

NHESR SAMPLE FIRE WORKFLOW

**AUTO NFIRS FROM CAD
APPARATUS & PERSONNEL
FINISH, UPDATE, & READY FOR CQI**

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April 10, 2024

AGENDA

- Workflow
- Why Auto NFIRS?
- Demo
- Configuration elements
- What about NEMESIS?

MILFORD FD

- Combination Career & Part-time call
- Non-transport EMS
- Former Firehouse RMS user 18 years
- Fire Officers are responsible for reports
- FFs can see reports if named
- AutoNFIRS from CAD enabled
- Payroll is manual today, but aligns to completed Elite NFIRS records



HIGH-LEVEL WORKFLOW

- AutoNFIRS starts report when CAD incident is saved
- Fire officer has responsibility to complete & finish NFIRS
- Any fire officer can add/edit apparatus & personnel
- An Open incident = "Initial Report in Progress" (even if validation = 100)
- A Finished incident = "Initial Report - Completed"
 - Admin add/edit apparatus & personnel for payroll, sets status to "Review - In Progress" for CQI
- CQI Report work is performed & incident status to "Closed"
- Incident Lock is performed in bulk ~quarterly

WHY AUTO NFIRS FROM CAD?

- As an RMS, the Elite Locations table becomes the foundational record element (Occupancies, permits, inspections, incidents)
- Partnering your Dispatch with your FD
 - The CAD address Db becomes the control and aligns to Locations
 - Date, Times and Apparatus as per CAD data
- Incident created even if Fire Officer forgets or has stacked calls
- NFIRS record is immediately available for associating with NEMESIS

Only detractor is that EVERY CAD incident opens an NFRIS. If your dispatch has incidents for you that are not dispatched, you need a workflow that confirms 0 or 10 validation scores are not a real incidents and then delete them.

DEMO

CONFIG - USER PERMISSIONS

- We segregate
 1. Provider
 2. Non-provider
- Agency
 - >> Users
 - >> Select User
 - >> Employment, Other Duties

Other Duties as Assigned

Show in EMS Run Form

Active

Inactive

Show in Fire Run Form

Active

Inactive

CONFIG - USER PERMISSIONS

- Two pools of users
 1. Fire Officers - Service Resource Staff
 2. Firefighters - Service Responder
- Agency
 - >> Users
 - >> Select User
 - >> Permission Objects

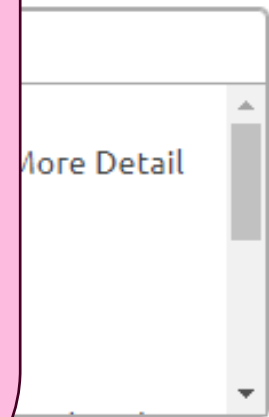
	Hidden	Read	Edit	Add
	Select All	Select All	Select All	Select All
My EMS Incidents ⓘ	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My EMS Incidents (Elite Field) ⓘ	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Others' EMS Incidents ⓘ	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Others' EMS Incidents (Elite Field) ⓘ	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
My Fire Incidents ⓘ	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Others' Fire Incidents ⓘ	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	

CONFIG - AUTO NFIRS

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- Ha

Getting CAD data into Elite is a multi-step process

1. Your Dispatch center's CAD system must be able to export data in a fashion that Image Trend can read.
 - a) Address & Apparatus assignments
 - b) Date & Times
 - c) Need access to SME on the dispatch center team
2. Contract with Image Trend for the CAD Exchange
3. Open a case with Image Trend <https://support.imagetrend.com>
 - a) Work through needs of report data and Filters



CONFIG - AUTO NFIRS

- Agency
 - >> Configuration
 - >> Auto NFIRS From CAD
- Opens new NFIRS each CAD incident
- Halts CAD down-feed

