

# Medicine Hat Fire Department

## Leading and Problem Solving with Data How Dashboards Support our Critical Decisions

Prior to the acquisition of QlikView and now Qlik Sense, and our implementation of the Fire Operations Performance template, data extraction and data validation were cumbersome processes that required significant time and resources.

For Medicine Hat Fire Service, it's essential for us to have clean, correct, and trustworthy data to make executive decisions with accurate insight. Our dashboards allow us to identify gaps or barriers in performance or process, inconsistencies in data, or trends that are not easily seen. We have the convenience and flexibility to drill down into an issue so that we clearly understand "What problem are we trying to solve"? Whether we're examining response performance at an annual, monthly, weekly, day vs. night, platoon, or station vantage point - or any combination, we can do so immediately.

We report on our Key Performance Indicators with confidence, accuracy, and ease. We believe that knowing exactly what our performance is, in near real-time, allows us to make better decisions. Sharing performance data with our Platoons has helped them understand that good record keeping is the foundation of trustworthy data. It allows them to objectively look at the process and offer suggestions for improvement.

Our dashboards are important tools for Medicine Hat Fire Service, providing us with the business intelligence to strategize, plan, and keep our community safe.



"Whether in our day to day operations or during crisis management, tools need to be in place to allow our focus to be on resourceful decision making to deliver the best service and highest standard of care. Data refinement and data analysis via our GINQO Fire Operations Performance dashboards provide the intelligence to support our critical decisions."

*Chief Brian Stauth, Medicine Hat Fire Service*

### Lessons Learned:

- ▶ Statistical measurement is a nonstop process. Once a measurement is mastered by producing tangible and trustworthy analysis, this leads to even more analysis. This ensures having the whole picture, not just a snapshot of what is transpiring at one moment in time.
- ▶ Ask the question, "Why is this occurring this way?" and search for relevant answers.
- ▶ Analysis leads to action. When true data reveals deficits or shortcomings, the foundation for process improvement occurs.
- ▶ The more we speak about statistical data, the less threatening it is. When our personnel understand what we are benchmarking and why, meaningful discussions occur about barriers that are negatively affecting their performance.
- ▶ We disproved perceptions like, "We are always waiting on dispatch," or "We can't turnout any quicker".
- ▶ Discussing performance is a critical part of improving performance. What needs improvement has to be present and part of daily conversations. We discuss relevant, current and accurate performance stats with our staff, so they understand how their performance affects the residents we serve.

