recovery.

The Alert C3 system in York currently has a total of 30 local and 20 remote users; however Yorkshire's plan is that the system will ultimately have capacity for up to 130 concurrent users with around 50% of these being remote users on the Wide Area Network.



2008 Our Best Year Yet

This year has seen a number of major developments in the industry; we have had new Alert C3 installations in Northern Ireland, Jersey Fire and Rescue, South West Ambulance Service and Yorkshire Ambulance Service. In addition to this a number of Trusts have been undertaking large scale projects which we have played a significant part, new control centers for East Midlands, Welsh Ambulance Service and the Scottish Ambulance Service to name but a few.

We have continued to grow our company and now have a significantly larger team working full time on our flagship Alert C3 Command and Control Suite. All developments will continue to be optimised for Wide Area working and our unsurpassed success in the Virtual Control environment is testament to our understanding of the requirements of the modern ambulance service. Our objectives are clearly defined; we will continue to be the premier supplier of Ambulance Command and Control systems in the UK and Ireland, leading by innovation and working in partnership with our customers.

As a wholly owned UK company we are proud to be working closely with the NHS, the DoH and the Ambulance Services of the Republic of Ireland.



The Intelligent Ambulance Board.

Meeting the Information needs of today's modern Ambulance Service

The recently launched addition to the Intelligent Board series is aimed directly at ambulance service leaders. The report, written for the boards of Ambulance Trusts, calls for them to drive improvements in information so that the ambulance service can play a key role in ensuring that patients receive the most appropriate care in the right environment.

The report clearly identifies the Key Performance Indicators (KPI's) that should be available on a routine basis, preferably on-line, which will provide the relevant information to assist leaders in making informed decisions, provide early warnings of potential problems and develop the directors understanding of the organisation and it's performance.

Since it's introduction MIS have fully adopted the report in it's entirety, developing our systems to meet the objectives of the report, and at the

same time further enhance the reporting capability of the Alert C3 Command and Control Systems.

As a result of this we have developed the EMDC Dashboard. This vital Control Centric monitoring tool monitors all aspects of the Control Operation, ensuring that real-time information is immediately available, the greatest impact.

All aspects of the EMDC are monitored, from allocation standards to workload and rest period management.

All recent reporting systems have been developed for distribution via the Web, whether directly within the MIS Web Portal or developed further by the Trust for deployment via your own Intranet solutions and this process is set to continue.

Web Reports now include, Lost Unit Hours, Unit Hour Utilisation, Performance Monitoring and L24 (Last 24), which is an innovative continuous performance monitoring system which shows, via a highly

intuitive graphical interface, a 'too date' view for Cat A responses (A8). You can see at a glance for example, day to date, week to date, month to date and year to date. In addition to this the module clearly shows month on month on week on week comparisons. The L24 A8 module will be augmented during September to include L24 B19, providing the same unparalleled monitoring tools for Cat B responses.

“Accurate, Real-Time Information, when you need it, where you need it”

Yet another ground breaking development which is scheduled to be on general release in the next month is the **'Mobilisation Exception Report Console'**. This tool is designed to provide a real-time and historic reporting system which will direct any incident that has failed to meet it's component target, to the appropriate line manager on a real-time basis. For example, a 'Locality Manager' can for instance have any incident which has had an inappropriate crew activation (or travel time) immediately pushed to their desktop browser, or blackberry hand held device.



Digital Mapping Update

At MIS we have quietly been putting the processes in place to ensure our customers can take full advantages of the developments in Digital Mapping Data, without breaking the bank or being held to ransom by supplier costs.

For English Services we have worked closely with 'Dotted Eyes' to ensure that data is provided in a suitable format and delivery medium so that services can take immediate map updates, without any need to forward

map data to ourselves for conversion or re-packing etc. This means that there should never be any delays in getting the latest Map tiles installed onto your system. A similar process is also available for The Scottish, Welsh and Northern Ireland Ambulance Services. The next step will be to discuss this process with the Ambulance Services of the Irish Republic and OSI (Ordnance Survey Ireland) to provide similar functionality throughout Ireland.

A number of other key developments have also been incorporated into the

latest C3 embedded mapping client, for instance auto zoom with 'Traffic Light' route displays clearly show the optimal route, calculated by the industry leading 'IRIS2' module. Used in conjunction with 'QuickRES' this makes C3 the most accurate and rapid incident deployment suite available anywhere in the world.

Another planned development will provide automatic house and property numbering at 1:10,000 mapping levels, this enhancement is designed to keep your costs down with regards to digital mapping procurement. Another MIS first.

Mobile Data Integration

Multiple Mobile Data Systems Integration

Any significant change in the deployed technology carries with it a degree of risk.

The more sophisticated the Command and Control solution the greater the need to ensure that all of the components continue to work even during the transition from one supplier to another. Alert C3 has been designed from the top down to deal with multiple mobile data systems and suppliers. We now have a number of key



Ambulance Services operating multiple mobile data interfaces on the same system, crucial where Trusts have merged and have a number of legacy systems to integrate, often in the virtual control environment. Another area where the multiple mobile data system integration will prove beneficial is where airwave is to be used as either an additional mobile data or AVLS system or where (as in the currently proposed Scottish model) as a fall-back mobile data system to the primary system. Alert C3 is the system of choice for seamless Mobile Data Integration.

Audit Can your System Stand the Heat

All Ambulance Services are subjected to greater and more frequent audit. This trend can only be expected to continue, accountability at the highest level is seen as a key aspect of service delivery. Alert C3 Command and Control has an unsurpassed level of incident logging and audit facilities. The system can be configured so that any change to progress times or incident type is both actively controlled, and available for inspection, bringing a whole new meaning to the term 'Open Systems'. Alert C3 meets, and will be continually developed to meet all current DoH and other national guidelines.

Disaster Recovery



Stratus Ft

MIS are proud to have a number of key services now taking full advantage of the industry leading Stratus Fault Tolerant Servers. Now utilised by Scottish and South West Ambulance Services. Stratus and SQL Mirroring (off-site) provide the pinnacle of system availability and off-site disaster recovery options.