



**CONFIRE**

## STAFF REPORT

**DATE: March 23, 2024**

**FROM: Nathan Cooke, Director**

**TO: Administrative Committee**

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**SUBJECT: Operational Oversight of ImageTrend System**

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### **RECOMMENDATIONS**

1. Authorize staff to initiate the transition of ImageTrend ePCR services from the current ICEMA managed arrangement to a CONFIRE managed platform by October 1, 2024.
2. Authorize an expenditure of \$150,000 from FY 2023/24 fund balances for ImageTrend one-time startup costs.
3. Allocate \$363,663 in the FY 2024/25 CONFIRE budget for annual fees related to the transition of ImageTrend from an ICEMA managed platform to a CONFIRE managed platform by way of one of the following options:

Option A: Fund all ImageTrend fees and related integration costs using monies generated from CONFIRE's EMS division.

Option B: Use CONFIRE's current apportionment model for universal costs to Fund all ImageTrend fees and related integration costs. This option would include adding Ontario FD and Cal Fire Yucaipa into the apportionment model.

### **BACKGROUND**

The California Health and Safety Code requires EMS providers to submit an Electronic Patient Care Report (ePCR) for every EMS response (HSC Sec 197.227, ICEMA Protocol 5030). This includes 911 calls, interfacility transfers, "dry runs," and for patients who refuse care and/or transportation. Furthermore, LEMSAs, such as ICEMA, are responsible for implementing and coordinating EPCR data collection and reporting systems to the level necessary to maintain medical control and continuity of patient care.

CONFIRE complies with this reporting using ImageTrend ePCR software. This Software as a Service (SaaS) platform is currently managed by ICEMA on CONFIRE's behalf through an agreement with CONFIRE. Although this arrangement allows both agencies to meet the practical and statutory requirements for EMS reporting, CONFIRE agencies have encountered certain limitations in the arrangement that may be reducing the system's potential. These limitations include:

1. Limited Customization: Under the current setup, there is a lack of flexibility in customizing data input masks and data input requirements. This limitation constrains CONFIRE members' ability to tailor EPCR data collection to their specific needs and operational protocols.
2. Limited Data Access: The current arrangement limits access to certain data points and configurations essential for research and local reporting purposes. CONFIRE members require comprehensive access to EPCR data to analyze trends, identify areas for improvement, and comply with reporting obligations.

As CONFIRE embarks on a new chapter of EMS focused service to its agency's community members, capture and control of relevant data will become more crucial to ensure that data driven decisions are timely and appropriate. To achieve the maximum potential from our data systems, staff proposes that CONFIRE transition from the ICEMA managed platform of ImageTrend to one that is managed by CONFIRE directly. By doing so, CONFIRE will gain greater control over data management processes, ensuring alignment with our operational objectives and regulatory requirements.

A CONFIRE managed ImageTrend system will continue to comply with the practical and statutory requirements of ePCR reporting. Because the reporting format will be nearly identical to the current user interfaces, the frontline user will not require additional training or hardware. Because CONFIRE's technical management team has supported CONFIRE's interface both independently and with ICEMA, they are able and qualified to manage the technical aspects of the transition and ongoing maintenance. Other ImageTrend based modules that are currently available to CONFIRE agencies (NFIRS, Inspections, etc.) would remain active with access to all legacy records. As with the EMS module, the operating framework and input masks would remain the same without the need for additional training or hardware changes.

Other costs associated with the transition but not directly tied to the ImageTrend modules involve its integration to other integrated CONFIRE data systems such as CAD, Telestaff, and FirstWatch. Each of these contributes to the ImageTrend data capture by automatically populating certain required fields (personnel names, incident times and dispatch info) as well as integrating with other data capture modules like FirstWatch. Each of these helps ensure data validity and continuity, and streamlines reports such as the Online Compliance Utility OCU) that is required by the new ambulance contract. As is typical when integrating software systems, both software vendors will charge a fee to configure and support the link between platforms. These costs are outlined in the Fiscal Impact section of this report.

If the proposed transition is approved, the cutover for the new configuration would occur by October 1, 2024.

## **FISCAL IMPACTS**

CONFIRE's current annual cost of using the ICEMA managed ImageTrend platform is \$123,663. This includes ImageTrend annual fees for connecting to ICEMA's platform and integration costs to other connected software (CAD, Telestaff, FirstWatch).

