New Hampshire Fire Academy & Emergency Medical Services

Emergency Services Reporting

Service Management

The fire reporting system is designed to integrate with all aspects of your service reporting. As such, the first stop for fire reporting is to set up your service. This is done via RespondNH (RNH), the State of New Hampshire's Service Management System. Through RNH, authorized signers can manage their rosters, apparatus, and stations. Any changes made in RNH will immediately sync to NHESR once a form is completed.

- 1.) RNH If you have not already used RespondNH, complete the below actions:
 - a. Claim your account
 - b. Have your personnel claim their accounts
 - c. Review roster and have missing personnel request affiliation
- 2.) Complete the Applications at RNH:
 - a. Service Form 1: Update Service Demographics, Stations and Coverage Areas
 - b. Service Form 2: Update Service Personnel / Staff Positions / Elite Permissions
 - c. Service Form 3: Non-Ambulance Fire and EMS Apparatus for ELITE / NFIRS
 - d. Remove Personnel Service Affiliations

NHESR Configuration

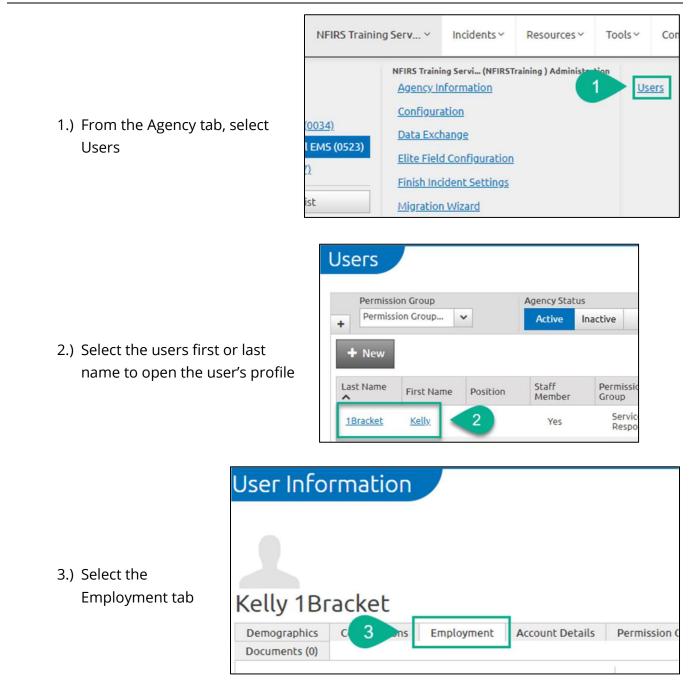
Configuration of the system is a case of investing in your future – the time spent here will decrease the time spent documenting incidents and other activities.

- 1.) Assign personnel IDs and allow them to show in the fire run form. Go to section
 - a. Necessary to assign personnel to incidents
- 2.) Assign Districts, Shifts/Platoons, and Favorite Postal Codes. Go to section
- 3.) Activate Streets and Highways. Go to section
- 4.) Manage Mutual Aid departments. Go to section
- 5.) (In)activate Forms. Go to section
- 6.) University Resources. Go to section
- 7.) Go live with reporting.

Adding personnel to the run form

In order to add personnel to the fire run form, they must first be assigned a personnel ID and selected as 'Show in Fire Run Form'. The Personnel ID is also how imported records are linked to personnel in NHESR; all personnel should be assigned IDs prior to import of historical records.

Procedure



Adding personnel to the run form (Cont'd)

4.) Enter Personnel ID. This ID is agency assigned, however if you will be importing your data from an external system, this number must match the personnel number in your existing software. Mismatched IDs will result in the personnel's name not being listed in the run form.

Agency ID #	
Payroll ID	
Badge #	
Trainer/Instructor ID	4
Personnel ID	1001
Hire Date	mm/dd/yyyy

)ther Duties as Assigned	1	
Show in EMS Run Form	Active	Inactive
Show in Fire Run Form	Active	Inactive
	5	

5.) Select user as 'Active' to show in the run form

Assign Districts, Shifts/Platoons, and Favorite Postal Codes

Shifts, Favorite Postal Codes, and Districts can improve documentation speed and accuracy. Below you will see how to access these resources and an overview of how they work.

