



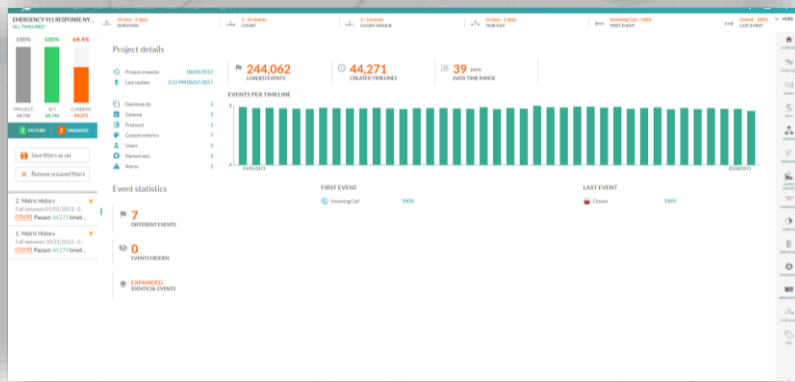
# TIMELINEPI

Advanced Analytics

Emergency  
Services (911)

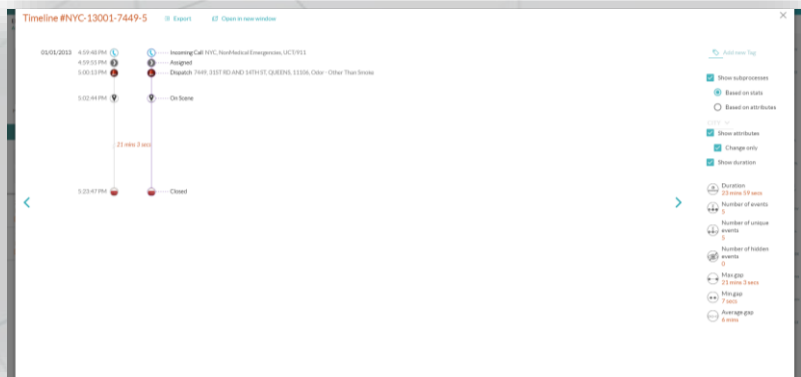
### Process Overview

The Timeline Overview gives you important information on how Emergency Service processes are being executed end-to-end. The top bar also displays the average days, number of unique events, total cost, average cost and the most common first and last events happening within your processes. Displays how many events are loaded into the software, how many processes are created from these events and the total duration it takes from the initial call to the close within the data.



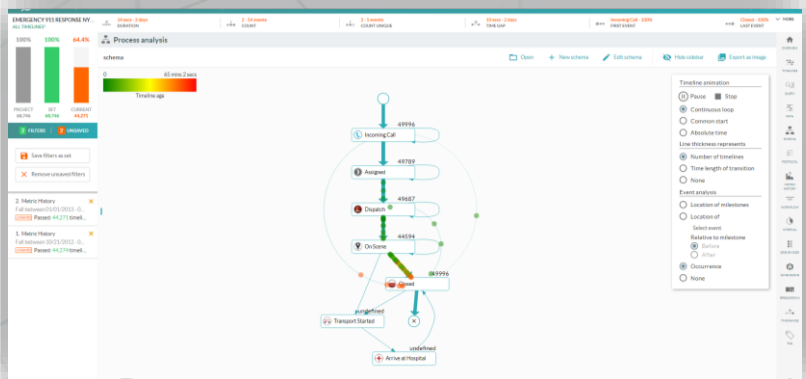
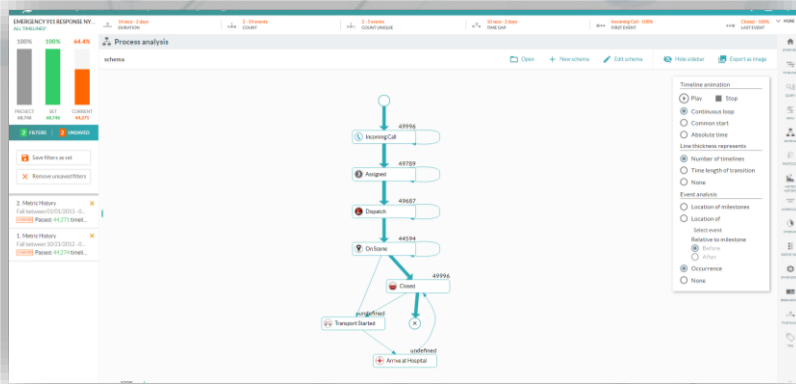
### Timeline Analysis

The Timeline view is a graphical representation of all individual patient experiences based on the data accessed thru your computer aided dispatch and other fire and police system. Each patient experience is treated as a complete process with a distinct start and finish point, with all related and recorded events sequenced in the order of execution, each placed relative to the time of occurrence. This view provides a good visual orientation to how TimelinePI interprets information contained in the computer aided dispatch and other fire and police system being used. This view is most useful as a drill down after queries or filters have isolated timelines with specific characteristics of interest. Detailed Case Analysis allows users to drill into any timeline provides a detailed view of the entire sequence and timing of events, including all sub processes that highlight the resources involved and actions taken.



