

WELCOME TO THE NEXT GENERATION



WHAT IS NEWTON 360?

NEWTON 360 IS...

a mobile application that synthesizes data from disparate software platforms to enable front line supervisors to more efficiently and effectively utilize their limited time and resources.

NEWTON 360 IS...

a mobile application designed to be the vital link between employees and supervisors, permitting bilateral feedback and accountability in an EMS workplace.

NEWTON 360 IS...

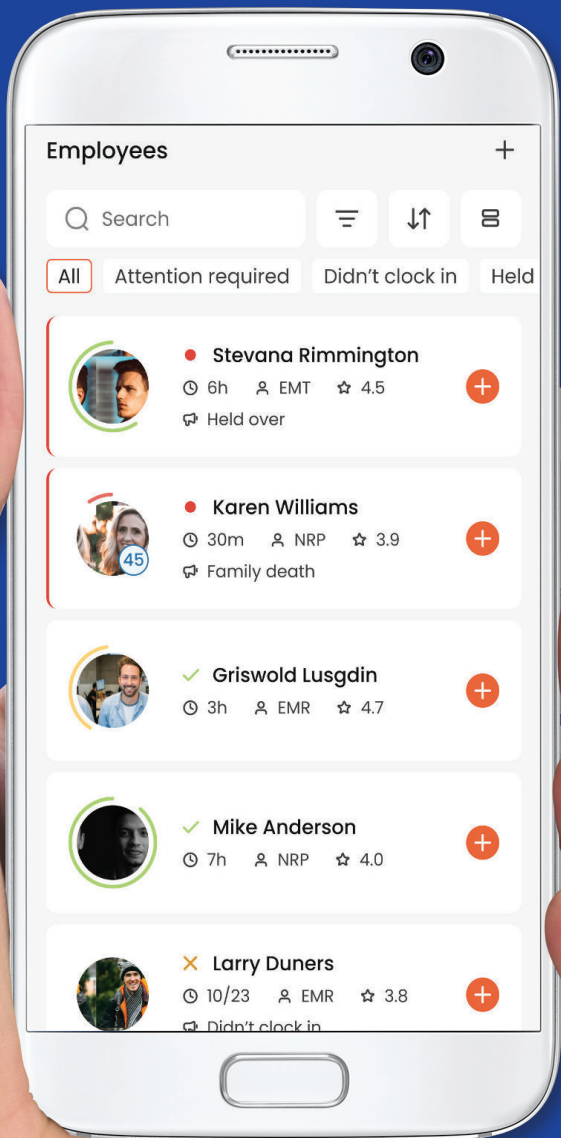
a mobile tool designed to improve and enrich the quality of supervisor-employee encounters by providing the supervisor with relevant and timely employee information such as workload, timeliness, attendance, workplace anniversaries, other supervisor encounters, etc.

NEWTON 360 IS...

a mobile platform that permits EMS organizations to ensure front line supervisors regularly interact with field employees to improve employee engagement.

Newton 360 populates the mobile application with all employees on shift or just those under the supervisor's direct supervision. This can be filtered by specific division, shift, or job category. Because staffing at EMS agencies is dynamic, scheduling data refreshes regularly to ensure the supervisor has updated and accurate crew information.

Additionally, Newton 360 synthesizes scheduling and time keeping data to create a visual window of opportunity for a supervisor to connect with the employee based upon the remaining hours of the employee's shift. By overlaying the employees and supervisor schedule, Newton 360 will prioritize employees by shift end times.



COLOR KEY

RED

Two hours or less remaining in the employee's shift.

ORANGE

Greater than two hours less than eight remaining in the employee's shift.

GREEN

Greater than eight hours remaining in the employee's shift

In addition, Newton 360 permits agencies to establish organizational employee engagement goals to permit the supervisor to prioritize those individuals with whom the supervisor needs to touch base.

ONGOING FEEDBACK MODEL

Newton 360 captures each supervisory encounter by requiring the supervisor to answer four to five subjective performance questions that can be captured in five to ten seconds. The questions can be customized by the company and can be changed intermittently based upon company goals, initiatives, or employee feedback. Additionally, the company can assign a weight to each question based on the degree of importance in the overall organizational performance.

These quick performance feedback encounters permit the EMS agency to gauge how often their supervisors are interacting with employees and correlate it with organizational performance. Regular supervisor employee encounters foster a coaching environment and solidify strong employee relationships. Agencies can monitor performance ratings and more meaningfully allocate resources to those areas where it is needed most.

Traditional performance evaluation models focus on objectively measured performance metrics. Research conducted by both Deloitte Consulting and Mercer revealed that there was a significant variance between supervisors in rating employee performance and that a minority of leaders were proficient at providing performance feedback to employees. This lack of proficiency erodes employee employment relationship and ultimately impacts retention.


FEEDBACK TRANSPARENCY

Employees will be notified by Newton 360 when new feedback is submitted by a supervisor. The employee can engage the mobile platform to view all supervisory feedback received in the established rating period and can respond to each aspect of the performance rating. The short interval between supervisory encounter and delivered feedback promotes an environment of transparency and connects the feedback to the performance-based behavior, eliminating the drawbacks commonly associated with annual performance evaluation models.

Additionally, Newton 360 provides the employee with an opportunity to provide feedback regarding supervisory performance. Bilateral feedback models balance the accountability and transparency between the supervisor and the employee and fosters stronger employment relationships. Newton 360's bilateral feedback tool radically changes the employment dynamic by empowering both front line supervisors and employees to give relevant and meaningful performance feedback. This bilateral feedback model enriches both supervisor and employee experience and improves overall employee satisfaction and engagement.

MORE QUESTIONS...

