



InfoLink Special Edition

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ARIS II Goes Live!

Communications Officer Ms. Diane Nickle is recognized by QTI CACC Director Ted Harris for her handling of the first life-threatening call that came in ten minutes after Go Live under ARIS II at 9:32:35 am Sunday, March 17, 2002. Also pictured is Ms. Susan Harris, TriTech Training Manager, who provided product support that day.

Emergency Health Services Branch is pleased to announce the implementation of the first Ambulance Response Information System II (ARIS II) system. The initial ARIS II implementation took place in the Quinte/Thousand Island Central Ambulance Communications Centre (CACC) in Kingston on Sunday, March 17, 2002. The system is developed by TriTech Software Systems of San Diego, CA. The product name is 'VisiCAD'

The call volume was fairly active for a Sunday, however, the cut-over and transition went smoothly. By 9:10 AM, the final cut-over commenced and ARIS II was fully operational and live with three workstations (plus the large screen projector workstation) in dispatch by 9:20 AM. QTI CACC staff commenced entering Code 8 Stand-by calls at that time. The first emergency call on the new system came in at 9:32:35 AM. The call was taken by Patricia Thompson and dispatched by Diane Nickle. By approximately 11:00 AM, all in progress ARIS calls on the legacy system had been completed, 2 additional work stations were in place and all operational activity on the old ARIS was discontinued. By early afternoon the final ARIS II dispatch workstation was operational.

Although there were some minor issues to work through, CACC staff, the project team and management were pleased with the new system and the success of the Go Live.

According to Mark Urquhart, Divisional Chief, Leeds Grenville EMS, "The new (ARIS II) system has already been seen to be a huge improvement. The geo-locator side of it is of great help finding patients and the accuracy with identifying the fire assist groups quickly is a big plus. I was in for the orientation offered to the EMS groups and I saw that the (CACC) staff are very excited about this new tool."

QTI CACC Director Ted Harris noted, "I would very much like to see mention of the very strong team of people who made this all happen on St. Paddys Day, most notably from MOH, our staff and TriTech. Everyone literally worked tirelessly to make this happen on time. Of note, there were CO staff who put in many extra hours including one who was booked the day after Go Live for open heart surgery but who just wanted to see it all come together and so volunteered to work (and it kept his mind off what was coming). The Support from MOH was overwhelming and they should be recognized. John Haywood lead well and had the right people here - they each contributed to make it a smooth and easy transition."



The photo above shows Communications Officer, Ms. Diane Nickle, taking the first emergency call. With her is Ms. Susan Harris, Trittech Training Manager. At the workstation in the background is Dianne Neilson.



Chris Kenny, Supervisor, at one of the VisiCAD workstations.



Rick Bowen, Supervisor, monitoring the day's activity.



Paul Lowery receiving a tip from Susan Harris, TriTech Training Manager.



Billy Young, CO (fore), and Pat Thompson, CO with Don Bailey, Supervisor.



Susan Harris lending a hand to Dianne Neilson, CO.

Next Steps:

The implementation of ARIS II will take place in phases. They are:

Phase 1:

- ◆ The second ARIS II installation will take place in Renfrew.
- ◆ Remaining Phase 1 functionality, including the capability for seamless dispatch, will be completed and implemented.

Phase 2:

- ◆ Three more sites will be implemented in this phase which is scheduled to begin in the latter half of 2002.

Phase 3:

- ◆ The remaining sites will be implemented.

An accelerated roll-out to the balance of CACCs will be considered to enable completion of the Project in 2004/05, as originally forecast. This however, will be dependant on the schedule and success of the next phase of the system transition.



ARIS II Project Team

*I to r: Fred Costello (TriTech project manager), Monty Rodrigues, Sue Jorgensen, Debbie Milroy, Ruth Goldhar, Robert Wyllie, John Haywood (EHS Project manager), Olga Zaria, Anne Menzie, Linda Yang
Missing: Vladimir Zagvozdin, Rob Best, Nycole Harding and Colleen Rafton.*

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For more information about TriTech Software Systems and this project, visit TriTech's website at "www2.tritech.com". Also visit www.amo-ehs.com