County of San Diego
Emergency Medical Services
Local Emergency Medical Services Information System (LEMSIS)

SANDIEGOCOUNTY.GOV

LEMSIS ELITE

Agency Administrators Training - BLS

LEMSIS LMS AND ELITE
Goals and Objectives

LEMSIS Elite Agency Administrators will be….

- Able to understand how LEMSIS License Management System (LMS) works with LEMSIS Elite
- Able to understand the difference between LEMSIS Elite and LEMSIS Elite Field
- Able to understand and configure features and functions within LEMSIS Elite for your agency, such as:
    - Adding agency logo to PCR print report
    - Configure lists and menus
    - Create views to manage incidents
    - EKG monitor integration (if applicable)
    - Access the Help/University menu

LEMSIS LMS AND ELITE
General Information

LEMSIS LMS – also referred to as the LEMSIS Licensing Portal

- Information related to personnel and your agency come from, and are updated in, LMS and sync with Elite

LEMSIS Elite

- Dynamic data collection tool, PCR management and reporting, etc.
- Today's training is considered an initial training, as updates/modifications and additional features are implemented more training will be available (via email, PowerPoints, meetings, or Elite internal announcements)

AB 1129 – State mandate for the agencies to submit NEMSIS, CEMSIS and LEMSIS compliant data in real time to the LEMSA

General patient care documentation policies for all prehospital can be found in:

- S-601 Documentation Standards and Transferral of Prehospital Care Record (PCR)
- S-602 EMS Provider Data Submission Process
- S-603 System Management and Support During Downtime

LEMSIS LMS AND ELITE

How LEMSIS Licensing Portal Interacts with Elite

Personnel Roster

- Your staff ***cannot*** get into Elite if:
  - They have not been added to your agency - All providers should be added
  - They have not activated their accounts in LMS (if this symbol ⛔ is next to a name on your roster, it indicates they have not activated their account)

- In LMS, to add/edit/delete staff Positions use the *LEMSIS Positions and Permissions - Add or Update Form*

- Troubleshooting tips:
  - Personnel without an email address in their account cannot claim their account
  - Personnel without a certification number cannot access the PCR

LEMSIS LMS AND ELITE

How LEMSIS Licensing Portal Interacts with Elite

Service Applications/Forms

- ***Agency: Organization Information Update Form*, use to update:**
  - Agency contact information such as;
    - Business address
    - Phone number
    - Email
  - Agency information such as:
    - FDID
    - Primary type of service
    - Specialty services
    - Patient monitoring capabilities

- ***Vehicle: Add, Edit, or Remove Vehicle Form*, use to:**
  - ADD, EDIT, OR REMOVE Fire or EMS vehicles
  - This refers to PHYSICAL VEHICLES, not CAD information

- ***Unit/Call Sign: Unit Number, CAD, and Call Sign Update Form*, use to:**
  - ADD or REMOVE a CAD Identifier/Unit
  - This refers to CAD entities, not physical vehicles
  - These changes need to be entered in Elite on the *Resources* > Vehicles & Call Signs menu

LEMSIS LMS AND ELITE

How LEMSIS Licensing Portal Interacts with Elite – Medic Interns

For ALS Agencies - **Paramedic Interns**

- Per Policy P-302
- In order for a paramedic intern to have access to ALS treatments when documenting in Elite they must:
  - Complete the *Other Healthcare Provider* application on the LEMSIS Licensing Portal, including:
    - Selecting “Paramedic Intern” as their level
    - Providing the name of the agency they will be interning with
- If the intern is not already on the agencies roster, they will need to be claimed by the Agency Admin
- Once the application has been received by EMS the level will be confirmed and issued

LEMSIS
Terminology

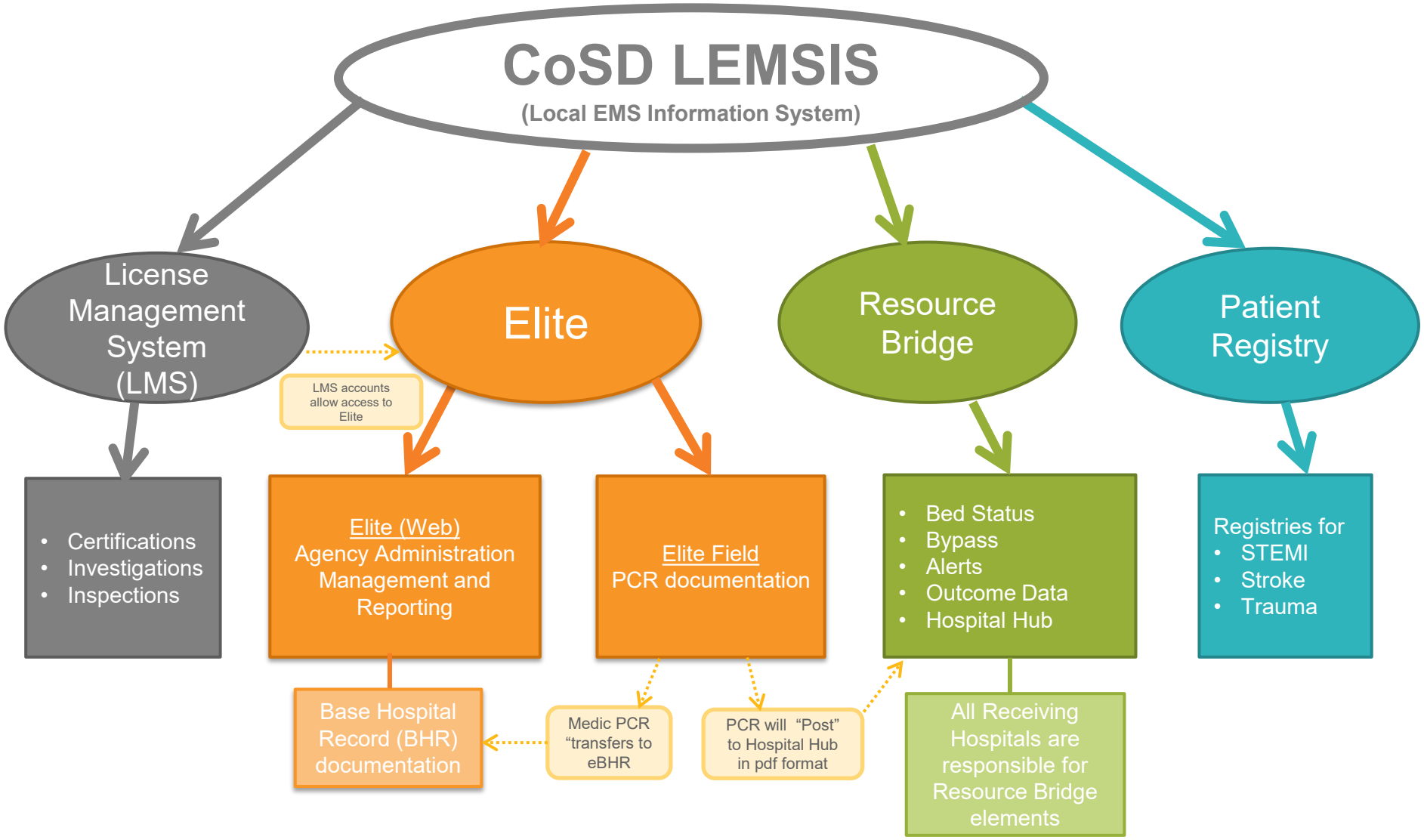
- **NEMSIS** - National Emergency Medical Services Information System - national repository for EMS data
- **CEMSIS** - CA Emergency Medical Services Information System - State's version
- **CoSD LEMSIS** - County of San Diego Local Emergency Medical Services Information System
- **LEMSIS ELITE** - CoSD LEMSIS prehospital documentation system
  - **BHR** - **B**ase **H**ospital **R**ecord used for MICN documentation
  - **PCR** - **P**rehospital **C**are **R**ecord used for medic documentation
  - **Elite Web -** Side of Elite for Agency Administration Management & Reporting
  - **Elite Field -** Side of Elite for PCR documentation from the field personnel
    - **Transfers – Upload and Download**

      General Upload/Download workflow:
      - 1st Responders "uploads" the PCR to the Transporting Agency/Unit
        - Transporting Agency/Unit "downloads" the PCR from 1st Responder
          - Transporting Agency/Unit "uploads" the PCR to the Base Hospital
            - Base Hospital "downloads" the PCR from Transporting Unit

      - For BLS - when call situation requires emergency transport BLS can upload PCRs to Base Hospitals as dictated by the call situation

Overview of CoSD LEMSIS

LEMSIS


CoSD LEMSIS
(Local EMS Information System)
License Management System (LMS)
Elite
Resource Bridge
Patient Registry
LMS accounts allow access to Elite
• Certifications
• Investigations
• Inspections
Elite (Web)
Agency Administration
Management and Reporting
Elite Field
PCR documentation
• Bed Status
• Bypass
• Alerts
• Outcome Data
• Hospital Hub
Registries for
• STEMI
• Stroke
• Trauma
Base Hospital Record (BHR) documentation
Medic PCR "transfers to eBHR
PCR will "Post" to Hospital Hub in pdf format
All Receiving Hospitals are responsible for Resource Bridge elements

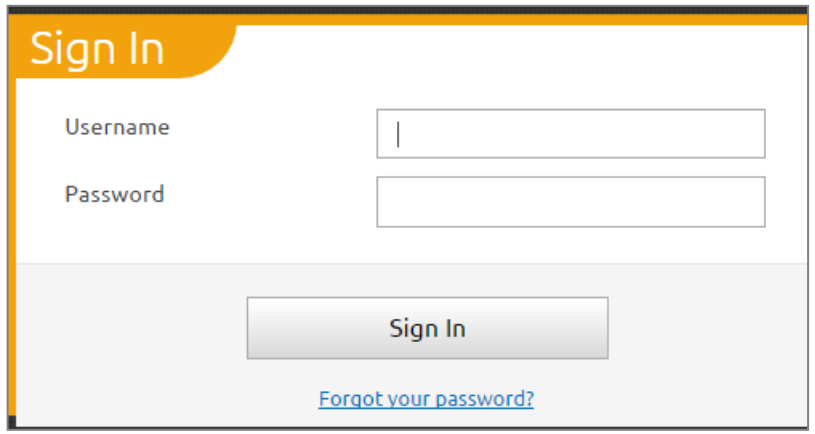
CoSD LEMSIS Elite Login

LEMSIS ELITE
Environment

There are separate logins for **Elite (Web)** and **Elite Field**

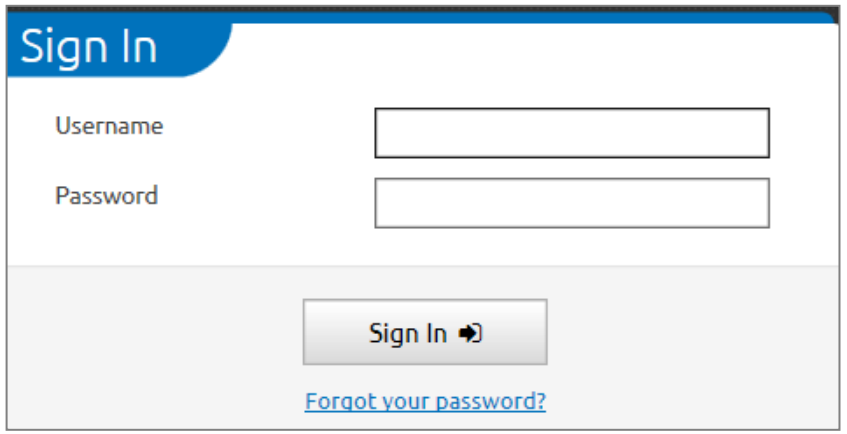
Elite (Web) is the environment where agency administration, management, and reporting occurs

https://cosd.imagetrendelite.com/Elite



Elite Field is the environment where field personnel will enter PCRs – this will be addressed during the Provider PCR training

https://sdcounty.imagetrendelite.com/Elite/Organizationsdcounty/RunForm/Login



LEMSIS ELITE
Login

LEMSIS Web Address: https://cosd.imagetrendelite.com/Elite

1 - Username

2 - Password

3 - Click “Sign In”

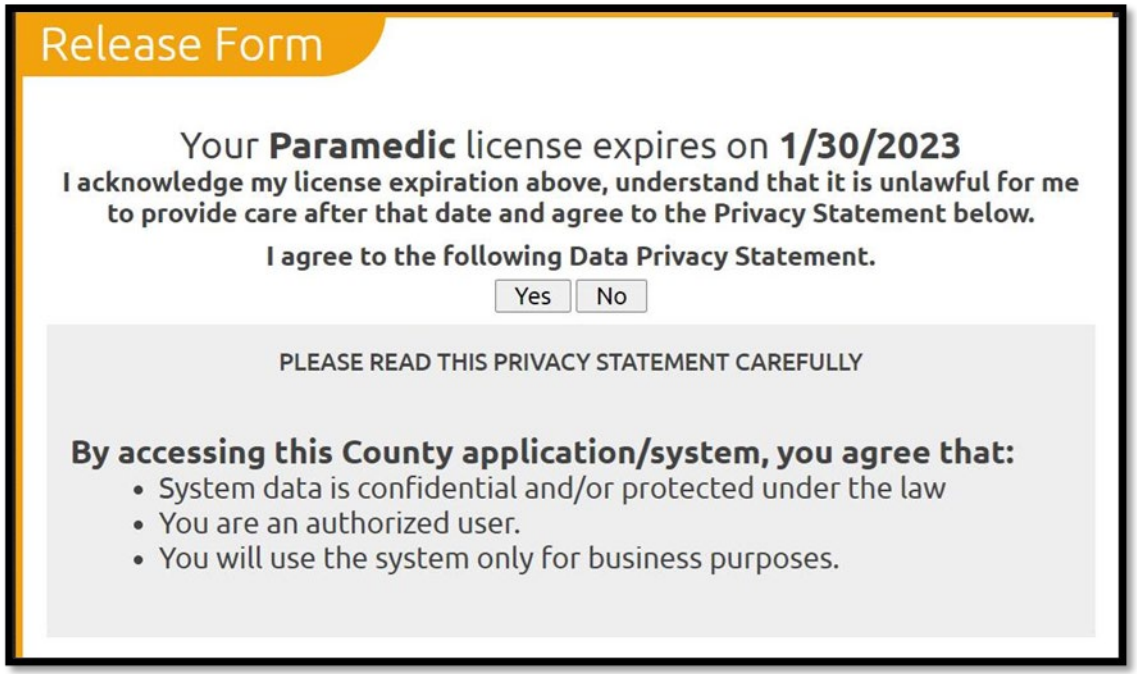
If prompted, the Organization ID is “sdcounty” (this should only appear on an initial login)

When resetting Password, it will sync back to LMS and vice versa

LEMSIS ELITE
Privacy Statement

Acceptance of the privacy statement is required each time the system is accessed; therefore, this screen will show every time you login.

- Release Form will have a notification regarding your License Level and Expiration Date

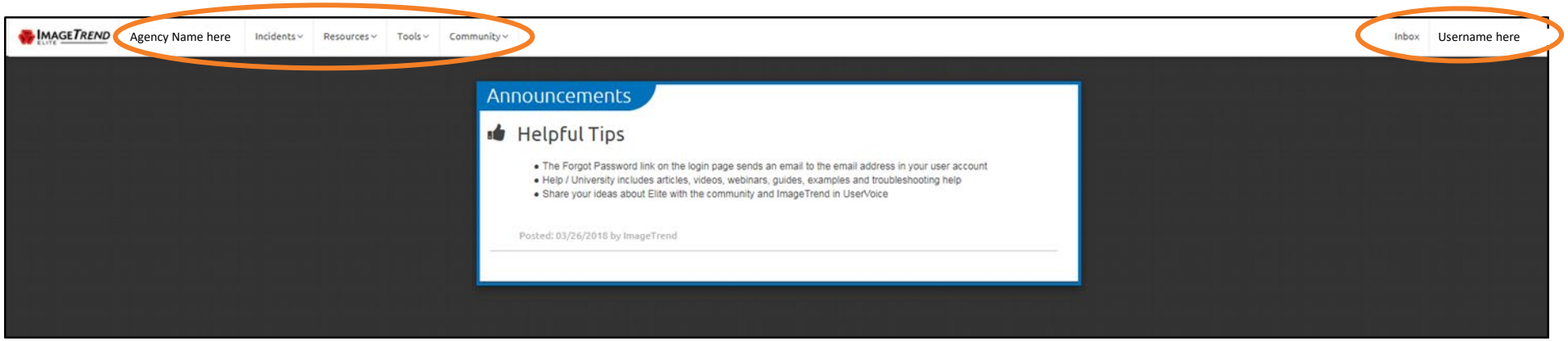


LEMSIS ELITE
Welcome Dashboard

Inbox
Secure internal messaging/email system for communication to other Elite Users

Menu Bar
Top bar in LEMSIS Elite that has menus for navigation throughout this module

User Name
Account and logout



Announcements
System announcements will appear on the Welcome Dashboard – please review/look for these when you login

