

Citizens Memorial Healthcare Pre-Hospital Education Administration Manual

September 1st, 2012

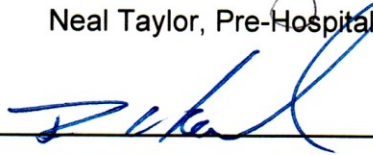
Reviewed and Approved Date



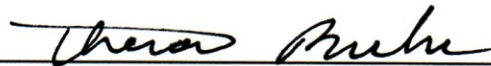
Donald J. Babb, Chief Executive Officer



Neal Taylor, Pre-Hospital Director



Dr. Roger Merk, Medical Director



Theron Becker, EMS Education Coordinator

Citizens Memorial Healthcare (CMH) Pre-Hospital Education is committed to the community by providing superior training that will provide for the educational needs of its citizens and those emergency responders who protect and serve them, whether it is before, during, or after an emergency or disaster.

This manual is applicable to all CMH Pre-Hospital employees when providing or attending any training activities and to students attending training provided by CMH Pre-Hospital.

This administration manual will be reviewed annually.

Table of Contents

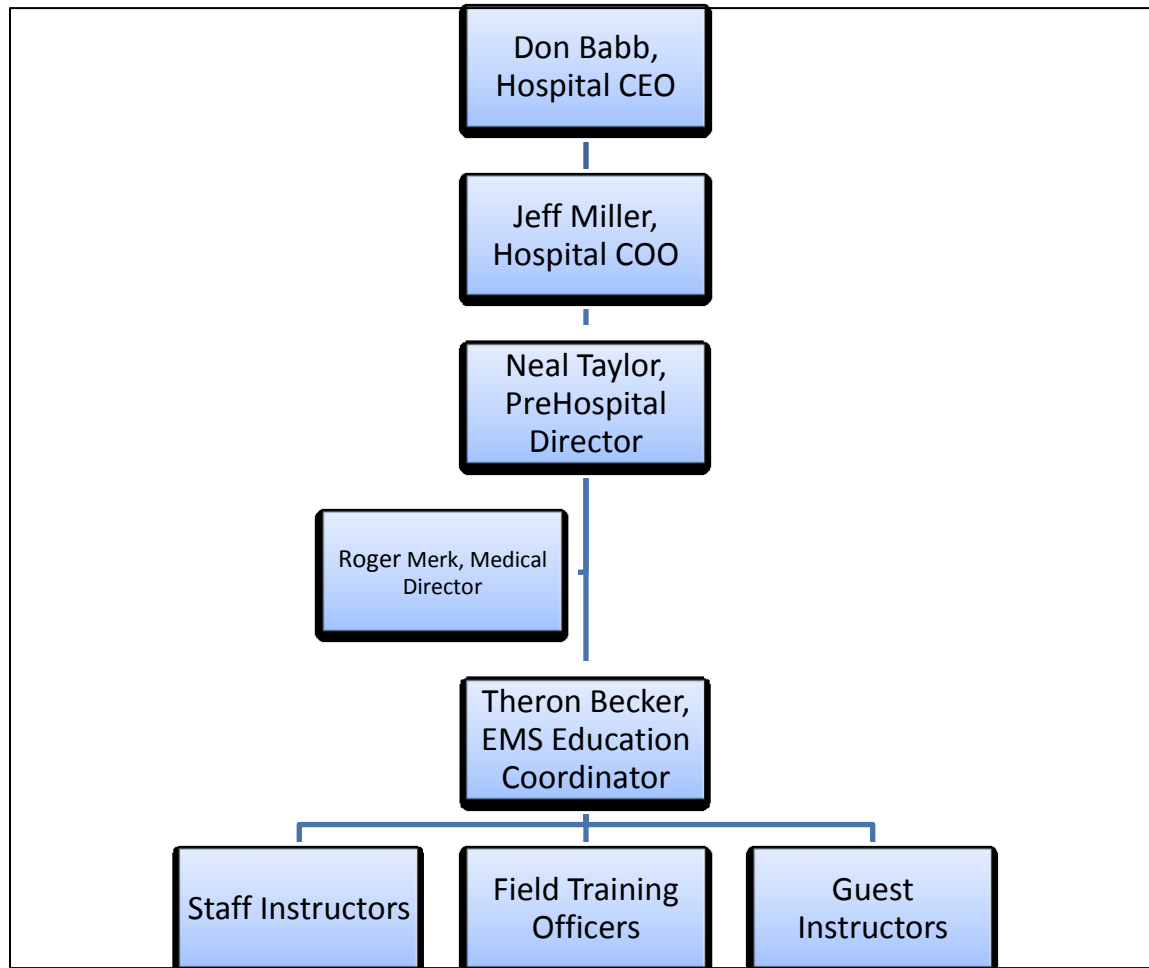
Section.....	Page
1.0 General Requirements	3
1.1 Evaluation of Need for Training	3
1.2 Organizational Chart	3
1.3 Medical Director Qualifications / Credentials	3
1.4 Faculty	3
2.0 Physical Facilities.....	6
2.1 Classrooms Descriptions.....	6
2.2 Available Equipment and Supplies	6
3.0 Program Evaluations.....	7
3.1 Student Evaluations	7
3.2 Instructor/Course Evaluations.....	8
4.0 Policy Manual.....	9
4.1 Admission Criteria	9
4.2 Course Fees.....	9
4.3 Student Withdrawal and Refund Policy.....	9
4.4 Attendance Policy and Dress Code	9
4.5 Class Cancellation Policy	10
4.6 Student Dismissal.....	10
4.7 Appeal and Grievance Procedure.....	11
4.8 Academic Criteria: Grading and Examination Policies	11
4.9 Health and Safety Procedures.....	12
4.10 Drug/Substance Use/Abuse	12
4.11 Certification Requirements	12
5.0 Records and Reporting	13
5.1 Satellite Programs (NA).....	13
5.2 Use of BEMS Number	13
5.3 Course Records	13
5.4 Student Transcripts	13
5.5 Training Roster Form	14
5.6 Sample Certificate of Completion	15
6.0 Program Details	16
6.1 Medical Responder Program.....	16
6.2 Emergency Medical Dispatch (EMD) Program	16
6.3 Emergency Medical Technician (EMT) Program.....	17
6.4 Advanced EMT Program (NA).....	18
6.5 Paramedic Program (NA).....	18
6.6 Continuing Education (CEU) Program	18
6.7 Field Training Officer (FTO) Program	19
7.0 Attachments	21

