



# Division 03 **Communication and Information Management/Technology**

## Chapter 14 – Fire Records Management System

January 2009

### POLICY

This policy defines the duties, responsibilities and functions of all members when processing data into the Records Management System (RMS).

### DEFINITIONS

**Information Management Policy and Procedure Manual (IMPPM)** - located electronically on the County's network

**Unit Officer-in-Charge** – The officer in charge of a particular unit including but not limited to an engine, truck or squad,

### PROCEDURES

#### 1. Background

The Records Management System (RMS) is a mission critical tool for reporting and tabulating the activities of all Departmental units responding to fire and rescue incidents. The RMS provides managers of the Fire/EMS Department with statistical data for analysis to make decisions regarding Fire/EMS incident activity, deployment, budget, and related managerial and policy items.

The RMS also maintains historical information and is utilized to respond to requests for fire and EMS information from governmental and private entities.

The Prince George's Fire/EMS Department must also comply with State Fire/EMS

reporting requirements and participates in The National Fire Incident Reporting System, which has benefits that reach far beyond the County.

The implementation of the RMS also has enabled the Fire/EMS Department to eliminate most manual reporting.

#### 2. General Guidelines

All members shall adhere to the following guidelines. Utilization of the Departmental RMS System as described herein, is a mandatory task of all Fire/EMS Department members, offices, stations, and affiliated corporations.

The Department's Information Management Division (IMD) is the only division authorized to provide reports to the public or any other agency, media or anyone requesting information. Requests for reports shall be referred to IMD.

No information will be distributed to the public or the media.

Information pertaining to the proper method of completing individual data items or portion of any report is contained in the IMPPM, which is considered part of this General Order, and shall carry the full force thereof.

Reports for EMS related calls will done in accordance with the appropriate General Order that outlines the Departments procedures regarding EMS Reporting.



**3. Arson and Fire Civilian Casualty Report**

The Department's Fire Investigations Unit will complete the Arson and Fire Civilian Casualty portions of RMS as applicable. Instructional information can be found in the IMPPM.

Supervisors shall complete the Fire Service Casualty portion of RMS. Instructional information can be found in the IMPPM.

**4. Responsibilities**

**Unit Officer-in-Charge**

Each unit Officer-in-Charge shall ensure that information relative to the unit he/she supervised on an incident is fully and accurately entered into RMS upon return of that unit to quarters. Information Management will perform quality assurance/quality improvement checks within 72 of the incident. All incident-reporting irregularities will be reported to the Battalion Chief.

**Company Officer-in Charge**

Shall ensure that the unit officer-in-charge discharges the duties described above, and shall further ensure location, occupancy, fire ignition and spread, patient data, etc is fully and accurately recorded in RMS within 72 hours of the incident. Information Management will perform quality assurance/quality improvement checks within 72 of the incident. All incident-reporting irregularities will be reported to the Battalion Chief.

**Note:** in the event of single-unit response from one station to an incident, the unit officer-in-charge shall assume the duties and

responsibility of the company officer-in-charge.

**Battalion Chief/Volunteer Chief**

Shall ensure adherence to this policy by all subordinate officers, and shall establish a mechanism to ensure daily review and corrections of all information completed by unit/company officers-in-charge. A person(s) is to be designated by the Battalion/Volunteer Chief the review and ensure that statistical information is available as needed. Information found to be in error is to be corrected with the assistance from the reviewer from IMD. All incident information is to be entered into RMS no later than 72 hours after the incident. IMD will perform quality assurance/quality improvement checks within 72 of the incident. All incident-reporting irregularities will be reported to the Battalion Chief.

**Battalion Chief/Division Commanders**

Battalion Chiefs and division Commanders will be available to assist Information Management in correcting any problems with station reporting.

**Information Management**

As the Custodian of Records, IMD shall review all information entered into RMS, and store them with respect to the level of confidentiality required. All incident information will be stored in a manner that is compliant with the Health Insurance Portability and Accountability Act (HIPAA) as outlined within the Departmental General Orders.

**All Supervisors**

All supervisors are to ensure that persons under their command receive adequate



training in the proper method of completing these data requirements. Accurate and complete data provided by emergency responders is the only way to assure reliability of this vital management information system.

**Management Services Command**

Is responsible for ensuring that all parties comply with this General Order. Failure to comply with this General Order will result in disciplinary actions and/or the withholding of funds including but not limited to Senator William H. Amoss Fire, Rescue, and Ambulance Funds (508 funding) and/or Volunteer Station Management Program Funding.

**REFERENCES**

The Code of Maryland Regulations (COMAR) 30:03:04:04

The Annotated Code of Maryland Article 38A§45C(b)(2)

The Annotated Code of Maryland Article 38A§45D(e)(3)

General Order 03-11 – Health Insurance Portability and Accountability Act (HIPAA)

Pursuant to the duties and authority assigned to the Fire Chief by the Prince George’s County Code, Subtitle 11 Section 11-15 “Fire Reports”

Information Management’s Records Management System Policy and Procedure Manual.

**FORMS/ATTACHMENTS**

N/A