

EMS 235 EMS Management

COURSE DESCRIPTION:

Prerequisites: None

Corequisites: None

This course stresses the principles of managing a modern emergency medical service system. Topics include structure and function of municipal governments, EMS grantsmanship, finance, regulatory agencies, system management, legal issues, and other topics relevant to the EMS manager. Upon completion, students should understand the principles of managing emergency medical service delivery systems.

Course Hours per Week: Class, 2. Semester Hours Credit, 2.

LEARNING OUTCOMES:

Upon completing requirements for this course, the student will be able to:

1. Identify best practices for effective and impactful leadership in the dynamic, contemporary world of Emergency Medical Services.
2. Discuss relevant leadership theories as they relate to real-world case studies from both private and public sectors.
3. Define and discuss the elements of effective departmental organization and risk management.
4. Outline the priorities of a budget-planning document while anticipating the diverse needs of a community.
5. Understand the importance of leadership in nurturing public trust and customer service performance management.
6. Analyze the concept of change and the need to be aware of future trends in EMS management.

OUTLINE OF INSTRUCTION:

- I. Dynamics of EMS Leadership and Organizational Structure
 - A. EMS Officer Eligibility & Preparation
 - B. Business Aspects of EMS
 - i. Municipal Government & Other EMS Models
 - ii. Personnel, Strategic Planning, Marketing, & Culture
 - iii. Case Review/Discussion
 - C. Organizational Spokes of an EMS Agency
 - i. Professional Standards
 - ii. Operations
 - iii. Education & Training
 - iv. Performance Metrics & Benchmarking
 - D. Promotion – Initial Steps
 - E. Quiz 1

II. EMS Officer Leadership

- A. Clarity to Your Role
- B. Priorities
- C. SMART Goals/Objectives
- D. Human Dynamics/Emotional Intelligence
- E. Types of Leaders
 - i. 5 “BP’s”
- F. Mission/Vision/Values
- G. Finances
 - i. Budgets, Grants, Reimbursements (Fee for Services), Payroll, Equipment
- H. “Culture of Quality”
- I. Ethics
- J. Time Management
 - i. Case Review/Discussion
- K. Quiz 2

III. Legal Issues

IV. Department Management

- a. Team Building (Presence/Availability for Them)
 - i. Hiring
 - ii. Conflict Management
 - iii. Promoting Culture/Autonomy/Establishing Boundaries
 - iv. Coaching/Mentoring
 - v. Communications
 - vi. Under Performance or Toxicity
 - vii. Case Review/Discussion
 - viii. Quiz 3

V. Communications

- A. Written/Verbal/Non-Verbal
- B. Technology – Social Media
- C. Policies/Procedures/SOG’s
- D. Crew Resource Management
- E. Performance Reviews
- F. Case Review/Discussion
- G. Quiz 4

VI. Customer Service Plan

- A. Organizational
- B. Patients/Public/Health Care & Other Public Safety Agencies
- C. Feedback “How are We Doing”
- D. Case Review/Discussion

VII. Strategic Planning

- A. Purpose

- B. Mission/Vision/Values
- C. SWOT/Goals (Department/Corporate)
- D. Implementing/Evaluating
- E. Assignment
- VIII. Well Being of Employees/Crisis Management
 - A. Case Review/Discussion
- IX. Final Group Project

REQUIRED TEXTBOOK AND MATERIAL:

EMS Supervisor Principles & Practice (NEMSMA) - Orlando Dominguez 2016