1.0 General Requirements

1.1 Evaluation of Need for Training

Attached to the bottom of each course/instructor evaluation, there is a questionnaire that assesses the student's and community's training needs. Routinely, the results of these forms are evaluated to plan for future classes. Please see section 3.2 Instructor/Course Evaluations (page 8) for that form.

1.2 Organizational Chart



1.3 Medical Director Qualifications / Credentials

Copies of all certificates and licenses are on file with the EMS Education Coordinator.

1.4 Faculty

Faculty include employees on staff at CMH, other community employees (i.e. Health Department, Fire Department, 911 Dispatch, etc.), and community volunteers.

Minimum Qualifications:

- Eighteen years of age or older.
- Must be currently certified and licensed at least at the level of course being taught.
- Should be able to demonstrate knowledge gained in the following classes:
 - NFPA 1041 - Professional Qualifications for Fire Department Instructor.
 - Emergency Medical Services Instructor/Coordinator.
- Must have ability to supervise and evaluate all students in the classroom and training evolutions.

Description of Duties:

- Delivers instruction effectively from a prepared lesson plan, including instructional aids and evaluation instruments.
- Adapts lesson plans to the unique requirements of the students.
- Organizes the learning environment so that learning is maximized.
- Meets the record-keeping requirements of the EMS Education Coordinator.
- Assembles course materials, given a specific topic, so that the lesson plan, all materials, resources, and equipment needed to deliver the lesson are obtained.
- Operates audiovisual equipment, and demonstration devices, given a learning environment and equipment, so that the equipment functions properly.
- Utilizes audiovisual materials, given prepared topical media and equipment, so that the intended objectives are clearly presented, transitions between media and other parts of the presentation are smooth, and media is returned to storage.
- Administers oral, written, and performance tests, given the lesson plan, evaluation instruments, and the evaluation procedures of the agency, so that the testing is conducted according to procedures and the security of the materials is maintained.
- Grades student oral, written, or performance tests, given class answer sheets or skills checklists and appropriate answer keys, so the examinations are accurately graded and properly secured.
- Reports test results, given a set of test answer sheets or skills checklists, a report form and policies and procedures for reporting, so that the results are accurately recorded, the forms are forwarded according to procedure, and unusual circumstances are reported.
- Provides evaluation feedback to students, given evaluation data, so that the feedback is timely, specific enough for the student to make efforts to modify behavior, objective, clear, and relevant; include suggestions based on the data.
- May develop individual lesson plans for a specific topic including learning objectives, instructional aides, and evaluation instruments to be approved by the EMS Education Coordinator.

1.4.1 Primary Faculty Requirements

Primary faculty must have certifications on file that indicate they have the education and experience on file to be a professional educator. Examples might include, but not limited to: Over 40 hours of instructor education (Emergency Services Instructor II, EMS Instructor/Coordinator, or Teacher/Educator College Degree).

Primary faculty must also have enough education and experience in the field of the program they are managing to qualify them to instruct others. This qualification is at the discretion of the Pre-Hospital Director. Minimum qualifications include:

- Current licensure and at least two years clinical experience in the level of course.
- Experience as an instructor.