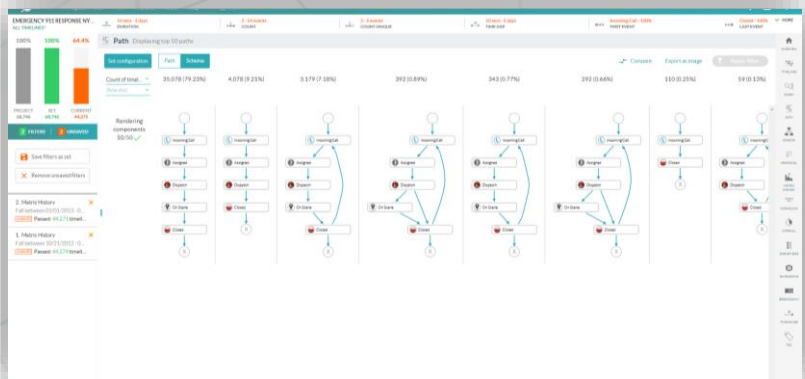
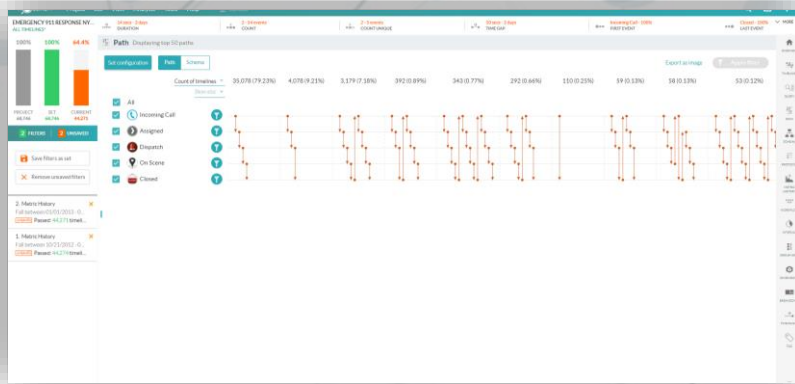
### Process Schema Analysis

Process Schema Analysis maps operational process steps using traditional scheme-based rendering that can be animated. Instantly recognize when steps are performed out of order or repeated excessively. Select the most common steps within a process and add variants until every step is combined in one simple image. Analyze flows with animation - schema displays visual indicators of routes, intensity, duration to identify bottlenecks and efficiency improvement opportunities for further drill down.



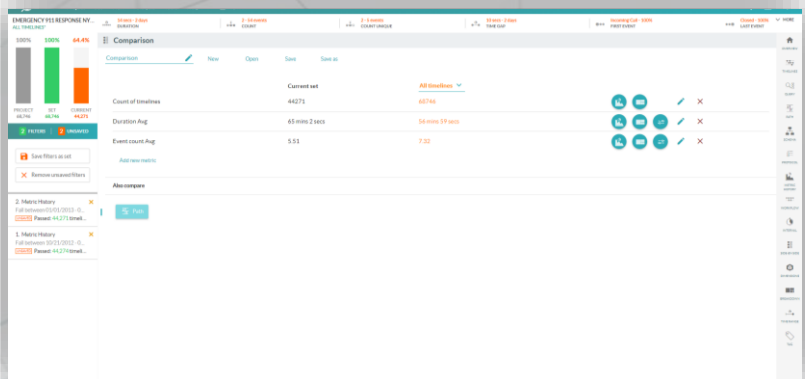
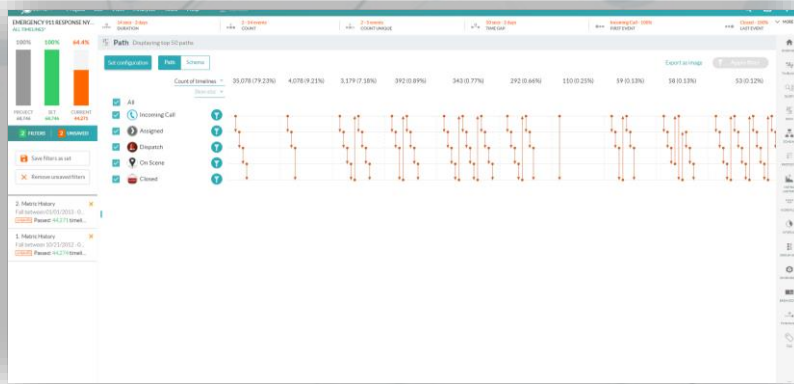
### Path Analysis

Path Analysis delivers a simplified graphical representation of incidents grouped by identical schema. Sorting views include counts of timelines, total cost, as well as average duration, number, or cost of events. Sort order is predicated on the first (top) sort grouping selected. This view provides a good visual orientation to the frequency distribution of every actual set of similar claims. Filters can be applied to isolate and analyze patterns against many different criteria. Switch between path view, or a traditional schema view, to facilitate better understanding and comparison of variation between claims groupings.