LEMSIS ELITE

CoSD LEMSIS Elite

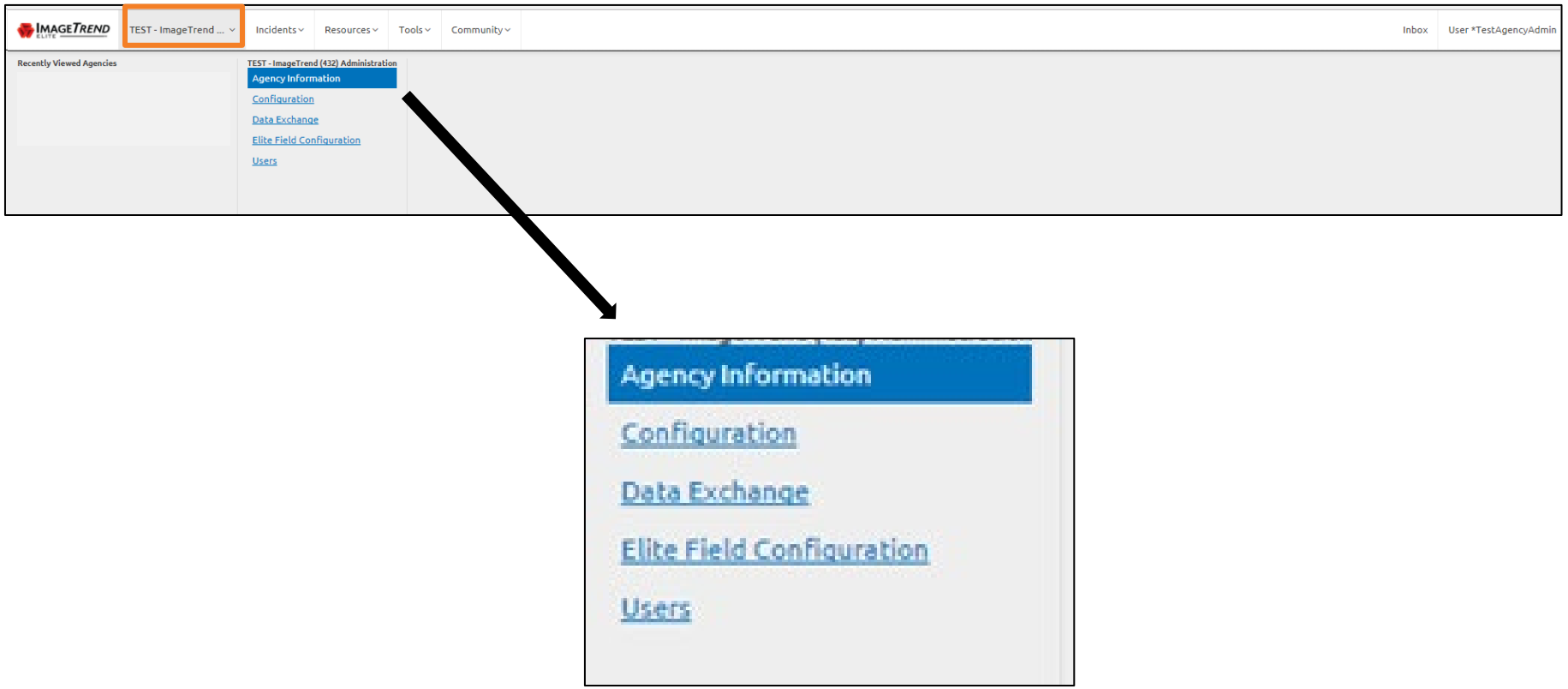
Agency Administrator Responsibilities

LEMSIS ELITE

Agency Name Menu

LEMSIS ELITE
Agency Name Menu

Agency Name Menu

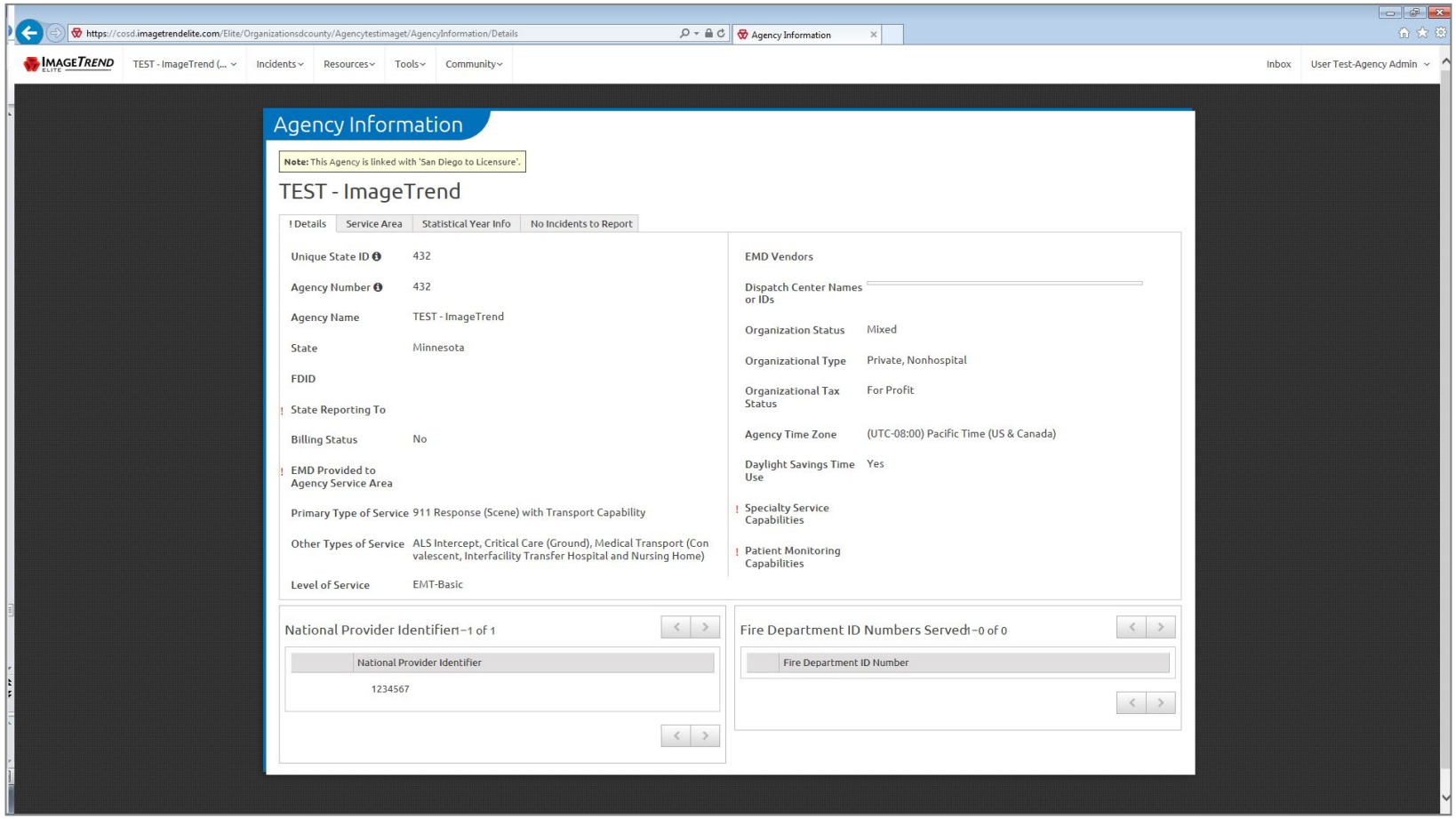


LEMSIS ELITE

Agency Name Menu > **Agency Information**

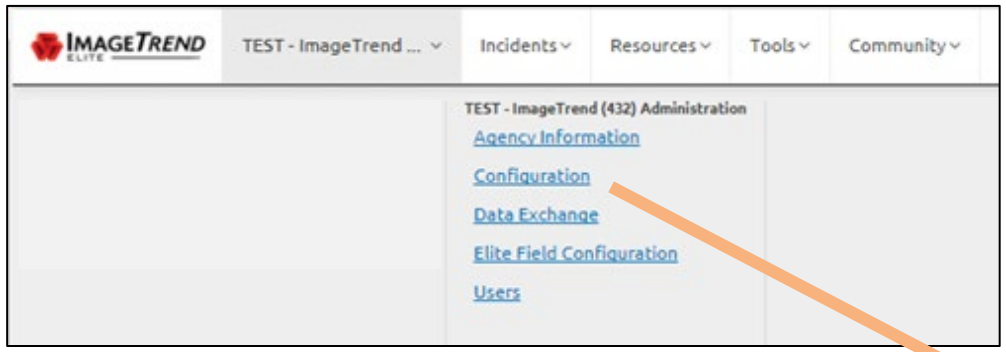
Agency Information - a dropdown menu to view Agency Information that was set up in LMS

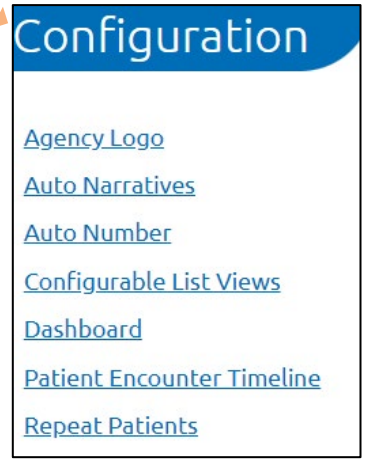
- *No Actions from this menu*



LEMSIS ELITE

Agency Name Menu > **Configuration**

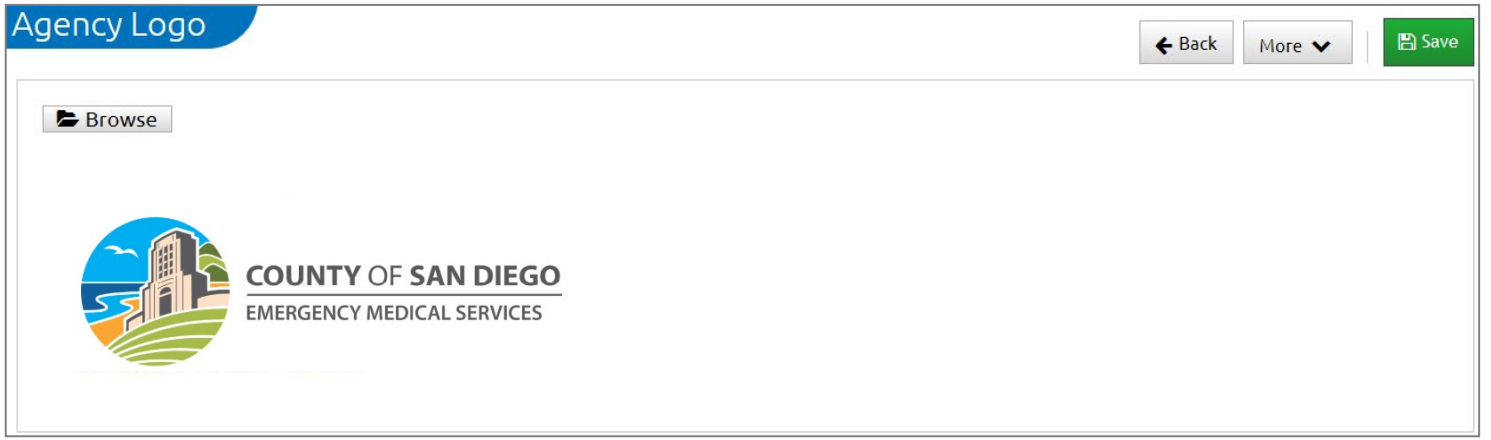




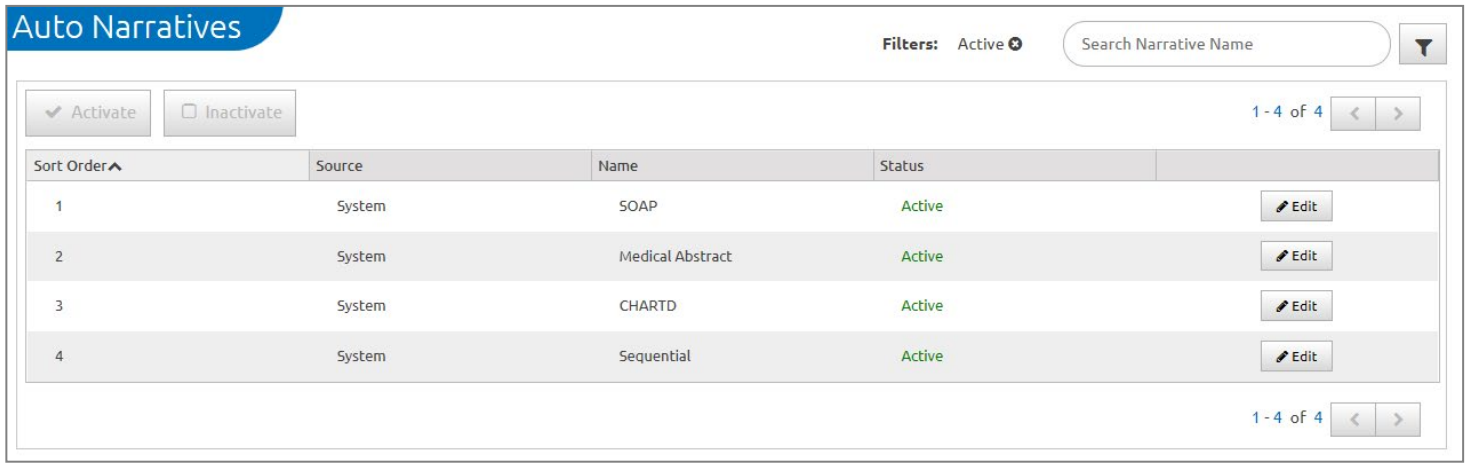
LEMSIS ELITE

Agency Name Menu > Configuration > **Agency Logo and Auto Narratives**

Agency Logo – a feature to upload an image that will appear on the print/PDF version of the PCR



Auto Narratives – a feature to choose the starting format/template of the Narrative on the PCR

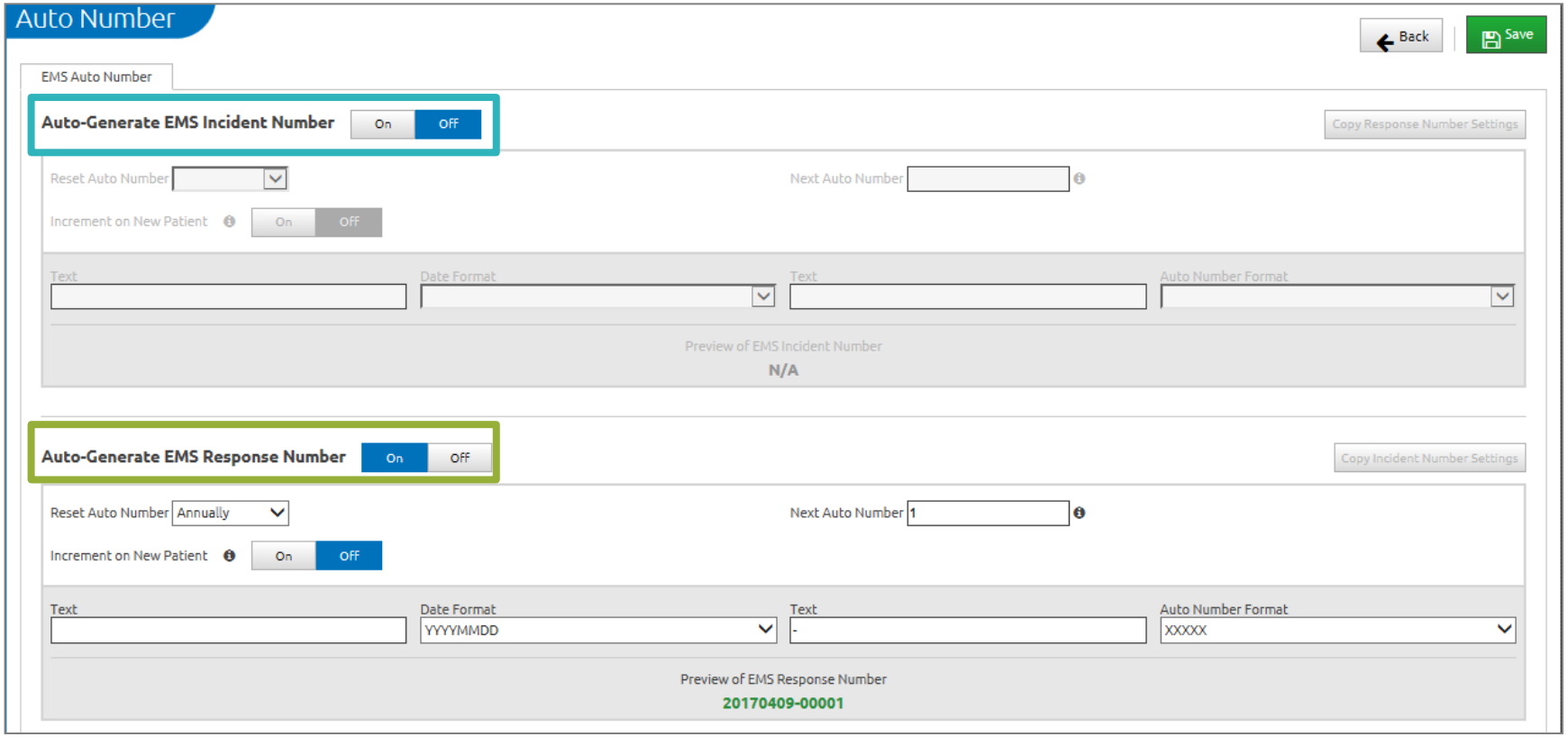


LEMSIS ELITE

Agency Name Menu > Configuration > **Auto EMS Number**

Auto <u>EMS</u> Number – is where Agency Administrators manage the format of auto generated **Incident** and **Response** numbers including the frequency with which the count resets

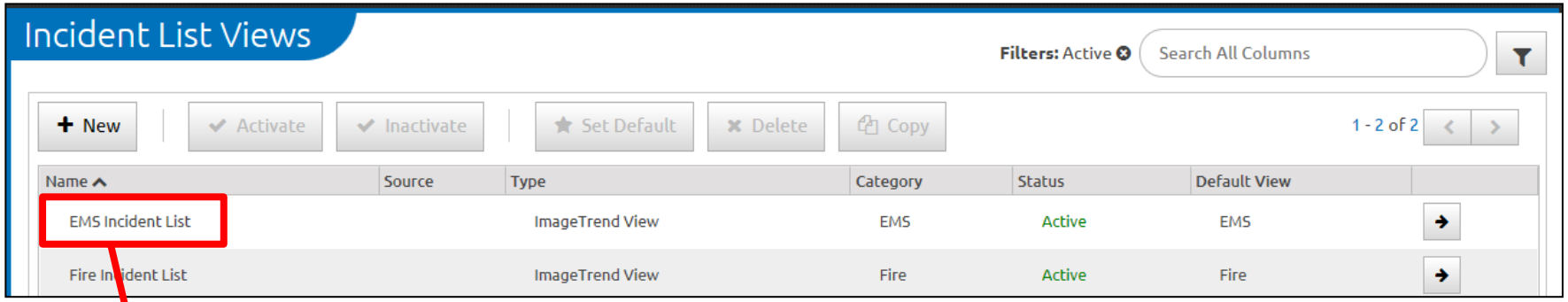
- (ALS) Integrated CAD – **Incident** Number should be OFF
- (BLS) Not Integrated CAD – **Incident** Number should be ON
- **Response** Number is optional but recommended to be ON and formatted



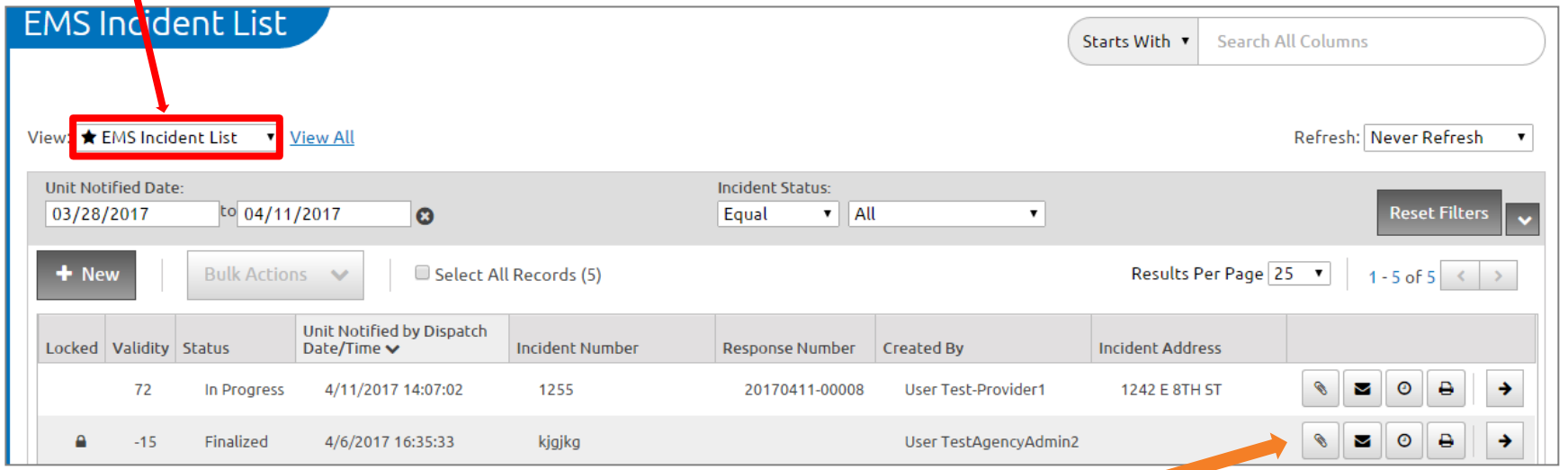
LEMSIS ELITE

Agency Name Menu > Configuration > **Configurable/Incident List Views**

Configurable/Incident List Views - a feature to create views to manage lists of incidents – can create views/lists for different purposes (Crew Members, Destinations, Validation Score etc.)



