

CITY OF DELAWARE FIRE PARTNERS WITH TECHNICAL ACCOUNT MANAGER TO OPTIMIZE WORKFLOWS

“I got to a point where I just need a little guidance one way or another.”

- Chris Neading, Assistant
Chief at City of Delaware Fire
Department



THE CHALLENGE

City of Delaware Fire Department serves a growing central Ohio community of approximately 45,000 residents across about 20 square miles. The department responds to more than 7,300 calls annually from four fire stations, with a fifth station planned to open in 2026.

Delaware Fire was already using ImageTrend Elite for day-to-day documentation and reporting. But as new leadership stepped into administrative roles and looked ahead to NEMSIS 3.5, software consolidation and several long-standing workflow needs, leaders saw an opportunity to optimize how the department was using the system.

The department had motivated users and internal expertise. What leaders needed was focused technical guidance to help turn a broad list of ideas into practical next steps.

“We knew there was more we could do with ImageTrend,” Assistant Chief Chris Neading said. “Partnering with our Technical Account Manager (TAM) helped us understand what was possible and move those projects forward.”



THE SOLUTION

At the center of the work was City of Delaware Fire's partnership with ImageTrend Technical Account Manager Ronda Vanek.

As a recurring technical resource, Ronda helped the department prioritize needs, work through questions and connect the team with relevant examples and ImageTrend resources.



ONGOING TECHNICAL GUIDANCE

Weekly TAM meetings, site visits and quick Teams access gave Delaware a consistent place to work through configuration questions and keep projects from stalling.



WORKFLOW OPTIMIZATION

Ronda helped the team refine role-based CQI reviews and adapt an EMS form for NEMSIS 3.5, using permission groups, conditional logic and visibility rules to better fit the department's workflows.



PRODUCT ADOPTION

As Delaware looked at capabilities it already had but was not fully using, Ronda helped the department move inventory and maintenance tracking into Elite and shared an example from another agency that Delaware adapted for its Community Health workflow.



RESOURCES AND FORWARD PLANNING

Ronda connected the department with additional ImageTrend resources as needs emerged. As Delaware became more confident with the platform, its super users also shared feedback with product owners while leaders evaluated additional capabilities and future requirements.

"Having Ronda as our TAM gave us someone we could turn to when we needed guidance or a quick answer."

- Chris Neading, Assistant Chief, City of Delaware Fire Department



THE OUTCOME

With ongoing guidance from its TAM, City of Delaware Fire turned several long-standing needs into more focused and connected workflows.

What TAM Support Helped Delaware Accomplish

More focused CQI review



Role-based workflows help reviewers concentrate on targeted questions and route corrections back to providers.

More connected operations



Major assets, inspections and maintenance can be tracked in Elite, while reporting tools give leaders easier access to operational information.

Cleaner EMS documentation



Validation logic and visibility rules help crews capture relevant information with less clutter.

Trackable MIH follow-up



Referrals, contacts, touchpoints and follow-up can be documented in Community Health.

“Our medical director noticed the improvement. He told us the documentation looked better and that our crews were doing a much better job.”

- Chris Neading, Assistant Chief, City of Delaware Fire Department

THE RESULTS

The workflow changes are producing measurable results in both CQI and Mobile Integrated Health.

~50%

LESS RUN-REVIEW TIME

Reported by shift commanders
using the new CQI process

37

MIH PATIENTS ENROLLED

With activity and follow-up tracked
through Community Health



How TAM Guidance Helped Move Work Forward

Area	Before	With TAM Guidance
CQI review	CQI questions existed, but the review process was not fully used or consistent.	Role-based workflows focus reviewers on key questions and provider feedback.
EMS documentation	Gaps or inconsistencies were often identified after the fact.	Validation and visibility rules support cleaner documentation from the start.
Inventory & maintnance	Tracking relied on email, spreadsheets, manual entry and shared-drive files.	Major assets, inspections, maintenance and repair status are tracked in Elite.
MIH tracking	Referrals and community support were difficult to track consistently.	Calls, contacts, touchpoints and follow-up are documented in Community Health.
Planning & optimization	Projects were harder to move forward without targeted technial guidance	Recurring TAM support helps prioritize needs, connect resourcs and keep new projects moving.

LOOKING AHEAD

City of Delaware Fire continues to evaluate additional ImageTrend capabilities, including AI Assist, Visual Pre-Planning and Slate, while looking for opportunities to keep more operational information in one connected environment.

That ongoing planning reflects how the department’s relationship with its TAM has evolved. What began as a need for focused technical guidance has become a resource for continuing to optimize workflows, explore new capabilities and plan what comes next.

As Neading put it, the department has moved from “just treading water” to “optimization.” In that process, he called Ronda “pivotal.”

OPTIMIZE WHAT’S POSSIBLE WITH IMAGETREND

Learn how a dedicated Technical Account Manager can help your organization optimize workflows, adopt capabilities and keep strategic initiatives moving forward.

[Explore More About Technical Account Managers](#)