The proposed transition to a CONFIRE managed ImageTrend platform and associated software integration costs results in an increase of \$390,000 for the first year for a total of \$513,663. This includes a \$150,000 startup fee paid to ImageTrend (See Table 1). Fees for subsequent years represent an annual increase of \$240,000 over current costs for a total of \$363,663 in future annual costs (see Table 2). Subsequent years are also subject to a price increase from ImageTrend of not more than 7% annually.

**Funding options**

The initial startup fee of \$150,000 would be paid immediately upon entering into a contract with ImageTrend. Staff recommends using fund balances in the current fiscal year to pay this cost. The remaining fees for the first year and subsequent years could be paid using either of the two following options:

Option A:

Fund all ImageTrend fees and related integration costs using monies generated from CONFIRE’s EMS division.

Option B:

Use CONFIRE’s current apportionment model for universal costs to Fund all ImageTrend fees and related integration costs. This option would include adding Ontario FD and Cal Fire Yucaipa into the apportionment model. An approximate breakdown of current and projected costs for this model are shown in Table 3.

**Table 1:** Setup and implementation fees for ImageTrend ePCR software and associated software costs for FY 2024/25

<b>Item</b>	<b>Paid to:</b>	<b>Amount</b>
<b>ImageTrend Elite Rescue Setup &amp; Implementation (one-time fee)</b>	ImageTrend	\$ 150,000
<b>ImageTrend Rescue - SaaS including Elite Field (Annual recurring)</b>	ImageTrend	\$ 240,000
<b>Telestaff to ImageTrend Integration</b>	ImageTrend	\$ 1,173
<b>CAD to ImageTrend Integration</b>	ImageTrend	\$ 1,200
<b>First Watch to ImageTrend Integration</b>	ImageTrend	\$ 28,981
<b>Maintain data interface to ICEMA reporting</b>	ImageTrend	\$ 72,400
<b>CAD support for integration</b>	Central Square	\$ 5,994
<b>FirstWatch support for Integration</b>	FirstWatch	\$ 13,916
<b>Total First Year</b>		\$ 513,664

**Table 2:** Annual maintenance and support fees for ImageTrend ePCR software and associated software costs. Note that the ImageTrend Rescue line is subject to an annual increase of up to 7%.

Item	Paid to:	Amount
ImageTrend Rescue - SaaS including Elite Field (Annual recurring)	ImageTrend	\$ 240,000
Telestaff to ImageTrend Integration	ImageTrend	\$ 1,173
CAD to ImageTrend Integration	ImageTrend	\$ 1,200
FirstWatch to ImageTrend Integration	ImageTrend	\$ 28,981
FirstWatch to ImageTrend Integration	ImageTrend	\$ 72,400
CAD support for integration	Central Square	\$ 5,994
FirstWatch support for Integration	FirstWatch	\$ 13,916
Subsequent years total		\$ 363,664

**Table 3:** Comparison of annual cost apportionment for funding Option B. Amounts in column 3 do not include the \$150,000 year-1 startup fee that would be paid out of CONFIRE’s current fund balance. The amount shown would be the approximate ongoing annual apportionment with potential annual cost adjustments from ImageTrend of up to 7%.

Agency	Approximate Annual Cost Apportionment for ImageTrend (Current Configuration)	Approximate Annual Cost Apportionment for ImageTrend Managed by CONFIRE (with Ontario and Yucaipa)
Apple Valley Fire Protection Dist.	\$ 6,473	\$ 16,838
Big Bear Fire Department	\$ 1,923	\$ 5,002
Chino Valley Fire Dist.	\$ 6,792	\$ 17,668
Colton Fire Dept.	\$ 3,847	\$ 10,007
Loma Linda Fire Dept.	\$ 2,196	\$ 5,712
Montclair Fire Dept.	\$ 2,352	\$ 6,117
Rancho Cucamonga Fire Dist.	\$ 8,995	\$ 23,396
Redlands Fire Dept.	\$ 5,651	\$ 14,698
Rialto Fire Dept.	\$ 5,856	\$ 15,232
Running Springs Fire	\$ 280	\$ 727

<b>San Bernardino County Fire Dist.</b>	\$ 66,279	\$ 172,396
<b>San Manuel Fire</b>	\$ 878	\$ 2,283
<b>Cal Fire Yucaipa</b>	\$ -	\$ 11,680
<b>Ontario</b>	\$ -	\$ 30,328
<b>Victorville Fire Dist.</b>	\$ 12,142	\$ 31,582