1.4.2 Primary Faculty Vitae

Copies of all certificates and licenses are on file with the EMS Education Coordinator.

1.4.3 Field Training Officers Requirements

BLS FTOs have been an EMT for at least two years, CMH Pre-Hospital employee for at least two years, and have been recommended by their direct supervisor.

ALS FTOs have been a Paramedic for at least two years, CMH Pre-Hospital employee for at least two years, and have been recommended by their direct supervisor.

1.4.4 Field Training Officers Vitae

Copies of all certificates and licenses are on file with the EMS Education Coordinator.

1.4.5 Guest Instructors Requirements

Guest instructors must also enough education and experience in the field of the course they are instructing to qualify them to instruct others. This qualification is at the discretion of the EMS Education Coordinator. In the case where the guest instructor is not an experienced and qualified instructor, the course will be supervised by a lead instructor that meets the requirements of Primary Faculty. Minimum qualifications include:

- Current licensure and at least two years clinical experience in the level of course.

1.4.6 Guest Instructors Vitae

Copies of all certificates and licenses are on file with the EMS Education Coordinator.

2.0 Physical Facilities

2.1 Classrooms Descriptions

CMH Education Classrooms: Available for use are three classrooms in the Education Building. Classroom A has computer equipment, overhead projector, dry erase boards, and desks and chairs for approximately 20 students. Classroom B has computer equipment, dry erase boards, and desks and chairs for approximately 20 students. Classroom C is a laboratory setting with three simulated patients and room for approximately 10 students to perform skills. All classrooms are wheelchair accessible.

CMH Community Rooms: Available for use are three community rooms in the Hospital. Each have overhead projectors, sound system, and tables and chairs for approximately 50 students. The three community rooms may be joined into one large room for approximately 200 students. Adjacent to the community rooms is a kitchen with the availability of refreshments and food. All community rooms are wheelchair accessible.

Informal agreements also exist with Polk County Central Dispatch (classroom for approximately 20) and Bolivar City Fire Department (classroom for approximately 30) for the use of their facilities.

2.2 Available Equipment and Supplies

All equipment is maintained in proper working order by instructors prior to and after each class.

Equipment dedicated to EMS training:

- Projectors, Data (2)
- Training library of emergency services subjects

Equipment dedicated to training (not dedicated to EMS):

- ACLS training equipment (setup for 15 students)
- CPR training equipment (setup for 30 students)
- ITLS training equipment (setup for 15 students)
- Manikin, Airway (2)
- Manikin, Anatomical (2)
- Manikin, CPR, Adult (10)
- Manikin, CPR, Infant (10)
- Manikin, CPR, Pediatric (10)
- Manikin, OB (1)
- PALS training equipment (setup for 15 students)
- Projectors, Data (multiple)
- Training library of medical subjects

Equipment available (not dedicated to training):

- Computers, Laptop (12)
- Fully equipped ALS ambulances (10)
- Fully stocked ALS supply rooms (4)

3.0 Program Evaluations

3.1 Student Evaluations

Each course administered shall have a written record of student performance. This record may include, but not limited to: written tests, practical skill evaluations, or other written evidence of test or exam.

Clinical evaluations by FTOs conducted on riders is an online form and can be found at: <http://www.citizensmemorial.com/ems/fto.html>.

Copies of completed evaluations will be maintained in student records on CMH Pre-Hospital property. Students may request a copy or to review their file or any portion thereof at any time and will be granted access within three business days.

Reasonable accommodations will be made for individuals with disabilities at their request.

3.1.1 Written Tests

Written exams will be developed by the administrative agency (i.e. American Heart Association, International Trauma Life Support, etc.) or developed by the instructor to evaluate established lesson objectives.

All written tests will be reviewed and approved by the medical director as needed.

3.1.2 Practical Tests

Practical skill evaluations will be developed by the administrative agency (i.e. American Heart Association, International Trauma Life Support, etc.) or developed by the instructor to evaluate established lesson objectives.

All practical tests will be reviewed and approved by the medical director as needed.

3.2 Instructor/Course Evaluations

Date: _____ Course Name: _____

Instructor(s) Name: _____

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
Instructor is knowledgeable and experienced in subject matter					
Instructor facilitated your learning					
Classroom provided a learning environment					
Activities were an effective learning tool					
Audio/Visuals were an effective learning tool					
Printed materials were an effective learning tool					
Please list at least one thing you LIKED about the course.					
Please list at least one thing you DISLIKED about the course.					

Please list other classes you would be interested in attending if they were offered.