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Cody Fisher (She/ Her)
🕒 30m 📍 EMR 📍 16 St.
👤 Supervisor

Encounter
Compliment

1. How would you rate the employee's overall performance?

★ ★ ★ ★ ☆

2. Move the patient-occupied stretcher at safe height

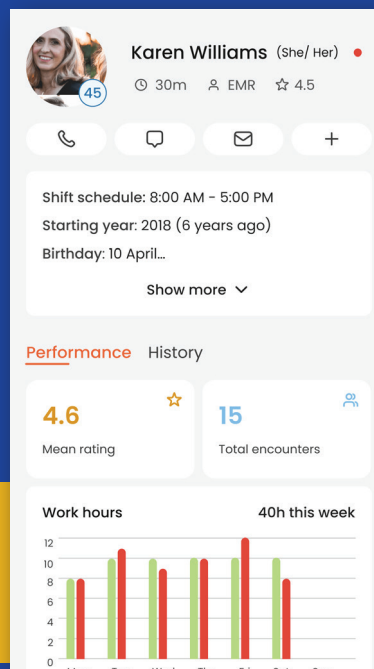
Choose 1 variant

3. The employee is wearing the uniform consistent with the company's uniform policy?

☐ Never ☐ Sometimes ☒ Always

4. The employee's station duties have been completed and the station is clean?

Yes No



EMPLOYEE ENGAGEMENT

Employee engagement is driven in large part by the relationship that an employee has with their immediate supervisor. However, research shows that the average front line supervisor only engages the employees under their direction less than 10% of their working time. It is even more challenging with a distributive workforce as is commonly found in an EMS working environment. Newton 360 accounts for the frequency of employee-supervisor encounters

PERFORMANCE FEEDBACK

Providing employees with regular and ongoing performance feedback is shown to be more effective at motivating employees and driving performance than commonly utilized annual performance evaluation models. Newton 360 is an ongoing performance feedback tool that encourages daily supervisor-employee contact tying performance-related behaviors to employee recognition.

RECRUITMENT & RETENTION

Newton 360 improves the connection between supervisors and employees through feedback transparency and helps align company culture through ongoing coaching and mentoring. Newton 360 improves employee retention and recruitment driven by improved employee-supervisor relationships.

CONSISTENT SUPERVISION

EMS agencies struggle to provide consistent supervisory oversight across geographic regions, numerous supervisors, and alternating or rotating supervisory & employee schedules. This inconsistency greatly impacts an organization's ability to build and maintain a set of company practice and procedures, employee performance standards, and a culture of bilateral accountability. Newton 360 is a solution to these challenges, putting real-time data in the hands of the supervisor.

ORGANIZATIONAL DASHBOARD

Newton 360 is a mobile application that permits department leaders and executives to assess the frequency with which operational supervisors encounter field employees and the degree to which they are effectively providing feedback. Often leaders must rely on reports submitted by front line supervisors which detail the supervisor's activity during a given shift. These reports typically are completed at the end of a 12 or 24 hour shift and usually only highlight those issues, such as, vehicle breakdowns, employee injuries, or customer complaints, etc. Often excluded from reports are data points that permit an organizational leader to assess how supervisors utilized their time. Leaders cannot ascertain the number of employees that the front line supervisor encountered, the meaningfulness or quality of that encounter, and any information on the length of time an employee may go before a person in leadership.

Given the critical role front line supervisors play in driving employee engagement, the primary driver of employee retention, EMS leaders must maximize these critical supervisory resources. Newton 360 provides leaders with powerful information and insight on the effectiveness and efficiency of their front line supervisors. Leaders can easily spot those who truly drive employee performance through coaching, mentoring, and team building from those who unintentionally or unknowingly undermine the organizational culture and cause employee turnover. Typically, leaders only learn about an ineffective or damaging supervisor after the organization has lost several employees. In today's staffing environment, leaders must act swiftly. The organization that retains and attracts employees will out-perform other EMS employers.

CUSTOMIZABLE FEEDBACK

Traditional performance feedback tools have 15-20 performance metrics that are included in an annual performance evaluation. The information is often a compilation of operational, clinical, educational, and patient billing metrics that are compiled over the course of a year. Once the criteria are identified, the supervisors are expected to collect and synthesize this information from many data sources or managers. While much of the data collected is captured objectively, the resulting interpretation can be inconsistent. Often, the supervisor fails to meaningfully compile this information and simply issues a "meeting expectations" rating regardless of actual employee performance. This fundamentally undermines the confidence that both the supervisor and employee have in the performance evaluation process and inhibits employee and organizational performance.

Newton 360 permits EMS leaders to customize all aspects of the performance management tool. Newton 360 is designed to allow organizations to select the feedback information they will solicit in a given period and allows the organization to weigh each question based upon its value in an overall performance picture. The system will collect and correlate all performance related data and facilitate its use in the performance feedback process. Organizations can decide if they want all employee performance related data synthesized and viewable by individual employees, or if they will maintain this data for use by the organization. The need for yearly performance evaluations is eliminated and supervisors can focus their efforts on building stronger employee relationships through focused coaching and mentoring.

EFFICIENT SUPERVISION

Front line supervisors struggle to balance the administrative, operational, and service delivery needs. These competing organizational needs can overwhelm even the most seasoned front line supervisor and can lead to poor time allocation, performance, and supervisor burnout. Given the important role that supervisors play in overall employee engagement, organizations need to be able to provide supervisors with the tools necessary to be more effective and efficient with their time.

EFFICIENT FEEDBACK

EMS agencies no longer have to struggle to deliver meaningful performance feedback to employees. Newton 360 will synthesize multiple data sources to create a comprehensive performance picture. Newton 360 is an efficient performance feedback tool that assists supervisors with delivery performance feedback that drives employee engagement.

TO FIND OUT MORE VISIT

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the driving **FORCE** behind 
NEWTON 360