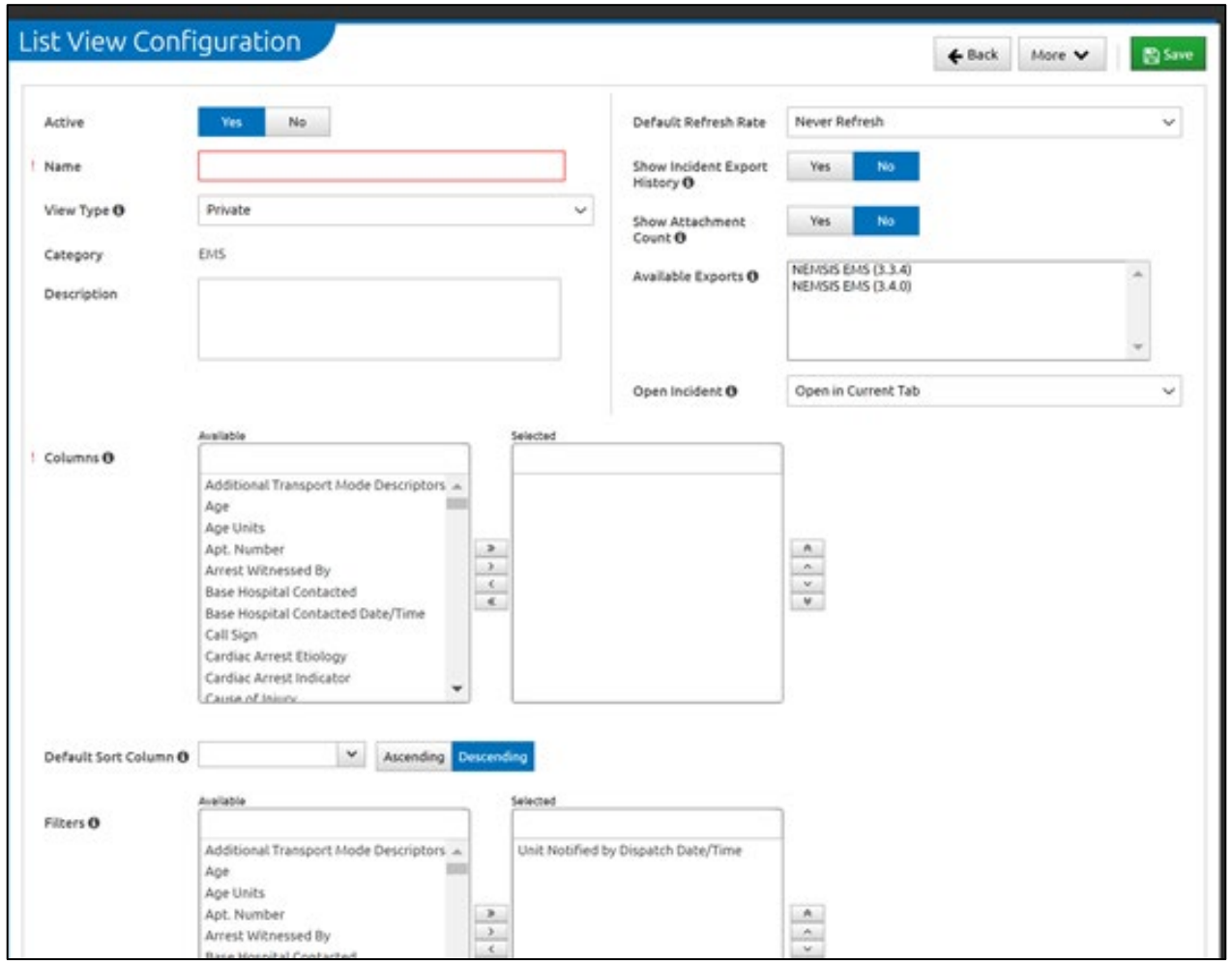
Screen Shot of view named “EMS Incident List”



Buttons = Attachments, Messages, Audit Log, Print, Open in this Tab, Open in New Tab

LEMSIS ELITE
Agency Name Menu > Configuration > **Configurable/Incident List Views**

List View Set Up Menu (use New button or Arrow to Edit existing View/List to see this menu)



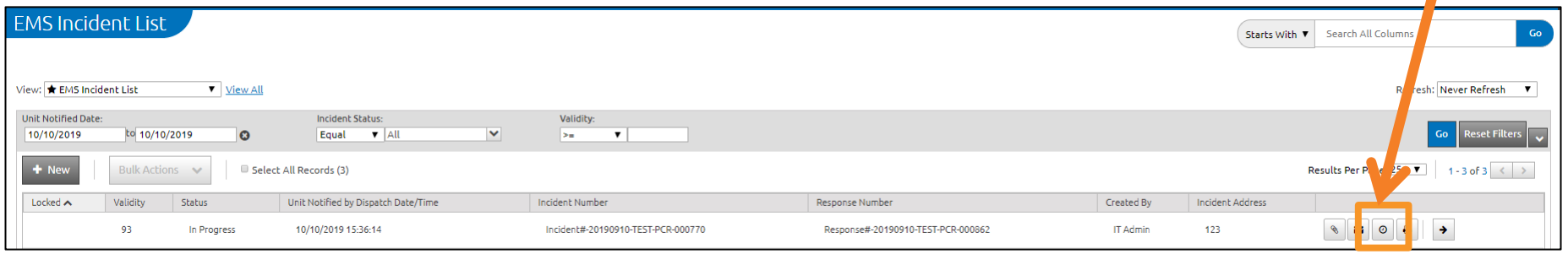
- **View/List Set Up Options include:**
  - Name View
  - Make private or public
  - Select Fields for Columns
  - Select Fields for Filters
  - Add Description
  - And More

LEMSIS ELITE

Agency Name Menu > Configuration > **Incident List Views > Incident Audit Button**

Incident List View > Field Value Audit View

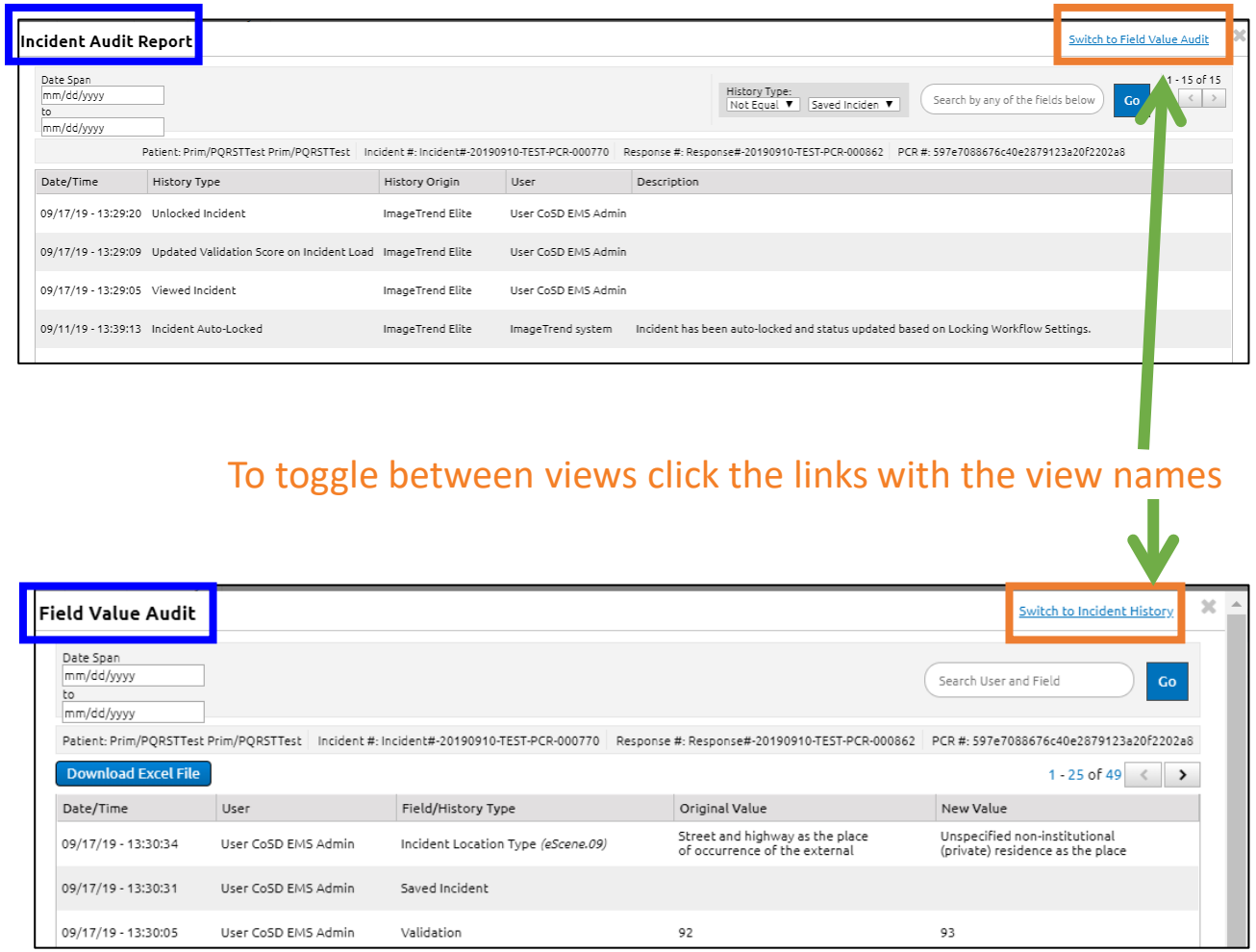
- In the Incident List View, select the *Incident History Audit Report button* in an Incident row



Continued next slide

LEMSIS ELITE

Agency Name Menu > Configuration > **Incident List Views > Incident Audit Button**



Incident Audit View
(EMS and Fire)

- This takes you to the Incident History/Audit
- Lists general incident information, i.e., when Created, Locked, Transferred, Exported, etc.

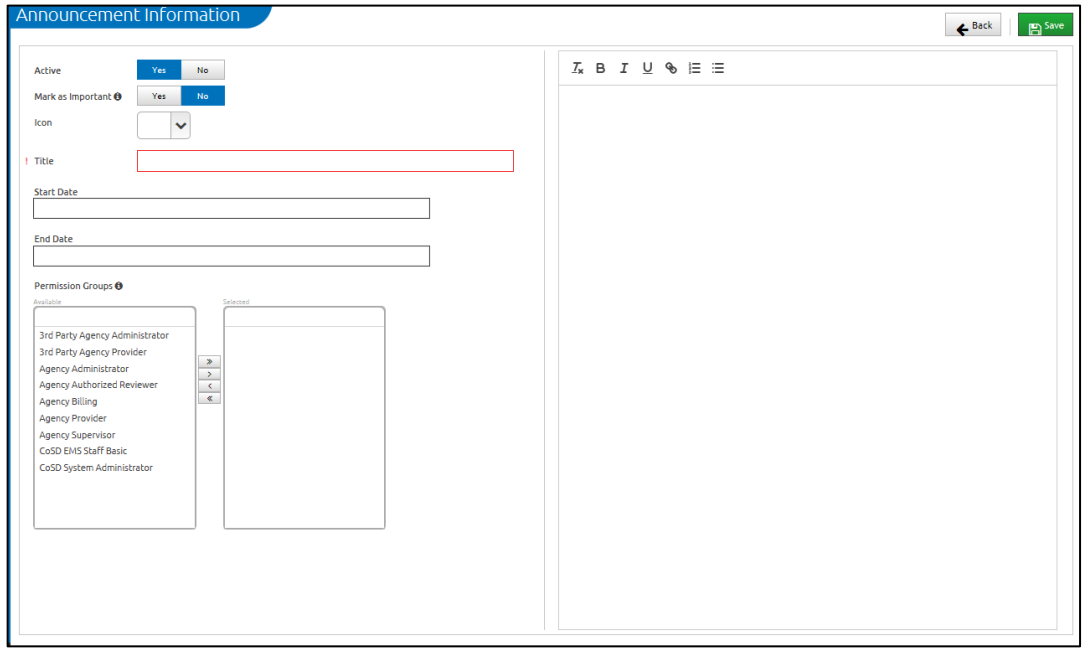
Field Value Audit View
(EMS Only)

- Takes you to the Field Value Audit
- Lists field level change information, i.e. user, original value, value changed to, D/T of change, etc.
- Download to Excel option available

LEMSIS ELITE

Agency Name Menu > Configuration > **Dashboard Announcements**

Dashboard > Announcement tab – a menu to configure Announcements and/or reports/graphs to display on your Welcome/Home Page



LEMSIS ELITE

Agency Name Menu > Configuration > **Dashboard Reports**

Dashboard > **Reports tab** – a menu to configure Announcements and/or Reports/Graphs to display on your Welcome/Home Page

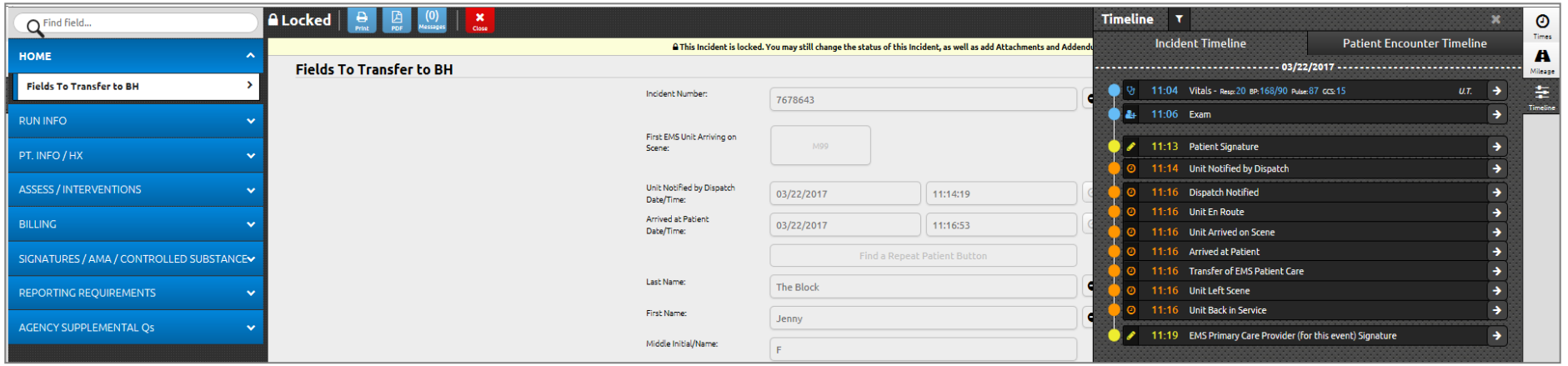
For Reports, you must first have data entered and reports set up in order to have something displayed on your Dashboard

LEMSIS ELITE

Agency Name Menu> Configuration > **Patient Encounter Timeline**

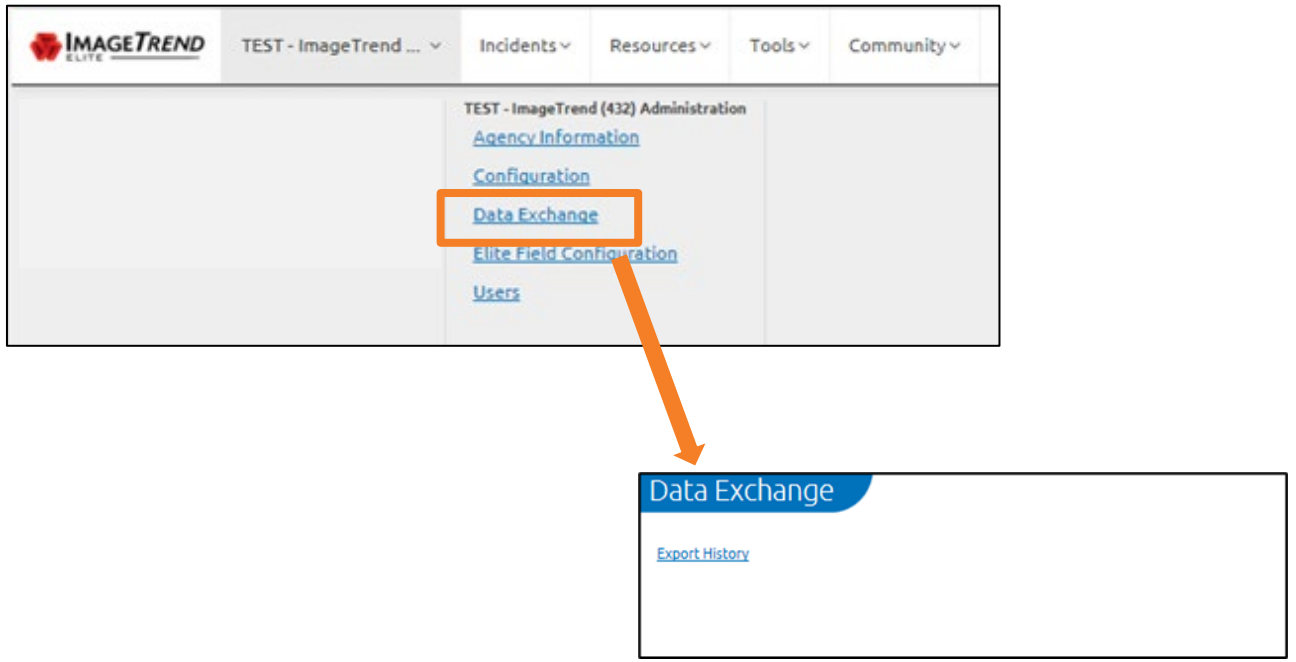
Patient Encounter Timeline – Turns On/Off the Patient Encounter Timeline slide-out panel on the PCR