When would you be most likely to attend other offered courses? (Please circle multiple answers)

Sun	Mon	Tue	Wed	Thu	Fri	Sat
Morning		Afternoon		Evening		Night

Field Training Officer (FTO) Evaluations: <http://www.citizensmemorial.com/ems/fto.html>.

4.0 Policy Manual

This policy manual will be made available to all students in all courses taught.

The current class schedule and calendar is available at www.citizensmemorial.com/ems. This calendar is subject to change without notice. Changes to ongoing courses will be announced to the affected students.

4.1 Admission Criteria

Some exceptions may apply. Please contact the EMS Education Coordinator with specific questions.

- 1) Complete Registration Form.
- 2) Applicant shall be at least 18 years of age for EMS and rescue courses. Fourteen years of age is acceptable for community courses.
- 3) Applicant must have a High School Diploma or GED for EMS courses.
- 4) Applicant must have a current Missouri Drivers License for EMS and rescue courses.
- 5) Space may be limited and be on a first-come, first-serve basis. CMH Pre-Hospital employees will be selected first and further considerations may be at the discretion of the EMS Education Coordinator.
- 6) Participants may be required to attend an interview with the EMS Education Coordinator, and/or Lead Instructor.

Students who require special assistance should contact the EMS Education Coordinator and/or Lead Instructor as soon as possible. All efforts will be made to accommodate the special needs of students.

4.2 Course Fees

Course fees will be established and published with course announcements.

Textbooks may be required for courses. The required texts will be purchased prior to each class (textbook title is the decision of the Medical Director and/or EMS Education Coordinator), and available to students upon course payment.

4.3 Student Withdrawal and Refund Policy

Full refund will be made up to the start date of the course. In the case of multi-day courses, reimbursement requested after the second class will be refunded at 75%, and after the third class will be 50%. No fees will be returned after the fourth class. In the case of any refund, all course materials shall be returned.

4.4 Attendance Policy and Dress Code

Any time a student must be absent from class, the EMS Education Coordinator or Instructor should be contacted. Due to the compact time frame of most courses, it is important that all classes are attended. Students are allowed only two excused absences. Any more than two absences may be reason for dismissal, unless the student can show just cause. Excused absences will be at the discretion of the EMS Education Coordinator and Instructor. Having a total of two unexcused absences may result in dismissal from the program.

Any student who is absent is responsible for any and all information, materials, and instructions given during a class. The student will be held responsible for material presented and for the reading assignment in the missed class.

Students should realize that tardiness to class is very disruptive and that disciplinary measures may be taken for tardiness. Any student who is tardy more than five minutes on three occasions will have an absence marked on their attendance log.

Violations of the following dress code and behavior code may be grounds for the EMS Education Coordinator or Instructor to mark the student as absent, excuse the student from the activity, and/or dismiss the student from the program.

During class time, students should dress comfortably; however, a clean, professional appearance is expected. Students may wear shorts, but their length and appearance is at the discretion of the EMS Education Coordinator, Course Coordinator, or Individual Instructor.

When performing clinical rotations, the student should wear blue or black pants, dark shoes, and a white polo-style shirt. Students not wearing the proper uniform will be sent home. Any time that patient contact is made, participants with long hair should keep it pulled back, nails should be kept short; and perfume, cologne, and jewelry should be kept to a minimum.

Students are expected to display courteous and professional behavior during classroom, lab, and clinical sessions. Disruptive behavior during a lecture, practical, or clinical session is grounds for dismissal.

Students are not permitted to leave early or interrupt class with pagers, cell phones, or radios. Students should turn them off, silence them, or not bring them into the classroom. Responders may, at the instructor's discretion, be allowed to respond to emergencies during class at the request of the Incident Commander.

4.5 Class Cancellation Policy

In the event of course cancellation, for any reason, registrants will be notified immediately and course fees will be refunded when all course materials are returned. In the event of poor weather, courses will be cancelled if Bolivar Public School classes are cancelled. In the event that a class is cancelled, that class will be rescheduled and students should prepare for the next class already on the schedule.

4.6 Student Dismissal

Any violation of the medical ethics for patient care and patient confidentiality will result in a meeting with the Medical Director, Pre-Hospital Director, EMS Education Coordinator, and/or Lead Instructor. The meeting will determine the proper course of discipline or dismissal.

Infractions which may result in disciplinary action or dismissal from the class are:

- Dishonesty;
- Cheating in any form;
- Illegal use of controlled substances;
- Vulgarity or derogatory language;
- Harassment of instructors or fellow students;
- Inappropriate attire worn for clinical times or field internship or wearing a name tag other than to class, clinical times, or field internship;
- Breach of patient confidentiality, giving out information, or copying trip sheets;
- Falsification of any information of student application, records, or evaluations;
- Violations of absence/tardiness policies;
- Failure to meet the minimum scholastic, clinical, or field internship requirements as listed in the policies;
- Unexcused absence from clinicals;

- Theft of any property;
- Unprofessional conduct; or
- Behavior indicating drug or alcohol abuse.

