

## FIRE REPORTING QUALITY ASSURANCE PROGRAM

### CHAPTER 7.17B

**Issued: Jul 15**

**Revised:**

**Submitted By: Technical Services**

**Approved By: Deputy Chief Theus**

**Purpose:** To establish the review of field incident reports and on scene operations to identify and continually measure the quality of Fire and Emergency Services being provided to the citizens of Alachua County.

**Scope:** The guidelines prescribed are applicable to all employees of the Fire Rescue department and may not be deviated from without the expressed, written permission of the current Fire Chief or his/her designee.

**General:** Information received through the review of field incident reports and on-scene observation of services provided will be used in focused studies and education, benchmarking, and performance outcomes which will improve the overall quality of documentation and services provided by the Alachua County Fire Rescue.

The following areas of the Fire Report document shall be reviewed as basic criteria for all Fire reports:

- Incident Information
- Property Owner Information
- Officer or Personnel Identification
- Entry Date
- Identification of the appropriate Incident Type
- Documentation of the Occupancy Type
- Accurate Property Use documentation
- Materials involved (if fire)
- Arson suspicions
- Investigative results
- Injuries/Casualties documented (when applicable)
- Capture of Units involved
- Capture of Aid Given/Received
- Narrative which documents all pertinent situations found, actions taken, results of those actions along with any unusual occurrences.

**Data Collection:**

*Electronic Reports* are completed in the County Reporting Management System (RMS). Upon completion of the incident, the Lieutenant is responsible for the completion of the

electronic report. All screens requiring data should be completed as soon as possible so that the most accurate information is collected on each patient.

Each electronic report is reviewed by the Lieutenant assigned to QA for adherence to policies and requirements set forth by the National Fire Incident Reporting System/ Florida Fire Incident Reporting System (NFIRS/FFIRS) and completion of required data. Any discrepancies will be forwarded to Technical Services for review. After review by Technical Services, any discrepancies will be returned to the individual for correction.

All QA report data is used to develop future training needs for the Department.

### **Fire Reporting Review Process**

In order to provide consistent and constant review of our procedures, the following steps shall be followed for each Fire Incident according to the QA review categories:

- A Fire Report is generated by field personnel for any response by Fire and/or Rescue Unit in which the call is not considered EMS in nature (see reporting matrix).
- After the report is completed, it is reviewed by the Lieutenant assigned to QA for compliance to practice parameters. The goal is to review qualifying Fire reports, based upon the QA categories, by the completion of the next duty shift. (within 72 hours)
- The Lieutenants assigned to QA shall be the Lieutenants assigned to Engine 40 & 82. They review the reports of the shift prior to their assigned shift. The Lieutenant assigned to Station 40 shall review Fire Reports from units assigned to DC 5. The Lieutenant assigned to Station 82 shall Fire Reports from units assigned to DC 6.

All reports describing a high quality of actions/documentation or those which may have questions regarding compliance with current policies will be flagged for further review by the Technical Services Branch.

The Lieutenant assigned to QA will advise Technical Services via email of the recognition of excellent documentation/actions as well as any non-compliance issue.

The Technical Services Branch will track all trends in service to determine future needs for training and or changes in the policies.

Technical Services will notify the assigned District Chief of trends, need for remedial training, and any issue being removed from the QA process for discipline.

The Technical Services Branch shall prepare a report of data on a quarterly basis. This report shall include all significant responses along with any possible changes in trends.

## **Tactics/Operational Actions**

### Exceptional

- A call in which the actions of the crews or tactics of the officer exceed expectations. Clearly shows that the Officer went above and beyond to provide excellent customer service in the time of need.
- A difficult call or circumstances in which the crew overcame adversities and did a good job.

### Acceptable

- Typical call with no deviation from policy or common practices. All required and expected tasks were completed to the satisfactory level.

### Minor

- Deviation from Department Policies without compromise of personnel or civilian wellbeing and likely would not result in catastrophic injuries or damages, however could result in damages or injuries at a smaller level.

### Major

- Actions or Tactics were utilized that resulted in injury, damages, or further harm to personnel or civilians or had the high probability of resulting in such.

## **Written**

### Class 1

- Missing detailed property information (value, make, model, etc.)
- Wrong incident type inadvertently entered (not intentional down coding)

### Class 2

- Property Use coded wrong
- No Owner information

### Class 3

- Poorly written narrative (does not paint accurate picture)
- "Down Coding" of Incident Type that appears intentional

### Class 4

- Incomplete Report
- Wrong Report Type (i.e. EMS vs. Fire)

### Good

- Report is complete and has all required information

### Outstanding

- All required information
- Narrative is very clear as to this situation
- Superior description of events and actions

Training Captains will be responsible for reviewing Fire Reports for newly promoted Lieutenants during their first three months. Those Lieutenants responsible for the QA process at station(s) 40/82 will be notified when the new Lieutenant(s) have completed those three months.

Lieutenants assigned to Q/A will send an e-mail to their District Chief on a weekly basis; reporting the number of Fire Reports reviewed during that time period. Deficiencies shall be reviewed by the District Chief to ensure compliance to the policy.