Screen Shot of Patient Encounter Timeline slide-out panel on the PCR



LEMSIS ELITE

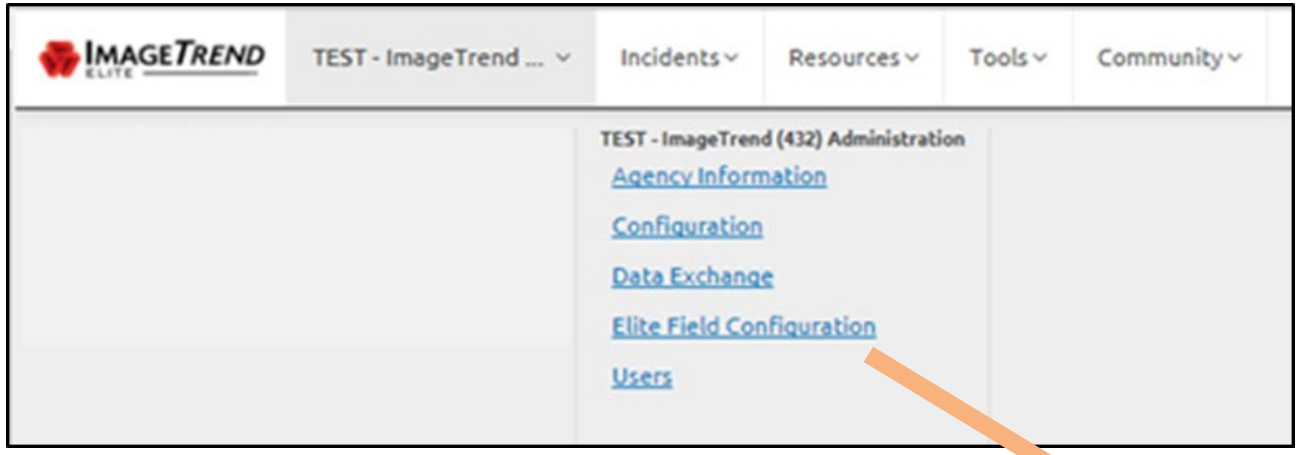
Agency Name Menu> **Data Exchange**

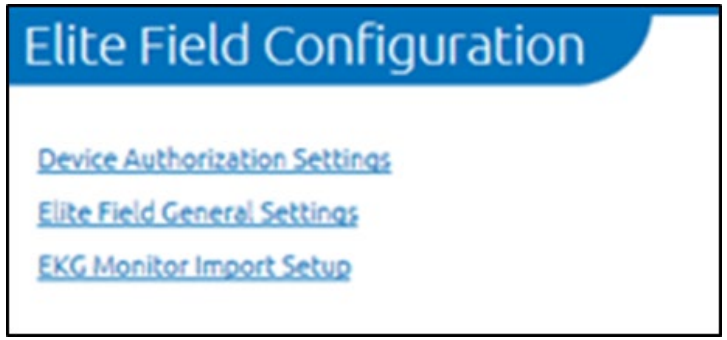


Data Exchange – a menu to view information on Incidents that have been exported

LEMSIS ELITE

Agency Name Menu> **Elite Field Configuration Menu**





LEMSIS ELITE

Agency Name Menu > Elite Configuration > **Device Authorization Settings**

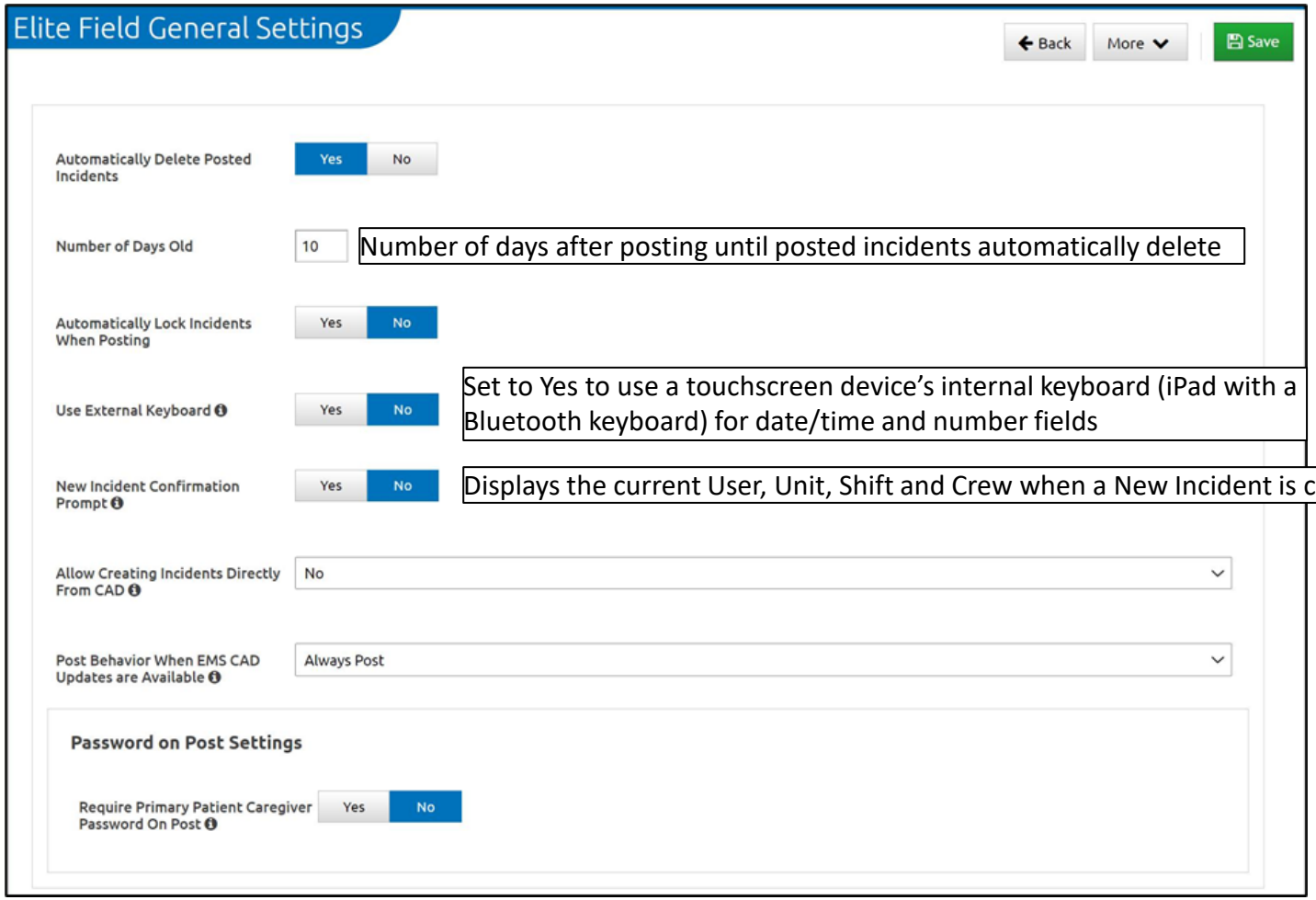
Device Authorization Settings – sets the authorization for which mobile devices are allowed to access Elite Field

- Each user must authorize each device and each web browser they use with Elite Field
- Authorizing a device is NOT a one-time configuration for the device
- Clearing the browser cache on a device, requires the device be re-authorized for that browser
- Most agencies handle this with an internal policy regarding accessing PCRs

LEMSIS ELITE

Agency Name Menu > Elite Configuration > **Elite Field General Settings**

Elite Field General Settings – a menu to manage miscellaneous settings for Elite Field, items such as cache held on mobile devices, locking PCRs automatically when posted, etc.

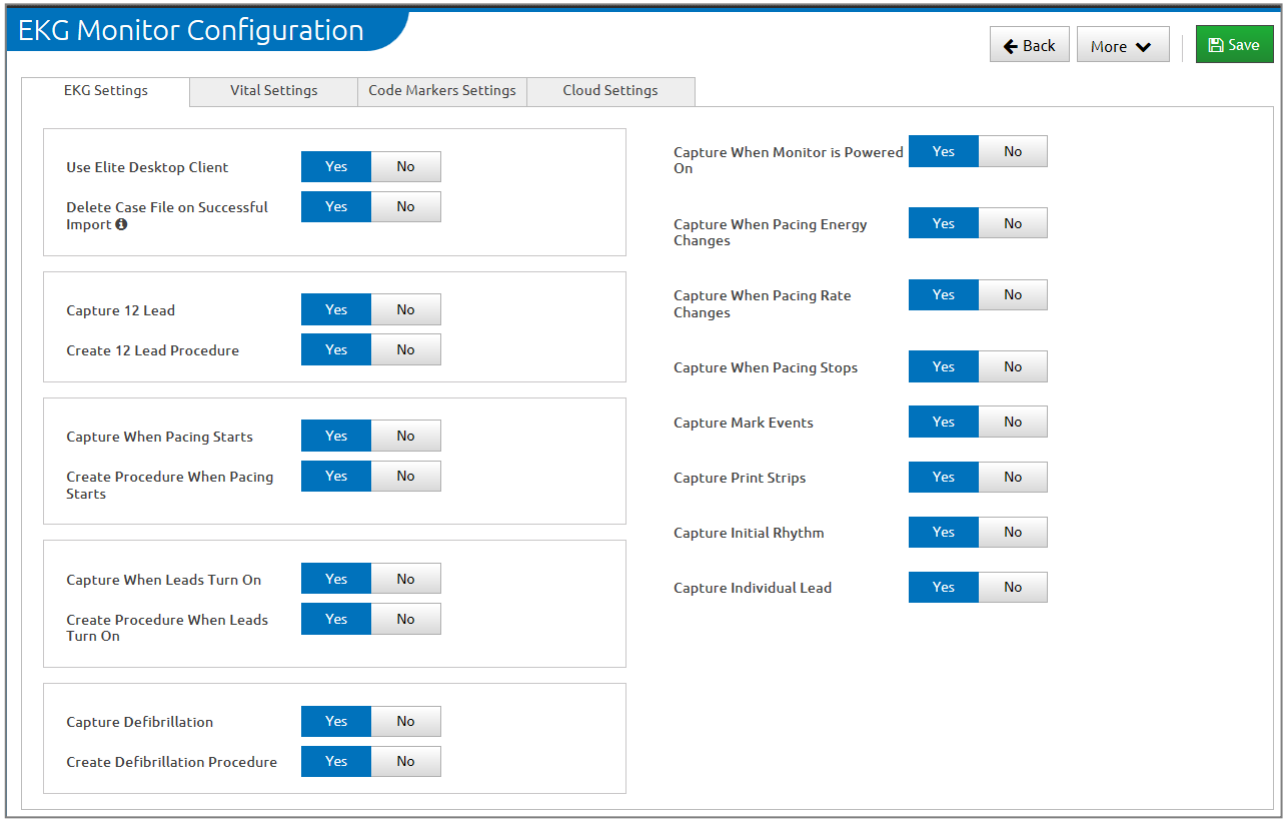


LEMSIS ELITE

Agency Name Menu > Elite Configuration > **EKG Monitor Configuration > EKG Settings Tab**

EKG Monitor Configuration – a series of four tabs that manage connectivity, data transfer, and function of EKG monitor integration; These setting will only be functional once monitors are connected

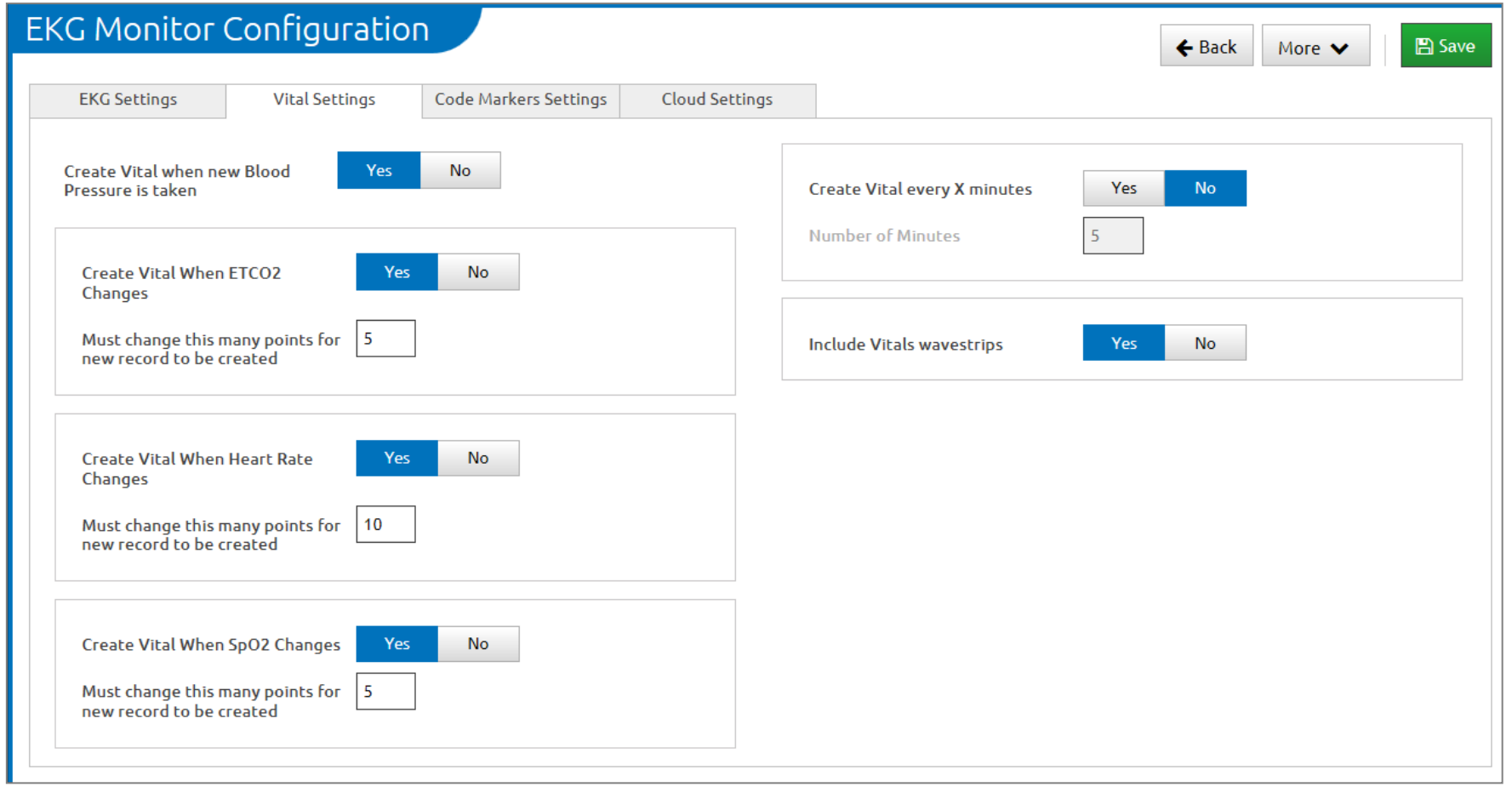
EKG Settings Tab



LEMSIS ELITE

Agency Name Menu > Elite Configuration > EKG Monitor Configuration > Vitals Settings Tab

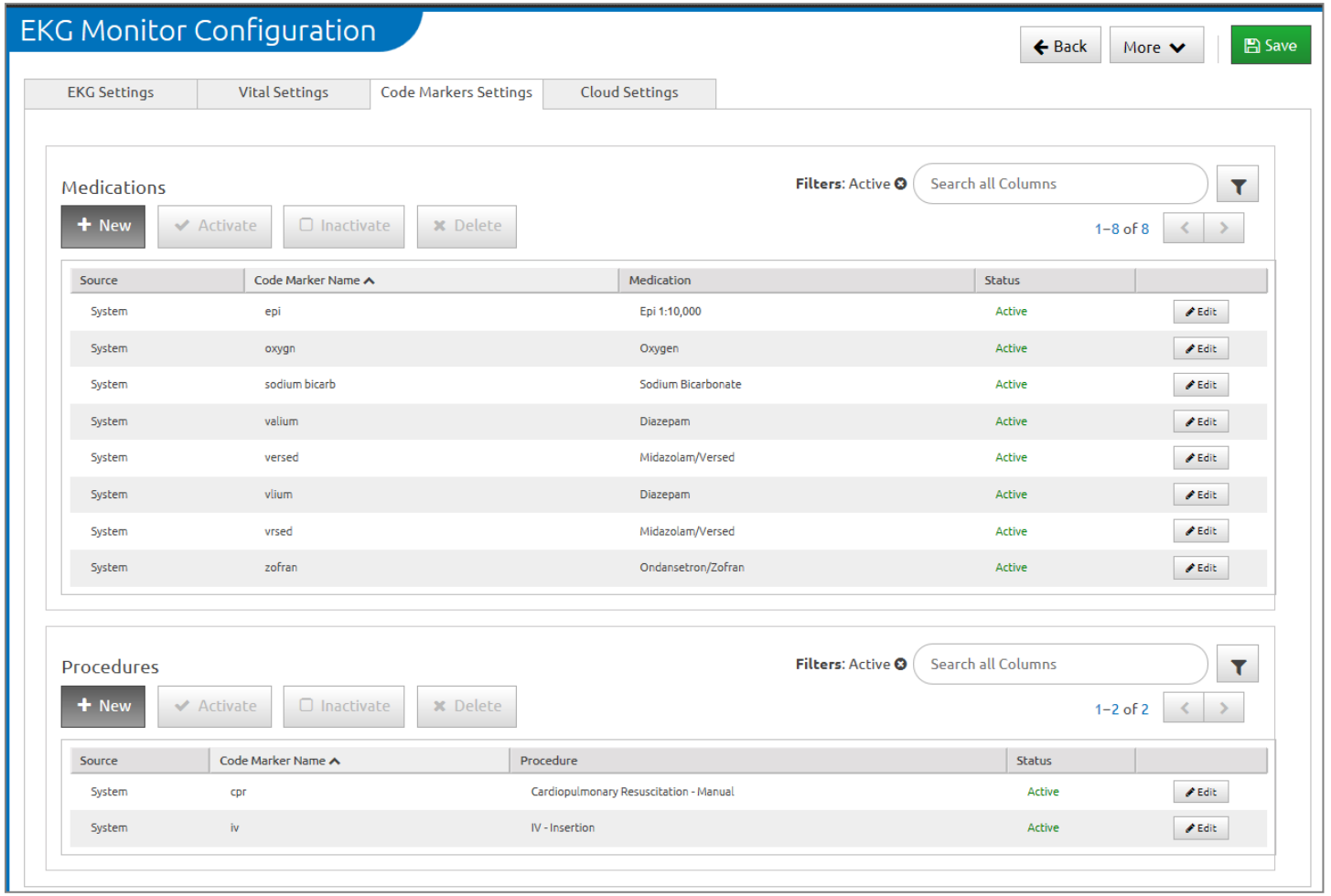
Vitals Settings Tab



LEMSIS ELITE

Agency Name Menu > Elite Configuration > EKG Monitor Configuration > Code Marker Settings Tab

