

C3 Web

"This is a major advantage of the MIS C3 System. The Web Portal is new, exciting and, since we have been using it, absolutely indispensable – even the guy on the front desk uses it" *East Midlands Ambulance Service*

TRLI

The first Trust to take full advantage of the Sungard/Vivista DS2000 TRLI interface on a large scale basis is the Welsh Ambulance Service.

The TRLI to Alert 2000 interface is now fully operational throughout the country. The Welsh A.S. previously used AVL solely in the South and East region. TRLI now brings AVL facilities to each of the three Regional Control Centres.



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Virtualisation – ‘Ultimate Flexibility’ approach

As the first Ambulance Command and Control Supplier to provide a fully functional ‘Virtual CAD’ solution, we are very pleased to announce that, as part of our ‘Ultimate Flexibility’ approach, not only do we offer very low bandwidth ‘Fat’ client solutions, which are already in use by a number of Trusts over Wide Area Networks, we have also been keeping a close eye on the development of Microsoft’s Thin Client architecture.

We are therefore pleased to announce that we now offer the option of a fully featured Windows 2008 terminal server C3 Client. This approach provides the lowest possible cost of ownership to the Trust, while at the same time providing unsurpassed wide area performance and flexibility.

A major benefit of this solution is its ability to operate over very high latency circuits, specifically WAN, broadband and 3G/GPRS. This feature will be indispensable for both mobile resources (Major Incident units etc) and for remote workers, who will benefit from all aspects of the C3 Command and Control system,

The technology is seen as ‘an enabler’ which means that we can (for example) provide a Silver Control unit with full Command and Control access, as if the user was actually in the Control Centre. We are fully committed to exploiting this development and as a result have, amongst other projects, now scheduled a full review of the Major Incident Management suite within Alert C3. This will result in the most comprehensive Scene Management tools in use by the Emergency Services.

Whether your aim is to provide a highly resilient control environment which is geographically diverse, or you wish to centralise your IT support function, or indeed explore the possibilities of remote workers, the C3 Thin Client solution is a sure-fire winner.

For further information, and the opportunity to try the C3 thin client over the Web, please give us a call and we will be pleased to provide further details or arrange a demonstration.

Meeting Expectations

2009 has so far done nothing to dispel the old adage, at least as far as the Ambulance Service is concerned, that the only constant is change. We understand that within our industry, a key factor in your ability to react to change is that we, as your supplier, must be prepared to go the extra mile and work in close partnership to deliver high quality, robust systems with the flexibility to meet those changes head on. You can rest assured that our primary objective is to ensure that this continues to be the case, without exception.

Development

As we continue to grow our team, we have moved a number of staff over to the key area of Web Development, and this trend is set to gather even greater pace. The Alert C3 Roadmap, outlining the planned major developments, is available to all our customers.

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



Management Information Portal

Meeting and Surpassing the Information needs of the Ambulance Service of the 21st Century.

In our last issue we discussed our 'Intelligent Ambulance Board' reporting philosophy, and how we had geared up our whole reporting approach to meet the needs of the 21st Century Ambulance Services in the UK and Ireland. In this issue we provide an update to these developments.

We all appreciate that the need for management information is both wide ranging and immediate. Call-Connect has given rise to a whole new set of information demands, and it is no longer acceptable to wait until the end of the month (or day for that matter) to have access to key data. Every manager needs a real-time view of how their part of the operation is contributing (or not!) to the service as a whole.

The MIS EIS product, supplied with all of our Command and Control systems, continues to evolve at an unprecedented rate. For example

EIS can now be used to analyse, Resource Activity, IRIS Interventions, Pager/Fax History, Data Governance and Audit, and Lost Unit Hours. The Enterprise version (C3) even provides an easy to use 'Drag & Drop' report generator which can output the query for use in automated user-developed report environments.

Away from the back office, we have undertaken a huge number of easily deployed Web-based reports. From simply monitoring, in

real-time the waiting and a c t i v e incidents, and pinpointing the exact location of an active resource, to having each incident which has resulted in an exception being output directly to your browser, the list of reports available via the C3 Web Portal is impressive.

The EMDC Dashboard has been a runaway success, being designed specifically to monitor processes within the Control Centre together with those processes outside the Centre which the Control Manager, when aware of, can react to, thus improving the service's overall

performance. EMDC Dashboard has undergone a number of reviews and is now deployed at the majority of C3 sites.

Of course the work doesn't stop here; in the pipeline are a number of new and innovative developments. For example, the ROC Regional Opera-

“the ROC provides an essential whole operation status overview”

tions Console) is now complete and provides an overview (even across multiple systems) of the state

of play and the ability to meet demand in each operational sector across an entire region!

