AQUA Evolution™ Quality Assurance 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, and helps them improve, protects them from liability lawsuits, and ensures their citizens 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%.
AQUA Evolution makes it easy to quickly view calltaker compliance trends.

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

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

Reports 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 will give a clear and visual understanding of your agency’s compliance to protocol; they will 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 will 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.

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 in identifying and solving performance problems.

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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 cases, 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 International Academy Protocols. AQUA Evolution reports are easily customized so you can create reports that fit your needs.
AQUA Evolution Training
Priority Dispatch offers an excellent, 8-hour, hands-on training course. Course instruction includes:
• User Interface
• Software Navigation
• Case Review Procedures
• Report Generation
• And Much More ...

ED-Q Training
This sixteen-hour QI international certification hands-on training course includes:
• Learn principles of Case Review for National Academy protocols
• How to do professional reviews in-house
• Techniques to review EMD, EFD or EPD dispatch cases.

Support
We provide outstanding advanced technical support for all our software products. Our friendly and knowledgeable technical support staff can be reached via phone and e-mail. 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.

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