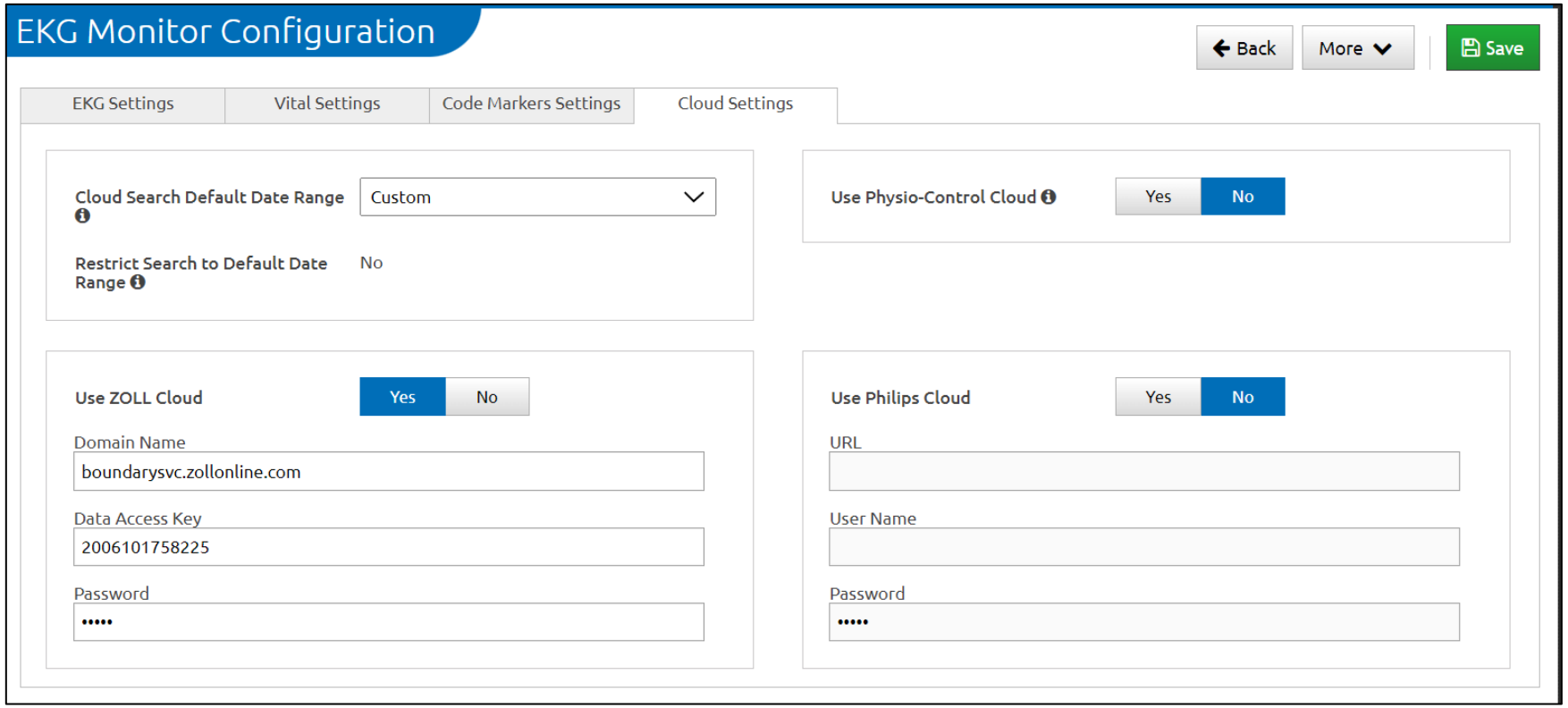
Code Markers Settings Tab



LEMSIS ELITE

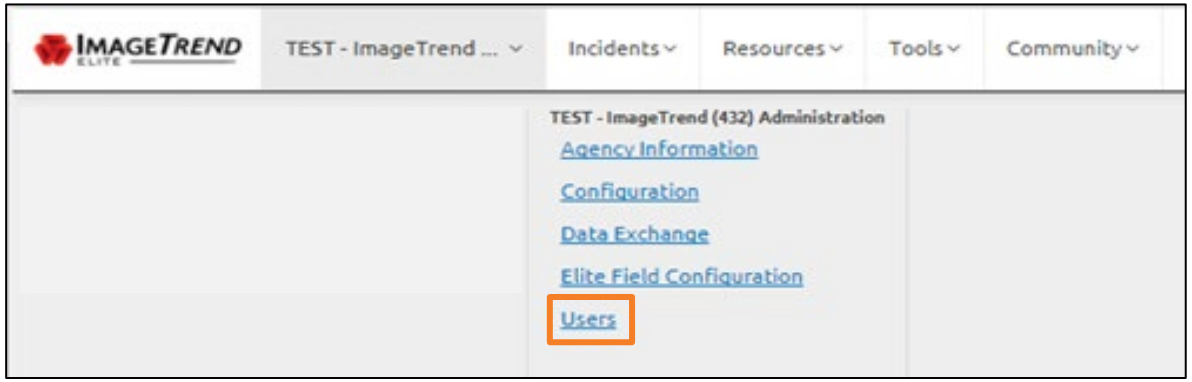
Agency Name Menu > Elite Configuration > EKG Monitor Configuration > Cloud Settings Tab

Cloud Settings Tab



LEMSIS ELITE

Agency Name Menu > **Users**



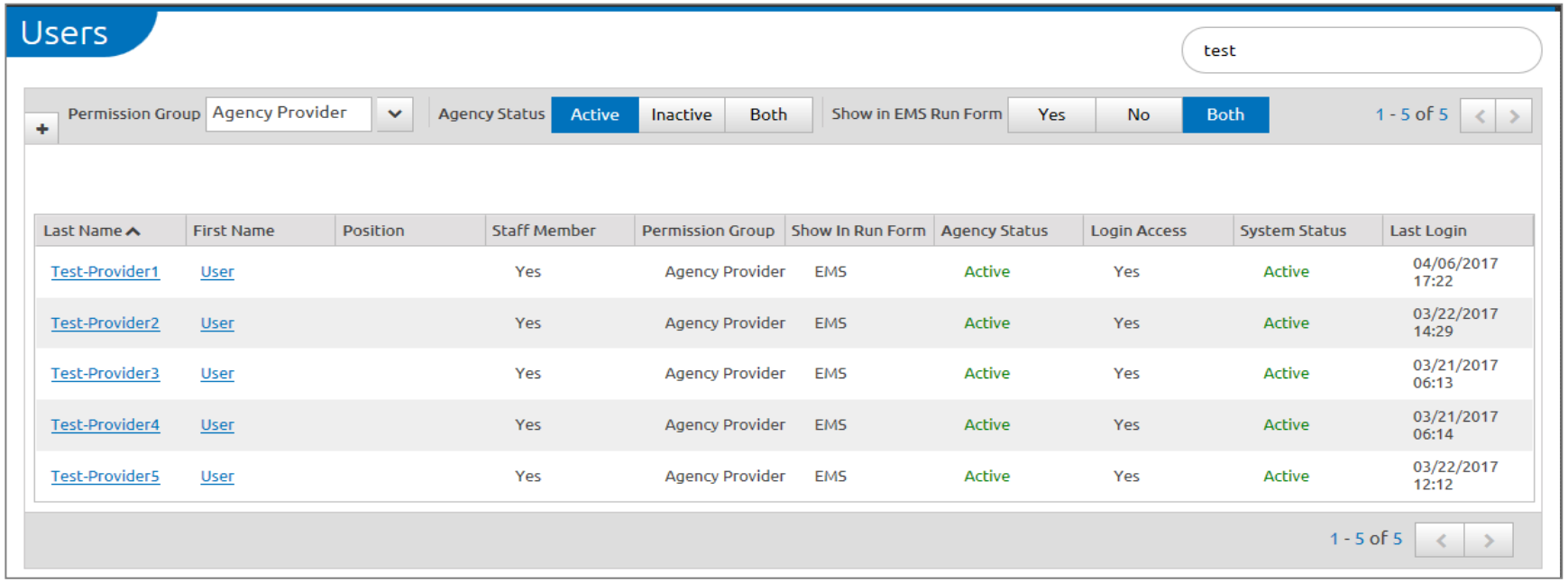
LEMSIS ELITE

Agency Name Menu > **Users**

Users - A dropdown menu for Agency Administrators to view and edit Users and User Information set up in LMS

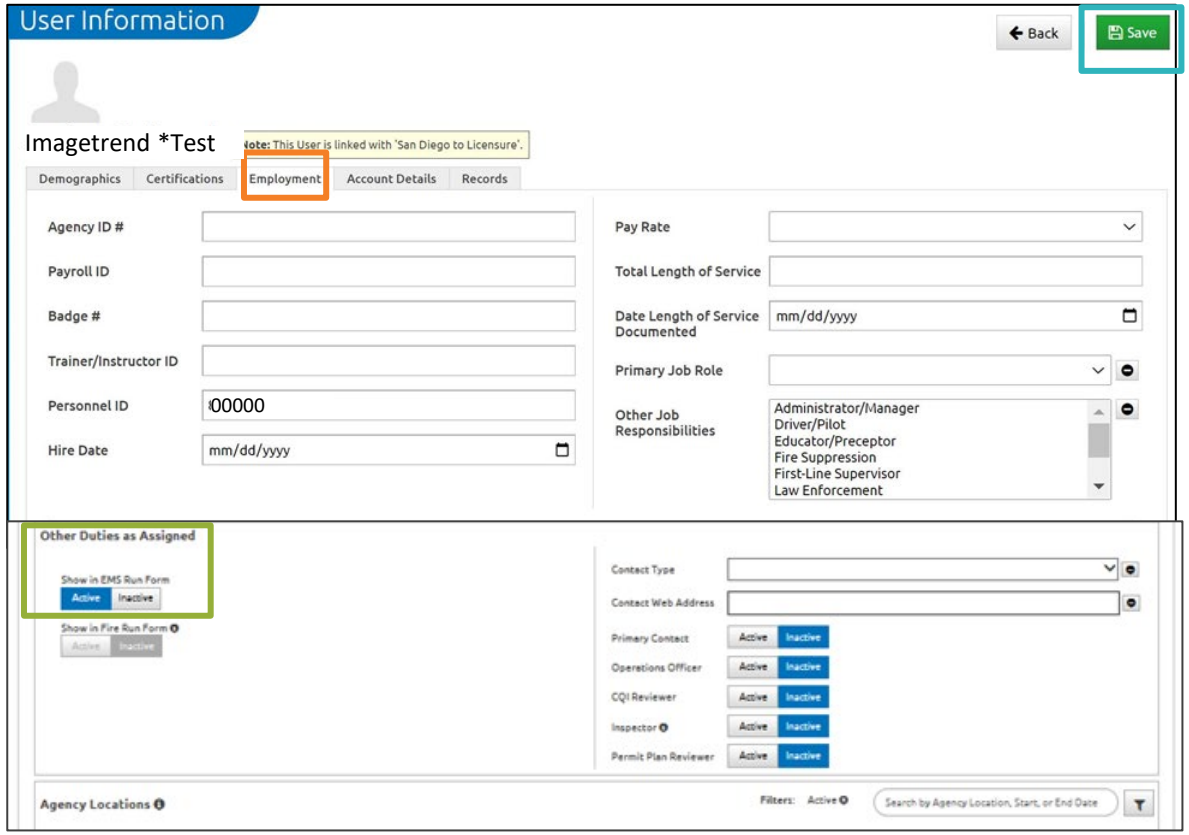
Actions from this menu:

- Temporarily turn off a User's access to a PCR
- Manage User's Reason for a Leave of Absence
- Add Stations to Users account



LEMSIS ELITE

Agency Name Menu > Users > User Information > **Employment Tab (Show in EMS Run Form)**



To turn on/off Users Showing on EMS form:

1) Select User's name >
2) Select the *Employment Tab* >
   Scroll to *Other Duties as Assigned* section >
3) Select "Inactive" for
   Show in EMS Run Form
4) Save

LEMSIS ELITE

Agency Name Menu > Users > User Information > **Employment Tab (Agency Locations)**

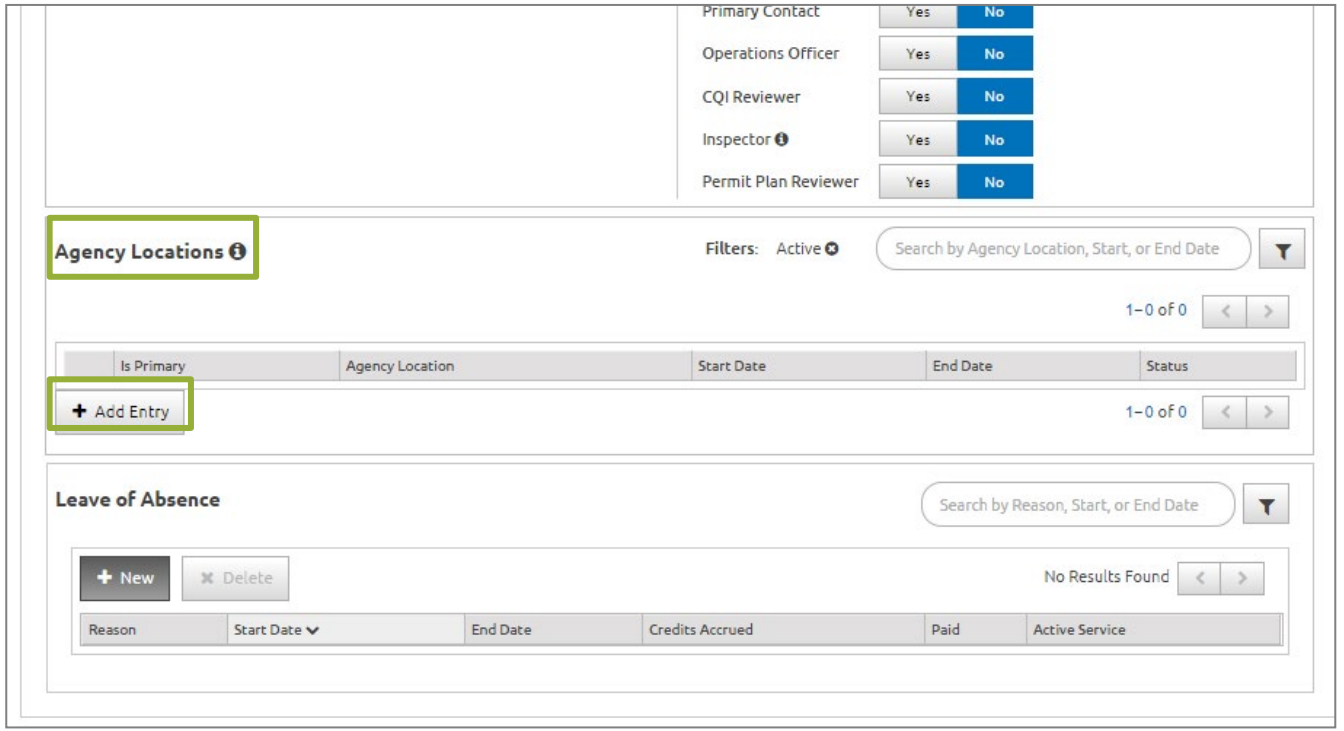
To manage User's Agency Locations (Stations)(List Synced from LMS):

1) Select User's name >

2) Select the *Employment Tab* > Scroll to *Agency Locations* section >

3) Select *Add Entry* and edit as needed

4) Save



LEMSIS ELITE

Agency Name Menu > Users > User Information > **Employment Tab (Leave of Absence)**

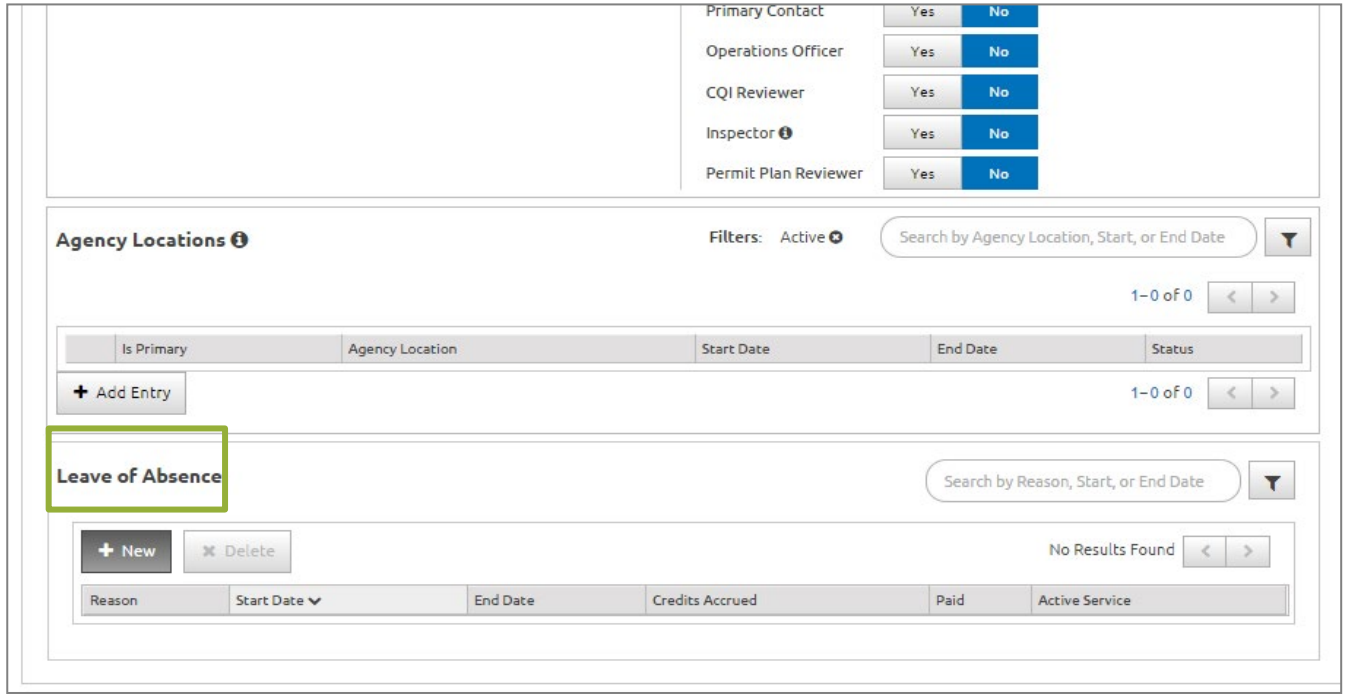
To manage Leave of Absence reasons (set up in another menu):