Next up is the 'IntelliBoard', an Executive-level tool which summarises activity and performance month-by-month and region-by-region. Following on from this will be a highly specific operational reporting suite, providing key performance indicators at Station and Crew Level.

Many of these features are available via the MIS Internet presentation Server. For further information on these modules please give us a call.

A major update of the Mobile Data systems used in the North West of England is currently underway. From the outset, Mobile Data has been well utilised across the North West, with many of the innovations that we now take for granted being born in this region. This next phase will see the introduction of a Region-wide Mobile Data and AVLS System, and at the same time see a number of new and exciting developments, including a Dynamic Wide Area Messaging 'Bulletin Board', which allows for Broadcast updates to resources by geographical area, an option to transmit Crew Activity Summaries at the end of each shift, and significantly improved power management features.

InterCAD

InterCAD will be introduced across the North West at the same time. This feature allows all resources to be 'seen' throughout the region, even although at this stage the Trust will be operating three distinct Command and Control Systems. InterCAD provides a generic messaging interface between CAD systems for the passing of Resource Status and Location information.

Status Plan Management Update

The drive for improvements in performance is relentless, with every aspect of resource utilisation and deployment being squeezed for that extra percentage point or so, and nothing indicates that the pressure will lessen in the future. This is undoubtedly the driver behind a number of services reviewing their use of dynamic deployment and resource utilisation tools. In line with our *"continuous product development approach"* a number of major advances have been made throughout C3 to further improve both the functionality and the usability of these modules.

Recently introduced in conjunction with Northern Ireland Ambulance Service are a number of improvements with regards to Plan Compliance. For example, when a resource starts shift it is automatically checked to see if it is correctly positioned to provide cover. If it is,

then the resource is automatically placed in compliance. Similarly, if one resource becomes committed (for any reason) and an alternative resource is available, this will again "auto-comply". The result is significantly reduced user intervention within the plan for routine compliance. There have also been significant changes regarding the use of Non-Planned Resources, it now being possible to set NPR reasons to time-out after a specific period. For example, where a resource is removed from the plan to re-fuel, the Service can set the resource to automatically return to the plan after (say) 20 minutes. Similarly, it is now possible to have resources 'Non-Planned' for the first 15 minutes of a shift (for vehicle checking) before they are automatically brought in to the plan. Again, a great benefit to the Plan Manager/Dispatcher.

Further key enhancements which fit in neatly with SPM and Lost Unit Hour Management are the outstanding new developments in Shift Management. Traditionally, many Control Rooms have used a paper based 'Expected Shift Plan' which is used to confirm that the

resources that should be on duty are in fact fulfilled; staff would also note any unfulfilled shifts which in turn would be reported on later. In conjunction with a number of our users we committed to develop this 'in-system' and now offer this facility fully incorporated into Alert C3. Essentially, shift rotas are maintained (in skeleton format) within the CAD, in turn generating the real-time 'Shift Management Screen'. This is automatically populated as resources start shift, and any exceptions can be managed within the system.

All of the above will mean two things; it is now much easier to use Status Plan Management effectively with the minimum of effort, and the data capture capabilities are very much improved, providing exceptional Management Information to the organisation.

Already planned is a major review on the associated Management Information and Resource Utilisation reporting suite, which will of course be incorporated into the C3 Web Portal. More news next time.



ePRF Update

The CSC Medusa ECS (Emergency Care Solution) interface to Alert C3 has successfully completed trials with East Midlands Ambulance. The next phase will be to roll this out across the operational fleet.

In Brief

• KA34 Performance Reporting

Once again, in line with DoH requirements, MIS are the first (and as far as we know, the only) CAD supplier to provide the new reporting requirements to our customers (both Alert C3 and Alert 2000) before the deadline date, and without any charge for the work.

• NHS Direct

The Alert C3 automatic interface to NHS Direct is now fully operational. For further details please contact us directly.

• EMDC Dashboard

Phase 2 EMDC Dashboard is now available, with improved Hospital Turnaround and Status Plan Management monitoring.

• Regional Operations Console

Now available, the ROC Web based Regional Operations Console provides a comprehensive overview of the current status of each operational area and its ability to deal with the expected demand. The module provides full drill-down to each area of the operation. Please contact MIS for further information.

• Status Plan Management

Both the Yorkshire and Welsh Ambulance Services have introduced Status Plan Management.

• Advanced Shift Management

This is currently being implemented in Yorkshire, Northern Ireland and the North West (Broughton).

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