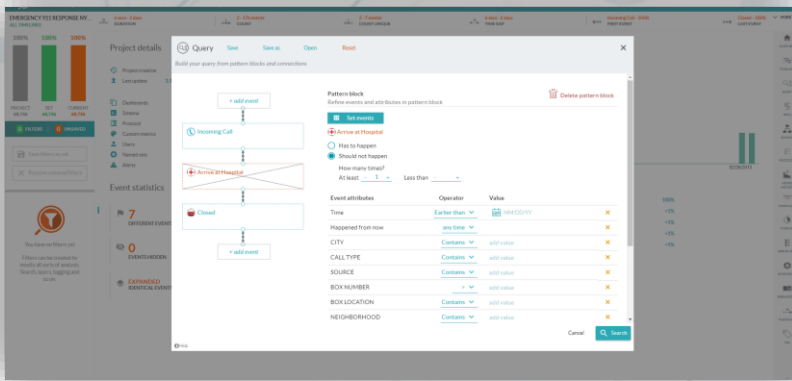
### Filtering

Drill into detail that helps understand and characterize variables attributed to specific process flows. Include or exclude specific parts of data as desired. Filtering can be applied across all modules within Timeline’s software, facilitating highly granular analysis that helps isolate root cause of process behaviors. Filtering supports rapid targeting of inefficient, unusual or high patient processes, as well as compliance risks. Save filtered sets to compare side-by-side or to check against newly loaded data.



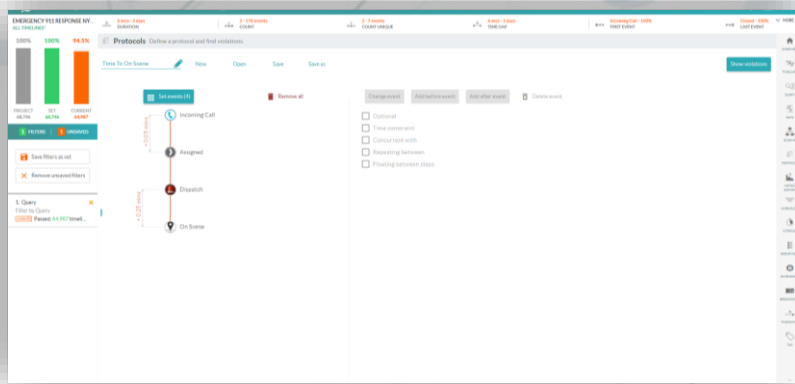
### Query Analysis

Perform complex searches in an easy to use, simple point-and-click configuration tool. Find claims events that match your conditions with sub-second response time. Query Analysis facilitates drag and drop query building that delivers data views which follow a specific set of criteria set by you. Depending on what you want to see queries can either be simple or complex. Utilizing queries allows you to hone in on specific questions you may have regarding your data. Queries provide the first piece of the puzzle when looking into compliance issues within your organization.



### Protocol Analysis

Protocol Analysis allows users to predefine a set of events within a process. Protocols do not have to be a single linear sequence; multiple branches can stem from the same event. Protocol complexity is supported: protocols may include Concurrent Activities, Forks, Repetitions and Merging. After parameters are set, Protocol analysis alerts in near real time on all violations of predefined rules to specified email addresses or SMS phone.



The screenshot shows a 'PROTOCOL VIOLATIONS' report. The table lists various violation types, their counts, and the percentage of total violations. Each row includes an 'Apply filter' button.

Protocol Item	Violation Type	Count	Timespan	% of Violations
Assigned	Missing step	122 (1.19%)	0.11%	Apply filter
Assigned	Wrong position	4923 (7.58%)	7.42%	Apply filter
Assigned	Wrong count	140 (0.25%)	0.21%	Apply filter
Assigned	Time violation	3348 (3.14%)	39.73%	Apply filter
Dispatch	Missing step	191 (0.32%)	0.3%	Apply filter
Dispatch	Wrong position	4886 (7.43%)	7.49%	Apply filter
Dispatch	Wrong count	3932 (30.37%)	29.14%	Apply filter
Incoming Call	Wrong position	4882 (7.47%)	7.51%	Apply filter
Incoming Call	Wrong count	140 (0.25%)	0.21%	Apply filter
On Scene	Missing step	3738 (9.83%)	8.82%	Apply filter
On Scene	Wrong position	4000 (8.29%)	8.58%	Apply filter
On Scene	Wrong count	44 (0.07%)	0.07%	Apply filter
On Scene	Time violation	1854 (9.2%)	9.01%	Apply filter