1) Select User's name >

2) Select the *Employment Tab* > Scroll to *Leave of Absence* section >

3) Select *New* and edit as needed

4) Save

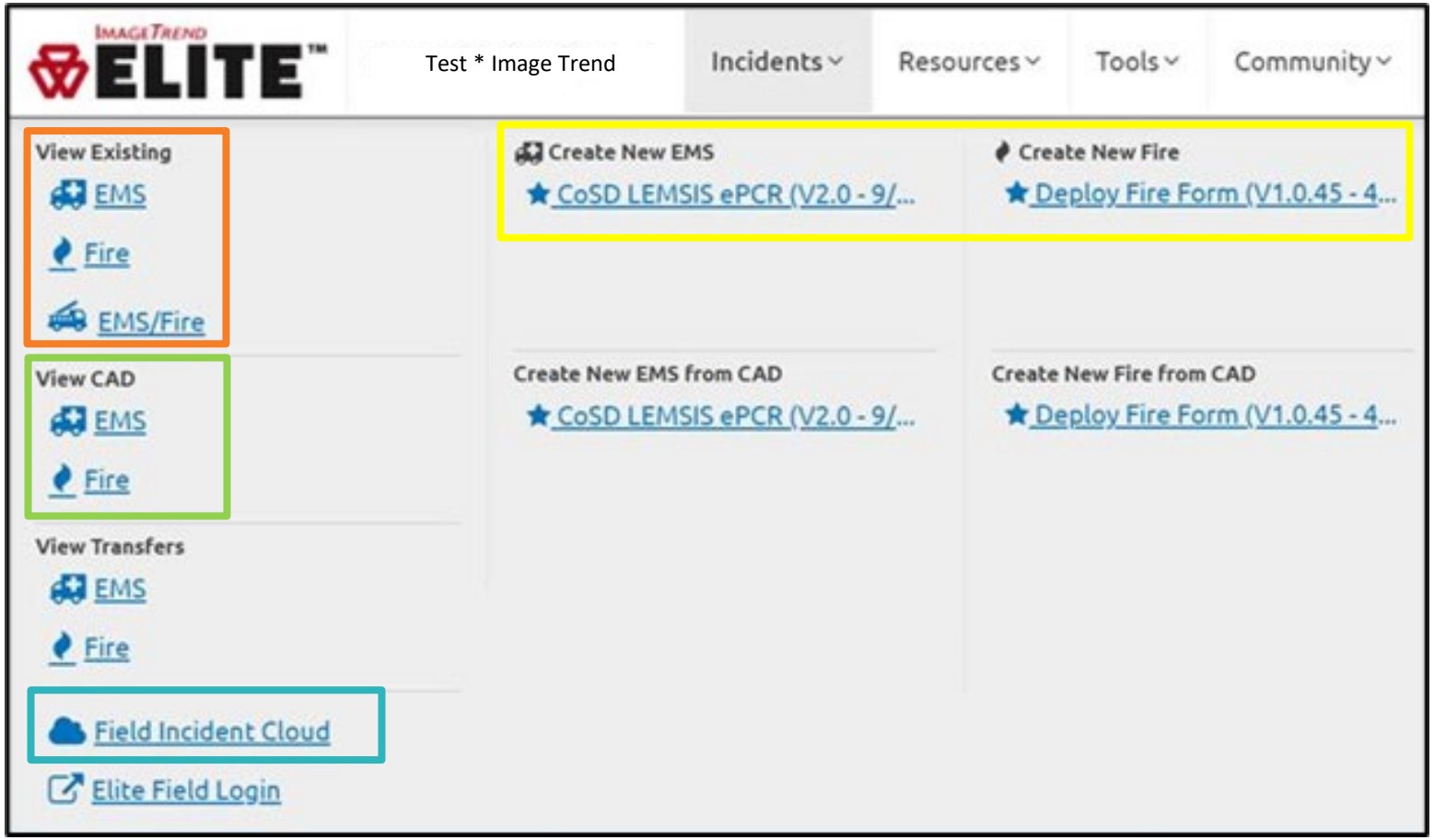


LEMSIS ELITE

Incidents Menu

LEMSIS ELITE

Incidents Menu > **View Existing**

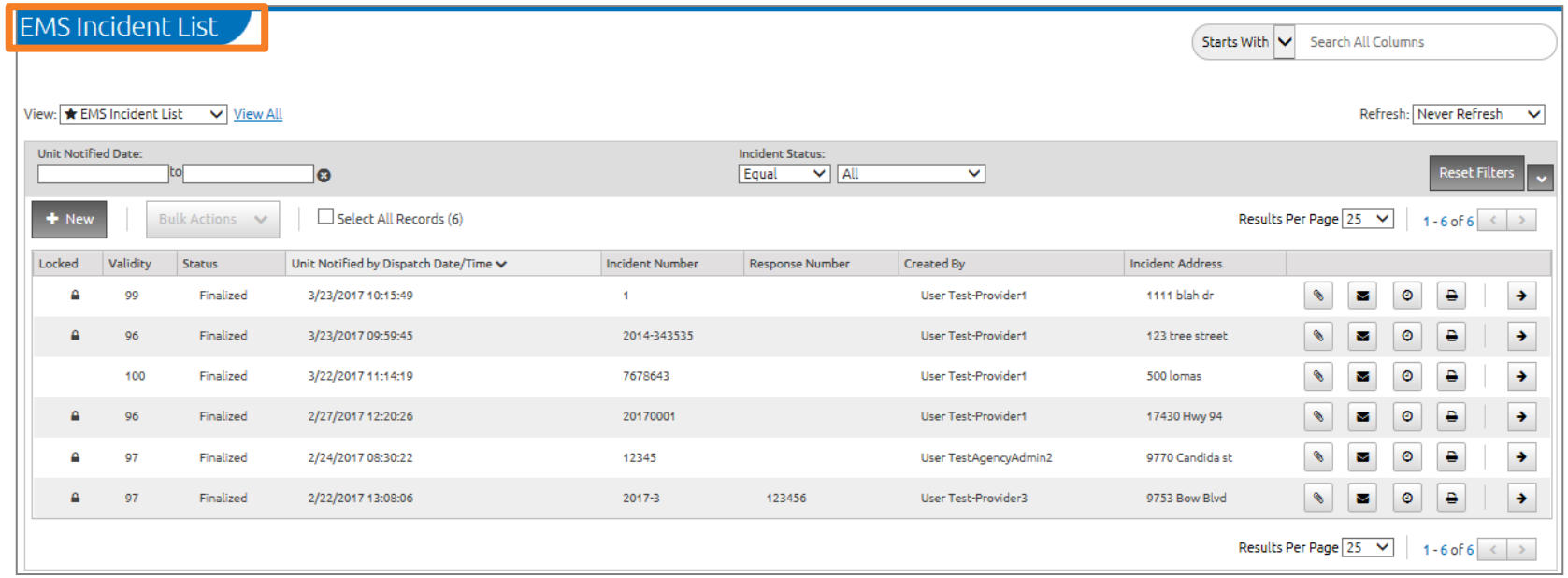


LEMSIS ELITE

Incidents Menu > **EMS Incident List**

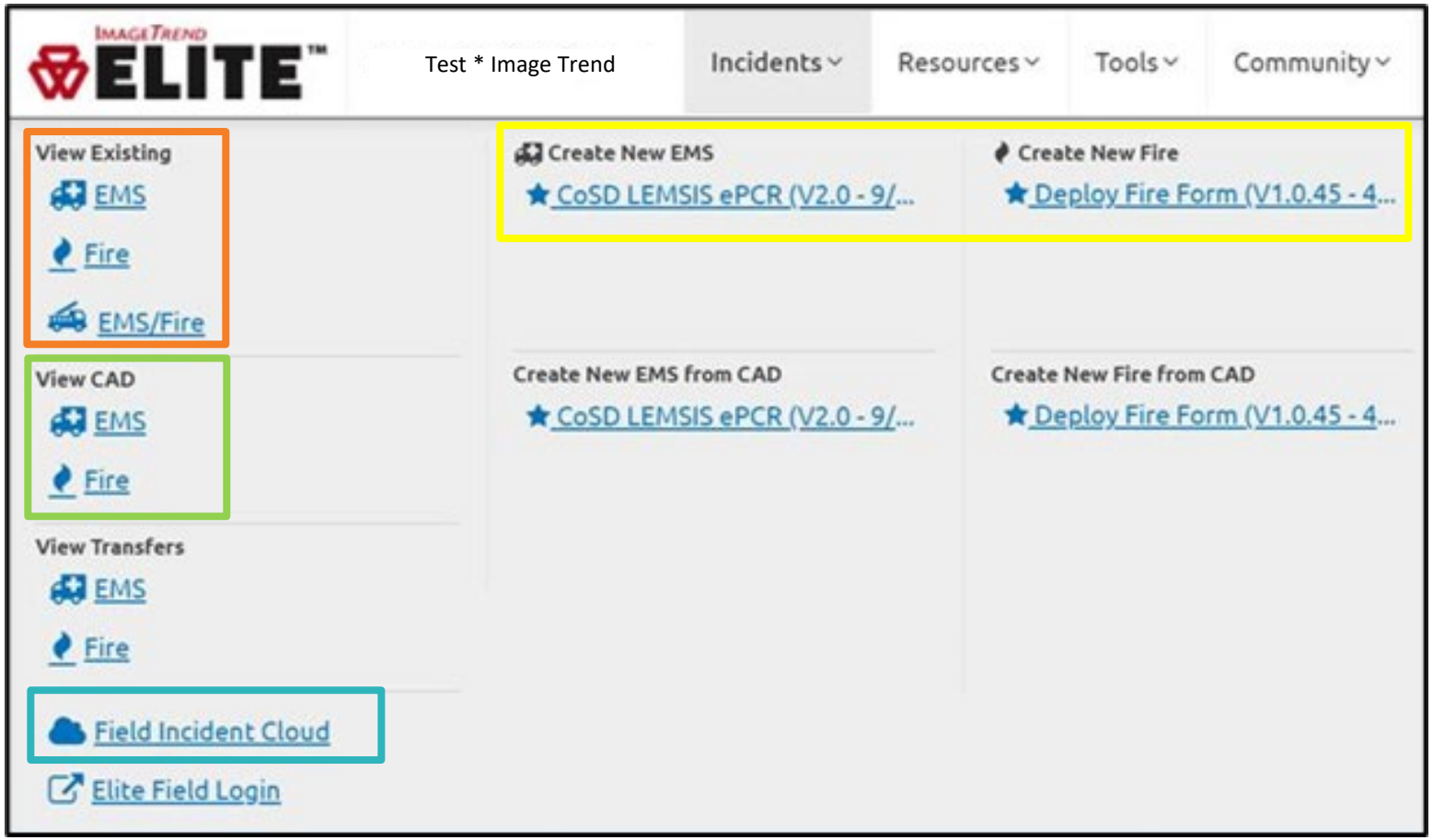
View Existing EMS and Fire Incident List – line listing of your agency's PCRs/Fire Forms

- Build different views for different purposes
- Actions from this list include, but are not limited to:
  - Filter list
  - Search PCRs
  - Open PCRs
  - Lock PCRs
  - Print PCRs
  - Audit Logs



LEMSIS ELITE

Incident Menu > **View CAD**

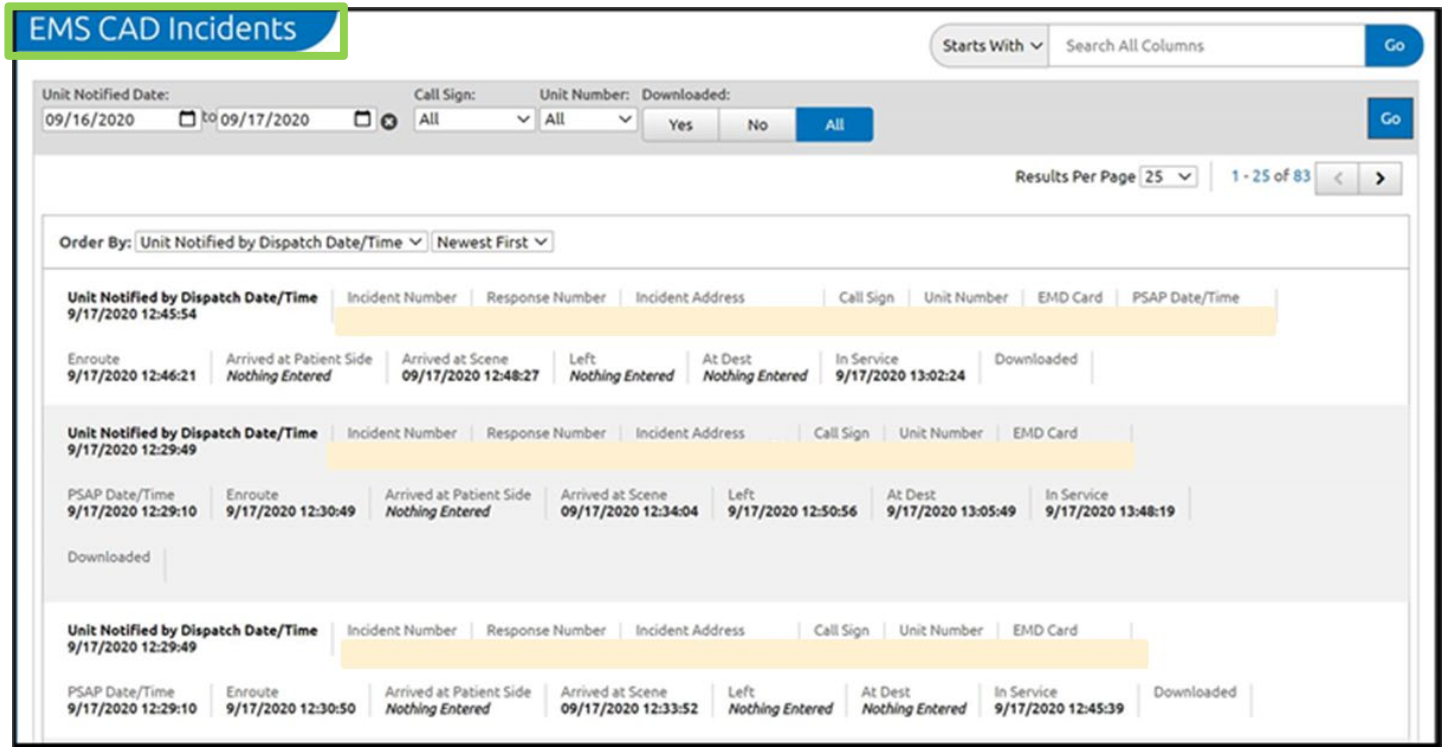


LEMSIS ELITE

Incidents Menu > **CAD Incident List**

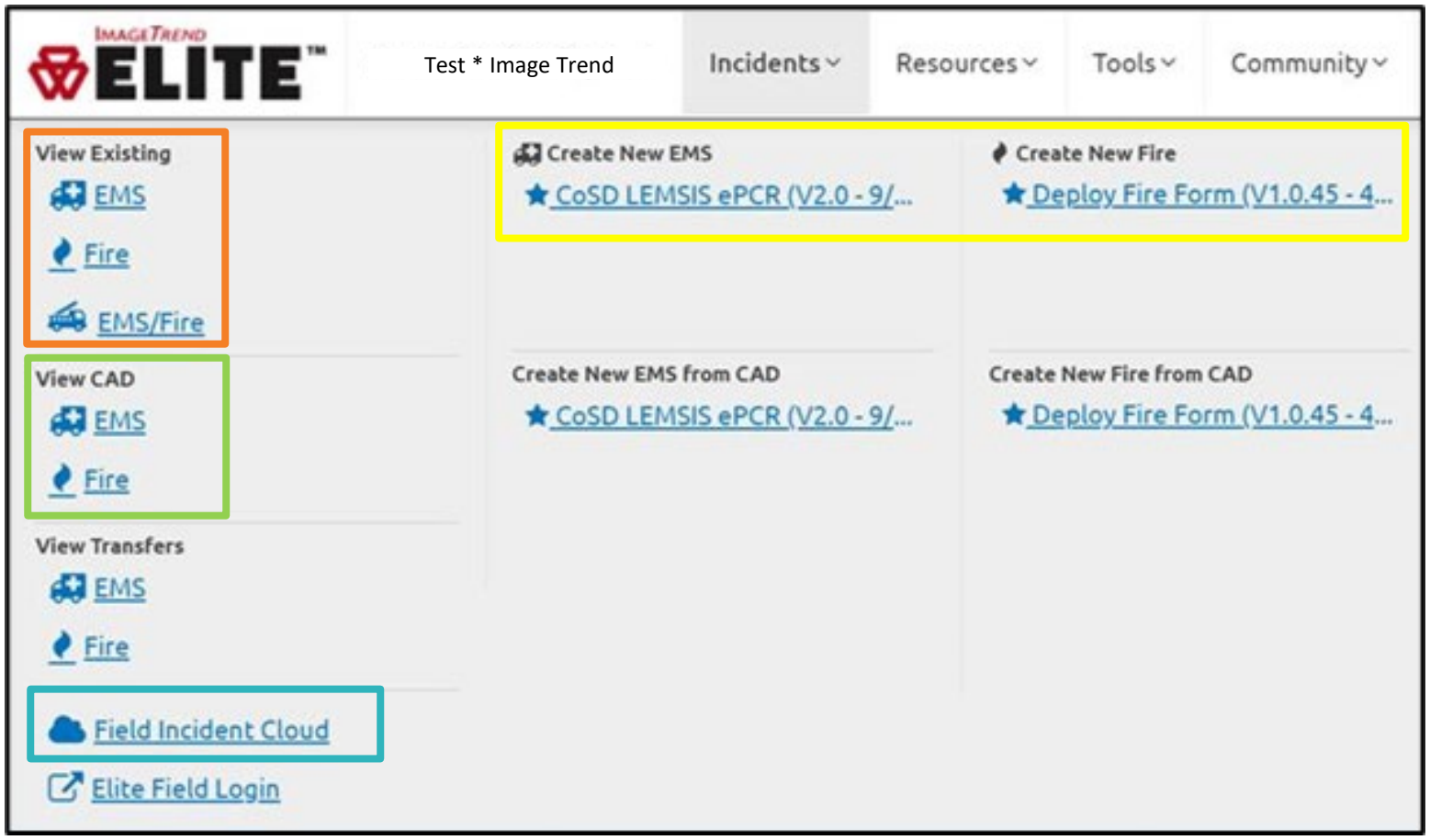
View EMS and Fire CAD Incident List – line listing of your agency's CAD Incidents

- Actions from this list include:
  - Filter list
  - View CAD incidents
  - Search CAD incidents



LEMSIS ELITE

Incidents Menu > Field Incident Cloud

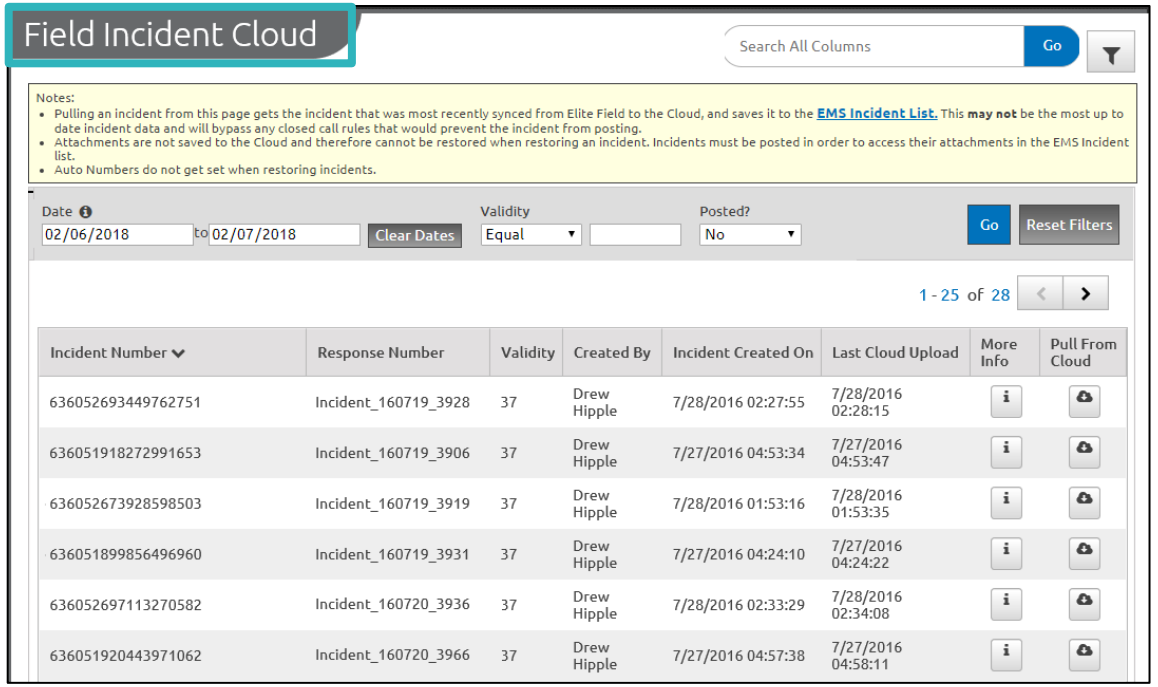


LEMSIS ELITE

Incidents Menu > **Field Incident Cloud**

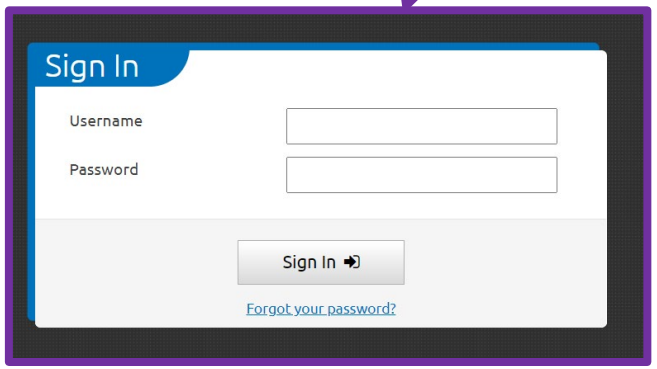
Field (EMS) Incident Cloud – a list of the most recently **synced** version of incidents from Elite Field (helps retrieve incidents lost due to browser caching issues or when an Elite Field device is lost or damaged)