4.7 Appeal and Grievance Procedure

CMH Pre-Hospital is responsible for managing and resolving all disputes, complaints, or problems that arise from a course offered by an instructor representing CMH Pre-Hospital. The EMS Education Coordinator and Instructors are responsible for day-to-day operations of training programs. They will become involved in resolving any disputes, complaints, or problems arising from courses taught by CMH Pre-Hospital.

Once a student has been dismissed for any of the reasons listed, he/she may seek reinstatement through a personal interview with the Medical Director, Pre-Hospital Director, and/or EMS Education Coordinator. If all agree, the student may return for a probationary period of four weeks. After the four-week period, the student will be reevaluated and may be fully reinstated, dismissed, or the probationary period extended.

A line of authority shall be followed when a grievance occurs. If there are any problems, students should contact their instructor. If the problem is not resolved or the problem is with the instructor, they should contact the EMS Education Coordinator. If the problem is still not resolved, they should contact the Pre-Hospital Director.

4.8 Academic Criteria: Grading and Examination Policies

Students may be assigned homework during the course. Homework may consist of essay papers, reading assignments, take-home quizzes, practical evolutions, etc. Assignments must be turned in by the due date - late work will not be accepted.

Quizzes, written exams, practical exams, or final exams may be given during the course. All practical exams are Pass/Fail. Grades will be figured as follows:

Grade	Range	Comments
A	90% - 100%	
B	80% - 89%	Minimum passing grade for Pre-Hospital staff. Minimum grade to be eligible to test for National Registry.
C	70% -79%	Minimum passing grade for non-Pre-Hospital staff. Minimum grade to be eligible to test for Division of Fire Safety.
F	69% and below	Not a passing grade. No certificate will be given.

If the student misses an exam (practical or written), the student shall receive a score of zero unless the absence is excused by the EMS Education Coordinator or Lead Instructor. Students will be allowed to retest two times for each practical station failed. Questions regarding test failure should be directed to the EMS Education Coordinator.

All students will be under constant evaluation for the duration of the course. This will include the listed written testing as well as practical examinations. Students will have a practical check-off sheet that must be completed for course completion. The Medical Director will review all evaluations, written and practical test results, and skill performance sheets at his/her convenience.

Extra credit worksheets or quizzes may be given at any time during a class. All extra credit work is voluntary. Any student wishing to complete extra credit work shall have it turned in on time.

4.9 Health and Safety Procedures

Students shall report any dangerous environmental situations or safety hazards to their instructor, preceptor, and/or FTO immediately (i.e. Spills, loose wires, unsafe equipment, etc.).

While working clinical hours, students may occasionally be exposed to communicable or other medical diseases. When performing clinical rotations, students should take appropriate Body Substance Isolation (BSI) precautions. This may include (but is not limited to) gloves, eye shields, and gowns. If a student is exposed to a known case, he/she will be required to report this immediately to the instructor, preceptor, and/or FTO and seek necessary medical treatment.

Any participant who has a communicable disease (common cold, flu, hepatitis, herpes or cold sore, HIV-related illness, etc.) should not participate in practical skills stations or have direct patient care/contact during the clinical setting. Students must be non-febrile for 24-hours prior to patient contact. Participants will be expected to attend classes (unless their condition will not permit attendance) and observe others in the practical stations. The student will be expected to practice on his/her own time to maintain skill levels.

When practicing skills, students should operate all equipment appropriately and properly clean all equipment.

The clinical preceptor(s) and FTO(s) have final authority over the student during rotations. Students are not permitted to operate any vehicles while on clinical rotations. Students shall always ride in a seated position and wear a seat belt.

If at any time the student performs actions not approved by the preceptor(s) or FTO(s), the participant may be sent home or possibly expelled from the course.

Directions given by training personnel should be followed and if not understood, the student should ask for clarification before continuing the task.

4.10 Drug/Substance Use/Abuse

No tobacco use permitted during class on healthcare property, in healthcare vehicles, or during healthcare functions. Students under the influence of any illegal substance or alcohol during class will be dismissed and may be subject to further discipline or legal action. Students under the influence of even prescribed and legal substances that may impair judgment, reflexes, or drowsiness may have certain restrictions placed on them (i.e. cannot participate in laboratory, clinical, or evolutions). Illegal use of controlled substances outside of class can lead to dismissal.

4.11 Certification Requirements

To be eligible for National Registry testing, students must have a course grade of at least 80%. The practical exam may be taken up to three times to achieve a passing score. Once the practical exam is passed, the student will be able to take the written exam. Each student will be given a National Registry Certification Requirement Brochure at the beginning of each course.

