



Rogers Fire Department Standard Operating Procedures

Policy Title:	Incident Data Collection, Reporting, and Quality Review		
Policy Number:	117	Volume:	Administration
Approved By:	Tom Jenkins	Last Reviewed:	November 2022
CFAI Reference:	5E.3, 5G.3, 5H.3, 5F.4, 5F.6, 5F.7, 5I.2	CAAS Reference:	201.03.01
Revision Summary:	Created – June 2009 Formatted – May 2012 Edit – July 2012 Updated – October 2013 (Quality Improvement) Updated – May 2017 (Report Completion Time and ePCR) Updated – April 2022 (ESO Fire)		

PURPOSE

The purpose of this policy is to establish the minimum reporting requirements for information gathering at emergency incident scenes and data entry into various computer reporting systems.

POLICY

It is the policy of the Rogers Fire Department that all incidents, regardless of duration or emergent status will be assigned an incident number and promptly reported in the Fire Department Management software. With the exception of smoke detector installations, public service functions, such as tours, equipment demonstrations, etc are not to be assigned an incident number, but instead logged as an activity under the appropriate classification. Incident numbers can only be assigned by the Rogers Central Dispatch Center. As a general guideline:

- All incident reports shall be completed during the shift of occurrence unless extenuating circumstances are present.
- The incident commander is responsible for timely completion of the report. The incident commander should complete and/or inspect all reports submitted during their tour of duty.
- Structure fire reports and medical emergency shall be completed on the shift of occurrence for citizen and medical control access.

All incidents shall be reported using ESO NFIRS and EMS reporting software. The report shall include all required fields in the software program as well as information obtained at the scene that is helpful in documenting the incident variables.

Fire Incidents

At fire incidents, incident commanders shall ensure that specific information relating to the origin, cause, and dollar loss is gathered. Nearly all fire incidents will cause property loss and damage, it is imperative that this information be collected in the NFIRS report. In addition to the causal and damage-related data, the property owner and occupant information must be recorded. Members completing the reports shall pay careful attention to the various modules and required fields to ensure comprehensive and accurate data collection.

Medical Incidents

Medical incidents require strict privacy and confidentiality when dealing with personal information. After gathering required patient data, the following documents should be gathered and sorted for ambulance billing purposes:

- Hospital Face Sheet
- Yellow RFD Signature Sheet or Green RFD Patient Refusal Sheet (unless submitted electronically)
- Drug Use Forms

Medical incidents present special challenges regarding patient data collection. Paramedics and company officers shall make all attempts to ensure the patient care record is entered correctly and accurately.

The Rogers Fire Department utilizes the ESO Records Management System for the storage and maintenance of all fire department NFIRS incident reports. A unique incident report is completed for each call for service to which the Rogers Fire Department deploys resources.

Since staffing and resource allocation decisions are made based on the information and data that is collected in the NFIRS incident reports it is critical that they be completed in an accurate and thorough manner. In order to ensure that all NFIRS incident reports are completed accurately the Rogers Fire Department shall utilize a three-tiered review process.

Review Process

Level 1 Review

Company Officers are responsible for reviewing all NFIRS incident reports that are completed by personnel at their assigned station. While it is important that the entire report be reviewed for completeness and accuracy, the Company Officer should pay particular attention that the following fields are entered correctly in order to facilitate accurate data collection:

- Aid Given or Received
- Specific Property Use
- Incident Type

- Shift
- Number of Alarms
- Response Times
- Actions Taken
- Units and Personnel
- Estimated Dollar Loss and Value
- Incident Narrative
- Fire and Structure Fire Modules

Note: Reports for medical incidents should additionally be reviewed according to the procedure established by SOP 119-Medical Quality Improvement.

Level 2 Review

The City Wide Tour Commander is responsible for ensuring that incident reports are completed in a timely manner. Incident reports must be completed in the same calendar in which they occurred. All reports should be reviewed for completeness and accuracy, focusing on the previously outlined criteria.

Note: Personnel must complete all outstanding incident reports before going off-duty unless specifically authorized to leave a report incomplete by the City Wide Tour Commander or the Deputy Chief- Field Operations Division.

Level 3 Review

The Deputy Chief-Field Operations Division (DC-FOD) is responsible for completing a formal monthly quality improvement review of the NFIRS incident reports that have been completed in the ESO Records Management System.

The following NFIRS incident types are subject to mandatory formal review by the DC-FOD:

- All fire incidents
- All hazardous materials incidents
- All rescue incidents
- Any other incident at the discretion of the DC-FOD

After review the DC-FOD shall notate that the report has been Quality Control Approved in the Report Authorizations section of the ESO incident report. In addition, the DC-FOD will notify by email those personnel and their supervisors whose incident reports contained incomplete or inaccurate information.