

FIREHOUSE Software® 6 Is On Target

FIREHOUSE Software (FH) version 6 is on target to be released early this summer. A Beta version is installed at several fire departments, and will be installed at additional departments selected as Beta test sites over the next several months.

Following release in early summer, FH 6 will be distributed to clients with active support contracts throughout the remainder of the year. We anticipate that all clients will be updated by the end of this year.

You will be hearing more about FH 6 as the release date nears.

Tip from Rich...

by Rich Mueller, sales rep in ND, SD, MN, IA, WI, IL, and MI

In a past 'Tip' I covered lookup codes but I would like to discuss them again because I still get a lot of calls on the subject. One reason FH is so flexible is due to the use of "codes" in all of the modules. Except for the NFIRS 5 codes and, in some states, EMS codes, lookup codes are user defined.

'User defined' means the department can set up their own codes to tailor FH for their needs, to use for their specific monthly reports, etc. When a department receives FH, lookup table codes are populated with sample codes. These codes are useful as examples and a department can use them in their live data if the lookup codes meet their needs. If the codes do not meet the department's needs, they can wipe the codes out and start over with codes that meet their needs.

New clients often tell me the FH lookup codes are inadequate, or that they are hard to understand, or that many lookup codes do not make sense. That may be true since lookup codes need to be customized to the department's specific needs. When you start to consider what codes you want, ask the following questions:

- What kind of data do you want to track?
- What types of reports do you want to run?
- What makes sense for your department?

Every department runs their organization differently; they have different needs because of their city requirements, they have different philosophies on how a department should be run, and different ideas about what information is important to them, etc.

Once you answer the above questions, a department can set up codes that meet their needs. Start by cleaning up all the lookup code tables. Codes that are already there should be deleted if they will not be used. If there are codes that can be adopted by your department, change the codes to appropriate values that will be understood by your users. Some codes, *Staff Activity Types* codes for example, use 2 character codes although the allowable code length is 8 characters. Use the full length to better describe the codes. Use your imagination.

Training codes should also be carefully reviewed and modified to match your department's needs. There are many *Training Categories* codes included with FH but remember that these codes are included as basic examples. A department needs to set up codes to reflect the way they do inside or outside training. Still another lookup code area that should be reviewed is *Maint/Test Job Codes*. In FH, there are many sample codes that use just "digits" when in reality the lookup codes are "character" type which means one can use any alphanumeric characters. Be as descriptive as possible.

Once you have lookup codes set up the way you like, be sure to make them secure by limiting which users have rights to add and modify

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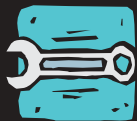


Fire MISSION

A quarterly publication with
fire-industry news,
FIREHOUSE Software tips, and
other helpful information

lookup codes. This is accomplished from the users and security area accessed from the **Administration** menu **Users and Security** option.

In conclusion, I want to stress the fact that user defined lookup codes need to be tailored to the way the department does their business. This is what makes FH so valuable. Consider the importance of user defined lookup codes next time you access a lookup code.



Tips From the Field

This column details different ways our clients have put FH 5 to work for their department. We encourage clients to submit tips and suggestions for future FireVISION articles.

Incident Locking Overview

FH support frequently receives calls from clients that report that they have a user with 'modify' rights to an incident, but specific incident records are not allowing changes. Many times, the incident is locked.

The information below will help answer these questions by providing an overview of incident locking options in FH. There are two types of incident locking, manual lock and auto-lock. When an incident is manually locked or auto-locked, only administrators (or in certain instances, non-administrators that added the incident record) can modify the incident record. Incident locking, when used in conjunction with user security, helps ensure that incident records are not modified by unauthorized personnel after they are entered. Administrators can still modify locked incident records, so if all users are granted administrative access, there is no reason to use incident locking. Assigning administrative access to all users is not recommended.

Manual locking occurs when you access the *Other* section of the incident report form, press **Record Lock Status**, and check *Lock Record*. When an incident is manually locked, non-administrative users will not be able to modify the record even if they have rights to do so for incidents. You can unlock a manually locked incident to allow all users with 'modify' rights to change the record if needed.

Auto-Locking

Auto-locking is configured from the **Administrative Options** form *Incident* section. Auto-locked incidents cannot be unlocked. Auto-lock can be based on the following:

- *User-Level* to restrict future incident report modifications to the person who initially entered the report.
- *After QC* to lock incident reports after they have been quality control checked.
- *After Entry* to set the number of hours following incident completion before the incident will be locked.

Manual Locking

FIREHOUSE Software Notes

Short Staffed April 14 to April 17

We will be operating with limited staffing from April 14 to April 17 due to the annual FHETS event in San Diego. All sales representatives and a number of FH support representatives will be in attendance; however, technical support will be open for normal business hours.

FHETS 2005

FHETS 2005 is tentatively scheduled for spring 2005 to be conducted in the Southeast. We will post details to <http://www.firehousesoftware.com/fhets> as soon as we finalize our plans.

Address Changes

Please keep us up-to-date with your contact information, including the main

FH contact, contact email, contact phone, and department address.