To be eligible for Missouri State Department of Public Safety - Division of Fire Safety testing, students must have a course grade of at least 70%.

5.0 Records and Reporting

5.1 Satellite Programs (NA)

Currently, no satellite programs exist.

5.2 Use of BEMS Number

Missouri BEMS Number will only be used on completion certificates and correspondence with BEMS.

5.3 Course Records

All student and course records are kept in the student file at Pre-Hospital for five years and are available to the student for review.

5.4 Student Transcripts

Student transcripts are maintained as each course completion certificate is completed. A transcript is given to each student with each certificate. Transcripts are maintained indefinitely.

5.5 Training Roster Form

Print your name below to receive EMS CEUs.

Date: _____ Start Time: _____ Contact Hours: _____

Course Name: _____ Location: _____

Instructor(s): _____

#	DSN	Name	Score	Passed	Cert Printed	Entered DB(s)	Comments
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							

5.6 Sample Certificate of Completion

At the successful completion of each course, each student will receive a certificate similar to below which also includes a transcript of courses completed to date.

Citizens Memorial Healthcare	Certificate of Completion	Pre-Hospital Services
<p><u>Student Name</u> Has successfully completed <u>Course Name</u> Meeting the objectives and lesson requirements established by <u>Agency Name</u></p>		
<u>Hours</u> Contact Hours		<u>Date</u> Completion Date
<u>Location</u> Location		<u>Instructor</u> Lead Instructor
_____ Education Coordinator Signature		_____ Lead Instructor Signature
Citizens Memorial Healthcare Pre-Hospital Services is a Paramedic-level accredited training entity by the Missouri Bureau of EMS. BEMS#: 16701B		

Citizens Memorial Hospital	Official Transcript	Pre-Hospital Services
<u>Student Name</u>		
Date	Course Name	Hours
Date	Course Name	Hours
		0.0 - 2011 Total Hours
		0.0 - 2012 Total Hours
<u>Date</u> Transcript Date	_____ Education Coordinator Signature	

6.0 Program Details

6.1 Medical Responder Program

6.1.1 Medical Responder Program Director

The designated director for the Medical Responder Program is the EMS Education Coordinator.

6.1.2 Medical Responder Lead Instructor

The Medical Responder lead instructor will be selected by the EMS Education Coordinator.

6.1.3 Medical Responder Curriculum

The Medical Responder Program will use the National Standard Curriculum.

6.1.4 Medical Responder Clinical Requirements

If, at any time during a clinical rotation, a student is asked to perform outside his/her scope of training, that student shall immediately tell the requestor that they are not trained for that procedure and are not allowed to do it.

All students will be required to wear a CMH-issued ID badge during all clinical rotations. The name badge shall be returned upon course completion (or having dropped the course). Students will assume replacement cost if their name badge is lost, mutilated, or destroyed. Replacement cost will be \$10 each.

Emergency department clinical rotations will be completed at CMH ER and will be scheduled through the EMS Education Coordinator. See <http://www.citizensmemorial.com/ems> for details on how to schedule clinical. A minimum of 12 hours of ER clinicals will be required.

Ambulance clinical rotations will be completed on a CMH ambulance and will be scheduled through the EMS Education Coordinator. See <http://www.citizensmemorial.com/ems> for details on how to schedule clinical. A minimum of 12 hours of ambulance clinicals will be required.

Dispatch clinical rotations will be completed at Polk County Central Dispatch and will be scheduled through the EMS Education Coordinator. See <http://www.citizensmemorial.com/ems> for details on how to schedule clinical. A minimum of 6 hours of dispatch clinicals will be required.

A minimum of 3 trauma patients and 3 medical patients must be encountered to complete clinicals.

6.1.5 Medical Responder Clinical Agreements

Written agreements for Emergency Room and 9-1-1 Dispatch may be found on file with the EMS Education Coordinator.

6.1.6 Medical Responder Examination Requirements

Each student must achieve a cumulative score of no less than 80% to successfully complete the course. Additionally, each student must achieve a score of no less than 80% on each test and competency throughout the course. Students may re-take unit/chapter tests once if their first score is below 80%.

6.2 Emergency Medical Dispatch (EMD) Program

6.2.1 EMD Program Director

The designated director for the EMD Program is the EMS Education Coordinator.

6.2.2 EMD Lead Instructor

The EMD lead instructor will be selected by the EMS Education Coordinator.

6.2.3 EMD Curriculum

The EMD Program will use the National Standard Curriculum.

6.2.4 EMD Clinical Requirements

If, at any time during a clinical rotation, a student is asked to perform outside his/her scope of training, that student shall immediately tell the requestor that they are not trained for that procedure and are not allowed to do it.