Auto NFIRS From CAD functionality ⓘ

On Off

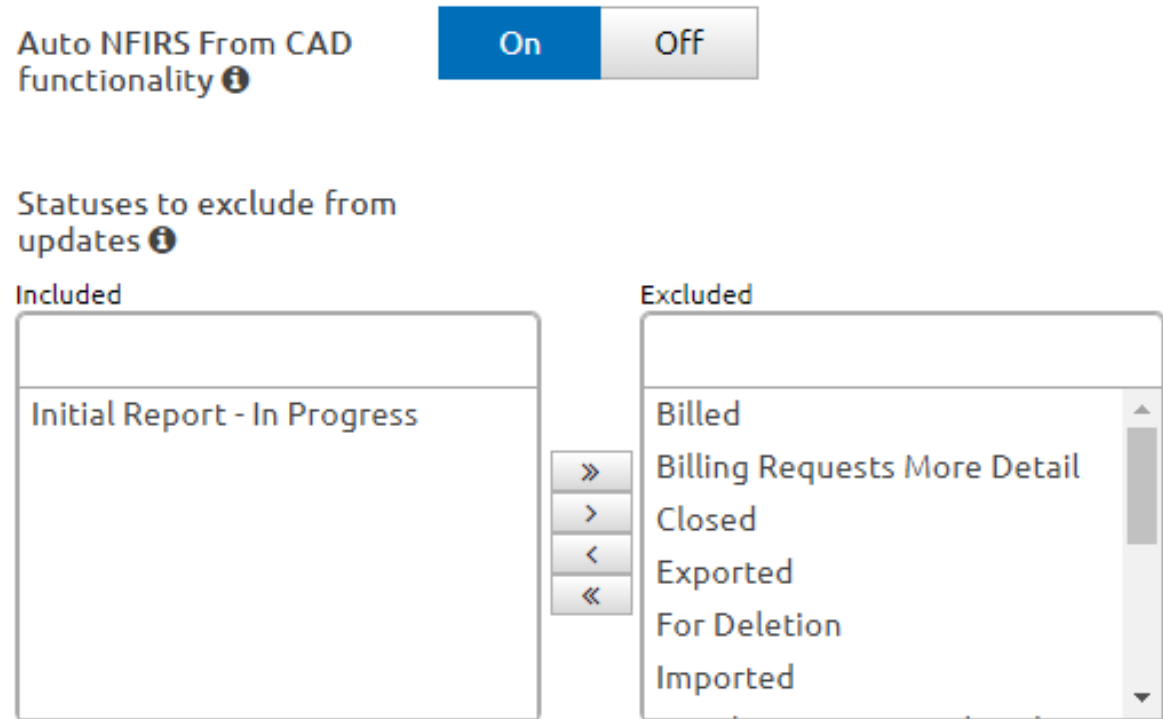
Statuses to exclude from updates ⓘ

Included

Initial Report - In Progress

Excluded

Billed
Billing Requests More Detail
Closed
Exported
For Deletion
Imported



CONFIG - CAD (DISPATCH & CAD DEPENDENT)

- CAD data to Image Trend should be comprehensive
- Image Trend CAD Exchange can
 - Have filter rules
 - Apparatus rules
 - Control data exposure
- Incidents >> View CAD List

Order By: Incident Date ▾ Descending ▾			
Incident Number 24-13003	Incident Date 03/06/2024	Incident Address 11 MEMORY Lane	Downloaded ✓
▾	Apparatus ID	Apparatus Dispatch Date/Time	Enroute Time
✕	20E2	03/06/2024 07:49:06	03/06/2024 07:49:53

CONFIG - DAILY ROSTER (OPTIONAL)

- Resources >> Daily Roster
- Automatically assigns personnel to apparatus and appears when apparatus is assigned to incident
- Active/Inactive/Edit

▼ 20E3 - 20E3 - 20ENGINE3		Agency Location: Milford Fire De...	Active	Edit
Personnel	Role			
Caleb Williams (665)	Driver			
Kevin Manuele (940)	Firefighter			
Mark Britton (20003)	Apparatus Officer			

▼ 20O16 - 20O16 - 20O16		Agency Location: Milford Fire De...	Active	Edit
Personnel	Role			
Francis Coffey (506)	Apparatus Officer			

▼ 20O17 - 20O17 - 20O17		Agency Location: Milford Fire De...	Active	Edit
Personnel	Role			
Michael Robbins (972)	Apparatus Officer			

CONFIG - FINISH INCIDENT

- Agency >> Finish Incident Settings
>> Fire Incidents
- Prompts user to consider if finished
- Sets Incident Status for next workflow step

Finish Incident Settings

EMS Incidents | Fire Incidents

Finish Incident Functionality ⓘ	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Lock Upon Finish ⓘ	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Finish Upon Close ⓘ	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Update Incident Status ⓘ	Initial Report - Completed ▼
Verify Closed Call Rules ⓘ	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Minimum Validation Score ⓘ	100
Finish Upon Post from Elite Field ⓘ	User Choice - Default to Off ▼

WHAT ABOUT NEMESIS?

Our workflow for EMS providers is:

1. "Create new EMS from CAD" (pulls times)
2. Complete & finish the PCR
3. Associate with existing NFIRS (that CAD already created)
4. Complete NFIRS to workflow << could be separate person

Admin does not have access to PCR, no further work is completed therein

REVIEW

- AutoNFIRS starts report when CAD incident is saved
- Apparatus assigned by Dispatch, naming must match respondnh.org >> Vehicle >> Call sign
- An Open incident = "Initial Report in Progress" (even if validation = 100)
- A Finished incident = "Initial Report - Completed" (CAD download stops)
 - Admin add/edit apparatus & personnel for payroll, sets status to "Review - In Progress" for CQI
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QUESTIONS?

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