Procedure

A.) Select the Resources tab, and then the desired resource

	end Testing Y Incidents Y	Resources ~	Tools ~ Cor	munity ~		Inbox
Additional Building Info Agency Locations Alarms Areas of Operation Building Class Codes Checklist Resources Contacts	CQI Categories CQI Questions Current Medication Descript Daily Roster Documents Facilities Favorite Postal Codes	ions Insur Inver Leav Main	rants ection Types mance Companies intory Resources we of Absence Reas ntenance & Repair I dical Devices		Signature Paragraphs Streets & Highways Supplemental Questions Supply Items Supporting Agencies & Units Training & Activity Resources Vehicles & Call Signs	Violation Codes Zones & Districts

- Shifts: The shifts resource offers the ability to track what group of personnel are responding to calls, or what timeframe they are responding to calls during.
 - Ex. Shifts are made for Holiday, Weekend, Day, and Night to track metrics relating to time of day.
- Favorite Postal Codes: This resource decreases time required to search for a postal code, and speeds documentation by automatically completing City, County, State, and Zip Code fields with a single click.
 - Ex. Zip Codes for common mutual aid towns are added for easy selection.
- Districts: These can be added to track incidents that occur in a geographic area that you define. Target times can be assigned to these districts to easily track response time metrics.
 - Ex. Hydrant and Non-Hydrant districts are created to track potential need for additional hydrants.

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Activating Streets and Highways

The Streets and Highways resource is used to maintain consistent formatting and spelling of incident locations. E911 data has been uploaded into Elite, and these values can be used by activating them for your service. Entries can be added, deleted, and edited at any time

Procedure

1.) Navigate to the Resources tab

2.) Select Streets and Highways

Reso	urces ~ Tools ~	Community ~		
ions	Hydrants Inspection Type Insurance Comp Inventory Resou Leave of Absense Maintenance & I Medical Devices	a <u>nies</u> I <u>rces</u> Ie Reasons Repair Resources	Medication Defaults Meds/Procs by Cert Level Organizations Patient Records Pay Rates Permit Resources Shifts	Signature Paragraphs Streets & Highways Supplemental Questions Supply Items Supporting Agencies & Units Training & Activity Resources Vehicles & Call Signs

3.) Select the filter button, then 'inactive' to view inactive entries

Streets & Highways	Filters: Active O	Search Address, City, State or Postal Code 3
+ New <pre></pre>	Inactivate X Delete	1-5 of 5 < >

Adding Streets and Highways (Cont'd)

4, 5, 6.) Search for the road, town, or zip (zip recommended), select all entries to activate. Select 'Activate' and entries will be available for use.

reets &	Highways Filter	rs: Inacti 4	lee		Go
+ N 6	✓ Activate	× Delete		1-	25 of 70 < >
Source	Address 🔺	City	State	Postal Code	Status
System	ABENAKI Trail	5 Lee	NH	03861	Active
System	ALDER BROOK Way	Lee	NH	03861	Inactive
System	ALLENS Avenue	Lee	NH	03861	Active
System	ARMSTRONG Way	Lee	NH	03861	Inactive
System	BALSAM Lane	Lee	NH	03861	Inactive
System	BELLE Lane	Lee	NH	03861	Active
System	BIRCH HILL Road	Lee	NH	03861	Inactive
System	CALDWELL Lane	Lee	NH	03861	Inactive

Managing Mutual Aid

Mutual aid departments can be managed in the Supporting Agencies and Units resource to present mutual aid options within the fire reporting form. This allows fire protection services to maintain a manageable and applicable list of choices while documenting.

Procedure

1. From the NHESR dashboard, select the Resources tab (A), then Supporting Agencies and Units (B).

System		rces Y Tools Y Community Y	
Additional Building Info	Documents	Leave of Absence Reasons	<u>Shifts</u>
Additional Fire Certifications	<u>Facilities</u>	Maintenance & Repair Resources	Signature Paragraphs
Areas of Operation	Favorite Postal Codes	Medication Defaults	Streets & Highways
Building Class Codes	<u>Hydrants</u>	Meds/Procs by Cert Level	Supplemental Questions
CQI Categories	Inspection Types	Message Types	Supply Items
CQI Questions	Insurance Companies	Pay Rates B	Supporting Agencies & Units
Current Medication Descriptions	Inventory Resources	Permit Resources	Training & Activity Resources

- 2. Search for a mutual aid department from the search bar, or scroll through the list.
- 3. Mutual aid departments will be presented in the fire reporting form if set to 'yes' (A). Note that you can change the order that agencies will be presented in the forms by clicking on the column header and assigning a sort number.
- 4. Status can be changed to 'inactive' to remove the service as an option from both fire and EMS forms (B).