CAD Interfaces

FH includes the ability to import from and export to a range of data formats. This makes it possible for clients to develop their own interface that imports data into FH (for example, from a CAD system) or that exports data from FH. Custom interfaces between FH and leading CAD vendors are also available, and we continue to work to add additional interfaces. We recently released an interface with Spillman Technologies, Incorporated CAD systems.

EMS Corner

This column details EMS related issues that affect FH users. We encourage clients to submit tips and suggestions for future 'EMS Corner' articles.

We are supportive of a national EMS incident reporting standard. Toward that end, we have participated in a forum of discussions with the National Association of State EMS Directors about the National EMS Information System (NEMSIS).

NEMSIS Background

Since the early 1970s, various publications and legislation have contributed to the development of EMS information systems and databases. EMS systems vary in their ability to collect patient and systems data and to put these data to use. No means currently exists to easily link disparate EMS databases to allow analysis at a local, state, and national level.

For this reason, the National Association of State EMS Directors is working with its federal partners at the National Highway Traffic Safety Administration (NHTSA) and the Trauma/EMS Systems program of the Health Resources and Services Administration's (HRSA) Maternal Child Health Bureau to develop a national EMS database. Such a database would be useful in developing nationwide EMS training curricula, evaluating patient and EMS system outcomes, facilitating research efforts, determining national fee schedules and reimbursement rates, addressing resources for disaster and domestic preparedness, and providing valuable information on other issues or areas of need related to EMS care.

NEMSIS Grant

The NEMSIS grant is a two-year grant with the following tasks:

- Revise the NHTSA Uniform Pre-Hospital Dataset.
- Create a physical database schema mapped to the NHTSA dataset with XML linkage.
- Define a National EMS Information System dataset (a much smaller subset of the NHTSA dataset).
- Create a business plan and model for NEMSIS implementation.

FIREHOUSE Software and NEMSIS

We will continue to monitor the progress of NEMSIS and analyze the feasibility of developing a NEMSIS-compatible incident reporting system as soon as NEMSIS implementation is more clearly defined. More information on NEMSIS is available at <http://www.nemsis.org>.

Stop By and See Us

We will be at the following shows.

<i>Date</i>	<i>Show</i>	<i>Date</i>	<i>Show</i>
04/16/04	Arkansas Rural & Volunteer FF	06/10/04	South Dakota Fire School,
04/17/04	Association, Columbia, AR	06/12/04	Brookings, SD
04/20/04	Texas Fire Chiefs,	06/10/04	New York Fire, Rescue & EMS
04/21/04	South Padre Island, TX	06/12/04	Expo, Syracuse, NY
04/27/04	Fire Prevention Association of	06/11/04	State Fireman's & Fire Marshal's
04/29/04	Massachusetts, Amherst, MA	06/12/04	Association, Corpus Christi, TX
04/29/04	FDIC,	06/24/04	Arkansas State Firefighters
05/01/04	Indianapolis, IN	06/28/04	Association, Pine Bluff, AR
04/29/04	Saskatchewan Fire Chiefs Show,	06/25/04	Wisconsin Fire Chiefs Convention,
05/02/04	Yorkton, Saskatchewan	06/26/04	La Crosse, WI
05/02/04	IAFC SW Division,	06/25/04	New England Fire/Rescue/EMS
05/04/04	Hot Springs, AR	06/27/04	Expo, West Springfield, MA
05/09/04	Ontario Association of Fire Chiefs	07/25/04	Municipal Fire School, Texas A&M
05/13/04	Show, Toronto, Ontario		University, College Station, TX
05/21/04	Fire Expo,	08/05/04	Louisiana State Fireman's
05/23/04	Harrisburg, PA	08/07/04	Association, Marksville, LA
05/22/04	Louisiana Fire Chiefs,		
05/23/04	Gretna, LA		





Department Profile

Each quarter, we profile a different department. If you would like your department profiled, send us some information about your department.

Fire Department:	Pembroke Fire Department
Location:	Pembroke, Ontario
Fire Chief:	Frank Boucher
Personnel:	35 (15 Career, 20 Volunteer)
Stations:	1 Station
Pop. Served:	14,700
Calls:	350/Year
Apparatus:	1 Class A Pumper, 1 75 foot aerial , 1 50 foot aerial, 1 utility van, 1 officer vehicle.
Software:	FH version 5 licensed for 3
Comments:	Pembroke is the largest regional center between Ottawa (Canada's Capital) and North Bay in Eastern Ontario. Pembroke has an established industrial base and provides a wide range of services, including a hospital, senior homes and long-term care facilities. During business hours the influx of visitors is estimated to increase Pembroke's population to approximately 20,000. Pembroke has the majority of schools in the surrounding area and is responsible for 5,159 students during any given school day. Seniors and children make up nearly 50% of the population and Pembroke provides numerous senior complexes and health care services. Pembroke borders the Ottawa River with two rivers running through its boundaries. Numerous tourist and local residents use the waterway in the summer. During the winter the Ottawa River is home to a large ice fishing competition. The Annual Pembroke Old Time Fiddling and Step Dancing Championships attracts thousands of tourists each year. Special thanks to Captain Rheaume Chaput for this information.

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