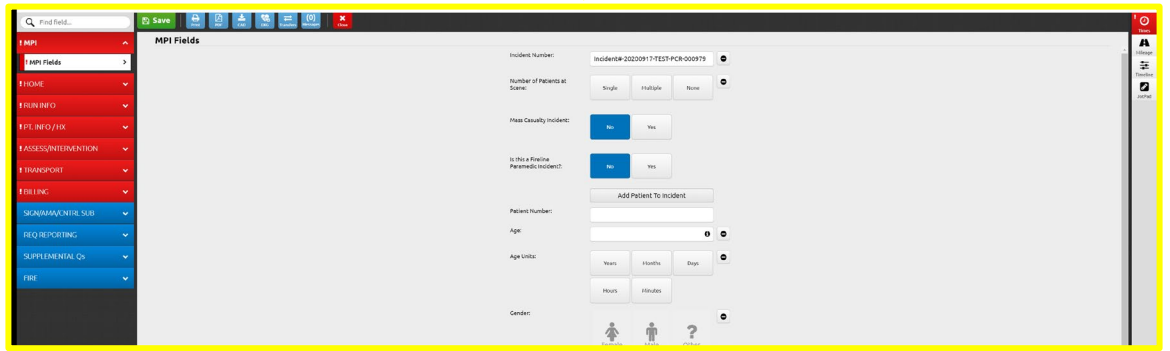
- Actions from this list include:
  - View list of incidents synced
  - Filter synced incidents
  - Pull synced incidents into Elite Web
  - View audit information on synced incidents



LEMSIS ELITE
Incidents Menu

Create EMS Incident Form
From within Elite Web





COUNTY OF SAN DIEGO
EMERGENCY MEDICAL SERVICES

LEMSIS ELITE

Resources Menu

LEMSIS ELITE
Resources Menu

Most Resource menu options configure pick lists that appear on the Forms

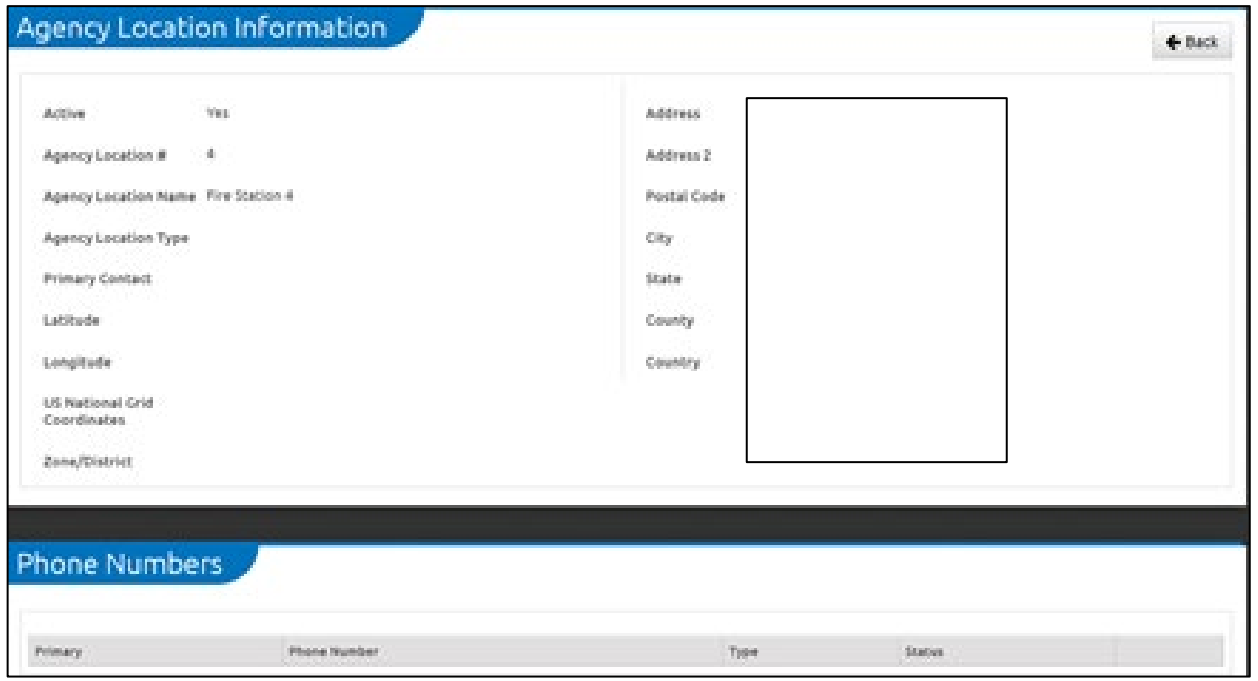
LEMSIS ELITE

Resources > **Agency Locations**

Agency Locations – a feature in which Agency Administrators can view Agency Location/Station information such as address. This information is entered in LMS then syncs over to Elite. Use to enter Locations on Users' Employment tab

Actions from this menu:

- View Location/Station information



LEMSIS ELITE

Resources > **Checklists and CQI**

Checklists - This sub-module creates checklists for any purpose, such as daily engine inspections, weekly vehicle inventory and monthly building inventory. Checklists can be Scheduled to be completed or On Demand to complete whenever necessary. This is an in-depth process and programmatic build.

CQI Categories and CQI Questions – a set of modules and features in which Agency Administrators can set up a multi-step process for QA/review. This is an in-depth process and programmatic build.

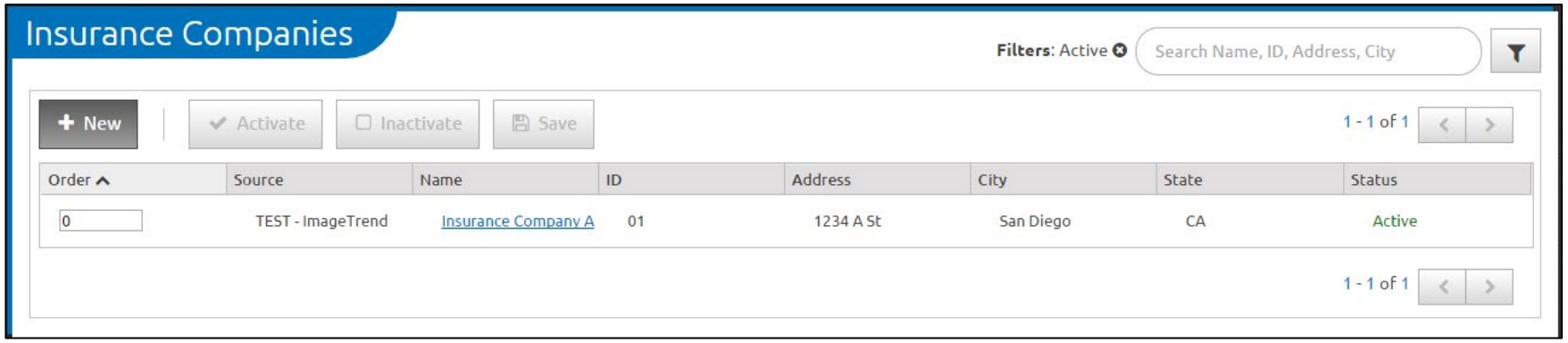
LEMSIS ELITE

Resources > **Insurance Companies**

Insurance Companies – a feature in which Agency Administrators can enter Insurance Company information to create an organized list; this information populates the dropdown menus for relevant fields on the PCR

Actions from this menu:

- Enter and manage insurance company information
- Set order in which insurance companies appear on list in PCR



LEMSIS ELITE

Resources > **Leave of Absence Reasons**

Leave of Absence Reasons – a feature in which Agency Administrators can enter types of leaves to create an organized list; these options then populate the User Information Employment tab - Leave of Absence section

Actions from this menu:

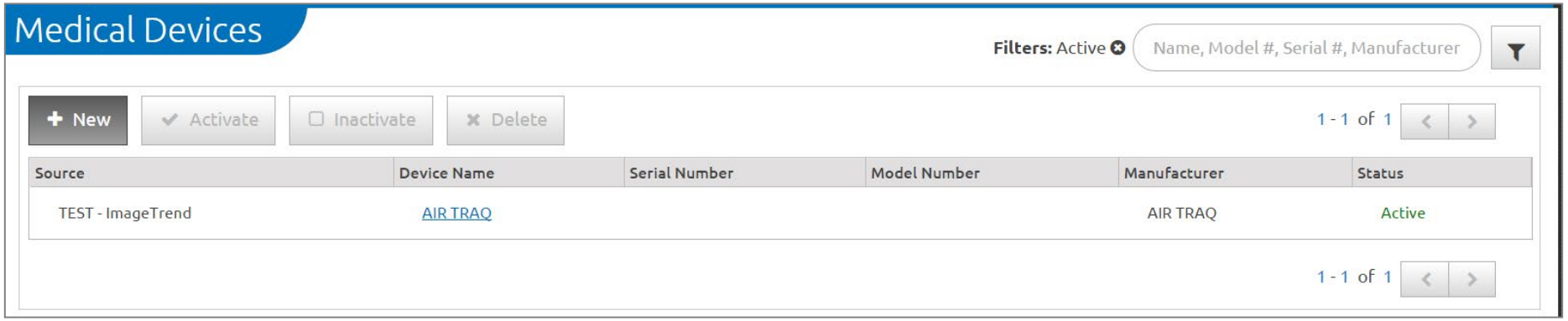
- Enter and manage Leave of Absence Reason list

LEMSIS ELITE
Resources > **Medical Devices**

Medical Devices – a feature in which Agency Administrators can enter and manage information on Medical Devices used by the agency; this information works with EKG integration

Action from this menu:

- Enter and manage information of Medical Devices



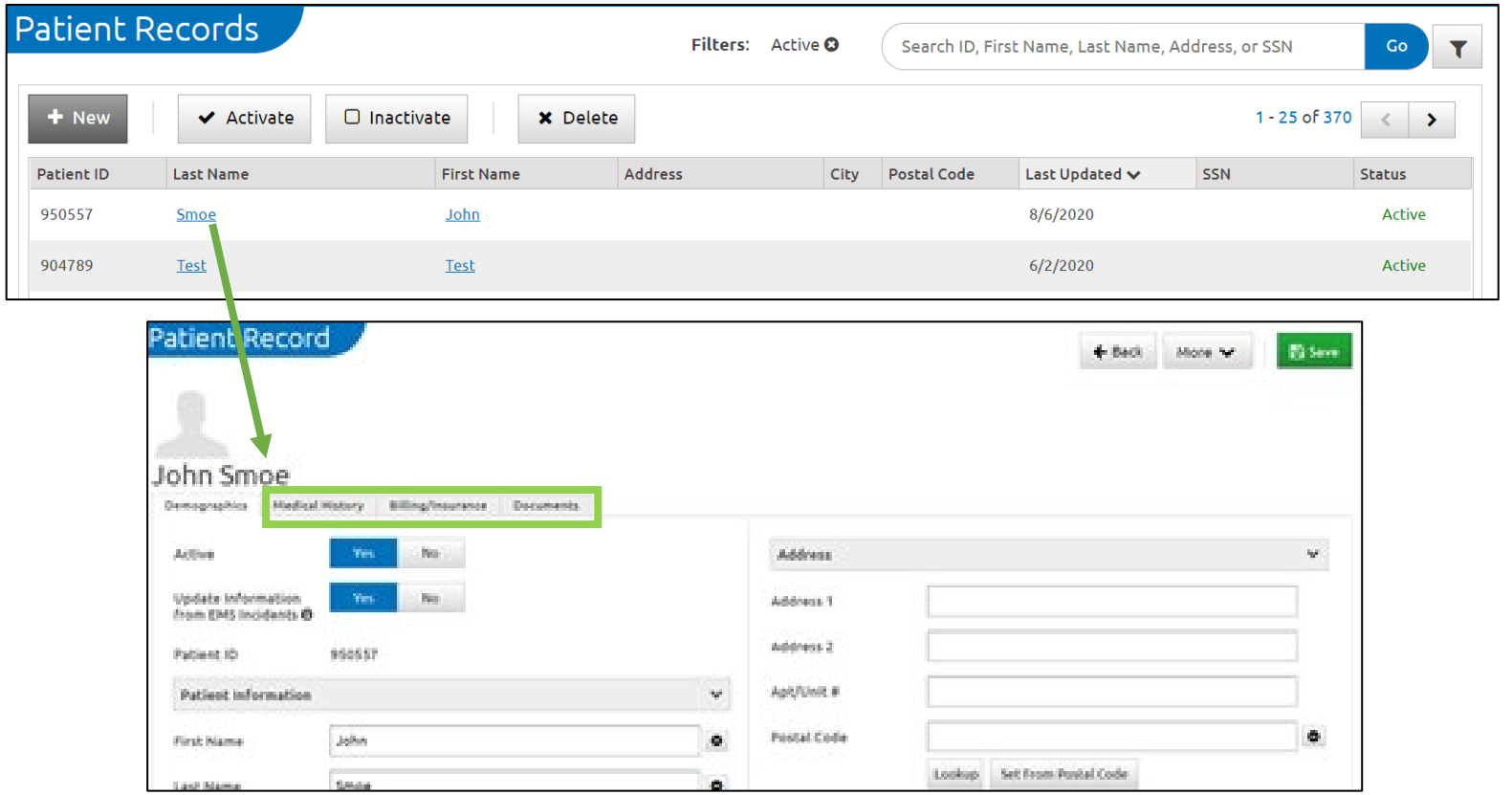
LEMSIS ELITE

Resources > **Patient Records**

Patient Records – a line listing of repeat patient records for your agency; this populates the list that appears when the *Repeat Patient* button on the PCR is selected

Action from this menu:

- Enter and manage information (Demographics, Medical History, Billing/Insurance) on patient contact(s)

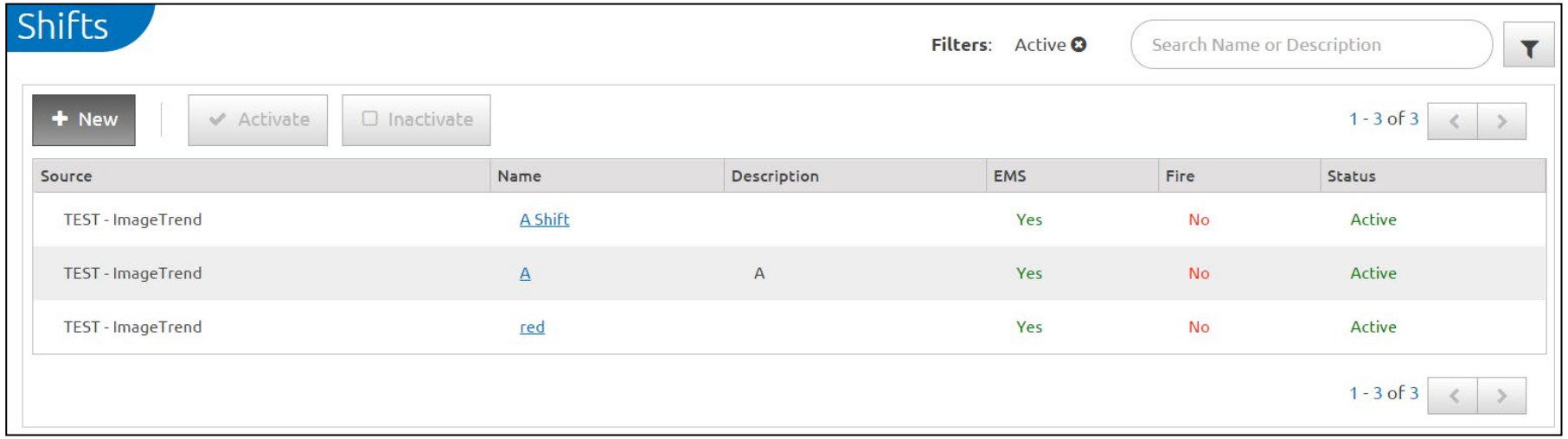


LEMSIS ELITE
Resources > **Shifts**

Shifts – a feature in which Agency Administrators can enter Shifts to create an organized list; these options then populate the relevant fields in Elite Field and on Forms

Action from this menu:

- Enter and manage list of Shifts



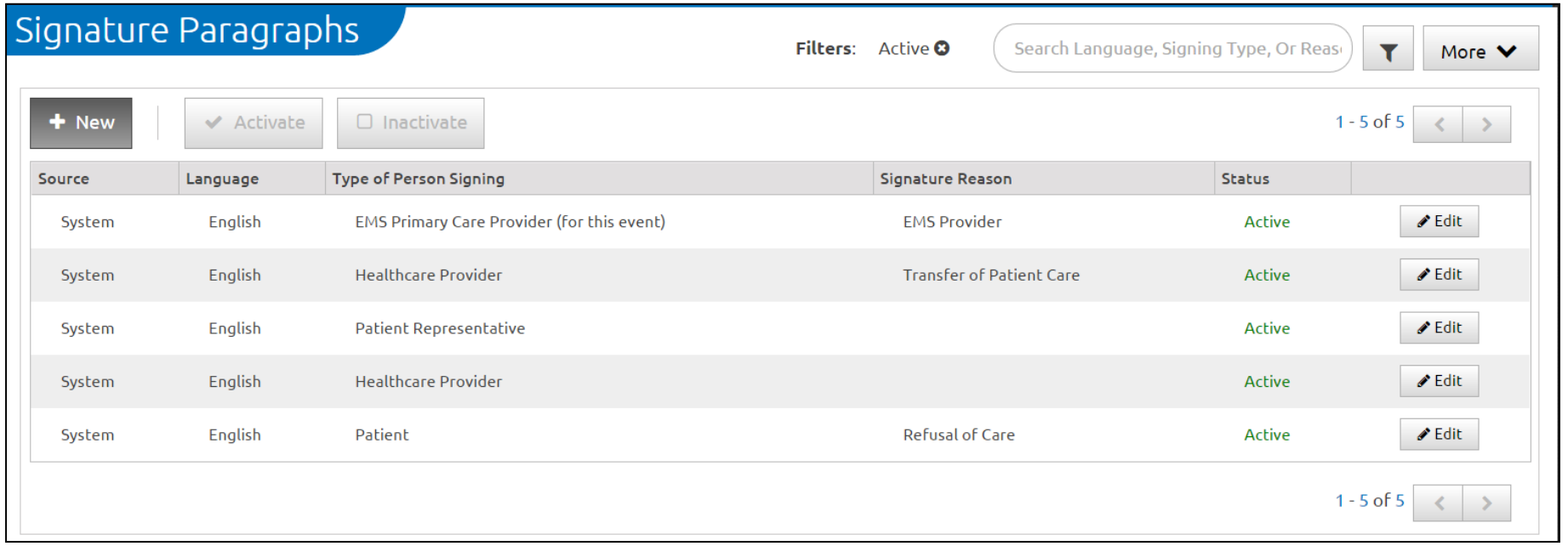
LEMSIS ELITE

Resources > **Signature Paragraphs**

Signatures – a feature in which Agency Administrators can manage signature paragraphs and languages; these options then populate the relevant signature fields, such as AMA, on the PCR