Supporti					Se	arch Name,	Number, or	Parent	Go	T	🖺 Save		
					A	ote: Click a c	olumn header to	view/set a sort	order for that sp			At Scene, etc.)	
			Contract Re	sponse Dept.	Mu	tual Aid (Dept.	Other Age	ncy At Scene	Transfer/	Transport	Sta	atus
Source	Parent 🗸	Name	Yes Select All	No Select All	Order	Yes Select	No Select	Yes Select All	No Select All	Yes Select All	No Select All	Active Select All	Inactive Select All
System	5 - Emerge		۲	0	0	All	All	۲	0	۲	0	۲	0
System	5 - Emerge		0	۲	0	0	۲	۲	0	۲	0	0	۲

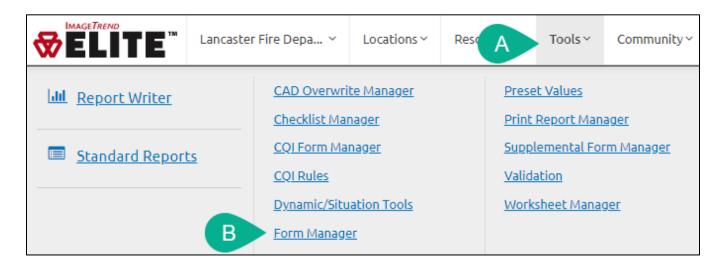
Activating or Inactivating Forms

Data is collected in the NHESR system via Forms (EMS, Fire, Inspections, Training, etc.). Specific forms can be inactivated or activated. When configuring MIH, Fire, or EMS to Fire linkage forms, you will need to activate the applicable state form in NHESR. All other forms can be copied from a template, or built from scratch.

Inactivation of EMS or Fire run forms should only be done if you are certain of the effect

Procedure

4.) From the Tools tab (A), select Form Manager (B).



Existing Forms Filters: Active Search Form Name	More 🗸
✓ Activate □ Inactivate ★ Set Default ★ Delete	1-2
5.) Filter for the applicable for form you are looking for by selecting the funnel button, and checking off the desired category.	Filters Active Inactive Activity EMS Fire Inspection Inventory Location

Procedure

6.) Select the form you wish to (in)activate by clicking on the form row, and then select the Activate or Inactivate button as applicable. Alternatively, you can select Copy to make an editable copy of a form if it is not tied to EMS or fire reporting.

E	Existir	T	More 🗸			
	🗸 Act	ivate C	🗆 Inactivate	★ Set Default 🗶 Delete 🖓 Copy	1 - 6 of 6	< >
	ID	Source	Туре	Name	Status D	efault Form
	303	System	EMS (3.4)	EMS Incident Report with NFIRS Linkage v21.6	Active	EMS
	191 System EMS (3.4)		EMS (3.4)	Interfacility Transfer Form (DRAFT)	Active	

Clicking on the name of the form will bring you to a different area; only click on the blank space

Additional Resources

To Access the below resources, sign into NHESR, navigate to Community, and select Help/University.

While many other useful videos exist, the webinars listed below are a great starting point.

Procedure

- A.) Select the Community tab.
- B.) Select Help/University.



Recommended Viewing

- Incidents (Setup and Management)
 - o Intro to Fire Agency Administrators (Video)
 - Fire Incident Hours (*Video*)
 - Mutual Aid (*Video*)
 - Incident Statuses
 - Agency Locations
 - o Alarms
 - o Daily Roster
 - Supplemental questions
 - o Transfers
- Locations, Occupants, Inspections and Permits
 - Setting up Locations, Occupants, and Inspections (Video)
 - Key Features in Locations, Occupants, & Inspections (Video)
 - Additional Building Information
 - Building Class Codes
 - \circ Inspection Types
 - Violations Codes
 - o Inspection Supplemental Forms

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Recommended Viewing (Cont'd)

- Checklists
 - Setting up Checklists
 - o Checklist Manager
 - o Checklist Resources
- Form Manager
 - Form Manager for Beginners
- Inventory
 - Setting up Inventory
 - o Setting up Maintenance and Repairs
- Reporting
 - Fire Packaged Reports
 - o Standard Reports
- User/Service Management
 - Reset Passwords
 - o Unlock Logins
 - o The Elite Dashboard
 - o Pay Rates
 - o Shifts