



AQUA
ASCENT

AQUA® 7 ASCENT

A New Era in Case Review and Quality Management: Simplicity, Performance, Positivity

AQUA 7 ASCENT case review software now has Standards 10 and all needed tools embedded in the software, and, for the first time, AQUA tracks correct Emergency Dispatcher actions as well as errors made. AQUA now provides data that can be used to improve system performance, both of the Emergency Dispatcher and the tools they use.

What's not to love? I have my sequences here, my additional info, I can see what the calltaker was seeing, and the Standards right in AQUA take me directly to the section I manually looked up. This is going to make my job much more efficient!

Oren E. Rae
Continuous Quality Improvement Manager
San Francisco DEM/DEC

HOW WILL AQUA 7 ASCENT POTENTIALLY BENEFIT MY CENTRE?

- **MORE POSITIVITY** in the call centre with a focus on improving performance, not deviations
- **LESS TIME ON TASK** with a more streamlined case review process for Emergency Dispatch Quality Assurance Reviewers (ED-Qs) and less case review required due to research
- **INCREASED JOB SATISFACTION** and less turnover of Emergency Dispatchers who now receive credit for correct and exemplary actions, plus feedback on areas to improve
- **STEADIER IMPROVEMENT** as agency leaders, ED-Qs, and Emergency Dispatchers use data to create and implement Quality Improvement (QI) strategies

Priority Dispatch



WHAT'S IN AQUA 7 ASCENT FOR ME?

Agency Leaders

Focus more on QI for your centre, improving the system rather than focusing on Emergency Dispatcher mistakes.

ED-Qs

Review cases more efficiently (and potentially fewer cases overall) while building a more positive relationship with centre leaders and Emergency Dispatchers.

Emergency Dispatchers

Feel valued for correct actions on calls, have more job satisfaction, and be motivated to improve with strengths-based feedback.

AQUA 7 ASCENT and Standards 10 ROCK! Not only does it make it easier for the Q (can you say no math?!) but it is very specific in the feedback for the calltaker.

Becky Kamoske, ENP
Communications Supervisor
Loveland Emergency Communications Center

KEY FEATURES OF AQUA 7 ASCENT

1. AQUA is a stand-alone software with no outside materials needed.
2. Standards 10 is embedded, with Medical, Fire, and Police combined into one simplified standard.
3. ProQA® sequences are embedded so ED-Qs can see all of the questions, answers, and instructions paths.
4. ProQA Additional Information is also embedded, enabling ED-Qs to see all available Rules, Axioms, and Definitions.
5. The Academy's requirements reduce the number of cases that need to be reviewed in most agencies.
6. ED-Qs look for exemplary calls that can be given exemplary status, which provides further incentive for Emergency Dispatchers.
7. User-defined reports allow agencies to dig deeper into specific areas of system performance.
8. Deviations are automatically calculated in the software based on selections made in Pre-Arrival or Post-Dispatch Instructions.
9. AQUA now supports Microsoft SQL to enable agencies to mine their data more easily.

MINIMUM SYSTEM REQUIREMENTS AT

support.prioritydispatch.net/systemrequirements