All students will be required to wear a CMH-issued ID badge during all clinical rotations. The name badge shall be returned upon course completion (or having dropped the course). Students will assume replacement cost if their name badge is lost, mutilated, or destroyed. Replacement cost will be \$10 each.

Emergency department clinical rotations will be completed at CMH ER and will be scheduled through the EMS Education Coordinator. See <http://www.citizensmemorial.com/ems> for details on how to schedule clinical. A minimum of 6 hours of ER clinicals will be required.

Ambulance clinical rotations will be completed on a CMH ambulance and will be scheduled through the EMS Education Coordinator. See <http://www.citizensmemorial.com/ems> for details on how to schedule clinical. A minimum of 6 hours of ambulance clinicals will be required.

Dispatch clinical rotations will be completed at Polk County Central Dispatch and will be scheduled through the EMS Education Coordinator. See <http://www.citizensmemorial.com/ems> for details on how to schedule clinical. A minimum of 12 hours of dispatch clinicals will be required.

A minimum of 1 trauma patient and 1 medical patient must be encountered to complete clinicals.

6.2.5 EMD Clinical Agreements

Written agreements for Emergency Room and 9-1-1 Dispatch may be found on file with the EMS Education Coordinator.

6.2.6 EMD Examination Requirements

Each student must achieve a cumulative score of no less than 80% to successfully complete the course. Additionally, each student must achieve a score of no less than 80% on each test and competency throughout the course. Students may re-take unit/chapter tests once if their first score is below 80%.

6.3 Emergency Medical Technician (EMT) Program

6.3.1 EMT Program Director

The designated director for the EMT Program is the EMS Education Coordinator.

6.3.2 EMT Lead Instructor

The EMT lead instructor will be selected by the EMS Education Coordinator.

6.3.3 EMT Curriculum

The EMT Program will use the National Standard Curriculum.

6.3.4 EMT Clinical Requirements

If, at any time during a clinical rotation, a student is asked to perform outside his/her scope of training, that student shall immediately tell the requestor that they are not trained for that procedure and are not allowed to do it.

All students will be required to wear a CMH-issued ID badge during all clinical rotations. The name badge shall be returned upon course completion (or having dropped the course). Students will assume replacement cost if their name badge is lost, mutilated, or destroyed. Replacement cost will be \$10 each.

Emergency department clinical rotations will be completed at CMH ER and will be scheduled through the EMS Education Coordinator. See <http://www.citizensmemorial.com/ems> for details on how to schedule clinical. A minimum of 36 hours of ER clinicals will be required.

Ambulance clinical rotations will be completed on a CMH ambulance and will be scheduled through the EMS Education Coordinator. See <http://www.citizensmemorial.com/ems> for details on how to schedule clinical. A minimum of 36 hours of ambulance clinicals will be required.

Dispatch clinical rotations will be completed at Polk County Central Dispatch and will be scheduled through the EMS Education Coordinator. See <http://www.citizensmemorial.com/ems> for details on how to schedule clinical. A minimum of 12 hours of dispatch clinicals will be required.

A minimum of 6 trauma patient and 6 medical patient must be encountered to complete clinicals.

6.3.5 EMT Clinical Agreements

Written agreements for Emergency Room and 9-1-1 Dispatch may be found on file with the EMS Education Coordinator.

6.3.6 EMT Examination Requirements

Each student must achieve a cumulative score of no less than 80% to successfully complete the course. Additionally, each student must achieve a score of no less than 80% on each test and competency throughout the course. Students may re-take unit/chapter tests once if their first score is below 80%.

6.4 Advanced EMT Program (NA)

Currently, no Advanced EMT Program exists.

6.5 Paramedic Program (NA)

Currently, no Paramedic Program exists.

6.6 Continuing Education (CEU) Program

6.6.1 CEU Program Director

The designated director for the CEU Program is the EMS Education Coordinator.

6.6.2 BEMS Core Requirements for Re-Licensure

At the beginning of each refresher course, the Lead Instructor will review the current MO BEMS requirements on their website (<http://health.mo.gov/safety/ems/licensing.php>) and create and conduct the course to meet those requirements. See attachments to this document for most recent downloaded requirements.

6.6.3 CEU Lesson Plans

Lesson plans for CEU courses will be approved by the EMS Education Coordinator and reviewed by the Medical Director at his/her discretion.

6.7 Field Training Officer (FTO) Program (Clinicals)

Ambulance clinical rotations enable the students to acquire a basic working knowledge of EMS in the field. Students are expected to follow all directions from Pre-Hospital staff members and to dress appropriately. Students will be responsible for making sure time sheets and clinical rotation evaluation forms are completed by a FTO. Ambulance clinicals will be completed on a CMH ambulance in Bolivar, Hermitage, Stockton, or Eldorado Springs.

If, at any time during a clinical rotation, a student is asked to perform outside his/her scope of training, that student shall immediately tell the requestor that they are not trained for that procedure and are not allowed to do it.