Actions from this menu:

- Enter and manage signature paragraphs
- Select signature languages



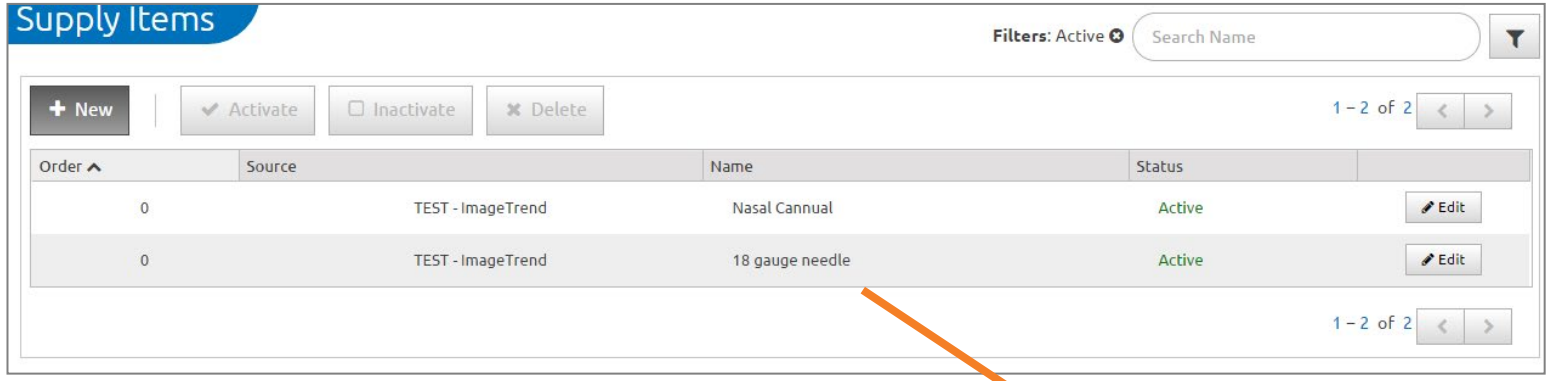
LEMSIS ELITE

Resources > **Supply Items**

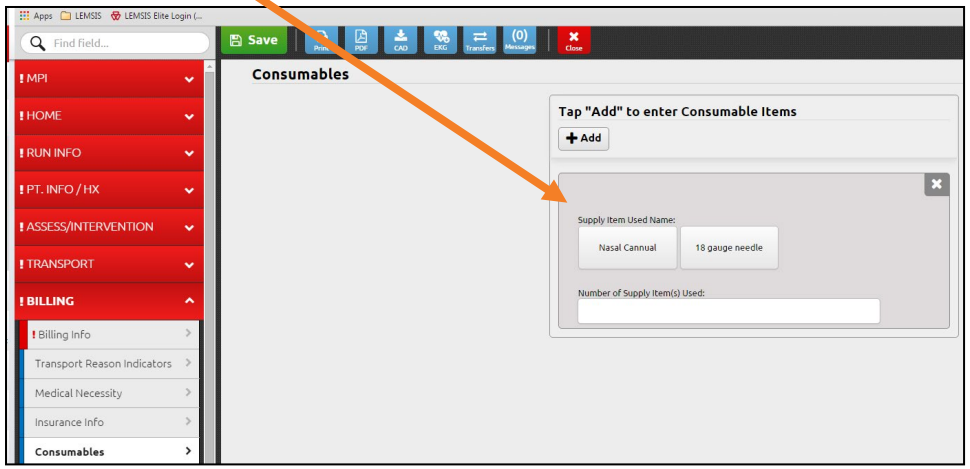
Supply Items – a feature in which Agency Administrators can create and manage a list of supplies; this list appears in the Billing > Consumables panel on the PCR

Action from this menu:

- Enter and manage list of supplies



Screen Shot of *Supply Item Used Name* field on the PCR

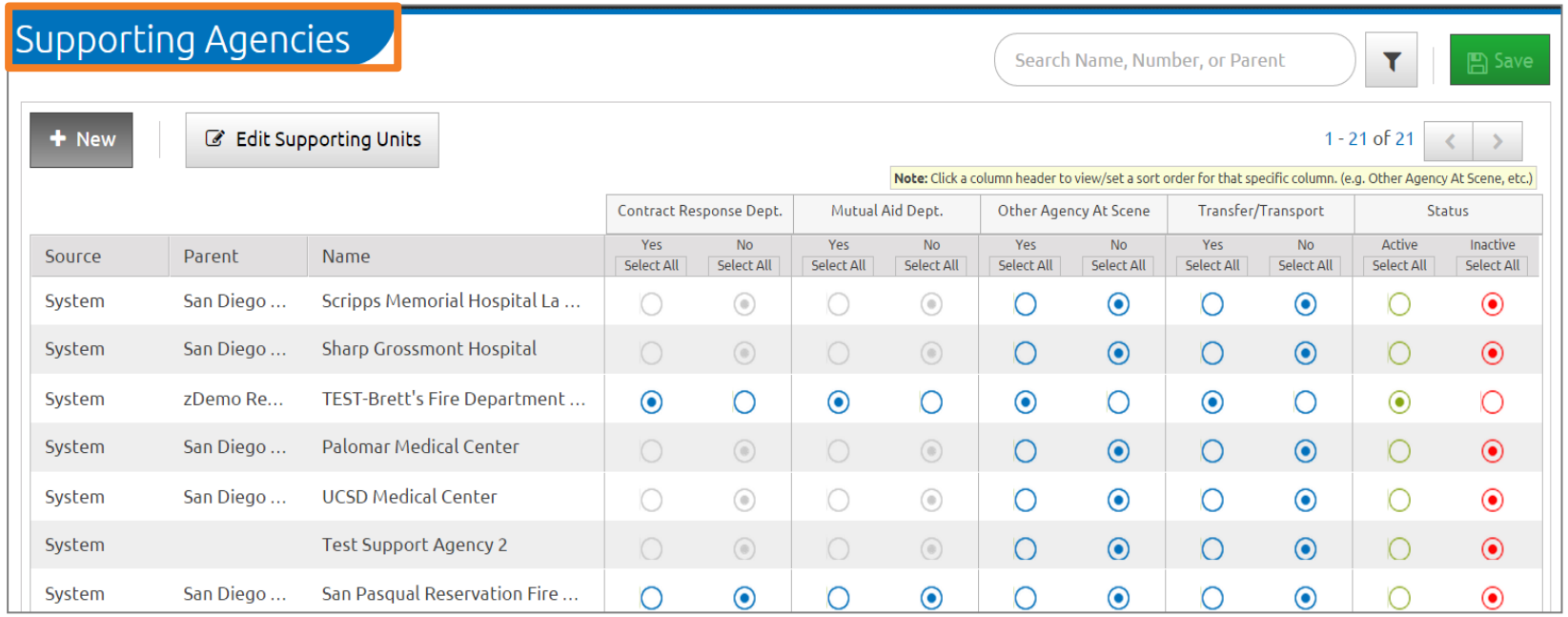


LEMSIS ELITE

Resources > **Supporting Agencies & Units**

Supporting Agencies & Units – a feature in which Agency Administrators can view a list of agencies that may be on scene; this list appears in relevant fields on the PCR

Note: This menu is a view only, as default settings are established to ensure this feature operates for all agencies. Any changes may affect the ability for PCRs to be transferred to other agencies/hospitals.



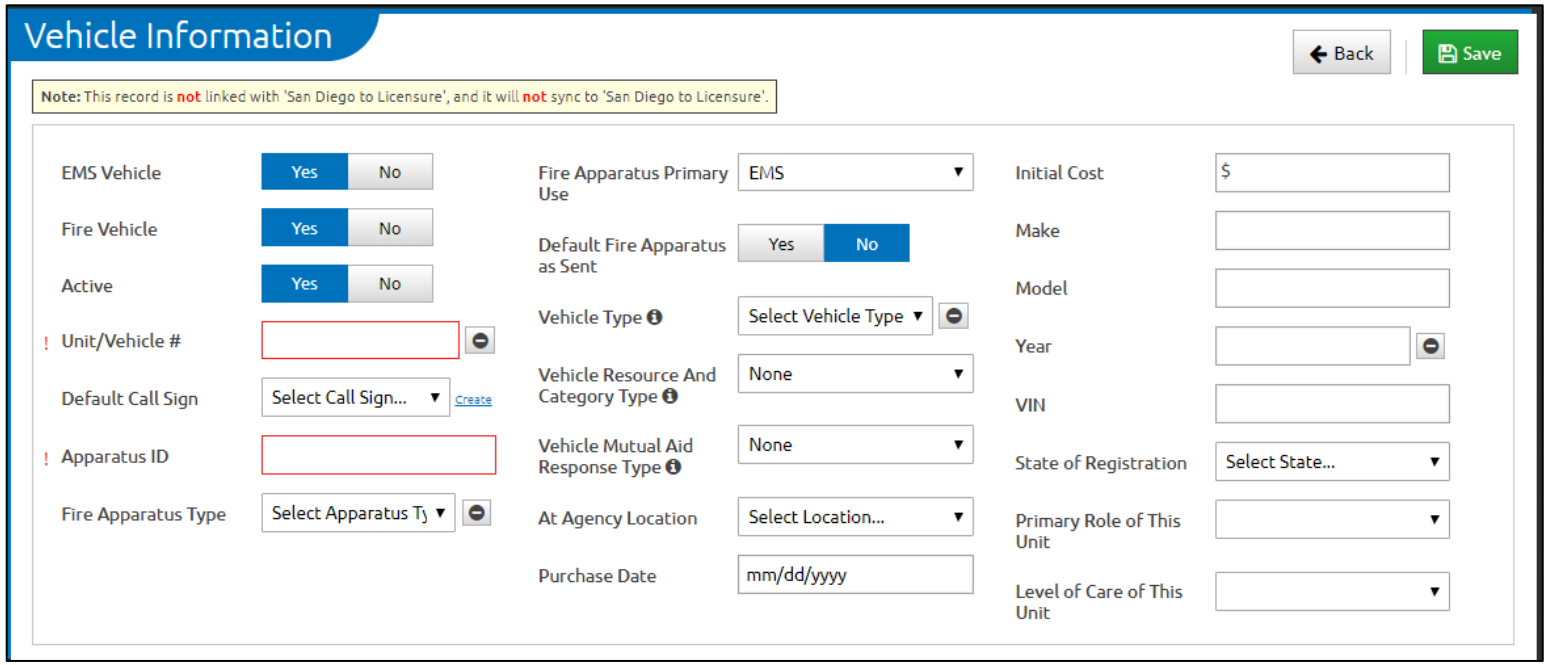
LEMSIS ELITE

Resources > **Vehicle and Call Signs**

Vehicle and Call Signs – a feature in which Agency Administrators can select and manage Vehicle and Call Sign details which then pre-populates vehicle information and vehicle related fields on Forms. This information does not sync from LMS so must be entered here in LEMSIS Elite. This is important to keep this up-to-date, so the CAD integration is kept current. The relevant LMS Update/Change form is also needed.

Action from this menu:

- Enter and manage vehicle and Call Signs



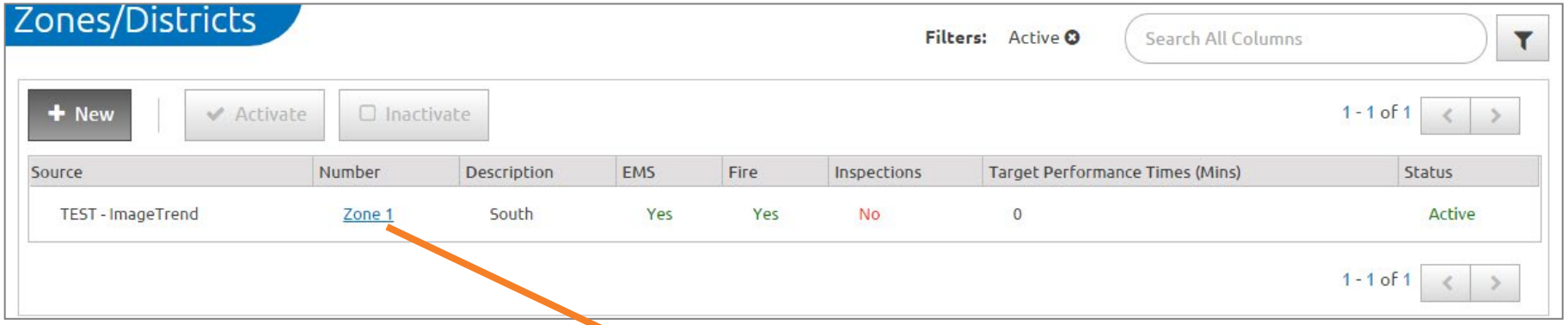
LEMSIS ELITE

Resources > **Zones / Districts**

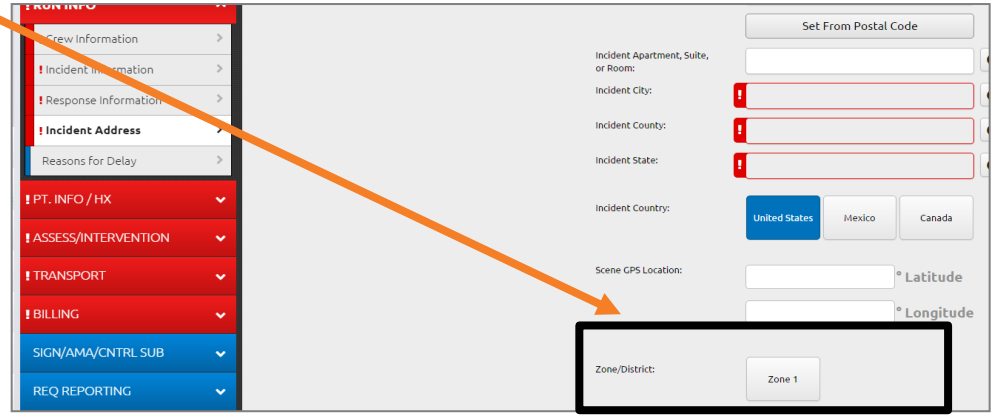
Zones/Districts – a feature in which Agency Administrators can create and manage Zones/Districts; these options then populate the relevant field on the PCR

Action from this menu:

- Function may depend on CAD integration (work individually with EMS)
- Enter and manage Zone/District information



Screen Shot of the *Zone/District* field on the PCR



LEMSIS ELITE

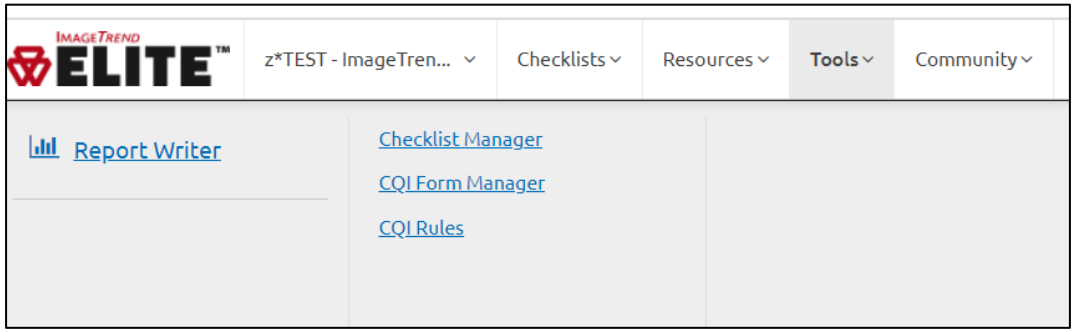
Tools Menu

LEMSIS ELITE
Tools > **Report Writer**

Report Writer – a feature in which Agency Administrators can create and manage reports; information on Report Writer can be found in the University and support from EMS staff is available

Checklist Manager – part of the Checklist sub-module where Admins manage the checklist process, create templates/forms, and create scheduled or on demand timing

CQI Form Manager and **Rules** – are part of the set of modules and features in which Agency Administrators can set up a multi-step process for QA/review. This is an in-depth process and can be addressed, if desired, at a later time.



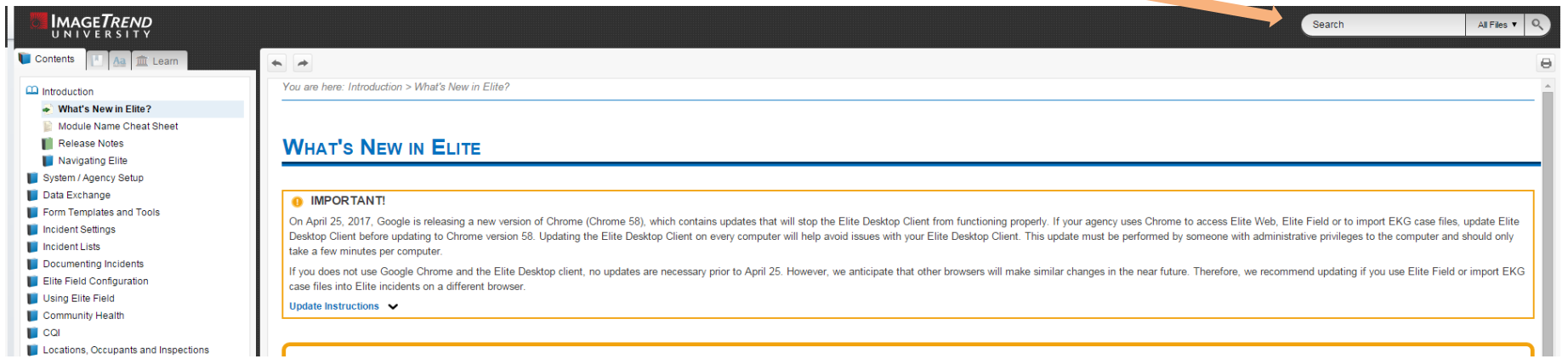
LEMSIS ELITE

Community Menu

LEMSIS ELITE
Community

Help/University – a feature in which Agency Administrators can find additional information on Image Trend Elite functions and features

Screen Shot the University – easiest to search for topics



LEMSIS ELITE
Next Steps

Agency Administrator Steps:

- **Decisions on and updating configuration of features described today, such as:**
  - Narratives
  - Supply List
  - Insurance Company
  - EKG Monitors/Medical Devices (Agency responsible for monitor integration)
  - CAD (if applicable)
    - For Private Providers CAD Integration (Financial responsibility lies with the agency)
  - Billing (if applicable)
    - For Private Providers Billing Integration (Financial responsibility lies with the agency)

PCR Training/Practice for field personnel:

- Schedule - TBD
- PCR documentation practice after training

Go-Live: TBD

LEMSIS ELITE
Tips

Tips for dealing with device issues (getting disconnected, not able to enter Incidents):

- Storage
    - Clear Cache/History (use caution to not loose Incidents)
- Browser
    - Chrome – Recommended/Use the most current version possible

Zoom

- Browser zoom can change how pages/menus appear

Devices to be Used?

LEMSIS Elite

Questions?