FIELD GUIDE / OPERATIONS

Build a PSAP reporting rhythm that leads to action

A useful report helps someone make a decision. Start with the operational question, make the data scope visible, and record what your team will do with the result.

01 Give the report a job

Name the question and the person responsible for acting on the answer. Review completion, coaching follow-up, and training activity are different questions. Keep the first report narrow enough to interpret and use.

- Question the report needs to answer.
- Person who owns the decision.
- Review period and the population included.
- Action the team might take based on the finding.

02 Define the numbers before interpreting them

Record where the information comes from and what is included. A count without a meaningful denominator or a consistent definition can mislead. Make changes in coverage or criteria visible when comparing periods.

- Source and scope of the data.
- Definition of completion, review, or other reported event.
- Denominator and exclusions where a percentage is used.
- Changes in staffing, criteria, or collection that affect comparisons.

03 Look at examples behind a pattern

Use a report to identify where a closer look may help. Review relevant communications or records before deciding what a pattern means. Distinguish documented activity from demonstrated improvement.

- Examples that support or challenge the apparent trend.
- Context from supervisors or trainers.
- Information missing from the report.
- Whether the finding calls for coaching, process review, or further investigation.

04 Record a next action

A reporting meeting should end with an owner and a useful next step. Keep the action proportional to the evidence and set a point to revisit it. Avoid creating a new reporting obligation without a clear purpose.

- Finding and the evidence behind it.
- Agreed action and responsible person.
- Expected observable change.
- Next review date and what will be checked.

05 Use AI assistance with a defined scope

Role-specific assistance can help people ask questions and prepare useful outputs. Confirm the information a capability can access and which functions are currently supported. Review the source and context before using an output to make a consequential decision.

- Current capability versus preview or future direction.
- Accessible sources and time periods.
- Verification needed for the intended decision.
- Human responsibility for interpreting and acting on the result.

PUT THE GUIDE TO WORK

Use this guide to shape your agency’s evaluation and working discussions. Confirm product availability and supported configurations with Equature.

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