Field Training Officers (FTOs) will be utilized to educate and orient new employees and students riding on an ambulance for CMH. All students and new hires riding as a third rider must be riding with an approved FTO. Students doing clinicals in the Emergency Room or at 9-1-1 Dispatch must be with an approved preceptor.

BLS FTOs have been an EMT for at least two years, CMH Pre-Hospital employee for at least two years, and have been recommended by their direct supervisor. ALS FTOs are have been a Paramedic for at least two years, CMH Pre-Hospital employee for at least two years, and have been recommended by their direct supervisor.

First Responder students, EMT students, and new EMT employees may ride with either BLS or ALS FTOs. Paramedic students, RN students, and new Paramedic employees must ride with an ALS FTO.

New hires will be assigned a primary FTO that a majority of their orientation should be completed with. The primary FTO must recommend the new hire to be taken off orientation to the Education Coordinator who will then recommend them to be taken off orientation to their manager once all new hire requirements are met.

To ride on an ambulance (rider, student, orientation), the following rules apply:

- Rider must ride with approved FTO,
- All riders must have and wear CMH-issued ID (temporary from HR or employee ID),
- A maximum of one rider per shift per ambulance,
- Shift must be no less than four (4) hours and no more than 16 hours long,
- Bolivar shift times must be between the hours of 7am and midnight,

- Cedar and Hickory shift times must be between the hours of 8am and 8pm (student may be able to stay as late as midnight with the permission of the FTO),
- Shift must be between the hours of 7am and 11pm,
- It is preferred that the student shift starts at the beginning of the ambulance shift,
- Rider should arrive 15min early and be prepared to get off late,
- During the shift, the rider cannot move from ambulance-to-ambulance unless they will always be riding with an appropriate FTO and all FTOs approve,
- Ride schedule must be authorized prior to riding.

To be authorized and scheduled, review the available shifts (link below), request a shift via email (preferably with 24-hours notice), and receive confirmation the ride has been authorized.

- Available FTO shifts can be found at www.citizensmemorial.com/ems.
- Send request email to the EMS Education Coordinator. Please include date, start time, end time, and preferred shift.

Emergency Room Clinicals

Emergency department clinical rotations enable students to have a working knowledge of the emergency department and the functions of its staff. Students are expected to follow all directions of the nursing staff and to dress appropriately. Students will be responsible for making sure time sheets and clinical rotation forms are completed by an approved course preceptor or FTO. Emergency room clinicals will be completed at CMH ER in Bolivar.

ER clinicals can also be scheduled in the same manner as ambulance clinicals. Two students may be in the ER at the same time from the hours of 9am and Midnight. Review www.citizensmemorial.com/ems and email the EMS Education Coordinator to schedule your shift.

9-1-1 Communication Center Clinicals

9-1-1 communications center clinical rotations allow the students a basic understanding of how a 9-1-1 system works. When completing clinical rotation hours in the Communications Center, students will be expected to follow all directions of the dispatching staff. Students will be responsible for making sure time sheets and clinical rotation forms are completed by an approved preceptor or FTO. Clinical rotations will be completed at Central Dispatch of Polk County

Dispatch clinicals can also be scheduled in the same manner as ambulance clinicals. One student may be in the dispatch center at the same time from the hours of 7am and 7pm. Review www.citizensmemorial.com/ems and email the EMS Education Coordinator to schedule your shift.

6.7.1 FTO Program Director

The designated director for the FTO Program is the EMS Education Coordinator.

7.0 Attachments

- 1) MO BEMS Documents
 - a. Training Entity Application
 - b. Training Entity Inspection Checklist
 - c. Annual Reports
 - d. EMS Relicensing Checklist
 - e. EMS Personnel License Application
 - f. Core Requirements for EMT Basic
 - g. Core Requirements for EMT Paramedic
- 2) Applicable CMH Policies
 - a. Education Services Department
 - b. Responsibility for Co-Provided Educational Activities
 - c. Record Storage, Confidentiality, and Retrieval of Records
 - d. Verification of Participation and Successful Completion of Educational Attendance
 - e. Written Verification of Successful Completion of an Educational Activity
 - f. Endorsement of Commercial Products
 - g. Notification of Organizational/Provider Unit Changes
 - h. Use of Appropriate Language
 - i. System of Awarding Credit
 - j. Providers Cannot Approve Activities
 - k. Healthstream Learning Management System
 - l. Cardiopulmonary Resuscitation (CPR) / Life Support Training
 - m. Cardiopulmonary Resuscitation (CPR) Manikin Decontamination
 - n. Continuing Education
 - o. Education Documentation
 - p. Reference Material
 - q. Equipment Scheduling
 - r. Continuing Education Policies and Procedures